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Professional Candle Equipment

Melting Tank 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

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

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

Melter 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 substances are leaking from the ball valve back into the Melter, which can happen if the Ball Valve is loose, there is no Teflon on the valve and/or the black gasket seal has been removed.

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 to set the unit to the melting and/or mixing point (whichever is higher) recommended by the manufacturer of your materials.
- If you are melting different kinds of materials and/or materials with different melting points, densities or other properties, make sure melt and mix the higher melt points first and to keep mixing so the denser materials do not sink to the bottom
- Make sure you keep the lid on while heating to reduce heat loss and more uniform heating.
- Make sure to double check these Advanced Temperature Control Settings.
- If the unit is dirty and/or has burned materials in it, 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 the unit is dirty and/or has burned materials in it, 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 you are melting different kinds of materials and/or materials with different melting points, densities or other properties, make sure melt and mix the higher melt points first and to keep mixing so the denser materials do not sink to the bottom.
- Make sure you are using at least enough material to fill 1/3 of the tank.
- 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.

Melter Leaks

- Your Melting Tank should not leak. Before leaving our facility, it is welded and then filled with water to make sure there are no leaks since leaks would damage the electrical equipment. Next, the electrical work is completed on the unit (while the outside of the unit is not yet sealed) and it is again filled with water to test it since if there are any problems, at this point, water is easy to dispose of. Next, it is tested with materials and the sensors are calibrated. Lastly, it is finally sealed. Hence, there is no way there could have been a leak before shipping the unit.
- Make sure to check that the Teflon tape on the Ball Valve is in place.
- Make sure the Ball Valve is connected tightly with a wrench.

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.

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

Melter Heats Slowly or Unevenly or Does Not Heat At All

Company:	Contact Name:	Contact #:
Melting Tank Size:	Approximate Purchase Date or Order #:	

- 1) Please make sure the melter is not heating at all versus heating slowly. Do you feel any heat when you touch it around the valve? Y N
- 2) Is the power button (red light) on? Y N
- 3) After the GREEN light comes on, do you hear a distinct "Click" sound? Y N
- 4) Did melter suddenly stop heating? Y N
- 5) Did the melter start heating slower and slower and then stop? Y N
- 6) Have you had any power outages or roaming blackouts in your area? Y N
- 7) Did you preheat the melter? Y N
- 8) Was the melter operated without material or very little material? Y N
- 9) Did you burn any material in the unit?
- 10) Did you apply external heat to the system? Y N If yes, to what part? _____
- 11) 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.
Fax to (631) 938-1307 or email it to Support@Waxmelters.com

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

Melter Overheating or Heating Too High

Company:	Contact Name:	Contact #:
Melting Tank Size:	Approximate Purchase Date or Order #:	

- 1) Did you preheat the melter? Y N
- 2) Was the melter operated without material or very little material? Y N
- 3) Did you burn any material in the unit? Y N
- 4) Does the system have enough material in it to at least cover the valve? Y N
- 5) Did you notice improvement when you removed the lid and/or mixed the materials? Y N
- 6) Did you notice improvement when filling the unit up to 1/3 of the way full? Y N
- 7) Please adjust your Digital Temperature Controller settings:
SP= Set Point 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 intensity. Did this help? Y N
- 8) 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.
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Advanced Troubleshooting: If Applicable, Please Complete & Return This Page

Melting Tank Does Not Turn On, Blowing Fuses or Melter Leaks

Company:	Contact Name:	Contact #:
Melting Tank Size:	Approximate Purchase Date or Order #:	

- 1) Does the unit simply not turn on regardless of what you do? Y N
- 2) Did any material leak back into the unit past the rubber gasket? Y N
- 3) Did you accidentally spill any materials or any fluids onto the tank which could have entered it from the top, a side seam or valve area? Y N
- 4) Is the fuse good? Y N What amperage ceramic fuse are you using? _____
- 5) Did you make sure the fuse is in securely and the Fuse Cap is on securely? Y N
- 6) Does the fuse blow immediately after you press the red power button? Y N
- 7) Does it blow only after the temperature control has displayed codes, which is about 5-10 seconds after pressing the HEAT button? Y N

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

Please answer these questions accurately to expedite a resolution and prevent delays. Thank you.
Fax to (631) 938-1307 or email it to 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 631.938.1307 or Email to Support@WaxMelters.com for an EA#