

ecotrash[®] PTC[®]

Paper Towel Compactors

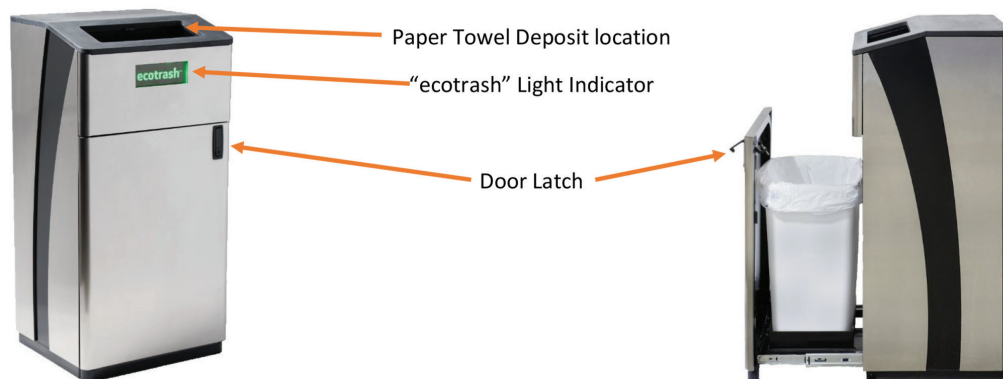


User Instructions and Field Service Manual **Ver. 3 8/3/21**

(For Serial Number's 51500001-Beyond)



ecotrash[®] PTC[®] - User Instructions



After receiving your PTC and remove it from the packaging.

- 1) Move compactor to the location you will be using it, and plug it in. (During cold/winter months, please wait until the compactor has reached room temperature before plugging in.)
- 2) With your hand, push the door latch to expose a pull tab.
- 3) Gently pull the pull tab until the compactor tray assembly is out fully. (The trash bin will be accessible like in the picture above) Line the trash bin with a bag or remove the trash bin and replace with an ecotrash ZeroWaste[®] bin. The tray assembly is on slides and should move smoothly in and out like a drawer.
- 4) Slide assembly back in and push the tab closed until it locks. When the green "ecotrash" light is lit and steady, the unit is ready to use. (If you want to lock the door, use the key provided to lock it. This is not necessary, just an option.)
- 5) When the green "ecotrash" logo is flashing, the compactor is approximately 80% full. When the logo is unlit, the compactor is full and needs to be changed.
- 6) To change, follow #2 & #3 above removing the trash bin and change the bag (or ZeroWaste bin), and replace with a fresh one.
- 7) If you feel resistance when opening the compactor tray assembly STOP. This means the machine is in mid-cycle. If in mid-cycle, just close the tray assembly door and wait 30 seconds for the compactor head to return to the home position, and another 15 seconds for the slide tray to slide back to the home position. The "ecotrash" light will turn on again, then open the slide tray assembly door and remove the trash.

Should you have any questions regarding use or set up, please reach out to our service team at **612-230-2209** or your salesperson.



Technical Support and Field Service

Compaction Technologies, Inc. (CTI) Technical Support

612-230-2209

Post Warranty Service Costs for CTI to repair units after warranty

- Service Provider trip charge, hourly rate, mileage
- Parts cost plus freight/shipping
- CTI Technical Support
- CTI cost + 25%
- See attached parts list
- \$85/hr billed in ¼ hour increments*

Post Warranty – Troubleshooting Guide

Before calling CTI Tech Support or an authorized service provider, first try the solutions in the Troubleshooting guide section of this document, this may help you avoid a service call.

If further assistance is needed, call CTI Technical Support or an authorized service provider for a brief troubleshooting session.

When calling CTI for technical support, please have credit card or Purchase Order number available, as well as the compactor serial number (located in the upper right corner on the back of the compactor) in the event a service call is required.

*For any one case, the first 15 minutes of time with CTI Technical Support is complimentary. The large majority of cases are accurately diagnosed in less than 15 minutes. To quickly diagnose cases with the help of CTI Technical Support, callers should review this Troubleshooting guide beforehand and become familiar with the compactors. Callers should be standing in close proximity to the compactor and be able to communicate clearly in English answers to questions such as, "...is the deposit door open?" or "...is the green light on?"

