

# STANDARD OPERATING PROCEDURE:

## OPERATION OF SOAP/SHAMPOO DISPENSING MACHINE

This Standard Operating Procedure (SOP) outlines the procedures for using, maintaining and troubleshooting the shampoo/ soap dispensing machine in Bangladesh. Following these procedures ensures the safe and efficient operation of the machine. The SOP applies to all personnel responsible for operating and maintaining the soap/shampoo dispensing machine.

### 1. Operational Procedure



**Step 1:** Unplug the machine and open the access door at the back of the dispensing machine.

**Step 2:** Mix the appropriate cleaning detergent with warm water in a bucket, then pour it in an empty container.

**Step 3:** Replace the product bottles with the container of the water-detergent mixture, then follow the dispensing process instructions to flush out any product build up and bacteria. Select the largest volume, and repeat the process 3 times to ensure clean pipes

**Step 4:** Once complete, remove the container with the water-detergent mixture, and wipe the tubes with disinfectant wipes.



**Step 5:** To clean the nozzle, dip a soft cloth in the water-detergent mixture that you have prepared and wipe the outside surfaces of the nozzles carefully.

**Step 6:** Wipe the outside surface of the nozzle with disinfectant wipes after cleaning to sanitise the nozzle. Dispose the wipes when you are done.

**Step 7:** Place the product bottles back into their respective tanks. Remember to put the tubes back in the product bottles and screw the red cap tight. Then, plug in the machine.

**Step 8:** Conduct a quick dispense test using the following steps:

1. Place an empty container under nozzle of the product you just refilled, then press any button to start
2. Choose the lowest volume using the down button.
3. Press the green button twice to dispense
4. Push the container against the nozzle until dispense is complete.

## 1.1 Pre- Operational Check

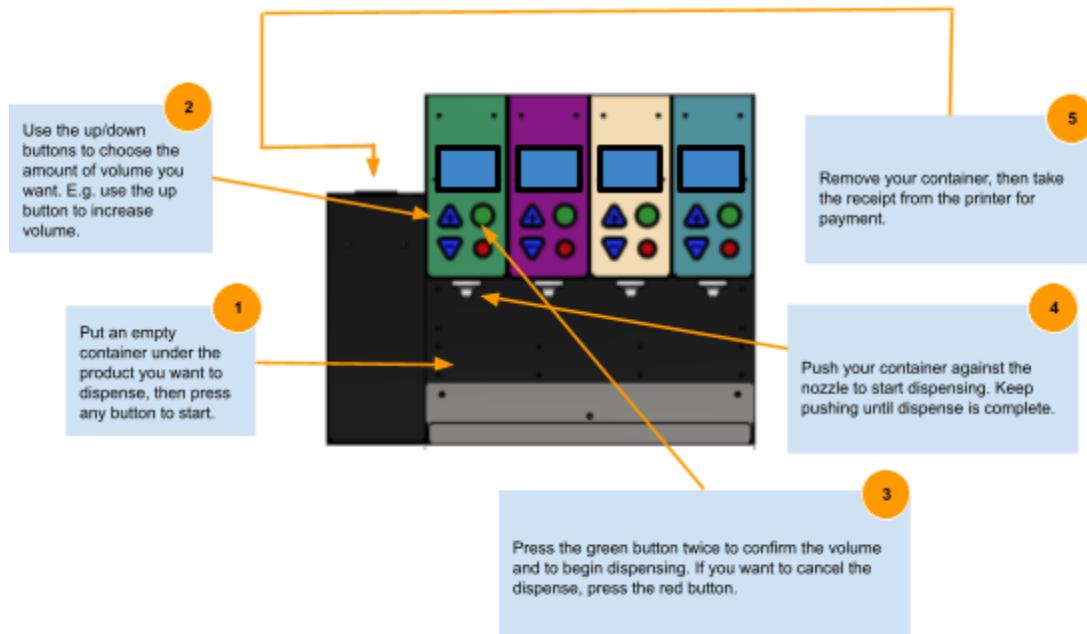
*The following should be done at the beginning of the day. Should any issues arise during the pre-operational check, please refer to the troubleshooting guide on page 5.*

