



Wax Hands Units Troubleshooting Guide 2023+



*Specific Parts & Materials in models vary.

WARNING-NEVER USE A WAXHAND MACHINE AT OVER 130°F / 54°C!

DO NOT OPERATE WITH CANDLE WAX

(888) WAXMELTERS
(631) 938-1306
www.WaxMelters.com

TROUBLESHOOTING

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

- Make sure the MAIN POWER (Green Button) is on and 3amp breaker reset.
- Make sure main breaker is reset.
- Make sure outlet works and it is properly grounded and not overloaded. Your unit should be the only appliance on the circuit.
- Make sure the fuse has not been tripped – to reset fuse/breaker, flick the trip mechanism.
- Be sure button(s), fuse(s) and controller are free from materials, wax, dripping product, debris, etc. – accumulation of materials on these components will result in shorter life-span and can lead to blown/tripped fuses, button lights to go out or controller failure.

Chambers Heat Slowly or Unevenly or Some Do 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 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 the unit is properly calibrated as instructed on PAGE 4.
- 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 one chamber is found to be hotter or colder than others, be sure all chambers are correctly positioned with labels on Chambers facing corresponding label on WALL. For example, the removable chamber labeled “1” will face of the wall of the tank labeled “1”.
- If one chamber is hotter or colder than others, use an external contact thermometer (not a laser) to stir and check the temperature of each chamber and take the average of all chambers together and compare to actual Controller reading and calibrate the unit (see page 3). For example – if the average temperature is 125f, and controller reads 130f, you will set your “In-b” setting to: -5.

Melter Overheating or Heating Too High

- Check your controller settings, you can find the full controller settings on PAGE 6. It is possible some setting(s) were reset or accidentally changed. Follow the guide and be sure all relevant settings match the guide. Not every setting in the guide will appear in your controller.
- 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.
- Make sure you are using at least enough material to fill the chambers 1/3 high.

Advanced Troubleshooting: Complete, Copy & Return to Support@Waxmelters.com

Company:	PRIMO Model #:
Name & Contact #:	Serial #:

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

- 1) Did you check the power cord and try another outlet. **Y / N**
- 2) Is the green power button on? **Y / N**
- 3) Is the Re-Settable Fuse “tripped” (showing white front?) **Y / N** If so, flip the re-settable fuse back to its original state (showing black front), and be sure it is free of materials, dust, debris etc. which may have dripped/gathered on it. (If **Y**, send photos of the breaker/entire tank to: Support@waxmelters.com)
- 4) Does the power button come on first and after a 5-10 second delay it blows/trips the fuse? **Y / N**
- 5) Did any material potentially enter the unit through the top, a side seam or under the chambers? **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? **Y / N**
- 2) Does the Green “OUT” light come on the control? **Y / N**
- 3) Is the green power button on? **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 / under chambers? **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** (If **Y**, send photos of inside/outside of tank to: Support@waxmelters.com)
- 6) Are you keeping the lid on and mixing your materials? **Y / N**
- 7) Did the unit suddenly stop heating? **Y / N**
- 8) Did it progressively heat slower and then stop? **Y / N** 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) Controller Calibration (In-b) is set to _____ (See Page 4 of this guide).
- 11) 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. **Y / N**
- 2) Is the unit at least 1/3 full? **Y / N**
- 3) Did you burn any material or notice discoloration inside the tank? 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**

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

[CHAT WITH US NOW With Your Completed Responses](#)