



## Advocate AV-Series Frequently Asked Questions

### Feature & Benefit FAQs:

#### What makes the Advocate so easy to use?

Each component is marked with an icon indicating soap, water or dryer. There is also a dryer activation label that guides end-users to enter the dryer from the side. The dryer cavity is lit with LED's creating a more welcoming environment. End-user tests have revealed the unit is highly intuitive to first time users.

#### What is the benefit of one dryer per lavatory?

The Advocate AV-Series offers convenience and cost savings like no other product on the market. Having a dryer at each hand washing station offers end-users their own personal space in a public place, while at the same time eliminating the need and costs associated with paper towels. In most cases, the Advocate Lavatory can be installed with hand dryers at each station for around the same price as an equal product offering with fewer hand dryers.

#### Can you explain the intelligent electronics on the soap dispenser?

The Advocate AV-Series is designed for light to medium hand washing applications. The anti-vandal/soap conserving time-out feature allows for three shots of soap in a 7.5 second period so users can get extra soap as needed but not allow continuous activation. The dispenser also has low soap sensing so you don't run out of soap and overflow protection to eliminate spills.

#### Can the dryer hood be used as a shelf?

Yes, the dryer hood cover is rated to 150 lb (68 kg) load. The dryer hood can be used for setting personal items such as a shopping bag, backpack or purse.

#### What are some of the vandal resistant features?

- Terreon Solid Surface Material is easily repairable to the original finish
- Concealed plumbing/electrical connections within the pedestal minimize vandalism
- Heavy-duty welded stainless steel frame meets or exceeds structural standards
- Soap dispenser locks in place, accessible with a spanner wrench

### Application FAQs:

#### Retro fits with the Advocate AV are easy to do.

Advocate Lavatory Systems can be used for either new construction or remodel projects provided the installer adheres to the manufacturer's installation instructions found on our website at: <http://www.bradleycorp.com/lavatories/lavatory-systems/advocate>

#### Can the hand dryer be on the left side?

Currently, the Advocate AV-Series is only available with soap on the left and dryer on the right. This simplifies specifications, ordering models, service parts and makes the unit more intuitive for first time users moving left to right from the "wet zone" into the "dry zone".

### **Is the hand dryer experience comfortable for people of all heights and abilities?**

The Advocate AV-Series was designed with ergonomics, anthropometric data and ADA requirements in mind. The side entrance from the wet zone to the dry zone allows for easy access for any user. Also, the hand opening near the nozzles is wider than other dual-sided hand dryers.

### **How does the dryer noise level compare to other hand dryers?**

There are many ways to measure decibel levels when it comes to hand dryers. Also, a hand dryer's noise level will vary based on distance from the user's hands to air nozzles and even the location of the dryer. Other acoustics can also affect the measurement. Bradley offers a high performance hand dryer with a low decibel level that is equivalent or quieter than most other hand dryers. Our hand dryer meets the national standard for room noise.

### **Is there an option to set a temperature on the hand dryer?**

The air flow from the dryer will initially be the same as the ambient room temperature. As the dryer motor is activated, the air will travel past the motor and warm up. Currently, the hand dryer does not come with a heating element but will still dry your hands in about 15 seconds and conserves more energy than units with heating elements.

### **How long has this product been on the market?**

Advocate Lavatory Systems have been on the market since 2009. The New Advocate AV-Series has been on the market since 2011.

### **Is there a concern with having water and electrical in such close proximity?**

The Advocate AV-Series is UL Listed and designed to be installed with a GFCI protected outlet. Electronic faucets have been in commercial use since the late 1980's.

### **What is my estimated power consumption of the dual-sided hand dryer?**

Although actual totals may vary depending on your location and cost per kilowatt, on average, the total electrical cost will be around \$0.80 USD per 1000 activations. The LED lights on the dryer will cost approximately \$0.74 USD per year.

### **What is the voltage and amperage I will need to run the dryer?**

For North America, 120 Volt, dedicated 20 Amp circuit. For more information, see the technical data sheets for your Advocate AV-Series model: <http://www.bradleycorp.com/lavatories/lavatory-systems/advocate>

### **How much weight will the edge of the bowl hold?**

The Advocate AV-Series, as with all of Bradley's Lavatory Systems, meets or exceeds the ANSI requirement of 300 lbs (136 kg) at the lip of the basin, per ANSI Z124.3 (section 4.4.1).

### **I understand the soap, faucet and hand dryer covers are made from a composite material. What is its composition and what other applications does it have?**

The soap, faucet and dryer covers are made from a composite fiberglass, reinforced polymer. The material is impact resistant, durable and maintenance is simple and inexpensive. This type of material is currently used in commercial, automotive and marine applications.

### **Is the faucet lead free?**

Yes, the faucet along with the entire model is NSF/ANSI 372 certified.

## Maintenance/Repair FAQs:

### Is it easy to clean and maintain the Advocate?

The Advocate AV-Series is designed for easy maintenance. The dryer features an easy access lock-out that disables the dryer during cleaning. The Terreon basin is cast molded as one piece – no cracks and crevices. Terreon material is easily repairable in the unlikely event it becomes scratched or damaged. Please see the installation instructions for more information:

<http://www.bradleycorp.com/lavatories/lavatory-systems/advocate>

### If one component fails, does the whole unit have to be replaced?

No, everything is an independent component and can be separately replaced. This is the most cost effective approach.

### How do I get repair parts?

Service parts and kits are available for all of the major Advocate AV-Series components. Parts can be ordered through your local master distributor or Bradley Representative: <http://www.bradleycorp.com/locator>

### How is the unit serviced?

Depending on the component, it is easily accessed from the top or the bottom of the fixture. The type of service required will determine how you access each component. Please refer to the Installation Instructions, Service Video or contact either your local Bradley representative or Bradley Corporation's Technical Services Department at 800.BRADLEY (272.3539) for more information.

### Is the dryer serviceable and who has the expertise to diagnose and fix it?

Yes, the dryer is serviceable. There are a few main parts to the dual-sided dryer. These include; sensors, motor, plenums and other components. Follow the Installation Instructions, Service Video or contact either your local Bradley representative or Bradley Corporation's Technical Services Department at 800.BRADLEY (272.3539) for more information.

### Will .38 gpm be enough to wash the soap down the drain?

Yes, under normal hand washing conditions this water flow will wash soap down the drain. The .38 gpm (1.44 lpm) flow rate has been in commercial use since Bradley introduced it in 2009.

### How much liquid soap does the dispenser hold?

The soap dispenser will hold 64 oz (1.8 kg), more than double most common soap dispensers.

### What types of soap can I use and do you recommend a specific type of soap?

The Advocate AV-Series soap dispenser is compatible with most liquid soaps. See our soap recommendations webpage for more information: <https://www.bradleycorp.com/advocatesoap>

### How do I service the soap dispenser?

The Advocate AV-Series features a low level, red LED that blinks when the dispenser needs refilling. The vandal resistant cover is opened using the included Spanner Wrench (part #130-148) and the soap dispenser is refillable from the top. There is also an audible "chirp" that increases in duration as soap level approaches the top to prevent overfilling.

### Can I clean the composite material like the Terreon?

No. Most products have specific cleaning instructions based on the type of material. The composite fiberglass, reinforced polymer component hardware should be cleaned using a solution of warm water and mild soap or applying a gentle spray cleaner (i.e. glass cleaner) per the manufacturer's instructions. Always use a soft cloth or sponge to avoid damaging the finish.