Electrical Specifications

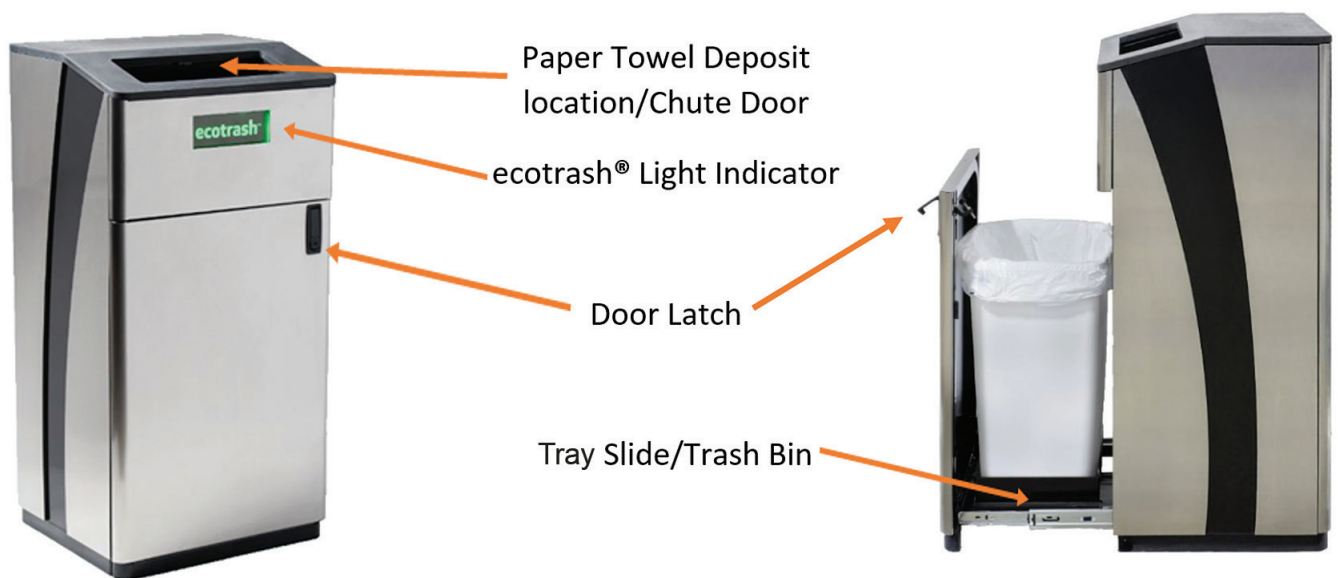
- 120 Volts, 1 phase, 50/60 Hz, 3A
- Max. Ram Force: 224 LBS.



Technical Support and Field Service

Monthly Maintenance

The most important preventative maintenance that can be done to this machine is to keep it clean, particularly in and around the chute and tray slide. Anything inside the bottom not in the trash bin, around the door, or blocking of the trash sensor may keep the chute from opening or preventing the tray from sliding the bin back properly may cause the compactor to not function. Cleaning these areas on a monthly basis will help ensure they stay clear of debris, allowing the compactor to continue to function correctly.



When performing exterior or interior cleaning, wipe down with a damp cloth using non-chlorinated, general purpose cleaner. Clean this device similar to how a microwave oven is cleaned on the exterior and interior. Avoid using pressurized water, sprays, or high volumes of water.



Troubleshooting Guide

(For Serial Number's 51500001-Beyond)

1. Light is off, Chute is closed.

a. Step 1

- i. Is the machine plugged in?
- ii. If yes, continue. If no, go to Step 2.
- iii. **Is the machine full? Open the front door using the latch and check the bin.**
- iv. If yes, continue, if no go to Step 2.
- v. **Empty the bin, close the door and latch. Did the light turn on and the chute open?**
- vi. If yes, troubleshoot complete. If no, go to Step 2.

b. Step 2

- i. **Plug the machine in. Did the light turn on and the chute open?**
- ii. If yes, troubleshoot complete. If no, we recommend calling an authorized service provider.

