



www.WaxMelters.com  
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## *Professional WaxHand Equipment*

### **X-Treme Melters, WaxHand Machines, Candle Carving Tanks, & Dip Tanks Of All Kind Troubleshooting Guide**

#### **2014 MODELS ONLY**



Control Box Will Have Exterior Similar To This Photo.

#### Set Temperature With Arrow Keys

Press ↑ or ↓ to raise or lower the temperature setting to the desired temperature and then it will blink and be set to that temperature.

#### To change F° to C° :

Press and hold **MODE** until screen displays **PAR2**

Press **MODE** until it displays **UNIT**

Press ↑ or ↓ to change setting, Press **MODE** to save

#### Calibrating the Controller:

Press and hold **MODE** until screen says **PAR2**

Press **MODE** until it displays **IN-b**

Press ↑ or ↓ to change setting. Press **MODE** to save

*For Example, if Controller Temperature reads 180 F° and the actual melted material reads 170 F° then setting should be set to -10°.*

#### Temperature Differential:

Press and hold **MODE** until screen says **PAR1**

Press **MODE** until it displays **HYS**

Press ↑ or ↓ to change setting. Press **MODE** to save

*(Number= How many degrees the temperature drops on the controller before turning back on)*

Please review the applicable page(s) for your current challenge. This troubleshooting guide, along with your Instructions, addresses proper operation of the equipment and most of the solutions when a problem may arise.

If necessary, complete the applicable Advanced Troubleshooting Section in as much detail as possible and include a brief description of the problem and any steps that you have taken which have helped. Taking the time to answer these questions as completely as possible will expedite a resolution and prevent delays. Thank you.

## **Basic Troubleshooting**

### **WaxHand Unit Does Not Turn On (Red Power Button is off):**

- Make sure the outlet works.
- Make sure the fuse is good and in securely.

### **WaxHand Unit Blowing Fuses**

- Make sure the fuse cap is in tightly and securely.
- Make sure you replaced the fuse with the same amperage, ceramic heat rated fuse.
- Make sure no wax is leaking into any seams and that no wax has spilled on the controls.

### **Unit Heats Slowly or Unevenly or Does Not Heat At All**

- If this occurs the first few times or after a period of inactivity, there may be a Low MEGOHM Condition (heaters may absorb moisture from the environment) which prevents heater from operating at maximum efficiency until unit is used several times and moisture evaporated out.
- Make sure the green “OUT” light on the control comes on. If not, then the temperature needs to be set.
- Make sure the unit is not on an extension cord, power strip, or on a line with other appliances, etc.
- Make sure you keep the lid on while heating to reduce heat loss and more uniform heating.
- If you spilled wax underneath or beneath the chambers, try cleaning and scrubbing it (with scouring pad if needed) as you would a stainless steel pot since this will interfere with the sensors.
- If your room is cold or you are using the unit near an open door/window, a fan, humidifier, dehumidifier, air conditioner, etc..., the unit may heat slower or take more time. You may have to raise the temperature of the unit to compensate for heat loss.

### **Melter Overheating or Heating Too High**

- Try lowering the temperature setting since depending on your location, some calibration may be required. For example, the electric may be over 120v/240v, higher altitudes have lower boiling points, humidity in a room can influence temperature and so on.
- Try removing the lid and mixing your materials to better disburse the heat.
- If you spilled wax underneath or beneath the chambers, try cleaning and scrubbing it (with scouring pad if needed) as you would a stainless steel pot since this will interfere with the sensors.
- Make sure you are using at least enough material to fill the chambers 1/3 high.

**Advanced Troubleshooting: If Applicable, Please Complete & Return This Page**

Company:	Contact Name:	Contact #:
Model:	Approximate Purchase Date or Order #:	

**Unit Is Not Turning On And/Or Blowing Fuses**

- 1) Did you check the power cord and try another outlet. Y N
- 2) Is the fuse cap in securely with the same amp “fast blow” heated rated ceramic fuse? Y N
- 3) Does the power button come on first and after a 5-10 second delay it blows the fuse? Y N
- 4) Did any material potentially enter the unit through the top, a side seam or valve area? Y N

