Professional
WaxHand Equipment

WaxHand Troubleshooting Guide

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 seems 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 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.
- Make sure to double check the Advanced Temperature Control Settings.
- 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.

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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.
- Try adjusting your Digital Temperature Controller settings:
  > **dIF**=3. Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays dIF. Press MENU again. dIF should = 1. If not, then press DOWN until dIF=1. Press "MENU" again to save.
  >
  > **ASd**=3. Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays ASd. Press MENU again. ASd should = 0. If not, then press DOWN until ASd=0. Press MENU again to save.

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ADVANCED DIGITAL TEMPERATURE CONTROLLER SETTINGS

Default Settings- Please Confirm. Your Unit Will Not Operate Properly If These Are Incorrect.
SP (Set Point) = # (The temperature your materials will be heated to)

> To Set: Press the "MENU" button down until you see a flashing "SP." Press MENU again and it displays Set Point. If need it higher or lower, press the "UP/DOWN" buttons as necessary to change the temperature. Press "MENU" again to save it.

dIF (Differential) = 1. dIF controls when the unit will begin heating again after it has reached the SP. For example, if your unit is set for 175f, a dIF of 1 will let the unit begin heating again at 174f. A dIF of 25 will require the temperature to drop down to 150f.

> To Set: Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays dIF. Press MENU again. dIF should = 1. If not, then press DOWN until dIF=1. Press "MENU" again to lock in this setting.

ASd (Anti-Short Cycle Delay) = 0. ASd establishes the minimum time in minutes before the unit will heat and is active on initial start and after the unit has reached SP. For example, if your unit is set for 175f and the ASd=0, then your unit will heat immediately at the start and based on the dIF setting. An ASd of 5 will make the unit not heat for 5 minutes when you first turn it on and then after it reaches SP, it will not heat for a minimum of another 5 minutes regardless of the temperature drop and dIF settings.

> To Set: Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays ASd. Press MENU again. ASd should = 0. If not, then press DOWN until ASd=0. Press MENU again to lock in this setting.

OFS (Off Set): This setting is irrelevant and is used for multiple sensor systems.

SF (Sensor Failure) = 0. SF controls the heat should the sensor fail. If SF=0 then if the sensor should fail, the unit will not heat. WARNING: If SF=1 then even if the sensor fails the unit will heat however it will not be temperature controlled (it will be somewhat regulated by the internal thermostat) and can cause damage to the unit, materials, operator and building, as well as cause your materials to combust.

> To Set: Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays SF. Press MENU again. SF should = 0. If not, then press DOWN until SF=0. Press MENU again.

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WaxHand Unit Heats Slowly or Unevenly or Does Not Heat At All

Company:	Contact Name:	Contact #:
Wax Hand Tank Model:	Approximate Purchase Date or Order #:	

1) Please make sure the waxhand tank is not heating at all versus heating slowly. Remove a chamber and touch the bottom of the tank (careful if may be hot)- Do you feel any heat? Y N If yes, do not complete this page and instead complete the next page titled WAXHAND TANK Heating Slowly or Improperly.

2) Is the power button (red light) on? Y N If not, make sure the outlet works and that the fuse is good, it is in securely and the Fuse Cap is on securely. Did this help? Y N Check the power cord and try another outlet. Did that help? Y N

3) Does the GREEN light on the control come on? Y N If not, then the temperature needs to be set properly. After being set, when the Green light comes on, did it "Click?" Y N.

4) Did you burn any wax or notice discoloration inside the tank? Y N If so, please make sure you scrub it (with brillo if needed) as you would a stainless steel pot since the sensors will be unable to work. After cleaning it, does it work any better? Y N

5) Did melter suddenly stop heating? Y N Did it progressively heat slower and then stop? Y N

6) Have you had any power outages or roaming blackouts in your area? Y N

7) Was the melter operated without wax or very little wax? Y N

8) Did you remove a chamber and touch the bottom of the tank (careful it may be hot) to make sure it is not heating? If not, check. Is it warm or hot? Y N

9) Have you used it plugged into a generator? Y N

Brief Description:

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WaxHand Tank Heating Slowly or Improperly- Circle Response Below:

Company:	Contact Name:	Contact #:
Wax Hand Tank Model:	Approximate Purchase Date or Order #:	

1) 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 like being in stock on our shelves) which prevents heater from operating at maximum efficiency until unit is used several times.

2) Are you using waxhand wax? Y N

3) What is the brand and brand name of your wax?_____

Melt point?_____ Melter Temperature Setting?_____ How Long Does it Take?_____

4) Make sure the chambers are in correctly- 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

5) Have you confirmed these Digital Temperature Controller settings: Y N
   SP= **S**et **P**oint Temperature. Press the "MENU" button down until you see "SP." Press MENU again to adjust Set Temperature to correct temperature and Press "MENU" to save.
   dIF=1. Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays dIF. Press MENU again. dIF should = 1. If not, then press DOWN until dIF=1. Press "MENU" again to save.
   ASd=0. Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays ASd. Press MENU again. ASd should = 0. If not, then press DOWN until ASd=0. Press MENU again to save.

7) 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
8) Did melter suddenly heat slower? Y N   Did it progressively heat slower and then stop? Y N
9) Have you had any power outages or roaming blackouts in your area? Y N
10) Was the melter operated without wax or very little wax? Y N
11) Have you used it plugged into a generator? Y N

Brief Description:

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WaxHand Tank Overheating -Heating Too Hot- Circle Response Below:

Company:	Contact Name:	Contact #:
Wax Hand Tank Model:	Approximate Purchase Date or Order #:	

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) Does the system have enough material in it valve? Y N

3) Make sure your outlet is not reading over 120v/240v. Did you try a different outlet? Y N

4) Make sure your system has enough material in it.

5) Make sure the chambers are in correctly- 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

6) Have you tried removing the lid, lowering the temperature and/or mixing & stirring the materials? Y N Depending on the environment (humidity, altitude above sea level, etc…) the actual boiling points of substances will be lower and require you to lower your temperature. Removing the lid and mixing your materials are another way to reduce the temperature and better disburse the heat.

6) Please adjust your Digital Temperature Controller settings:
SP= **S**et **P**oint Temperature. Please make sure it is not set too high. If fine, then check that dIF = 1. If so, then CHANGE it to dIF=3. Then check that ASd = 0. If so, then CHANGE it to ASd=3. This will slow down the heating speed and heat intensity of the melting tank. Did this help? Y N

Describe: _____

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WaxHand Tank Blowing Fuses- Circle Response Below:

Company:	Contact Name:	Contact #:
Wax Hand Tank Model:	Approximate Purchase Date or Order #:	

BLOWING FUSES:
1) Have you replaced the fuse with the same amperage "slow blow" ceramic heat rated fuse? Y N

2) Did you make sure the fuse is in securely and the Fuse Cap is on securely? Y N

3) Did you accidentally spill wax or any fluids onto the tank during use or cleaning which could have entered it from the top or a side seam? Y N

4) Does the Red Light on the power button come on? Y N

5) Does the fuse blow AFTER the unit and control box are turned on, the control box displays a few settings (about 5-10 seconds) is set and Green light comes on? Y N

Brief Description:

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> To Set: Press the "MENU" button down until you see a flashing "SP." Press UP ARROW until Displays SF. Press MENU again. SF should = 0. If not, then press DOWN until SF=0. Press MENU again.

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