



FILLING + HEATED-TRANSFER SYSTEM

Owner/Operator Manual & Troubleshooting

Setup • Standard & HVISC Paths • EZ-1 & AutoShot • Diagnostics

CURRENT EDITION

August 2026

Use the live guide for the latest revision and model-specific updates.

[Open the current online guide](#)



For stand-alone WaxMelters heated filling, dispensing, and material-transfer equipment connected to a compatible prepared-material source. Covers EZ-1 and AutoShot operation with standard or HVISC pump paths.

Industrial Thermal Processing Equipment & Systems



Document use & equipment identification

This manual consolidates current setup, operating, controller, maintenance, and symptom-based troubleshooting guidance for stand-alone downstream filling and heated-transfer equipment. The prepared-material source has its own manual and operating limits.

CURRENT INFORMATION CONTROLS: The live guide may be revised after this file is downloaded. Follow the current online guide, the complete equipment nameplate, and any written order-specific direction when wording differs.

Record these details before operation or support

Item	Record from the equipment or order
Model / configuration	_____ —
Serial / order number	_____ —
Electrical nameplate	Voltage: _____ Phase: _____ Amps: _____ Hz: _____
Pump path	☐ Standard / EZ ☐ HVISC Pump/control label: _____
Operator control	☐ EZ-1 hand dispenser ☐ AutoShot timed head ☐ Transfer only
Heat zones	Hose: _____ Head/nozzle: _____ Other: _____
Material / source	Material: _____ Source tank/model: _____

Get to the right answer faster

1. Identify the exact equipment, controller, accessories, and electrical rating. Photograph each complete nameplate and control face.
2. Follow the operating or symptom section matching the installed configuration. Do not copy settings or parts from a different generation.
3. If the concern remains, submit the completed checks, photos, readings, and timing through Technical Support.



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1 Safety information

SAFETY STOP: Stop the pump and heat, close the source valve, disconnect power when safe, and keep personnel clear for smoke, burning odor, repeated protection-device operation, uncontrolled heating, exposed wiring, a hot/discolored plug, a leak near electrical parts, a binding motor, or a hose/head rupture.

Operator, location & process

- Use only by trained operators wearing PPE rated for the material, temperature, splash, and cleaning hazards.
- Stabilize the source and filling equipment on a level, full-load-rated surface. Lock casters and keep at least 20 ft from combustible materials unless exact written instructions require more.
- Process only approved, fully prepared material. Review supplier directions, SDS, flash point, safe temperature range, and viscosity before use.
- Provide suitable ventilation without directing a fan or cooling air at the source, valve, hose, pump, or dispenser.
- Keep a compatible catch container under the outlet. Never point the dispenser at a person or place a hand beneath the nozzle.

Electrical, thermal & mechanical safety

- Use a grounded, dedicated supply matching every nameplate. No extension cord, power strip, external timer, adapter, or overloaded/shared circuit.
- Make or break electrical connectors only with all controls off and power disconnected. Never force pins or open a control enclosure.
- Do not run the pump cold, dry, with solid material, or against a known blockage. Never repeatedly energize a buzzing or binding motor.
- Maintain at least a 7 in heated-hose bend radius. Support the hose and protect it from kinks, crushing, sharp edges, pinch points, and traffic.
- Never use a torch, heat gun, or open flame on the pump, hose, valve, nozzle, or source.
- Do not loosen pressurized/hot fittings, motor collars, retaining hardware, or hose connections. Cool, depressurize, and unplug before approved work.

HOT MATERIAL & RESIDUAL PRESSURE: The hose and dispenser can contain hot material after the pump stops. Expect residual drips and allow complete cooling before cleaning or approved disassembly.



2 Installation & first-use setup

Before energizing

- Confirm the source valve is closed and all modules are off, cool, unplugged, clean, dry, and undamaged.
- Inventory the ordered pump, control box, heated hose, EZ-1 or AutoShot head, boom/swivel, balancer, connectors, pins, and seals.
- Compare voltage, phase, amperage, and frequency on every nameplate with the intended facility supply.
- Confirm the material, source tank, transfer distance, pump type, hose length, dispenser, and throughput match the order configuration.

