



PRIMO TILTING PROCESS KETTLE

Owner/Operator Manual & Troubleshooting

Heating • Optional Mixing • Controlled Tilting • Diagnostics

CURRENT EDITION

August 2026

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

[Open the current online guide](#)



For current PRIMO Tilting Process Kettles, including configurations supplied with an optional approved EZ-Mix assembly. The exact nameplate, frame, pivot/lock, mixer, controller, material directions, and order configuration control.

Industrial Thermal Processing Equipment & Systems



Document use & equipment identification

This manual combines the kettle's heating process with the additional mechanical controls required for safe positioning, optional mixing, controlled tilting, and pouring. Identify the complete delivered configuration before operation.

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: _____
Kettle / frame	Model/serial: _____ Working capacity: _____
Tilt mechanism	Handle / pivot / lock configuration: _____
Mixer	☐ None ☐ EZ-Mix Mixer model/nameplate: _____
Controller	Face / generation: _____ Temperature class: _____
Material	Brand/type: _____ Supplier limit: _____

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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[Browse all WaxMelters manuals](#)



1 Safety information

SAFETY STOP: Stop heating and mixing, return the kettle to its secure upright position if safe, engage the tilt restraint/lock, disconnect power, and keep personnel clear for smoke, burning odor, repeated fuse/breaker operation, uncontrolled heating, a leak, unstable frame/casters, damaged pivot/lock/handle, abnormal mixer motion, or any loss of tilt control.

Operator, location & process

- Only trained operators may load, heat, mix, tilt, pour, clean, or service the kettle. Wear PPE rated for the hot material, splash, and cleaning hazards.
- Place the frame level on a full-load-rated noncombustible surface, maintain required clearance, and lock all casters before loading.
- Establish a controlled exclusion zone around the pour arc, receiving container, caster path, pivot, handle, mixer, and hot surfaces.
- Use only approved compatible material and review its supplier directions, SDS, flash point, safe temperature, viscosity, and pour behavior.
- Never leave energized heat or an operating mixer unattended; use a spotter when required by the facility risk assessment or load.

Electrical, thermal & mechanical safety

- Use a grounded, dedicated supply matching each nameplate. No extension cord, power strip, adapter, external timer, or overloaded/shared circuit.
- Maintain the model's required minimum heated level and never heat an empty or underfilled kettle.
- Keep hands, hair, clothing, tools, and cords clear of the pivot, tilt lock, handle linkage, casters, mixer shaft/impeller, and pour stream.
- Turn the mixer off and verify it has stopped before opening, sampling, scraping, adjusting, tilting, or moving the kettle.
- Before tilting, turn heat/mixer off, disconnect and secure power/controls as the configuration requires, remove unsecured items, and verify the receiving container is stable.
- Never exceed working capacity, alter counterbalance/pivot/lock hardware, use flame or heat gun, or loosen hot/loaded fittings.

TILT & POUR HAZARD: The kettle and load create moving mass and a changing center of gravity. Lock the frame, control the handle with both hands as instructed, keep everyone outside the pour arc, and never release an unrestrained kettle.



2 Installation & first-use setup

Before energizing

- Inspect the kettle, frame, casters, pivot, lock/restraint, handle, lid, controller, cord/plug, and optional mixer/guard for damage, looseness, or missing hardware.
- Record all nameplates and verify voltage, phase, amperage, frequency, plug/receptacle, and dedicated circuit for the kettle and mixer.
- Cycle the empty, cool, unplugged tilt mechanism through its intended range with a second trained person; verify smooth travel, positive upright restraint, and no interference.
- Confirm the material, batch size, receiving container, pour route, cleaning method, and optional mixer are compatible with the ordered system.

