

Mobile Handwashing Stations

Q&A Summary

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Q: What is the counter height of Sloan Mobile Handwashing Station?

A: The counter height is 36 inches (91.5 cm).

Q: Many school districts are looking for lower height versus "standard height." Do you have stations with counter heights lower than 30 inches (76.2 cm)?

A: No, not at this time.

Q: Can we share the presentation?

A: Yes. You can also send links to the video recording, slide deck, and Q&A Summary found [HERE](#).

Q: How many uses do you estimate will fill up the grey water tank?

A: For an average 20 second hand wash (per CDC guidelines), the water typically runs for about 8 seconds. The Sloan unit has a 16 gallon (60 liter) greywater tank, which accommodates approximately 240 hand washes. This is significantly higher than other brands of portable sinks in the market which allow for only 90 handwashes at most.

Q: Is the water heater ASSE 1070 (anti-scald) compliant?

A: The water heater is not ASSE 1070 or ASSE 1048 compliant. Although remote systems not connected to distribution systems are not generally subject to ASSE 1070 requirements, and despite the fact that anti-scald regulations would not be relevant for units operating off of cold, pre-tempered, or bottled water supplies, it is possible to attach a Sloan MIX135 below-deck thermostatic mixing valve to the sensor faucets if desired.

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Q: What safeguards do you have on the water heater when used with the 5 gallon tanks if the water runs out? Can't the elements be damaged if they are run dry?

A: Sloan units supplied with water heaters (MH-1050 and MH-3050) operate with external water and power supplies. We don't offer any units with both a hot water heater and 5 gallon water bottle holders. The issue should not be a concern.

Q: Can the units with hot water heaters installed be used without hot water when an electrical supply is not available?

A: Yes. The water still flows even if the heater loses power. It will just deliver colder water.

Q: Are Sloan Mobile Handwashing Stations available in Central America? What are the costs?

A: These units can be sold internationally but may not be compliant with local codes and regulations in your country. Please contact your local Sloan sales rep to determine if this is accurate and to receive pricing. You can use the [Sloan Rep Locator](#) tool to find their contact information. Just enter the name of your country into the search tool.

Q: Are these systems available for shipment now? What are estimated lead times?

A: Yes. We have product in stock right now. Lead time for standard units (Qty 1-9) is 3 weeks. For the lead time for standard units (Qty 10+), please reach out to Sloan Customer Service at customer.service@sloan.com for potential lead times. If custom colors are selected for MH-2000 systems, the estimated lead time is 6 weeks

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Q: Are there marketing collateral materials and sales tools like brochures and flyers available for Sloan Mobile Handwashing Systems?

A: Yes. Please go to our [Mobile Handwashing Systems landing page](#) to access marketing materials such as brochures, spec sheets, and other product collaterals like CAD and BIM data, installation manuals, and other useful tools. You can also contact your local Sloan rep for flyers and brochures.

Q: On the fully self-contained units, is a water pump utilized? If so, is the pump battery operated?

A: Yes. The self-contained units (MH-2000 and MH-3000) can run on battery power alone, or AC power if desired. Both setups are included with the station. The pump can be powered by either battery or AC power – whichever is preferred – and be switched back and forth to function on one type of power supply or another as needed.

Q: Please explain what “Sloan Connect Capable” means and why that’s important.

A: The Sloan MH-3000 and MH-3050 Mobile Handwashing Stations come with the Sloan EFX-150 BASYS Faucet. This faucet can utilize Sloan Connect when installed with the optional EAF-1025 Bluetooth Adapter. This allows you to monitor product status without having to go under the counter and provides additional functionality, such as wireless settings adjustments, usage monitoring, and activating an automatic line flush to prevent stagnant water supplies. Learn more about these popular systems [HERE](#). The Sloan Connect App is available for free on the Apple App Store and Google Play.

Q: Where are the Sloan Mobile Handwashing Systems manufactured and shipped from?

A: The systems are manufactured at the Sloan facility in Mesa, Arizona, USA and are shipped from there, as well.

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Q: When greywater tank in the Sloan Mobile Handwashing Station is full, does the faucet operate? Can the units potentially overflow?

A: The faucets will continue to operate even if the greywater tank is full. This is why we recommend checking the greywater level daily. Most sites should be fine draining the tank on a daily basis because we have a the very generous 16 gallon (60 liter) greywater tank that can accommodate approximately 240 hand washes before becoming full.

Q: I cannot find a List Price Sheet online - is it web enabled yet?

A: Yes. The MSRP (Manufacturers Suggested Retail Price) can be found [HERE](#) when you scroll to the chart at the bottom of the page.

Q: Why is water supply so large? The specs show a ¾ inch (19 mm) inlet but the faucet flow rate is only 0.5 gpm (1.9 lpm).

A: For maximum flexibility and ease of installation we selected ¾ inch (19 mm) water hose connections. You should not have any issues locating inexpensive, compliant, off-the-shelf water connection supplies locally for these systems

Q: Is there an AC powered pump available instead of battery power?

A: Yes. The self-contained units (MH-2000 and MH-3000) can run on battery power alone, or AC power if desired. Both setups are included with the station. The pump can be powered by either battery or AC power – whichever is preferred – and be switched back and forth to function on one type of power supply or another as needed.