Mechanical, hose & electrical assembly

1. Place the system level and secure. Lock mobile equipment and verify the hose support cannot pull the pump, source valve, or cart toward a tip.
2. Keep the source valve closed. Fully seat the approved pump/transfer connection and install its supplied retaining or locking hardware.
3. Install the boom, swivel, and balancer as ordered. Adjust support so the dispenser is neutrally supported without lifting itself.
4. Route the heated hose with at least a 7 in bend radius and no kinks, crush points, sharp-edge contact, traffic exposure, or unsupported weight.
5. With power disconnected, align labeled/keyed electrical connectors and polarity marks. Seat them fully without twisting or forcing pins.
6. Verify each module's supply and connect only after covers are secure and exteriors are clean and dry.
7. Perform a final cold check: source valve closed, pump off, heat off, dispenser supported, catch container ready, and stop procedure understood.

SOURCE EQUIPMENT IS SEPARATE: Prepare, melt, blend, and verify the material using the source tank's owner/operator manual. Do not use this filling-system guide as the source-tank manual.



3 Choose the installed filling path

Identify both the pump path and the operator-control method before startup. Appearance alone is not enough; use the labels, nameplates, controller faces, and original order record.

Configuration map

Installed path	Operator action	Use this guidance
Standard pump + EZ-1	Operator controls each fill	Standard warm-up, prime, manual trigger, standard diagnostics
Standard pump + AutoShot	Timed/sensor-controlled head	Standard warm-up plus AutoShot timer and sensor checks
HVISC pump + EZ-1	Operator controls each fill	HVISC warm-up, motor protection, manual trigger
HVISC pump + AutoShot	Timed/sensor-controlled head	HVISC warm-up plus AutoShot timer and sensor checks
Heated transfer only	Downstream process controls delivery	Order-specific transfer connection and endpoint procedure

Confirm before startup

- Standard or HVISC pump/control label and matching troubleshooting path.
- EZ-1 hand dispenser, AutoShot timed head, or transfer-only endpoint.
- Every controller face, heat zone, timer/sensor generation, connector label, and required supply.
- Material brand/type, approved source and filler temperatures, desired fill amount, and safe receiving container.

NO MULTI-NOZZLE PROCEDURES: This guide is limited to Transfer, EZ-1, and AutoShot configurations. Use only the section matching the installed equipment.



4 Common warm-up, prime & EZ-1 operation

VIDEO GUIDE

Setting temperature for filling systems

Scan or select the linked title.



Common startup sequence

1. Start with all controls off, the source valve closed, the pump off, and a compatible catch container under the dispenser.
2. Prepare and fully liquefy the material in the compatible source. Blend and verify it is homogeneous and within the approved process range.
3. Turn filler heat on with the pump off and valve closed. Warm every hose and head zone; a clean path often requires 30–60 minutes, while retained solid material may require 1–3 hours.
4. Use approved setpoints. A filler path commonly begins about 10–15°F above the source as a process starting point, but never exceed any material or equipment limit.
5. Verify each zone is stable and the hose is flexible. Position the dispenser safely, turn the fully warmed pump on, then open the source valve gradually.
6. Prime into the catch container until flow is smooth and air-free. Test the stream, shutoff, drip behavior, fill amount, and recovery before production.

EZ-1 hand-controlled filling

- Keep the nozzle over a stable compatible container before actuating the trigger.
- Use consistent container height, nozzle position, trigger time, and product condition for repeatable fills.
- Release the trigger fully between fills and observe the nozzle for delayed flow or drips.
- If flow changes, stop and verify temperature, source level, valve position, hose routing, and prime condition.

SEQUENCE MATTERS: Melt first; heat the complete filling path second; run the pump and open the source valve only after the path is ready.



5 AutoShot setup & operation

VIDEO GUIDE

AutoShot dispenser — adjust dispensing time

Scan or select the linked title.



Before automatic cycling

1. Complete the common warm-up and prime sequence with the AutoShot cycle disabled.
2. Identify the exact timer, SET1/SET2 labels, trigger/toggle, optical sensor, and head installed on the order.
3. Start with a conservative dispensing time and adequate off/delay time. Use a catch container for every setup test.
4. Align and clean the optical sensor if equipped. Confirm one container produces one intended cycle.
5. Observe several cycles at production temperature. Verify fill amount, recovery, shutoff, drip behavior, and container clearance.

