



**WASHROOM
MAINTENANCE CHECKLIST
(DAILY · WEEKLY · MONTHLY)**

MAY 2026

ABOUT THIS GUIDE

This document is intended as guidance to support good washroom maintenance practice. It is not exhaustive, and the suggested frequencies are guidelines only — actual intervals will vary depending on site usage, water hardness, footfall and the specific products installed. Items not listed may still require attention, and this guide does not replace the product-specific Operations & Maintenance manual supplied with each Dolphin product. If in any doubt, please contact Dolphin Technical Support.

THIS GUIDE COVERS:

- › Sensor taps — wall-plate / sensor-in-spout and deck-mounted
- › Soap dispensers — manual and automatic, liquid and foam
- › Hand dryers
- › Dolphin and Dolphin Prestige stainless steel dispensers and accessories

CLEANING PRODUCTS DOs & DONTs

Hard-water Area

Limescale will build up faster on aerators, sensor lenses and mixing valves. Wipe taps and sinks dry after use, and increase the limescale tasks below as needed.

√ Do Use

- › Warm water and a mild liquid soap for routine cleaning of taps, dispensers and surfaces (if using mild soap, rinse very thoroughly with water — soap may contain salts which over time can cause brown spots or corrosion).
- › The Dolphin Stainless Steel Cleaning Set on all stainless steel if the above is insufficient in removing streaks — order through customerservice.uk@dolphinsolutions.com
- › A limescale remover marked "safe for use with plastic" on tap aerators and sensor lenses, following the contact-time on the bottle.
- › Soft cloths, chamois or microfibre — and always dry surfaces after rinsing.
- › The correct soap for the dispenser: Dolphin foaming hand soap (water-thin) for foam dispensers; standard liquid soap for liquid dispensers.

X Do Not Use

- › Steel wool, abrasive pads, scouring powders, metal scourers or wire brushes — anywhere on Dolphin products.
- › Acidic, alcohol-based or harsh chemical descalers on taps, sensor lenses or housings.
- › Concentrated bleach, hydrochloric acid or mortar removers near stainless steel — they cause permanent staining and pitting.
- › Pearllised or thicker liquid soap in foam dispensers — it will block the foaming chamber and invalidate the warranty.
- › Pressure washers or hose-down cleaning — water ingress damages electronics.

If in doubt, call us first:

Dolphin Technical Helpline: +44 (0)1424 202 224 • info.uk@dolphinsolutions.com

MAINTENANCE GUIDE

This is a guide to encourage good maintenance practice — not an exhaustive checklist. Suggested frequencies are starting points only; adjust them to suit your site's usage, water conditions and the products installed. Always refer to the product-specific O&M manual for definitive guidance.

FREQUENCY	TASK
DAILY	Wipe down all taps — body, spout, sensor lens — with warm water or mild soap, rinse thoroughly, dry with a soft cloth.
	Wipe stainless steel dispensers and hand dryer casings with a soft cloth, in the direction of the grain.
	Check soap and paper towel levels — top up before they run out. Empty waste bins.
	Test each sensor tap, soap dispenser and hand dryer — confirm activation, clean delivery, and clean shut-off.
	Wipe sensor lenses with a soft damp cloth — no soap film, water spots or limescale obscuring the lens.
	Visual check for leaks or pooling water around taps, dispensers and dryer mountings.

MAINTENANCE GUIDE (CONTINUED)

FREQUENCY	TASK
WEEKLY	Apply the Dolphin Stainless Steel Cleaning Set per the kit instructions if needed.
	Spot-clean reflective surfaces under sensor taps and dispensers — soap film and water rings can cause false activation.
	Check tap flow is steady and even — sputtering or weak flow points to aerator scale.
	Open soap dispensers — check the bottle / cartridge is correctly seated, wipe any dried soap from the spout.
	Clear any fluff or paper debris from hand dryer air outlets and intake grilles (with the power isolated).
MONTHLY	Apply a plastic-safe limescale remover to tap aerator and sensor lens (isolate water and power first), leave per the bottle, rinse, dry, restore supplies. More often in hard-water areas.
	Manual soap dispensers — check the dip tube isn't kinked or blocked, the spout is clear, and wipe out any dried soap inside the cover.
	Automatic soap dispensers — check batteries (where fitted) are within service life and indicator LEDs are functioning. Replace as a set if sluggish.
	Foam dispensers — confirm the soap in use is a water-thin foaming type (not pearlised or washing-up consistency).
	Hand dryer interior clean — isolate power, remove cover screws, clean dust and lint inside with a cloth (do not soak), refit the cover (do not over-tighten).
	Inspect mounting fixings and visible plumbing connections for play, leaks, weeping or perish.