Frame, tilt mechanism, controller & optional mixer

1. Place the frame level with the pour side oriented toward a clear controlled work zone. Lock casters and verify floor/surface capacity.
2. Install only supplied handles, restraints, lids, guards, and accessories using the order-specific hardware and orientation.
3. With the kettle empty, cool, and unplugged, verify pivot/lock operation, handle clearance, upright stability, and receiver height/position.
4. If an EZ-Mix is supplied, install it exactly as ordered; verify guard, shaft/impeller clearance, secure mounting, and no contact through the tilt range.
5. Route kettle and mixer cords away from heat, liquid, wheels, moving parts, pivot points, and the pour path. Connect only to matching dedicated grounded supplies.
6. Add an approved test load above the minimum heated level and below working capacity. Keep the kettle upright and restrained.
7. Observe the first heat/mix cycle continuously, then perform a controlled test pour with an appropriate receiving container and trained spotter if required.

DO NOT MODIFY THE FRAME: The pivot, lock, handle, frame, caster, mixer, and kettle geometry are part of the safety system. Do not drill, weld, extend handles, add counterweights, or substitute hardware.



3 Load, heat & process in the upright position

VIDEO GUIDE

PRIMO heating and melting-tank operation

Use this video for general PRIMO heating principles; the tilting, frame, and optional mixer requirements in this manual still apply.



Load and heat

1. Lock the frame, engage the upright restraint, verify the mixer is off, and inspect the empty kettle.
2. Load approved material above the required minimum heated level and below working capacity without impact loading or contaminating controls.
3. Turn heat on and set the lowest effective approved temperature within every equipment and material limit.
4. Allow gradual heating. Use the lid when safe and appropriate; never seal a process that requires venting.
5. Monitor level, controller display/output, actual temperature, material condition, frame stability, and exterior leakage continuously.

Process discipline

- Keep the kettle upright and restrained throughout heating and mixing.
- Do not tilt to redistribute a partially melted batch or compensate for slow heating.
- Record batch, load, start temperature, setpoint, actual temperature, room conditions, and elapsed time.



4 Optional EZ-Mix operation

Before starting the mixer

1. Confirm the order includes the approved EZ-Mix and that its nameplate, mounting, guard, shaft/impeller, and electrical supply match the system.
2. Keep the kettle upright, frame locked, tilt restraint engaged, lid/access configuration safe, and product at the required level/condition.
3. Verify the impeller is submerged as required and turns freely without contacting the kettle, guard, lid, or temperature sensor.
4. Start at the approved setting and observe the vortex, splash, vibration, mount, and frame. Stop immediately for contact, chatter, loosening, or instability.

Mixer rules

- Never insert a hand, tool, scraper, thermometer, or ingredient container into an operating mixer zone.
- Stop and disconnect the mixer; wait for complete motion stop before access, adjustment, tilting, or cleaning.
- Do not run dry, above approved speed, with an incompatible viscosity, or with bent/loose hardware.
- Do not use an unapproved mixer, shaft, impeller, speed controller, bracket, or extension.

MIXER OFF BEFORE TILTING: The mixer must be switched off, fully stopped, and secured or removed exactly as the ordered configuration requires before the kettle is tilted.



5 Controlled tilt & pour

Pre-pour check

1. Complete the process and verify the material is within the safe pour range; stop heat and mixer and wait for all motion to cease.
2. Disconnect and secure power/controls as required so cords cannot pull, snag, enter the pour path, or contact hot material.
3. Lock casters, clear the pour arc, remove unsecured items, and position a stable compatible receiving container with adequate capacity and splash control.
4. Inspect the handle, pivot, restraint/lock, frame, and receiving path. Use a trained spotter when required.

Tilt and return

1. Stand in the designated operator position outside the pour stream and pinch zones. Maintain the prescribed two-hand control of the handle.
2. Release the restraint only when ready and tilt slowly. Control the flow without jerking or allowing the kettle to free-fall.
3. Do not move the receiving container or place a hand beneath the lip while material is flowing.
4. Return the kettle slowly to full upright, engage the restraint/lock positively, and verify stability before releasing the handle.
5. Keep the exclusion zone until residual drips stop and all surfaces are safe.

LOSS OF CONTROL: If the kettle binds, shifts, will not lock, moves unexpectedly, or requires abnormal force, stop. Do not pour or modify the mechanism; cool and unload safely, then contact support.



