



Introduction to Sloan Touch-free Soap Dispensers Q&A Summary

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Q: Can you use any manufacturers soap in your dispensers?

A: No. You must use the soap refill that is designed for each specific dispenser. For most Sloan automatic soap dispensers the soap refill bottles can be purchased through either Sloan's or GOJO's distribution network.

Q: Since Sloan has a partnership with GOJO, does that mean Sloan has a hand sanitizer dispenser? We are getting many requests.

A: No. Not at this time.

Q: Is it possible to get a copy of the presentation?

A: A copy of the presentation and recording will be sent to all attendees.

Q: What soap refill sizes are available for the soap dispensers in the faucet/soap matching combos?

A: These soap dispensers ship with 2 bottles containing 1500ml of soap each. We will soon be introducing soap refill bottles containing 2300ml of soap in each. Although the 2300ml refill bottles are not currently in stock or available for sale, they will be able to work with existing dispensers when the larger bottles do become available.

Q: What is the recommended distance between faucet and soap dispenser sensors on a sink?

A: On a trough style sink we typically place the soap dispenser 6.5 inches (16.5 cm) from the faucet. That dimension can change depending upon the soap dispenser location and the under-mount bowl size. If you have questions about faucet and soap locations for your particular project please contact Sloan [Tech Support](#).

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Q: In the webinar presentation there were photos of restrooms with wood-looking shrouds/casework below the sinks. Are those custom made, or are they manufactured by Sloan?

A: These enclosures were manufactured by Sloan and are laminated cabinet-style enclosures. We often use Wilsonart laminate, though we can work with other brands as well. It's the laminate that creates the "wood" look. We also manufacture stainless steel angled enclosures. Some customers combine both laminate and stainless steel enclosures in the same restroom to highlight different areas of the sink.

Q: Do all of the soap dispensers ship with a refill?

A: All of our current dispensers do (except the ESD-400 model). For that model you must order the refills separately. In the future when we launch new soap dispensers we will also include a refill with them.

Q: Are soap dispensers in the architectural/designer scope of work or in the mechanical engineer/plumbing side?

A: Generally we see them in the architectural/design scope and listed in Division 10 (accessories).

Q: Do Sloan hardwired soap dispensers accept only 120V power, or do they also accept 240V?

A: Sloan soap dispensers work with both 120V and 240V power supplies. They are supplied with a "Type A" plug that is used in North America and many other international markets. Reach out to your local [Sloan Representative](#) with the specifics about your location and job, and we can help recommend the best option for you.

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Q: Some facilities like to use colored soap to be able to take a quick look at soap levels in the bottles below their sinks. Since most of your soap refills are clear and unscented what do you say to those facilities?

A: This is an excellent question. Sloan intentionally supplies clear and unscented options to benefit customers who are sensitive or allergic to artificial colorants and perfumes. We do this as part of our commitment to Sustainability and Wellness because it ultimately benefits all customers and helps to ensure a pleasant and effective hand washing experience. Sloan soap bottles are transparent so that it's still easy to visually check soap levels with a quick glance under the sink. For customers who insist upon color the ESD-400 model uses green colored soap.

Q: There was mention of daisy chaining soap dispensers, is that currently available?

A: These are in testing prior to launch. Contact your local [Sloan Representative](#) to ask if field trial connectors are still available to test.

Q: We are located in Dubai and soap refills can be expensive for us to import from the USA due to shipping costs. Local maintenance teams like to use local soap refills for this reason. Is there any recommendation you have for these situations?

A: Sloan is a global company with manufacturing, distribution and warehousing around the world. If you have a logistics problem like the one described above please reach out to us with the details so that we can understand your specific projects and situation. For soap dispensers and refills please contact Ms. Morgan Butts directly. We can't guarantee a solution but let's talk more and determine the best answer for you.

Q: When will the new top-fill soap dispenser be available?

A: Look for more information about these soon. We are now in field trials for these units in which we subject them to as much "real world use and abuse" as possible. When this is completed we'll announce a launch date..

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Q: The webinar presentation mentioned the amount of soap that some typical locations use on an annual basis. Are those soap usage numbers based on current data or pre-COVID usage?

A: These numbers are based on pre-COVID usage. At the time of this presentation many buildings have not yet re-opened and we do not have definitive data to confirm increased soap consumption. We believe soap usage will increase but do not yet have the data to prove it.

Q: Are the soap refill containers recyclable?

A: Yes. They are recyclable and Sloan highly recommends collecting and recycling the containers whenever possible.

Q: Are soap dispenser sensors all IR (infrared) sensors or are they also available with capacitance (proximity) sensors?

A: They are all IR (infrared) sensors.

Q: Are Sloan [special finishes](#) (like PVD Graphite or PVD Polished Brass) available on all faucets and soap dispensers, or only on select models?

A: For many of our most popular models we inventory special finish models and require no minimum order quantity (MOQ). All of the items on our [special finish price list](#) are available this way. Items that are not on this list might be available as special orders with an MOQ and extended delivery times. Contact your local [Sloan Representative](#) if you have a potentially large custom special finish order.

Q: Which deck-mounted soap dispenser model has the longest spout, and how long is it?

A: The [ESD-2100](#) measures 5.8 inches (14.7 cm) from the back to the front of the dispenser. The [ESD-2000](#) model mentioned in the webinar is the second longest at 5.6 inches (14.2 cm).

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Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

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Training Comments, Questions, or Suggestions?

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