Repeatable AutoShot filling

- Keep product temperature, prime condition, container height, sensor position, nozzle clearance, and fill-time setting consistent.
- Change only one setting at a time and record the prior value.
- Stop automatic cycling before clearing a container, wiping a nozzle, or making any adjustment.
- Never actuate a cold AutoShot head or use the timer to force flow through solid material.

AUTOMATION DOES NOT REMOVE ATTENDANCE: Remain at the system and be ready to stop the pump and cycle immediately for a missed container, continuous flow, leak, blockage, or abnormal sound.



6 HVISC pump path

VIDEO GUIDE

Full guide — high-viscosity filling-system troubleshooting

Scan or select the linked title.



HVISC operating distinctions

- Use the HVISC section only when the pump/control label confirms that configuration.
- Fully melt, blend, and condition high-viscosity material before it reaches the pump. Cold pockets can bind the drive or create intermittent flow.
- Allow every heated path component to stabilize. Confirm the hose remains within its bend radius and the pump is not carrying hose weight.
- Prime at a conservative rate into a catch container. Increase only after smooth, stable, air-free flow is established.
- If the motor hums, chatters, stalls, or fails to rotate, switch it off immediately. Do not pulse it repeatedly or loosen pressure/motor hardware while hot.

Material-condition checks

1. Verify source and filler temperatures against supplier and equipment limits.
2. Safely confirm the batch is homogeneous and the source valve is fully open.
3. Check for an unsupported hose, tight bend, cold fitting, air pocket, or known downstream restriction.
4. Record the material, temperatures, warm-up time, pump sound, flow behavior, and when the symptom begins.

BINDING MOTOR: Turn the pump off. Do not repeatedly energize it, increase protection ratings, or disassemble hot pressure-path hardware. Cool the system and use the HVISC motor diagnostic section.



7 Temperature controls, shutdown & storage

VIDEO GUIDE

[How to reprogram a filler temperature controller](#)

Scan or select the linked title.



Controller rules

- Match every controller face and temperature class before adjusting more than the normal setpoint.
- Use approved material and equipment limits; do not copy setpoints or advanced parameters from another model.
- Verify actual process temperature with a suitable independent method when diagnosing heat or flow.
- Do not change sensor type, output mode, relay/SSR settings, calibration, or high limits without exact written direction.

Normal shutdown

1. Stop the AutoShot cycle or release the EZ-1 trigger and place the head over a catch container.
2. Turn the pump off, then close the source valve. Do not leave a pressurized or uncontrolled path.
3. Turn every filler heat zone off and turn main power off. Unplug each module when safe.
4. Allow the pump, hose, head, retained material, and source connection to cool completely.
5. Clean only by the approved external/cool-path method. Inspect for leaks, residue, connector damage, hose wear, and abnormal trip history before storage.



Cleaning & preventive maintenance

BEFORE CLEANING OR SERVICE: Stop the cycle and pump, close the source valve, turn all heat and main-power controls off, unplug every module, release only approved residual pressure, and allow the complete material path to cool before cleaning or inspection.

Frequency	Inspection or maintenance
Before each use	Source/pump connection, retaining hardware, hose bend radius, connectors, cord, plug, controls, dispenser, boom/balancer, valve, dry exterior.
During warm-up	Every heat-zone display/output, hose flexibility, controller stability, leaks, abnormal odor, pump kept off.
After each use	Approved residual-material recovery; external wipe-down; nozzle/shutoff check; keep controls and connectors dry.
Periodically	Compare displayed and actual temperature; inspect hose jacket, connector pins, seals, balancer, boom, and pump mounting.
Performance log	Material, source/filler setpoints, warm-up time, prime time, fill setting, actual fill weight, flow/drip notes.

Maintenance rules

- Do not immerse or pressure-wash the pump, hose, dispenser, control box, connectors, cord, or plug.
- Do not probe a hot nozzle, strike fittings, force connectors, add unapproved reducers/elbows, or use flame/heat-gun cleaning.
- Inspect seals and threaded joints only when cool and empty; preserve the exact factory sealing method and part compatibility.
- Keep any repeated trip, leak, temperature, motor, or flow concern documented and unresolved equipment out of service.