**Unit Does Not Heat, Heats Slowly And/or Unevenly**

- 1) Do you feel any heat when you touch the bottom of the tank or valve? Y N You may need to remove a chamber (waxhand & Candle carve Tanks)
- 2) Does the Green “OUT” light come on the control? Y N
- 3) When the Green “OUT” light comes on, do you hear TWO “CLICK” noises? Y N
- 4) Have you tried raising the temperature to compensate for heat loss and other electrical/ environmental factors (low altitude, humidity, etc...) which may require calibration? Y N
- 5) Did you burn any material or notice discoloration inside the tank? Y N If so, did you try scrubbing it clean (like a stainless steel pan) since the sensors will be unable to work. Y N
- 6) Are you keeping the lid on and mixing your materials? Y N
- 7) Did unit suddenly stop heating? Y N Did it progressively heat slower and then stop? Y N
- 8) Have you had any power surges, outages or roaming blackouts in your area? Y N
- 9) Was the unit operated without material or very little material? Y N
- 10) If you unit has chambers, is each bin must be inside the correctly numbered chamber and the # on each bin must face/be against the outside # on the chamber? Y N
- 11) Controller Calibration is set to \_\_\_\_\_ and Differential is set to \_\_\_\_\_. (See Cover)
- 12) What is the brand and brand name of your material? \_\_\_\_\_

Melt point? \_\_\_\_\_ Melter Temperature Setting? \_\_\_\_\_ How Long Does it Take? \_\_\_\_\_  
If using preheated material from another tank, the preheated Temperature is \_\_\_\_\_

**Unit Overheating And/Or Heating Too High**

- 1) Did you try lowering the temperature? Y N Sometimes, depending on your location, some calibration may be required. If you are at a higher altitude, the boiling points of substances are generally lower and may require you to lower your temperature.
- 2) Is the unit at least 1/3 full? Y N
- 3) Did you burn any material or notice discoloration inside the tank? Y N If so, did you try scrubbing it clean (like a stainless steel pan) since the sensors will be unable to work. Y N
- 4) Did you try removing the lid and mixing the materials? Y N
- 5) Controller Calibration is \_\_\_\_\_ and Differential is \_\_\_\_\_. (See Cover)

**Please Provide A Brief Description & Any Steps That Have Helped:**

Please answer these questions accurately to expedite a resolution and prevent delays. Thank you.  
Please Fax to (631) 458-0911 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com)

# **EVALUATION AUTHORIZATION FORM**

Please be sure to have reviewed and completed the appropriate troubleshooting page. Generally, most solutions are provided therein and it will save time and money instead of having the unit sent in for evaluation. Please enclose copy of your completed troubleshooting form since it will expedite the process and prevent delays. Thank you.

EA# \_\_\_\_\_ (to be received after this form is submitted)

Company:	Contact Name:	Contact #:
<u>Part(s) Sent For Evaluation:</u>		
<u>Brief Description:</u>		

- 1) Customer Authorizes M&FE to Evaluate Product: I authorize Melting And Filling Equipment Inc. to evaluate, examine and inspect the Part(s) listed above.
- 2) Customer Has Enclosed A Completed And Applicable Troubleshooting Page: Troubleshooting Forms help M&FE evaluate and repair the item(s) much more efficiently. Customer agrees that if he/she chooses not to complete the form, then Customer may be billed for the evaluation.
- 3) Customer Understands Warranty Limitations: Your warranty is inapplicable, void and does not cover normal wear and tear, damage to the equipment arising from tampering with “warranty void” labels, accidents, misuse, customer alteration or modification to equipment or components, overuse, negligence, misapplication, unauthorized repair, abuse, storage damage, or use of product for other than its intended purpose. Warranty is inapplicable to any item of equipment that has already been repaired or replaced under warranty if the item of equipment manifests the same exact problem/damage as was already corrected. Such damages will only be repaired at customer’s expense, including shipping, parts and labor.
- 4) Write the Evaluation Authorization #: Write the EA# at the top of this form and write it on the outside of the package. Packages received without an EA# may be misplaced and delay the evaluation, repair or replacement process.

Customer agrees to the above terms and conditions:

\_\_\_\_\_

Please Fax to (631) 458-0911 or Email to Support@WaxMelters.com for an EA#