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Brand Standards

The SOLera bracket is available as a 3-bottle (shampoo, conditioner and body wash) system. Hotels are not required to switch to a full-sized bath product dispensing solution, however, if transitioning to dispensers, properties must use a brand-approved solution.

When the 3-bottle system is used, body wash will replace the need for bar soap in the shower. Facial soap at the sink remains a brand standard.

Getting Started

Ordering Instructions

SOLera is available through Dispenser Amenities. To order click [here](#). In your initial order, remember to order additional bottles for easy Back of House refilling.

	<p>Gallon Pumps Gallon pumps must be purchased with your initial order of SOLera so bottles can be properly filled. Pumps are recommended for use with the conditioner only based on its viscosity level. Pouring with a funnel is recommended for shampoo and body wash.</p>
	<p>Bottles When placing your initial order, it is recommended that you order an extra 15-20% of each bottle type (shampoo, conditioner, body wash) for easy back of house refilling/in-room replacement.</p>

Hilton Hotels & Resorts and DoubleTree by Hilton properties must continue to use brand-approved bath products which are available through Guest Supply and can be ordered [here](#).

Curio Collection and Tapestry Collection properties may also use this system for their amenity offerings. Please contact your amenity product vendor who can determine if your product choice is available for an amenity dispenser system and should advise on labeling and any QA testing/compatibility requirements.

Installation

1. Clean the Area

Make certain that the wall area provides a clean, dry mounting surface. Clean with rubbing alcohol, if necessary, to remove soap film. If mounting onto molded fiberglass, surface should be cleaned with nail polish remover to eliminate any wax residue from the molding process.

2. Determine the Exact Placement of Dispenser

It is recommended that you place the unit away from the shower head spray. Often, the wall opposite the shower head or the side wall away from the shower head is preferable, but your particular configuration may make a different location optimal. Be certain to have plenty of clearance to open the gate and remove the bottles.

- a. Prior to installation check that the Dispenser is mounted reasonably for a variety of height guests.
- b. Accessible rooms need to be no higher than 44" to the top of the brackets from the bottom of the tub or floor.



3. Unlock the Gate & Remove Bottles

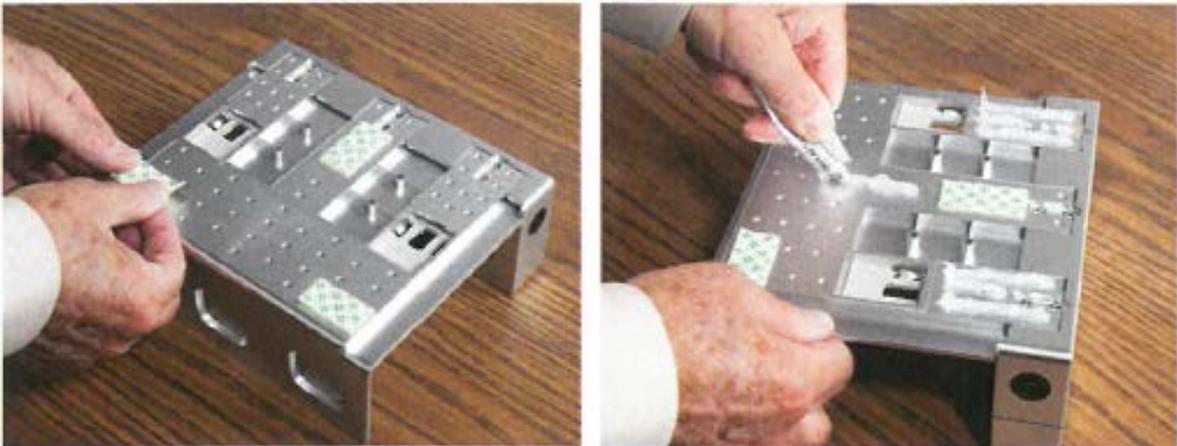
Insert the key into the gate lock, located on the top left side of the dispenser. Push and twist the key to release the gate. Remove bottles.



Installation

4. Prepare Backing

Apply double-faced tape to the non-textured targets on the back of the unit. Remove protective backing on tape tabs. Then, run a wavy bead of silicone on the entire textured area of the mounting bracket. Use the entire contents of the tube. Avoid getting any silicone into the open or recessed areas of the mounting bracket.



5. Place Unit

Press the unit firmly into place ensuring the tape & silicone form a strong bond with the wall.



IMPORTANT: Tape will support the empty bracket until the silicone dries in 24 hours. **DO NOT INSTALL FILLED OR UNFILLED BOTTLES INTO THE DISPENSER FOR 24 HOURS.**

6. Fill & Place Bottles

Fill the bottles with appropriate product, place the bottles into position after silicone has completely dried, and close the gate to lock them in place.

TIP:

Plan your installation around occupancy levels to ensure minimum disruption to inventory levels. Brackets can be installed over a sustained period of time if necessary.