TAPS — QUICK REFERENCE

Applies across the Dolphin sensor tap range — wall-plate / sensor-in-spout and deck-mounted. Always refer to the supplied O&M for the specific model on site (found on our website).

Daily Limescale Prevention

- › Wipe with warm water or mild liquid soap (rinse off well).
- › Rinse with clean water.
- › Dry thoroughly with a soft cloth — the single most effective scale-prevention step in hard-water areas.

Safe Limescale Removal

- › Use a limescale remover explicitly marked safe for plastic.
- › Isolate water and power before spraying onto the spout, lens or aerator.
- › Leave for the dwell time on the bottle, rinse with clean water, dry, restore supplies.
- › Never use steel wool, acidic, alcohol-based or abrasive products.

Aerator Service

- › Unscrew the aerator (using an aerator key — anti-clockwise). An aerator key is not supplied with the tap.
- › Soak the aerator only in a mild descaling solution per the manufacturer.
- › Rinse, dry, and refit with the O-ring in place (where fitted). Tighten securely — do not overtighten the plastic housing.
- › Frequency: when the flow pattern is affected — sooner or later depending on water hardness.

Sensor Lens

- › Keep the lens clean — water spotting, soap film or limescale degrades activation.
- › Wipe with a soft damp cloth; never abrasives.
- › Sensor-to-basin distance: minimum 200 mm; 300 mm is recommended for Alavo and panel-mount taps. Refer to the model O&M for the exact figure.

Pipework

If reduced flow persists after aerator cleaning, suspect limescale inside the pipework — arrange a qualified plumber to flush the system.

SOAP & LIQUID TYPES

Wrong soap is the most common cause of dispenser failure. Match the soap to the dispenser.

Foam Dispensers (Manual and Automatic)

- › Use Dolphin Foaming Hand Soap (or equivalent water-thin foaming hand wash).
- › Should pour like water — not like washing-up liquid.
- › Pearlsised or thicker soaps will block the foaming chamber and can void your warranty.

Liquid Soap Dispensers (Manual and Automatic)

- › Use a standard pourable liquid hand soap suitable for commercial dispensers.
- › Avoid heavily pearlsised or high-viscosity soaps — they block the pump over time.
- › Do not put alcohol-based sanitiser in a soap-rated dispenser — alcohol attacks the seals.

Sanitiser Dispensers

- › Use only the fluid grade specified by the dispenser manufacturer.
- › Wipe spillages off stainless steel and painted surfaces immediately.

Refilling — quick rules

Refill before it runs dry — air drawn into the pump causes priming problems.

Wipe the bottle / cartridge top before fitting.

After refilling an automatic, prime the pump using the manual override (where fitted) until soap flows cleanly.

HAND DRYERS — QUICK REFERENCE

Routine wiping plus a monthly interior clean keeps Dolphin hand dryers at full performance. The two most common faults are a partly blocked air intake and a dirty sensor lens — both can wear out the motor.

Routine Care

- › Wipe the casing daily with a soft damp cloth and mild detergent — never abrasives.
- › Do not soak the casing or use a hose / pressure washer near the unit.
- › Wipe the sensor lens weekly to keep activation reliable.
- › Keep the air intake (typically a slot or grille) clear at all times.

Monthly Interior Clean

- › Isolate the electrical supply at the breaker.
- › Remove the two cover-mounting screws (typically security hex / Torx) and lift the cover off.
- › Clean dust and lint from the interior. Clean loose debris from the intake vents, and replace the filter if required (recommended every 6-12 months depending on footfall).
- › Wipe the cover with a cloth and mild cleaning solution; do not use abrasives.
- › Refit the cover — do not over-tighten the screws.

Safety First

Always isolate power at the breaker before removing any cover.

Do not attempt motor brush, heater element or PCB swaps without the relevant electrical competence — call Dolphin for service support.

RECOMMENDED CONSUMABLES

- › Dolphin Stainless Steel Cleaning Set — <https://www.dolphinsolutions.com/en/product/dolphin-stainless-steel-cleaning-set/>
- › Dolphin Foaming Hand Soap — water-thin foaming consistency only, for Dolphin foam dispensers (excluding ALS0501) <https://www.dolphinsolutions.com/en/product/dolphin-foaming%e2%80%88soap/>
- › Dolphin Liquid Soap — <https://www.dolphinsolutions.com/en/product/dolphin-liquid-soap/>
- › Plastic-safe limescale remover (any reputable brand explicitly rated for plastic).
- › Soft microfibre cloths and chamois — kept separate from cloths used elsewhere with bleach or abrasives.



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