



POUR X-PRESS MELTING & FILLING COMBINATION SYSTEM

Owner/Operator Manual & Troubleshooting

PX1000 • PX2000 • PX3000 • Configured PRIMO Systems

CURRENT EDITION

August 2026

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

[Open the current online guide](#)



For Pour X-Press PX1000, PX2000, PX3000, and configured WaxMelters systems that combine a compatible PRIMO melting tank with a Transfer, EZ-1, or AutoShot filling path. The complete order configuration and every nameplate control.

Industrial Thermal Processing Equipment & Systems



Document use & equipment identification

This manual treats the melting tank and downstream filling path as one coordinated thermal process. Identify the exact tank, pump, heated hose, dispenser, automation, controller generation, and electrical ratings before choosing an operating or troubleshooting path.

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: _____
System family	☐ PX1000 ☐ PX2000 ☐ PX3000 ☐ Configured PRIMO system
Tank	PRIMO model/serial: _____
Pump path	☐ Standard / EZ ☐ HVISC Pump/control label: _____
Dispensing control	☐ Transfer ☐ EZ-1 ☐ AutoShot Head/timer: _____
Heat zones	Tank: _____ Hose: _____ Head/nozzle: _____ Other: _____

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 all motion and flow, close the tank outlet valve, turn the pump and heat off, disconnect power when safe, and keep personnel clear for smoke, burning odor, arcing, repeated fuse/breaker operation, uncontrolled heating, exposed wiring, a hot/discolored connection, a leak near electrical parts, a binding motor, or a damaged hose/head.

Operator, location & process

- Only trained operators may use the system. Wear PPE rated for the material, temperature, splash, filling, and cleaning hazards.
- Place the complete system on a level, full-load-rated surface. Lock every caster and keep at least 20 ft from combustibles unless exact written instructions require more.
- Review the material supplier's directions, SDS, flash point, safe processing range, viscosity, and compatibility with tank, valve, pump, seals, hose, and dispenser.
- Maintain the required tank level while heat is on and never energize an empty or underfilled heated tank. Follow the exact tank model's minimum level.
- Keep a compatible catch container under the dispenser, control splash, provide suitable ventilation, and never leave an energized system unattended.

Electrical, thermal & mechanical safety

- Use grounded, dedicated supplies matching every nameplate. Do not use extension cords, power strips, adapters, external timers, or overloaded/shared circuits.
- With all controls off and power disconnected, fully seat only the labeled/keyed external connectors. Never force pins, make a live connection, or open an enclosure.
- Do not run the pump cold, dry, with incompletely melted material, or against a known restriction. Switch off a humming, chattering, or binding motor immediately.
- Maintain at least a 7 in heated-hose bend radius. Support the hose and protect it from kinks, crushing, hot surfaces, sharp edges, pinch points, and traffic.
- Keep hands, clothing, tools, and containers clear of mixer, AutoShot, nozzle, boom, caster, and pump pinch points. Disable automatic cycling before adjustments.
- Never use a torch, heat gun, or flame; bypass a safety device; increase a fuse/protector rating; or loosen hot/pressurized fittings.

THE TANK AND FILLER ARE INTERLOCKED BY PROCESS: The pump path can be ready only after the tank contents are fully liquid and homogeneous and every downstream heat zone is stable. A warm hose does not make cold or partially melted material pump-safe.



2 Installation & first-use setup

Before energizing

- Verify the delivered tank, frame/cart, pump/control, hose, Transfer/EZ-1/AutoShot hardware, mixer if ordered, connectors, retaining hardware, and accessories against the order.
- Record all nameplates and controller faces. Confirm voltage, phase, amperage, frequency, plug/receptacle, and dedicated branch-circuit capacity for each module.
- Inspect the tank, outlet, pump connection, seals, hose jacket, dispenser, cords, plugs, controls, casters, boom/balancer, and mixer for shipping damage or missing hardware.
- Confirm the material and desired throughput match the ordered tank, pump path, hose length, dispenser, and process temperatures.