Filling Bottles

1. Bottles for SOLera will arrive empty and need to be filled on property for initial installation.
2. Always use a gallon pump or funnel to transfer liquids into the bottles for SOLera. Product left on the top or around the neck of the bottles, when in contact with the stainless steel pump, may oxidize and discolor the system. If this happens, clean off the discoloration and any product before replacing back into the dispenser.
3. Extra bottles should be kept on hand and filled back of house for easy replacement by room attendants.

TIP:
A gallon pump is particularly helpful for the conditioner, due to its viscosity.



Cleaning & Maintenance



The best method for daily cleaning of your dispenser is with a soft, damp cloth. Avoid any cleaning products that have abrasives or solvents as this could void the product warranty.



Fill level of bottles should be checked daily. An indicator window at the bottom of the bottle will alert Housekeeping to the need for refills.



When bottles need to be refilled, they should also be cleaned and disinfected back of house prior to returning to guestrooms to ensure cleanliness.



Bottles should be discarded and replaced every 6 months to ensure optimal performance and sanitation.

Best Practices



Fill levels and the perception of cleanliness are top concerns for Guests when using full sized bath product dispensers. When properly cleaned and filled, full sized bath product dispensers can provide guests an enhanced experience over mini amenity bottles.



Bottles should be filled back of house not in-room. Keeping additional pre-filled bottles on hand can help improve efficiency: When a bottle in-room needs replacement, Room Attendants can simply swap out the empty bottle for a full one. Extra shampoo, conditioner and body wash bottles are available for purchase from Dispenser Amenities during your initial order and as needed.



When filling bottles, use a large gallon sized pump or funnel to transfer product from gallon containers to bottles. This will be the easiest way to transfer and ensure that product does not end up on the top of the bottle. If product does spill on the bottle, make sure to wipe off and dry before attaching the pumps. A gallon pump is recommended for the conditioner due to its viscosity. Shampoo and body wash can be poured using a funnel.



Wipe down and check the dispenser and bottles every day; this will ensure dispensers stay clean and filled for guests.



Have the Executive Housekeeper spot check rooms to make sure bottles are being filled correctly and dispensers are clean.



If storing extra bottles with pumps, make sure to prime the bottles before storing them on shelves as replacements.

***TIP:**
When placing your initial order, it is recommended that you order an extra 15-20% of each bottle type (shampoo, conditioner, body wash) for easy back of house refilling/in-room replacement. Additional stainless steel pumps are available for purchase at a nominal fee.*

FAQ's

Do these dispensers lock to prevent tampering/theft?

Yes. The gate can only be unlocked using a specially designed key that has been made specifically to prevent opening by a non-key device.

What if the amenity product line changes? Will I need to purchase new brackets?

No. SOLera can be used with any brand approved product. If the product changes, you will simply need to replace your current bottles with the new brand approved product and continue using the SOLera dispenser.

Is there a Warranty? What do I do if something breaks?

Dispenser Amenities offers a 2 year warranty on all dispensers against manufacturing defects. The pumps are guaranteed for life.

Replacement parts are available through Dispenser Amenities at a nominal cost. You should never have to replace a whole unit but just replace a part.

Do I have to take rooms out of service to install SOLera?

When installing SOLera, the **bracket must sit empty for 24 hours** while the silicone cures. We recommend that you install in stages around occupancy levels in order to avoid revenue displacement. While not recommended, if you are installing during high occupancy and cannot take the room out of service during this time, simply offer mini amenity bottles for guests staying in that room overnight and, if necessary, leave a note explaining what is happening.

Does SOLera require drilling to install?

No. Every dispenser comes complete with an installation kit including silicone and double faced tape, amenity labels and keys. The preferred method of installation is with the silicone adhesive. The tape tabs are included to hold the units in place while the silicone cures. The tape tabs are not strong enough to hold the full weight of the filled dispensers so you must use the silicone. Drilling to affix SOLera to the wall is not required or recommended.

The amenity tray looks empty without the mini bottles, what should I put there instead?

We recommend placing the Conserve to Preserve card and displaying wash cloths on the amenity tray.



How can I remove SOLera?

The dispensers can be removed from the shower wall without any damage. Simply take a sharp knife, run it down the back of the unit between the shower wall and dispenser back plate, cutting the silicone bond. Once complete, you can pull the unit from the wall. Excess silicone can be removed with a razor blade and any residue can be removed with paint thinner.

How do I know if a dispenser system is right for my property?

For Owners and Operators who are unsure if they want to move to a dispenser system for their amenities, you have the option to purchase a smaller number of brackets to test in a specific number of rooms before outfitting your entire property. This is an optional program and hotels do not need to offer brackets in every room, it is acceptable to mix and match dispensers and mini amenity bottles throughout your property.

Can I offer lotion and hand soap in a dispenser system at the vanity?

A vanity unit is currently in testing but has not been approved at this time. Properties are required to continue to offer facial soap and the small bottle of lotion at the sink. Hotels will be updated if and when a brand-approved system becomes available.