Pre-Operational Activity	Pre-Operational Activity Examples
1. Check if the dispensing machine plug is plugged into the electrical socket and is working.	<ul style="list-style-type: none"> <li>- <i>Check if the electrical socket on the wall is switched on.</i></li> </ul>
2. Check if all screens are on and showing text.	<ul style="list-style-type: none"> <li>- <i>Check if all the screens turn blue and text displays when you turn on the machine.</i></li> <li>- <i>Check if the instructions show on the screen.</i></li> </ul>
3. Check for any product leaks underneath the nozzles and around the dispensing machine.	<ul style="list-style-type: none"> <li>- <i>Check if there are more product drips on the drip tray than usual. If there is, please open the back access door and check the valves for damage, or looseness. Should the pipes and/or bottle caps be loose, please tighten the loose connections. If damaged or worn out, please contact the manufacturer (page 6) for replacements.</i></li> <li>- <i>Check if there is any product leaking from the machine itself.</i></li> </ul>
4. Check for any visible damage to the dispensing machine	<ul style="list-style-type: none"> <li>- <i>Check if there are any cracks on the nozzles.</i></li> <li>- <i>Check if there is any dried soap or shampoo on the nozzle that might prevent it from dispensing properly.</i> <i>If there is, use a damp cloth and wipe off any dried soap/shampoo on the nozzle.</i></li> <li>- <i>Check if there are any exposed wires on the plug.</i></li> </ul>
5. Check if all the buttons are working	<ul style="list-style-type: none"> <li>- <i>Check if the buttons stick when pressed. If they do, wipe off any residue around the buttons.</i></li> <li>- <i>Check if the screen instructions change when using the buttons.</i></li> <li>- <i>each individually:</i></li> <li>- <i>GREEN, RED, UP and DOWN</i></li> </ul>

6. Check if the printer is on, connected and has enough printing paper.	<p>- Open the printer flap and check if the printer light is glowing <b>BLUE</b> when the dispensing machine is on. If the printer light is <b>GREEN</b> then restart the dispenser using the main <b>RED</b> on/off switch.</p> <p>- Check if there is enough printing paper in the printer. If the printing paper seems low and might not be enough for your daily printing job, please replace it by:</p> <ol style="list-style-type: none"><li>1. Opening the top cover of the printer.</li><li>2. Carefully removing any remaining low-running paper from the printing tray.</li><li>3. Placing the new printing paper neatly into the tray.</li><li>- Please ensure that it is correctly aligned with the printing tray.</li><li>4. Close the top cover of the printer securely.</li></ol>
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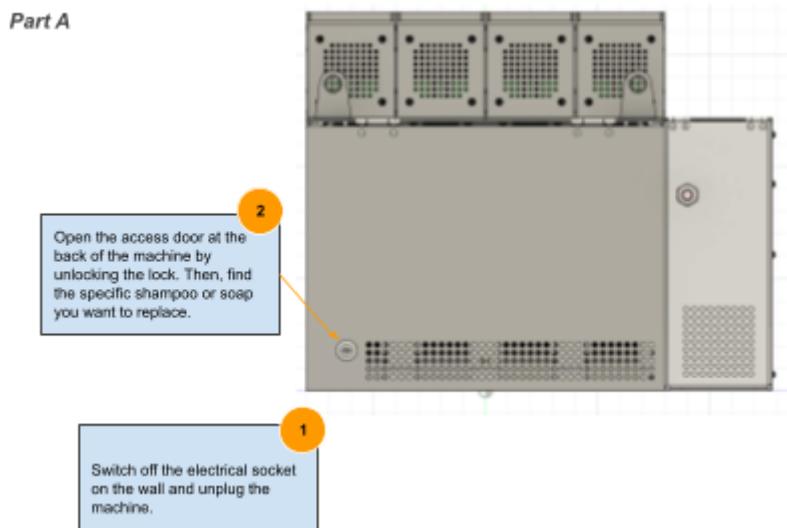
## 1.2 Dispensing Process Instructions

The illustration below shows you how to dispense the product.

