

## **MELTING & FILLING EQUIPMENT INC.**



**www.WaxMelters.com**  
888-WAXMELTERS  
PH (631) 938-1306  
Fax (631) 938-1307

*Smart Solutions  
For the  
Soap & Candle Making  
Industries*

**Corporate Headquarters:**  
248 Route 25A- Suite 104  
East Setauket, NY 11733



**www.SoapMelters.com**  
888-SOAPMELTERS  
PH (631) 791-7635  
Fax (631) 938-1307

### **Filling System Troubleshooting Guide**

Feel confident that your filling system was pre-tested prior to shipping and therefore, should be working properly.

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. A detailed copy of "SETTING THE DIGITAL TEMPERATURE CONTROLLER" is on the last page of this guide.

If, for some reason, the applicable troubleshooting form is not helpful, please complete the applicable section in as much detail as possible. Please remember to mark, make notations and include a brief description of the problem and any steps that you have taken which helped.

Taking the time to answer these questions as completely as possible will expedite a resolution and prevent delays. Thank you.

Once completed, fax it to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com). Thank you.

## Filler Drips, Seems Clogged, Fills Slowly or Unevenly, Does Not Heat

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

- 1) Have you confirmed the Digital Temperature Controller settings (last page): Y N
- 2) Does the GREEN light on the control come on? Y N If not, then temperature improperly set.
- 3) After the GREEN light comes on, do you hear a distinct "Click" noise? Y N.
- 4) Did you Preheat filler (not melter) for 1hour if empty (up to 3 hours if full of material)? Y N
- 5) Is filler plugged directly into the outlet without an extension cord or power strip? Y N
- 6) Is filler plugged into an independent, dedicated circuit without anything else on it? Y N
- 7) Try removing melter lid or opening it a little to allow air to flow inside- Did this help? Y N
- 8) Are you using the unit near an open door/window, a fan, humidifier, dehumidifier, air conditioner? Y N Is unit resting on a metal or concrete surface? Y N Is your room under 60d (including night time before starting the system)? Y N If YES to any of these, does moving it away, insulating it or raising the temperature setting to account for the cold help? Y N
- 9) If you are cleaning or washing out your system with water, did you drain it completely? Y N
- 10) Does filler pour fine at the beginning but starts dripping, leaking or pouring unevenly later? Y N
- 11) Allow system to preheat for 1 hour.
  - a) Carefully (system may have HOT areas) check:
    - i) Is the ball valve hot (located between melter and control box/pump)? Y N
    - ii) Is it hot between the control box/pump and the hose? Y N
    - iii) Is it hot between the hose and head? Y N
    - iv) Is the nozzle itself hot? Y N.
  - b) If ALL are hot, then remove the head/gun (use 2 wrenches) and aim the hose back into the tank. Does it pour quickly? Y N
    - i) If Yes (pours quickly), did you make sure there is no wax paper, metal twine, or debris in the head? Y N Did you try a compressor to blow out the head? Y N
    - ii) If No (not really pouring faster from hose), disconnect the hose. Does it pour fast from the pump (careful since it may be hot and splash) into a large pitcher or melter? Y N
      - (1) If NO (nothing pours out), tip the melter, ball valve and control box forward and see if materials pour out with gravity and make sure ball valve open. Did it pour? Y N
- 12) Did you make sure the filler temperature is set to the HIGHEST manufacturer's recommended Temperature (the higher of mixing/blending temperature or pouring temperature) and at least 10 degrees higher than the melter temperature? Y N (If using preheated materials from another tank, make sure filler is set 10-15d higher than this temperature).

What are you heating/melting? \_\_\_\_\_ Melt point (s)? \_\_\_\_\_

Melter Temperature: \_\_\_\_\_ Filler Temperature: \_\_\_\_\_ If preheating, preheated Temp \_\_\_\_\_

### **Brief Description:**

### **Filling System Troubleshooting Guide- Page 2**

Please complete the applicable section in as much detail as possible, including a brief description 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.

Fax to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com)

**Filler Does Not Turn On (Does Not Blow Fuses)-Circle Response Below:**

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

- 1) Is the power button (red light) on? Y N
- 2) Is the control box on or do you feel the system warming up? Y N
- 3) Is the fuse cap in tight & secure? Y N
- 4) Is the fuse good? Y N
- 5) Plug the unit into a different outlet. Did that help? Y N
- 6) At any point, did wax leak from any joints, valves or fittings? Y N
- 7) Did you Preheat filler (not melter) for over 3 hours? Y N

**Brief Description:**

**Filling System Troubleshooting Guide- Page 3**

Please complete the applicable section in as much detail as possible, including a brief description 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.

Fax to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com)

### **Filler Blowing Fuses-Circle Response Below:**

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

- 1) Did you make sure no wax or material is leaking from the valves/joints/fittings? Y N
- 2) Unplug your system. Disconnect the electrical plugs from the hose to the control box/pump and the hose to the head (Not the pipe fittings) and just turn on the control box. Does it blow any fuses or shut down? Y N
  - a) If Yes (it blew the fuse),
    - i) Have you replaced the fuse with the same amperage fuse? Y N
    - ii) Is the fuse good? Y N Is the fuse cap on securely? Y N
    - iii) Did you Preheat filler (not melter) for over 3 hours? Y N
  - b) If No (it did not blow the fuse), unplug your system. Connect the electrical plugs from the hose to the control box/pump (do not connect the electrical pugs to the head).
    - i) Does it blow a fuse now? Y N
      - (a) If Yes (it blew the fuse when connected to just the hose)
        - (i) Does it blow the fuse only after 5-10 when the control box finishes its settings and as the Green light comes on? Y N  
If Yes:
          1. Do you hear any noises coming from the hose? Y N
          2. Is any part of the hose "stiff" or difficult to bend? Y N
          3. Do you notice any distinct bumps or lumps in the hose? Y N
          4. Does the unit only blows the fuse when bending the hose? Y N
          5. If the hose being mounted or used with a cart? Y N
        - (ii) Does it blow the fuse immediately when you turn on the system? Y N  
If Yes, are the electrical pins and sockets and wires on the plugs to control box/pump and hose intact and without material in them? Y N
      - (b) If No (it did not blow the fuse when connected to just the hose), then unplug the system. Connect the electrical plugs (Not pipe fittings) from the hose to the head and turn on the control box.
        - (i) Does it blow any fuses or shut down? Y N  
If Yes:
          1. Does it blow the fuse only after 5-10 when the control box finishes its settings and as the Green light comes on? Y N
          2. Did you Preheat filler (not melter) for over 3 hours? Y N
          3. Does it blow the fuse immediately when you turn on the system? Y N If Yes, are you sure that there are no leaks? Y N
          4. Does it blow only after the timer starts (automated systems only)? Y N If Yes, are you sure that there are no leaks? Y N Are you sure no debris (wax paper, metal twine, or similar debris) is causing the head to stick? Y N Did you try a compressor to blow out the head? Y N

### **Brief Description:**

#### **Filling System Troubleshooting Guide- Page 4**

Please complete the applicable section in as much detail as possible, including a brief description 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.

Fax to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com)

## **ADVANCED DIGITAL TEMPERATURE CONTROLLER SETTINGS**

**Default Settings- Please Confirm As Your Melter 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.

### **Filling System Troubleshooting Guide- Page 5**

Please complete the applicable section in as much detail as possible, including a brief description 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.

Fax to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com)