Troubleshooting overview

VIDEO GUIDE

Full guide — standard filling-system troubleshooting

Scan or select the linked title.



ONE CONTROLLED CHECK: Troubleshooting does not authorize repeated resets, live internal testing, bypassing protection, opening enclosures, running a cold/dry pump, hot disassembly, forcing a connector, or changing advanced controller parameters.

Symptom	Start here
No power	Identify the dead module; verify its nameplate-matched supply, controls, connection, display, and user-accessible protector.
Fuse / breaker opens	Stop repeated resets. Record the exact device, rating, timing, module, and control that was switched on.
Hose/head not heating	Identify the affected zone, controller code/display, connector state, warm-up time, and actual temperature.
Clogged / no flow	Confirm complete melt, warm path, open source valve, prime state, hose routing, and no known restriction.
Slow / uneven / dripping	Stabilize temperature, prime, nozzle position, container height, material condition, and timing.
HVISC motor binds	Switch the pump off; verify material/path temperature and obstruction only after safe cooldown.
AutoShot timing/sensor	Disable the cycle; verify timer face, SET values, trigger, sensor alignment, and one-container/one-cycle behavior.
Leak	Stop, close valve, unplug, cool, contain, photograph source, and identify fitting/hose/pump/head location.

Stop and escalate

- Smoke, burning odor, arcing, exposed wiring, melted/discolored connectors, or a hot plug/receptacle.
- Repeated fuse/breaker/protector operation, uncontrolled heating, or a controller fault that returns.
- A binding HVISC motor, burst/damaged heated hose, continuous AutoShot flow, or leak near controls.
- Any condition requiring hot disassembly, live electrical access, a bypass, or an unapproved part/change.



No power or fuse / breaker operation

VIDEO GUIDE

Standard filler won't turn on

Scan or select the linked title.



VIDEO GUIDE

Standard filler blowing fuses

Scan or select the linked title.



No-power checks

1. Stop for any electrical damage, moisture, burning odor, arcing, or hot/discolored connection.
2. Identify which module is dead: pump/control, hose zone, dispenser/head zone, AutoShot timer, or source equipment.
3. Verify its complete nameplate, direct grounded supply, facility disconnect/breaker, and fully seated external connectors with power off.
4. Confirm main power, heat-zone controls, setpoint, display, and output indication. Do not assume button color identifies function.
5. Inspect only the user-accessible protector specified for the exact model; do not bypass or substitute a higher rating.

If a protective device opens

1. Turn all modules off, close the source valve, unplug, cool, and photograph the exact device and control state.
2. Record whether the facility breaker, GFCI, unit protector, or fuse opened and when: plug-in, main power, heat zone, pump start, or cycling.
3. Inspect external cords, plugs, connectors, controls, hose jacket, and equipment for moisture, damage, residue, or discoloration.
4. Correct only a known facility overload. Make at most one observed reset if no equipment defect is visible; stop if it opens again.

HVISC VERSION: Use the HVISC no-power and fuse videos in the resource directory when the pump/control label confirms HVISC.



Heated hose, clogged path or no flow

VIDEO GUIDE

Standard heated hose not heating

Scan or select the linked title.



VIDEO GUIDE

Standard filler clogged

Scan or select the linked title.



Hose or head does not heat

1. Keep the pump off and source valve closed. Identify the affected zone and record display, setpoint, output light, and any code such as HHHH.
2. With power off, inspect the labeled external connectors for full seating, bent pins, residue, moisture, or damage. Never force them.
3. Verify the matching supply and allow the full retained-material warm-up time. Check actual external/path temperature safely.
4. If a code returns, a connector overheats, or the zone remains cold, stop and send photos/readings to support.

Clogged or no flow

1. Confirm the source material is fully liquid, homogeneous, and within its approved temperature/viscosity range.
2. Confirm all path zones are stable, the source valve is open, the hose is not kinked/crushed, and the dispenser is supported.
3. Re-prime only after the complete path is ready. Do not increase pressure or repeatedly pulse the pump against a blockage.
4. If flow does not return, stop, close the valve, unplug, cool, and use the approved cleaning/inspection method. Never probe hot equipment.



Slow, uneven, dripping or leaking

VIDEO GUIDE

Standard filler slow, uneven or dripping

Scan or select the linked title.