6 Controller, shutdown & storage

VIDEO GUIDE

Current PRIMO temperature-controller settings

Scan or select the linked title.



Controller rules

- Match the exact face, generation, temperature class, sensor, and output before changing more than the normal setpoint.
- Confirm °F/°C and verify process temperature independently when diagnosing performance.
- Do not copy advanced parameters, calibration, sensor type, output mode, or safety limits from another model.

Normal shutdown

1. Return the kettle upright and positively engage the restraint/lock.
2. Turn mixer off and wait for complete stop; turn kettle heat and all main-power controls off.
3. Disconnect power when safe and secure cords/controls away from the floor, caster, tilt, and cleaning areas.
4. Allow the kettle, frame, pivot, handle, mixer, and retained material to cool completely.
5. Recover material and clean using the approved method. Inspect the complete system before storing upright, restrained, dry, and protected.



Cleaning & preventive maintenance

BEFORE CLEANING OR SERVICE: Return the kettle upright and lock it; stop and disconnect mixer and heat; unplug every module; allow the complete kettle, load, frame, and mixer to cool; and unload by the approved method before cleaning or inspection.

Frequency	Inspection or maintenance
Before each use	Kettle, frame, casters/locks, pivot, restraint, handle, cord/plug, controller, lid, pour lip, optional mixer/guard/mount/shaft.
During heat/mix	Level, display/output, actual temperature, material condition, leak check, frame stability, vibration/noise, mixer clearance.
Before every pour	Heat/mixer off, motion stopped, cords secured, casters locked, pour arc clear, receiver stable/capacity adequate, restraint/pivot sound.
After each use	Approved recovery and cleaning, full dry-out, residue removal, mechanism/lock check, issue and trip log.
Periodically	Fastener condition, caster/frame/pivot/lock/handle wear, controller comparison, cord/plug, kettle body, mixer hardware and clearance.

Maintenance rules

- Never immerse or pressure-wash the controller, mixer motor, switches, cords, plugs, bearings, or electrical junctions.
- Do not lubricate, adjust, weld, drill, bend, counterweight, or replace tilt/frame/mixer hardware without exact written authorization.
- Do not scrape or strike hot surfaces or use flame/heat-gun cleaning.
- Keep a kettle with a loose/worn pivot, failed restraint, frame/caster damage, abnormal mixer motion, leak, trip, or temperature fault out of service.



Troubleshooting overview

VIDEO GUIDE

[Full PRIMO troubleshooting guide](#)

Scan or select the linked title.



ONE CONTROLLED CHECK: Return the kettle upright and restrained if safe, stop heat and mixer, disconnect power, control the pour zone, and perform only one observed reset after a known facility issue is corrected. Do not operate with a questionable frame, pivot, lock, handle, caster, mixer, or vessel.

Symptom	Start here
No power / protection opens	Separate kettle heat from mixer; record exact device/event and both nameplates.
Slow, uneven or no heat	Verify level/load, setpoint/output, actual temperature, supply, lid/room conditions, elapsed time.
Too hot / controller code	Turn heat off; record display/output/actual temperature; no cold material addition.
Leak / poor pour	Keep upright, power down, cool, photograph source; inspect receiver alignment and pour lip only when safe.
Tilt binds / will not lock	Do not pour; secure upright, unload/cool, inspect externally, and contact support.
Mixer abnormal / will not run	Stop/disconnect; verify supply, mount/guard/clearance and material condition; no live access.

Stop and escalate

- Smoke, burning odor, arcing, exposed wiring, melted/discolored connection, or repeated protection-device operation.
- Uncontrolled heating, recurring controller code, vessel/pour-area leak, or severe corrosion.
- Frame/caster instability, cracked/bent/loose pivot or handle, failed restraint/lock, unexpected movement, or abnormal force required.
- Mixer contact, bent shaft/impeller, loose mount/guard, severe vibration, repeated stall, or any need for live/hot/internal service.



No power, fuse / breaker or controller

VIDEO GUIDE

Melting tank will not turn on

Scan or select the linked title.



VIDEO GUIDE

Blown fuse or tripped breaker

Scan or select the linked title.