Tank, pump, hose & dispenser assembly

1. Place the system level with required clearance and lock all casters. Confirm the full vessel and frame cannot tip or move when the hose is extended.
2. With the tank empty, cool, unplugged, and outlet valve closed, verify the valve, outlet, pump adapter, seal, and retaining hardware are clean and correctly assembled.
3. Install the ordered pump/transfer connection without substituting fittings. Preserve the factory seal orientation and do not place strain on the tank outlet.
4. Install the boom, swivel, balancer, EZ-1 or AutoShot head as ordered. Adjust support so the dispenser remains controlled throughout its travel.
5. Route the heated hose with at least a 7 in bend radius and no unsupported weight, kinks, crushing, sharp-edge contact, or traffic exposure.
6. With power disconnected, align polarity/connector labels and fully seat all external electrical connections without twisting or forcing pins.
7. Complete a cold final check: tank valve closed, pump off, heat off, mixer off, automation disabled, catch container ready, and emergency stop sequence understood.

CONFIGURATION CONTROLS: PX1000, PX2000, PX3000, and configured PRIMO systems can differ. Use the complete order record and equipment labels—not appearance or another customer's system—to identify installed controls and accessories.



3 Identify the system path

The system family describes the combined equipment, but the exact tank, pump, dispenser, and controller labels determine which instructions apply.

Configuration map

Configuration	Typical control	Operating emphasis
PX1000 / EZ-1	Operator-controlled dispenser	Common tank warm-up, manual prime and fill
PX2000 / AutoShot	Timed/sensor-controlled head	Common warm-up plus conservative timer setup
PX3000 / AutoShot	Automated filling arrangement	Container presentation, sensor/head clearance, attended cycling
Configured PRIMO + Transfer	Downstream endpoint	Order-specific receiving process and transfer control
Any confirmed HVISC path	High-viscosity pump/control	Complete conditioning and immediate stop for motor binding

Record before operation

- Tank model, minimum heated level, mixer if installed, tank controller face, and approved material range.
- Standard/EZ or HVISC pump label, hose/head heat zones, and each controller's °F/°C indication.
- Transfer, EZ-1, or AutoShot endpoint; timer/sensor generation; desired fill; and stable container position.



4 Common tank-to-dispenser startup

VIDEO GUIDE

Operate a PRIMO heating and melting tank

Scan or select the linked title.



VIDEO GUIDE

Set filling-system temperature

Scan or select the linked title.



Startup sequence

1. Start with the tank outlet valve closed; pump, mixer, heat zones, and automation off; and a catch container beneath the dispenser.
2. Load approved material without exceeding the working capacity and maintain the exact model's minimum heated level.
3. Energize tank heat and set an approved temperature. Allow the batch to liquefy completely; mix only when installed, safe, and required for a homogeneous batch.
4. With the pump still off and valve closed, energize the hose and head zones. Allow the complete filling path to stabilize before moving material.
5. Verify actual material/path condition safely. Position the dispenser, start the fully warmed pump, then open the tank outlet valve gradually.
6. Prime into the catch container until flow is smooth and air-free. Verify shutoff, drip behavior, recovery, and fill amount before production.

Temperature coordination

- Use the material supplier and equipment limits. Do not exceed any tank, hose, head, pump, seal, or material rating.
- A downstream setpoint may begin modestly above the tank to offset line loss, but it is a process starting point — not permission to exceed a limit.
- Change one variable at a time and record tank, hose, head, actual material temperature, warm-up time, and flow result.

ORDER OF OPERATION: Fully melt and condition the batch first, stabilize the entire filling path second, and only then start the pump and open the tank valve.



5 PX1000 & EZ-1 operation

Manual filling

1. Complete the common startup and prime into a catch container.
2. Place a compatible stable container beneath the nozzle and keep hands clear of the hot outlet.
3. Actuate the EZ-1 control smoothly. Use consistent container height, nozzle position, trigger duration, and material condition.
4. Release fully and observe delayed flow or drips before moving the container.
5. Weigh representative fills. If output changes, stop and recheck tank level, homogeneity, temperatures, valve position, prime, and hose routing.