VIDEO GUIDE

HVISC filler leaking

Scan or select the linked title.



Stabilize flow and shutoff

1. Confirm a homogeneous batch, approved source/filler temperatures, complete warm-up, open source valve, and air-free prime.
2. Correct hose support/bend radius and hold nozzle height, container position, and operator/timer duration constant.
3. Inspect shutoff behavior and delayed residual material. Change only one process variable at a time and record fill weights.
4. Stop if the stream changes with abnormal motor sound, repeated pressure buildup, controller instability, or a known restriction.

Leak response

1. Stop the cycle and pump, close the source valve, disconnect power if safe, contain the material, and allow complete cooling.
2. Photograph before cleaning and identify whether the source is the source connection, pump seal/body, hose, connector, head, nozzle, or threaded fitting.
3. Do not tighten, loosen, or patch a hot or pressurized connection. Do not operate a hose with jacket, fitting, or electrical damage.
4. Submit material, temperature, pressure/flow context, source photo, component labels, and when the leak began.



HVISC motor, AutoShot & controller concerns

VIDEO GUIDE

HVISC pump motor seizing

Scan or select the linked title.



VIDEO GUIDE

AutoShot — adjust dispensing time

Scan or select the linked title.



HVISC motor will not rotate

1. Switch the pump off immediately; close the source valve and keep the heat path controlled.
2. Record whether the motor is silent, hums, chatters, starts then stops, or trips protection.
3. Verify complete material and path warm-up, source flow, hose routing, and no known downstream restriction.
4. After full cooldown and disconnection, inspect accessible mounting/retaining hardware only. Do not loosen the motor collar or pressure-path hardware without written authorization.

AutoShot timer or sensor

1. Disable the automatic cycle and use a catch container.
2. Photograph the timer face and record SET1/SET2, trigger/toggle state, sensor alignment, and indicator behavior.
3. Clean the sensor exterior and verify stable container presentation. Start with conservative time and change one value at a time.
4. Stop for continuous flow, unintended cycling, failure to close, or a cycle that cannot be controlled safely.

Controller concern

- Confirm °F/°C, setpoint, process display, output indication, matching controller face, and actual temperature.
- Do not copy advanced values from a video or different controller. Stop if a fault/code returns or required calibration is large/unstable.



Technical support checklist

Complete information helps WaxMelters match the instructions, wiring, controller, accessories, and parts to the exact equipment.

Include	Details
Contact	Company, contact name, phone, email, best contact time
Equipment	Model, serial number, order number/date, complete nameplate photo
Electrical	Voltage, phase, amperage, frequency, circuit/receptacle, device that opened
Controls	Controller photo, setpoint, process display, output indication, °F/°C
Process	Pump path; EZ-1/AutoShot/transfer configuration; source and filler setpoints; material, viscosity, batch condition; warm-up/prime times; fill setting/weights
Symptom	Exact behavior, when it starts, what changed, photos/video, checks and results

WaxMelters Technical Support

Phone: (888) WAX-MELTERS | (631) 938-1306 Ext. 2

Email: support@waxmelters.com

Current guide: [Open online](#)

IMPORTANT: Troubleshooting guidance, inspection, or a support request is not warranty authorization. Do not replace components or perform internal work unless specifically authorized and qualified.



Video & online resource directory

- [Current owner/operator manual & troubleshooting guide](#)
- [All equipment manuals & troubleshooting](#)
- [Set filling-system temperature](#)
- [Adjust AutoShot dispensing time](#)
- [Full standard-filler troubleshooting](#)
- [Standard heated hose not heating](#)
- [Standard filler clogged](#)
- [Standard filler will not turn on](#)
- [Standard filler blowing fuses](#)
- [Standard filler slow, uneven or dripping](#)
- [Reprogram a filler temperature controller](#)
- [Full HVISC troubleshooting](#)
- [HVISC heated hose not heating](#)
- [HVISC pump motor seizing](#)
- [HVISC slow, uneven or dripping](#)
- [HVISC filler clogged](#)
- [HVISC filler blowing fuses](#)
- [HVISC filler leaking](#)
- [HVISC filler will not turn on](#)

LINKS & REVISIONS: Video availability and controller generations can change. The current online guide is the authoritative directory for the latest matching instructions.



[Open the current online guide](#)

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