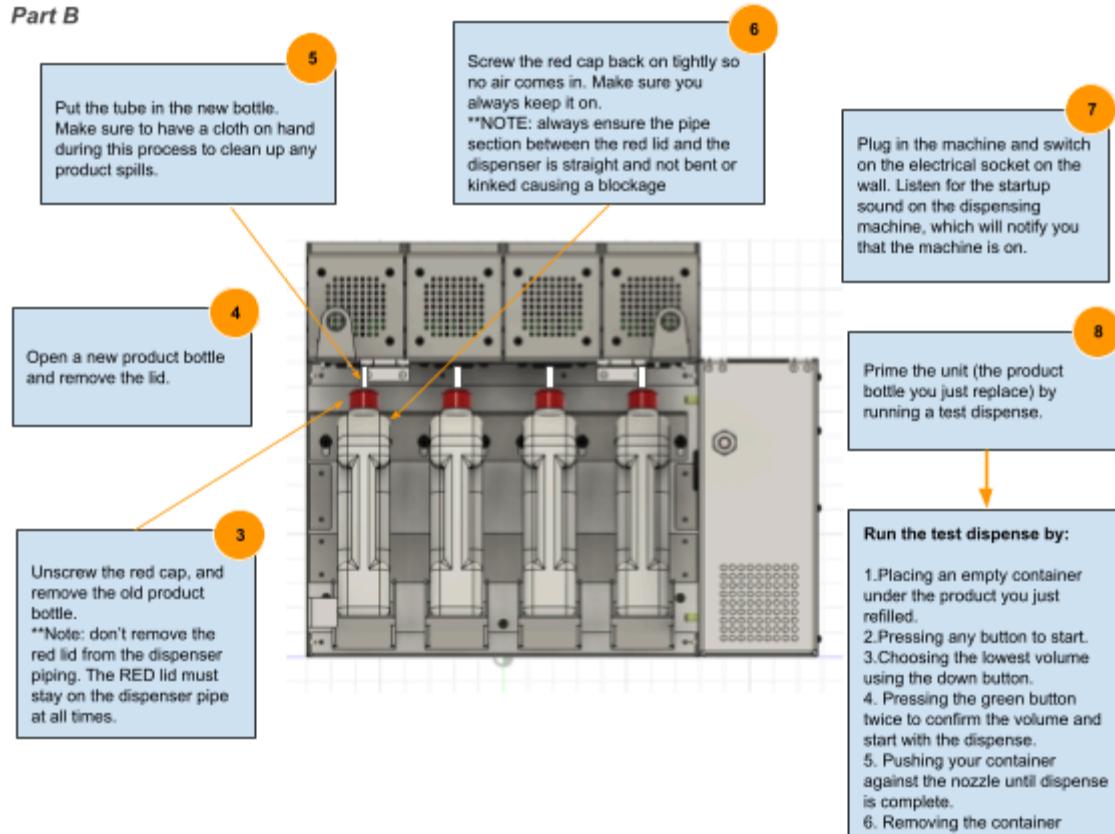


## 1.3 Product Replacement Instructions

The illustration below shows you how to replace the product bottles once you run out of product.



**Part B**



## 2. Cleaning and Maintenance

### 2.1 Basic Cleaning and Maintenance:

1. Do a dry wipe of the dispenser body once a week. You can do this by taking a microfiber cloth and wiping down the exterior surfaces of the machine including the nozzles, buttons, screens, the top and sides of the machine, etc. Please do not put any soap or water on the cloth.
2. In the morning and afternoon, use disinfectant wipes to wipe off any product spills in the drip tray and underneath the nozzle.
3. Wipe any spills or product leakage during bottle replacement to avoid product build up.
4. Do deep cleaning of tubes and nozzles once a month. Read the instructions below.

### 2.2 Deep Cleaning Instructions:

*The following steps guide you on how to deep clean the tubes and nozzles of the dispensing machine.*

### 2.3 Quality Control Measures:

1. Do a quick dispense test, after every product replacement to prime the unit (product bottle). Should there be any issues that arise during the dispense test, write them down and follow the troubleshooting guide on page 5.
2. Regularly check the product level of bottles and ensure there are enough in store to replace as needed when empty.
3. Keep a record of the cleaning schedule.