Transfer endpoint

- Use only the receiving-process procedure supplied for the order.
- Secure and monitor the receiving connection before opening flow.
- Never allow a closed, blocked, or incompatible receiving path to become pressurized.



6 PX2000 & PX3000 AutoShot operation

VIDEO GUIDE

[Pour X-Press 2000 automated filling-system demo](#)

Scan or select the linked title.



VIDEO GUIDE

[Pour X-Press 3000 automated filling-system demo](#)

Scan or select the linked title.



VIDEO GUIDE

[Adjust AutoShot dispensing time](#)

Scan or select the linked title.



Set up automatic filling

1. Complete the common startup and prime with automatic cycling disabled.
2. Identify the installed timer, SET1/SET2 functions, trigger/toggle, sensor, head, and conveyor/container arrangement if supplied.
3. Use a catch container, begin with a conservative dispensing time, and provide adequate off/delay time.
4. Clean and align the sensor and verify that one correctly presented container produces one intended cycle.
5. Observe several cycles at stable production temperature. Verify fill weight, recovery, shutoff, drip behavior, and nozzle clearance.

Production rules

- Remain at the system and be ready to stop the cycle and pump immediately.
- Disable cycling before clearing a container, wiping a nozzle, or changing a setting.
- Change one timer or positioning variable at a time and retain the prior value in the log.
- Stop for a missed/double cycle, continuous flow, container strike, leak, abnormal sound, or loss of shutoff control.



7 Controllers, normal shutdown & storage

VIDEO GUIDE

Current PRIMO temperature-controller settings

Scan or select the linked title.



Controller rules

- Match the exact controller face, temperature class, sensor, and model year before adjusting more than the normal setpoint.
- Do not copy advanced parameters between tank, hose, head, or different controller generations.
- Verify displayed temperature against a suitable independent method when diagnosing performance.
- Stop for HHHH or another repeating code, unstable temperature, unexplained large correction, or heating with the output off.

Normal shutdown

1. Disable the AutoShot cycle or release the EZ-1 control and place the dispenser over a catch container.
2. Turn the pump off, then close the tank outlet valve. Do not leave an uncontrolled or pressurized path.
3. Turn downstream heat zones off, mixer off, tank heat off, and all main-power controls off. Unplug when safe.
4. Allow tank, outlet, pump, hose, dispenser, and retained material to cool completely.
5. Clean using the approved method, inspect for leakage/damage, and record any trip, fault, temperature, motor, or flow concern before storage.



Cleaning & preventive maintenance

BEFORE CLEANING OR SERVICE: Disable automation, stop the pump, close the tank outlet valve, turn all heat/mixer/main-power controls off, unplug every module, release only approved residual pressure, and allow the entire system to cool before cleaning or inspection.

Frequency	Inspection or maintenance
Before each use	Tank/outlet, minimum-level plan, pump connection, hose, dispenser, connectors, cords/plugs, controls, frame/casters, boom/balancer, mixer guards.
During warm-up	Tank and every path-zone display/output, actual material condition, hose flexibility, leak check, stable controls, pump kept off.
During production	Tank level, homogeneity, fill weights, prime condition, flow/shutoff, hose routing, sensor/container presentation, abnormal sound/odor.
After each use	Approved residual recovery, external wipe-down, nozzle check, dry controls/connectors, leak inspection, fault/trip log.
Periodically	Temperature comparison, seals, outlet/valve, pump mounting, hose jacket/pins, frame/casters, balancer/boom, mixer hardware.

Maintenance rules

- Never immerse or pressure-wash a tank, pump, hose, dispenser, controller, connector, cord, or plug.
- Do not probe hot passages, strike fittings, use flame/heat-gun cleaning, or substitute seals, fuses, valves, fittings, or controls.
- Inspect threaded joints and seals only when cool, empty, and depressurized; preserve the exact factory sealing method.
- Keep unresolved trip, leak, temperature, motor, mixer, automation, or flow concerns out of service and documented.