2. Light is off, Chute is open

a. Step 1

- i. Is the machine plugged in?
- ii. If yes, continue. If no, go to Step 2.
- iii. **Is the door latch open?**
- iv. If yes, continue, if no, go to Step 3.
- v. **Close the door and latch. Did the light turn on and the chute close and then open?**
- vi. If yes, troubleshoot complete. If no, go to Step 3.

b. Step 2

- i. **Plug the machine in, close the door and latch. Did the light turn on and the chute close, then open?**
- ii. If yes, troubleshoot complete. If no, go to step 3.

c. Step 3

- i. **Open and close the door latch. Did the light turn on and the chute close, then open?**
- ii. If yes, troubleshoot complete. If no, we recommend calling an authorized service provider.



Troubleshooting Guide

(For Serial Number's 51500001-Beyond)

3. Machine is running constantly.

a. Step 1

- i. **Is there something in the chute under the trash sensor?**
- ii. If yes, continue. If no, go to Step 2.
- iii. **Remove the obstruction. Did it stop running?**
- iv. If yes, continue troubleshoot complete. If no continue.
- v. Clean the motion sensor with a damp cloth and dry. Did it stop running? If yes, troubleshoot complete. If no, go to step 2.

b. Step 2

- i. **Is the bag inside the bin puffed-up with air?**
- ii. If yes, continue. If no, we recommend you call an authorized service provider.
- iii. **Push all the air out of the bag and push the bag down into the corners of the trash bin. Did the machine stop running?**
- iv. If yes, troubleshoot complete. If no, we recommend calling an authorized service provider.