### 3. Troubleshooting

#### Troubleshooting:

*Should the dispensing machine stop working try to identify the following issue/s:*

Issues you may encounter	Possible Solution
No power/screens not turning on/no printer light	<ul style="list-style-type: none"> <li>- Check if the dispensing machine is plugged into the electrical socket on the wall and that the power is on.</li> <li>- If there is no power at the socket the battery may be running low, please wait until the power returns.</li>   <li>- Switch off the dispenser and ensure that there is power at the socket.</li> <li>- Restart the dispensing machine and check again once the mains power has returned.</li> </ul>
No response from buttons	<ul style="list-style-type: none"> <li>- Check if the dispensing machine is plugged into the electrical socket on the wall and that the power is on.</li> <li>- If there is no power at the socket the battery may be running low, please wait until the power returns.</li>   <li>- Restart the dispensing machine by switching the red power off and on switch, and check again.</li> <li>- Ensure that the screens are displaying text and the dispenser is powered on properly.</li> </ul>
Buttons are triggering incorrect response, e.g. when pressing up button it responds with the down screen	<ul style="list-style-type: none"> <li>- Restart the dispensing machine by switching the red power off and on switch and check again.</li> <li>- If the problem continues, call support.</li> </ul>
No text on screens	<ul style="list-style-type: none"> <li>- Check if the dispensing machine is plugged into the electrical socket on the wall and that the power is on.</li> <li>- If there is no power at the socket the battery may be running low, please wait until the power returns.</li>   <li>- Restart the dispensing machine and check again once the mains power has returned.</li> </ul>
Dispense does not start	<ul style="list-style-type: none"> <li>- Check if the dispensing machine is plugged into the electrical socket on the wall and that the power is on.</li> <li>- If there is no power at the socket the battery may be running low, please wait until the power returns.</li>   <li>- Restart the dispensing machine and check again once the mains power has returned.</li> </ul>
No product coming out, but motor is turning	<ul style="list-style-type: none"> <li>- Check product level of the jerry can and replace if necessary.</li> <li>- Check for any kinks in tubing or any clogging in tubing or nozzle and fix kinks and clean out any obstructions.</li> </ul>

	<ul style="list-style-type: none"> <li>- Restart the dispensing machine and check again.</li> </ul>
Not enough product dispensed	<ul style="list-style-type: none"> <li>- Check product level of the jerry can and replace if necessary.</li> <li>- Ensure the tubing reaches the bottom of the jerry can for product to be dispensed.</li> <li>- Check for any kinks in tubing or any clogging in tubing or nozzle and fix kinks and clean out any obstructions.</li> <li>- Restart the dispensing machine and check again.</li> </ul>
Not printing invoice/slip	<ul style="list-style-type: none"> <li>- Check if there is paper in the printer and replace it if necessary.</li> <li>- Check if the printer is on (green light on) and check if the printer is connected to the dispenser (blue light is on).</li> <li>- If the blue light is not on, restart the printer by pressing its power button and then restart the dispensing machine and check for connection again.</li> </ul>
Motor turns when a dispense was not triggered (Auto dispense)	<ul style="list-style-type: none"> <li>- Check if the dispensing machine is plugged into the electrical socket on the wall and that the power is on.             <ul style="list-style-type: none"> <li>- If there is no power at the socket the battery may be running low, please wait until the power returns.</li> </ul> </li> <li>- Restart the dispensing machine and check again.</li> </ul>

Should the above solutions not work or you encounter more problems, please contact Smartfill.  
+880 1841-635310.

The issue/problem can be emailed to [moon@dydx.digital](mailto:moon@dydx.digital).

## 4. Safety Measures

### Safety Precautions:

1. Keep the area spill-free to avoid slips, e.g. regularly wipe off product spills throughout the day.
2. Wear gloves when handling products to maintain sanitation and to avoid any skin irritation.
3. Always make sure that the machine is unplugged before replacing the product bottle or cleaning.
4. If the machine is damaged, e.g. if there are any exposed wires, stop using the machine and report the damages immediately.
5. Provide proper training for everyone operating the machine.