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Q: Can you order the sinks without the soap dispenser and towel dispenser? Some facilities already have contracts with other brands.

A: You can only order the full units including the soap dispenser and towel dispenser. Customers have the option of removing these if desired.

Q: Are the Sloan Mobile Handwashing Stations handicapped accessible? Are they ADA (Americans with Disabilities Act) compliant?

A: These models are not ADA compliant. They are designed to be used outside the restroom, and there are no restrictions or guidelines for that. Regardless, Sloan is developing an ADA compliant version that should be available by mid 2021.

Q: It would be nice to know how to empty and refill the units and the amount of time that takes. Any details on that?

A: This information is covered in depth in our installation manuals. You can click on the links below to see the installation manual for each of the models.

[MH-1000](#) [MH-3000](#)

[MH-1050](#) [MH-3050](#)

[MH-2000](#)

Q: Will you be doing this for toilets? Portable toilets these days are disgusting!

A: We do not have plans for mobile toilets at the moment. However, we do have complete mobile restrooms that can be sent to critical sites in response to natural disasters or COVID needs. You can learn more about these [HERE](#) and contact your local Sloan Rep to discuss them further.

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Q: Purell/GOJO products have been incredibly difficult to procure outside of Healthcare. Has this been addressed between Sloan and Purell so product is available to refill on these handwashing stations?

A: There have been delays due primarily to COVID. We don't anticipate further delays moving forward. Sloan also maintains its own inventory to support customers if delays do occur for whatever reason.

Q: When station use is high and the system is running on battery power, how often does the battery need to be recharged, and how long does recharging it take?

A: Regardless of usage, the units are designed with a rechargeable Lithium Ion battery that should last for an entire day. We recommend purchasing an additional battery so that one can be recharged while the other is in service.

Q: When these units are located outdoors, is a solar panel available for the rechargeable battery?

A: We do not supply a solar array or the necessary connections, but an experienced solar electrician could theoretically convert the units to recharge using solar energy. Sloan does not provide guidance or warranty support for these types of field modifications.

Q: Do paper towel refills have to be purchased from enMotion (Georgia Pacific)?

A: They can be purchased through enMotion distribution or from Sloan. If you have an alternative supplier available, it is possible for you to use that option.

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Q: Can customers purchase additional empty greywater tanks?

A: We currently do not offer the greywater tanks as spare part, because the process of completely removing and exchanging them would be both time and labor intensive. Please contact the Sloan Sink Product Line Manager directly to discuss this option if there is an immediate need for these.

Q: How are the water tanks (5 gallon/19 liter) water bottles replaced, and do they have a quick disconnect? Are any special tools required?

A: No special tools are required, and the process of replacing the water bottles is simple and straightforward. To see an illustration of the process and detailed instructions, please click on the link [HERE](#), and go to page 9 of the Installation and Operations Manual at that link.

Q: What kind of heating element is used - a mini tank or tankless unit?

A: We supply a 1.5 gallon (5.7 liter) mini tank water heater with the systems that come with the heated water option.

Q: I'd like to learn more about servicing these systems during an event like a sports game, concert, or other high traffic occurrence. When the water tanks are empty and/or the greywater tank is full, does the unit have to be moved back to a maintenance area to replenish water and/or drain greywater?

A: If the water tanks (5 gallon/19 liter water bottles) need to be replaced, that can be done without having to move the units. There are two options for draining the 16 gallon (60 liter) greywater tanks – move the units to a drain, or select a unit with a pump-powered drain that can empty the tank via a longer connection to a drain without having to move the unit.

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Q: Can the units be supplied with either cold water or tempered water?

A: They can be connected to either cold water or tempered water supplies. It is up to each site to select which based upon their needs and local requirements.

Q: Are laminar flow sprayheads supplied for the Mobile Handwashing Systems' faucets? This will be key for healthcare applications.

A: Both types of Sloan faucets shipped with these systems come with 0.5 gpm (1.9 Lpm) multi-laminar faucets by default, which are appropriate for both healthcare applications as well as other types of handwashing requirements.

Q: Is the faucet location offset from the drain to be more compatible with Healthcare applications?

A: Yes. The faucet is slightly offset from the drain.

Q: Have these units been field tested at actual events like outdoor concerts, anywhere porta-potties are used, or other locations? What was customer reaction? How did the units perform?

A: These systems have been installed and tested in a number of applications and varying sites. They all performed well and customers were generally very satisfied. One of our higher traffic test locations was a professional basketball stadium. They liked them so much that they have already placed orders for additional units.

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Q: What are power requirements to ensure reliable on-demand operations?

A: The faucet, soap dispenser, and paper towel dispenser are always battery-powered. The faucet and the paper towel dispenser use standard, readily-available alkaline batteries, and the battery for the soap dispenser comes in the refill. The drain pump can be operated using either battery power from the rechargeable lithium ion battery or with a connection to a 120VAC power supply. Both options are capable of delivering reliable on-demand operation.

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

Sloan Customer Care Center

Phone: 800.982.5839

Hours: 7:00 AM - 5:00 PM (CST) Monday – Friday

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Training Comments, Questions, or Suggestions?

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