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Professional Candle Equipment

Filling System Troubleshooting Guide

2018 - 2019 MODELS ONLY & X-TREME UNITS

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 wax 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

Filler Does Not Turn On (Red Power Button is off):

- Make sure the outlet works.
- Make sure the fuse (found next to power cord) has not tripped, if it has – reset fuse.

Filler Tripping Fuses

- Make sure the fuse (found next to power cord) has not tripped, if it has – reset fuse.
- Be sure fuse is clear of dripping product, dust, build-up, etc.

Filler Leaks

- If you notice any materials leaking from any joints or fittings, then unplug the unit immediately. Refer to the assembly instructions and carefully tighten those joints/fittings.

Filler Seems Completely Clogged & Will Not Pour Any Material

- Make sure the ball valve is open, the material in the melter completely melted and that the filler has been preheated for 1 hour if empty (up to 3 hours if full of material).
- Make sure filler is set 10-15 degrees higher than the melting tank.
- 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.

Filler Dispenses Slowly, Unevenly And/Or Filler Drips From The Nozzle:

- Make sure the unit is not on an extension cord or power strip.
- Make sure it is on a dedicated line without other appliances on it.
- Make sure that filler temperature setting is 10-15 degrees higher than melting tank.
- Make sure Filler (not melter) is preheated for 1 hour if empty (up to 3 hours if full)
- Make sure the green “OUT” light on the digital temperature control comes on. If not, then the temperature needs to be set.
- If the filler pours fine at the beginning but starts dripping, leaking or pouring unevenly later, then the melter temperature needs to be raised and/or the filler temperature needs to be 10 to 15 degrees higher.
- Try removing the melter’s lid or opening it a little to allow air to flow inside.
- 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.
- If using pre-melted wax: First, make sure the ball valve is closed between the melter and filling system before adding pre-melted wax.
- If using pre-melted wax either: a) melter should be set 5-10 degrees F higher than the temperature of the pre-melted wax OR b) Have your pre-melted wax at 5-10 degrees below required melt temperature, and allow melter to heat final 5-10 F before dispensing. Otherwise the melter will believe it’s already at temperature, and not heat – therefore causing the material to begin cooling down in melter.
- Using pre-melted wax in the melting tank can also introduce air into the system. If after adding pre-melted wax, pouring is slow, the trapped air will need to be released from the system. To release the air, turn the pump power button on and off 3-4 times, allowing a few seconds rest between each – this should allow some wax to backflow into the melter and release any trapped air bubbles from the system.

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

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

Filler Is Not Turning On, Blowing Fuses And/Or Leaking

- 1) Has the breaker/fuse tripped? **Y / N**

- 2) If the fuse keeps tripping, first disconnect electrical connection on:
 1. Dispensing gun – Does it still trip? **Y / N**
 2. Hose – Does it still trip? **Y / N**

- 3) If leaking, have you made sure the fittings are tight? If so, which connection is it leaking:
Melter to Pump Pump to Hose Hose to Head Pump Feet

Filler Dispenses Slowly, Unevenly, Nozzle Drips And/Or Seems Clogged

- 1) Does the Green “OUT” light come on the control and do you hear a “CLICK” noise? **Y / N**

- 2) Allow system to preheat for 1 hour. Circle if any of these connections are cool (Be careful since they should be hot):
Melter to Pump Pump to Hose Hose to Head Nozzle Itself

- 3) 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 15 degrees higher than the melter temperature? **Y / N**
If Yes, set the temperature of Filler to 212f (It will not damage your product unless left for any extended period of time) and let it heat for 1 hour and try again. Does it pour better now? **Y / N**

- 4) If 2 & 3 did not help, then disconnect head from hose and aim the hose back into the tank.
 - If it 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**
 - If it does not pour quickly, 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** If not, does material slowly pour out by gravity or if you tip the unit? **Y N**
If No, What Type of Sound Does The Pump Make?
____ It sounds normal ____ It sounds stuck and is making a “buzzing” sound
____ There is no sound ____ It sounds loud and like something is rattling

- 5) Did you apply external heat to the system? **Y / N**
If yes, to what part? _____

- 6) List the material (include brand name or product#) you heating/melting and melt points?

Melter’s Temperature is Set to _____ Filler’s Temperature is Set to _____

If using preheated material from another tank, the preheated Temperature is _____

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