VIDEO GUIDE

Reprogram a PRIMO controller

Scan or select the linked title.



Separate the affected module

1. Stop for damage, moisture, smoke, burning odor, arcing, or a hot/discolored connection.
2. Identify kettle heat/control versus optional mixer and record each nameplate, supply, switch, controller display, and the exact opened device/event.
3. Confirm direct dedicated grounded supplies and no extension, strip, adapter, timer, or shared overload.
4. With power disconnected, inspect only external cords, plugs, receptacles, switches, connectors, and user-accessible protection specified for the exact model.
5. Correct only a known facility issue; make at most one observed reset. Stop if protection opens again.

Controller code or mismatch

- Photograph the exact face and record °F/°C, setpoint, process display, output, independent temperature, level/load, and code.
- Do not copy advanced values across models. Stop for a recurring code, large correction, or heating when output is off.



Slow / no heat or temperature too high

VIDEO GUIDE

Heating slowly, unevenly or not at all

Scan or select the linked title.



VIDEO GUIDE

Overheating / temperature too high

Scan or select the linked title.



Heating checks

1. Keep the kettle upright/locked and mixer/pour operation controlled. Verify level, load, direct supply, setpoint, display/output, and °F/°C.
2. Record material/load, start temperature, lid use, room conditions, mixer use, elapsed time, and independent readings.
3. Do not tilt the kettle or raise temperature beyond limits to compensate for slow heating.
4. Stop if the output remains on without heat rise, a code returns, or any electrical area becomes hot.

Overtemperature

1. Turn heat and mixer off, keep the kettle upright/locked, and move personnel clear. Do not add cold material or coolant.
2. Record display, setpoint, output, actual temperature, load, material behavior, and when heat should have stopped.
3. Disconnect power when safe if heating continues or any limit is exceeded; contact support before reuse.



Leak, poor pour or tilt mechanism

VIDEO GUIDE

Tank leak troubleshooting

Scan or select the linked title.



Leak or pour concern

1. Return/keep the kettle upright and restrained; turn heat/mixer off, unplug when safe, contain material, and cool completely.
2. Photograph the uncleaned source and identify vessel wall/seam, pour lip, sensor/control area, or external drip path.
3. For poor pouring, verify safe material condition, batch size, receiving height/alignment, pour-lip cleanliness, and controlled tilt rate—without overheating.
4. Do not weld, patch, hammer, grind, or reshape the vessel or pour lip.

Tilt mechanism

1. Do not load or pour if movement binds, shifts, will not remain upright, will not lock, or requires abnormal force.
2. With the system cool, empty, unplugged, upright, and supported, inspect casters, frame, pivot, handle, restraint, fasteners, obstructions, and visible damage.
3. Photograph both sides and provide a video of the empty mechanism only if support requests it. Do not modify or adjust without authorization.



Optional mixer concern

Mixer will not run or runs abnormally

1. Switch the mixer off and disconnect its power; wait for complete stop. Keep the kettle upright and restrained.
2. Record mixer and kettle nameplates, control state, load/material condition, temperature, speed setting, and whether it is silent, hums, stalls, chatters, or trips protection.
3. When cool and unplugged, inspect external cord/plug/supply, mount, guard, shaft/impeller, clearance, visible fasteners, and evidence of contact or bending.
4. Do not bypass a guard, energize for a hands-on test, run dry, repeatedly pulse a stalled motor, or straighten/replace hardware without authorization.

KEEP OUT OF SERVICE: Any contact, bent shaft/impeller, loose mount/guard, severe vibration, repeated stall, or protection-device operation requires support review before reuse.



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	Material/load; kettle setpoint/display/output and actual temperature; mixer model/speed/behavior; frame/caster/pivot/lock/handle condition; pour setup; leak source
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](#)
- [PRIMO Tilting Process Kettle product information](#)
- [PRIMO heating and melting-tank operation](#)
- [Current PRIMO controller settings](#)
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- [Heating slowly, unevenly or not at all](#)
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- [Tank leak troubleshooting](#)
- [Reprogram a PRIMO controller](#)

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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