Spare Parts List



Circuit Board
Part # CTE00008



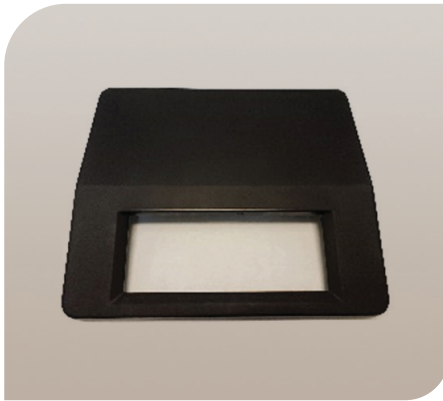
Chute Actuator
Part # P50033



Tray Slide Actuator
Part # P50032



Power Cord
Part # P50045



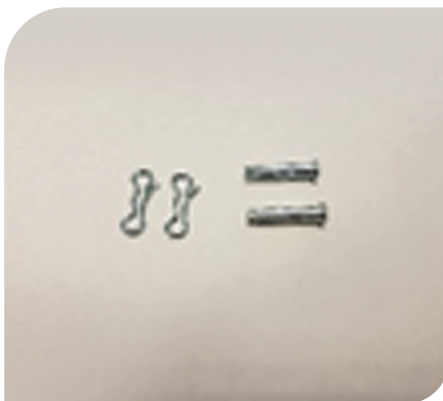
Replacement Top
Part # 5-0037



Black Exterior Screws (set of 10)
Part # P00059



Replacement Trash Bin
Part # P50018



Bow-Tie Clips & Pins (Set of 2)
Part # P5007/P50012



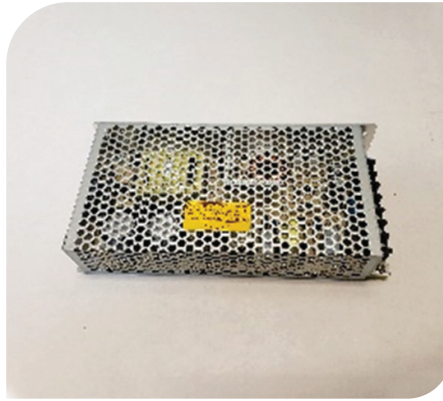
Main Actuator
Part # P50035



Spare Parts List



Door Latch
Part # P50022



Power Supply
Part # P50034



Magnetic Door Switch
Part # P50036-S



Door Switch Magnet w/ Spacer
Part # P50052/5-0040



Head Cover Assembly
Part # 5-0038



Drawer Slides (Sold as a Pair)
Part # P50024



Drawer Front (In Wall)
Part # 5-W-0003



Right Side Skin (In-Wall)
Part # 5-W-001 *Specify Depth*



Left Side Skin (In-Wall)
Part # 5-W-002 *Specify Depth*



Spare Parts List



In Wall Bezel
Part #5-W-0003



Dog House
Part #5-W-0004 *Specify Depth*



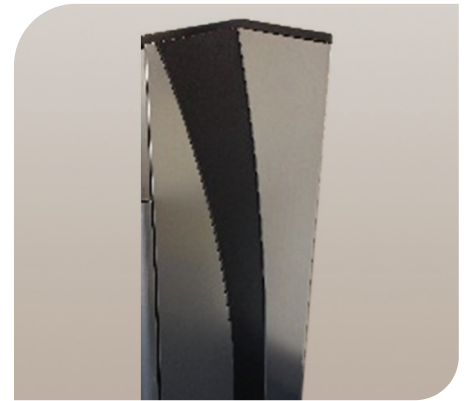
Drawer Slides (Sold as a Pair)
Part #P50024



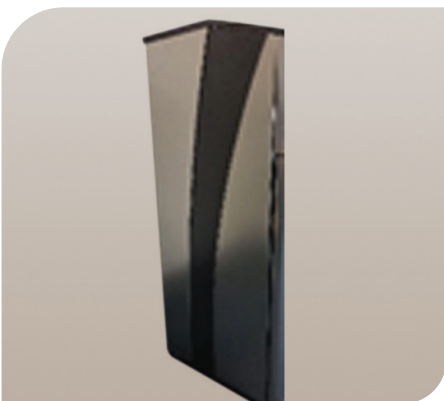
Back (Stand Alone)
Part #5-0030



Drawer Front (Stand Alone)
Part #5-0025



Right Side Skin (Stand Alone)
Part #5-0029



Left Side Skin (Stand Alone)
Part #5-0031



Replacement Key
Part #P50061



Spare Parts List Pricing as of 1/1/2021

Description:	Product #		Est. Weight (lbs)
Circuit Board	CTE00008	\$588.00	<1
Chute Actuator	P50033	\$216.00	1
Tray Slide Actuator	P50032	\$210.00	1
Power Cord	P50045	\$24.00	2
Replacement Top	5-0037	\$406.00	5
Black Exterior Screws (Set of 10)	P00059	\$8.00	<1
Replacement Trash Bin	P50018	\$36.00	5
Bow Tie Clips & Pins (Set of 2)	P50007/P50012	\$2.00	<1
Main Actuator	P50035	\$417.00	25
Door Latch	P50022	\$33.00	<1
Power Supply	P50034	\$67.50	2
Magnetic Door Switch	P50036-S	\$26.00	<1
Door Switch Magnet W/ Spacer	P50052/5-0040	\$23.00	<1
Head Cover Assembly	5-0038	\$22.00	2
Drawer Front (In Wall)	5-W-0025	\$73.00	5
Right Side Skin (In-Wall) 4"	5-W-0001	\$60.00	5
Left Side Skin (In Wall) 4"	5-W-0002	\$60.00	5
Right Side Skin (In-Wall) 6"	5-W-0001-002	\$97.00	5
Left Side Skin (In Wall) 6"	5-W-0002-002	\$97.00	5
Right Side Skin (In-Wall) 8"	5-W-0001-003	\$83.00	5
Left Side Skin (In Wall) 8"	5-W-0002-002	\$83.00	5
ecotrash® PTC® 4" in-wall installation kit	5-W-0004	\$564.30	10
ecotrash® PTC® 6" in-wall installation kit	5-W-0004-002	\$564.30	10
ecotrash® PTC® 8" in-wall installation kit	5-W-0004-003	\$564.30	10
Drawer Slides (Sold as a Pair)	P50024	\$30.00	5
Back (Stand Alone)	5-0030	\$62.00	5
Drawer Front (Stand Alone)	5-0025	\$37.00	5
Right Side Skin w/Swoosh (Stand Alone)	5-0029	\$147.00	5
Left Side Skin w/Swoosh (Stand Alone)	5-0031	\$147.00	5
Replacement Key	P50061	\$9.00	<1