Troubleshooting overview

VIDEO GUIDE

[Full PRIMO troubleshooting guide](#)

Scan or select the linked title.



ONE CONTROLLED CHECK: Stop, make the system safe, identify the exact affected module, and perform only one controlled observed reset after correcting a known facility issue. Never bypass protection, increase a rating, run a cold/bound pump, or loosen a hot/pressurized connection.

Symptom	Start here
No power / repeated protection	Identify tank vs pump vs heat zone vs AutoShot; record the exact device and event.
Tank slow, uneven or no heat	Verify level, setpoint/output, actual temperature, supply, material condition, and controller match.
Hose/head cold or code	Pump off; record zone display/output; inspect only external connectors with power disconnected.
No/slow/uneven flow	Confirm complete melt, homogeneity, full path warm-up, valve open, prime, hose routing, no restriction.
AutoShot inaccurate or unintended	Disable cycling; catch container; record timer, sensor, indicator, fill weights, and shutoff.
Leak	Stop flow, close valve, power down, cool, photograph source before cleaning; no hot tightening.

Stop and escalate

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



No power or fuse / breaker operation

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.



Identify the affected circuit

1. Stop for electrical damage, moisture, smoke, burning odor, arcing, or a hot/discolored connection.
2. Identify what is dead: tank heat/control, mixer, pump/control, hose zone, head zone, AutoShot timer/sensor, or the complete system.
3. Record every nameplate, supply, controller display, switch position, and whether the facility breaker/GFCI, unit protector, or fuse opened.
4. With power disconnected, inspect only accessible cords, plugs, connectors, receptacles, switches, and user-accessible protection specified for the exact model.
5. Correct only a known facility overload and make at most one observed reset. Stop if it opens again.



Tank heating or temperature concern

VIDEO GUIDE

Melter heating slowly, unevenly or not at all

Scan or select the linked title.



VIDEO GUIDE

Melter overheating / temperature too high

Scan or select the linked title.



Slow, uneven or no heat

1. Keep the pump and automation off. Verify required tank level, direct supply, setpoint, process display, output indication, and °F/°C.
2. Confirm material load, initial temperature, lid use, room conditions, elapsed time, and whether the batch is homogeneous.
3. Compare actual temperature safely at representative locations; do not diagnose only from surface appearance.
4. If the output remains on but temperature does not rise, or the controller shows a repeating code, stop and submit readings/photos.

Too hot or uncontrolled

1. Turn tank heat off and keep the outlet valve closed. Move personnel clear and do not add cold material or coolant.
2. Record process display, setpoint, output indication, independent temperature, material behavior, and when heat should have stopped.
3. If heating continues with output off, temperature exceeds any limit, or a fault returns, disconnect power when safe and escalate.



Hose, pump, clog or flow concern

VIDEO GUIDE

Standard heated hose not heating

Scan or select the linked title.



VIDEO GUIDE

Standard filler clogged

Scan or select the linked title.



VIDEO GUIDE

HVISC pump motor seizing

Scan or select the linked title.



Restore only a safe, fully warmed path

1. Stop the pump and close the tank valve. Identify the cold/restricted zone and record display, setpoint, output, code, and actual temperature.
2. Verify the tank contents are fully liquid and homogeneous and each path zone has completed warm-up.
3. With power off, inspect labeled external connectors, hose support/bend radius, source valve position, and visible path condition.
4. Re-prime once only after the complete path is ready. Never pulse a stalled motor or increase pressure against a blockage.
5. If flow does not return or the motor hums/chatters/binds, stop, cool, document, and use the confirmed standard or HVISC path.



AutoShot, fill accuracy, leak or controller

VIDEO GUIDE

Standard filler slow, uneven or dripping

Scan or select the linked title.



VIDEO GUIDE

Melter leaking / tank leak

Scan or select the linked title.



VIDEO GUIDE

Reprogram a filler temperature controller

Scan or select the linked title.



Fill or automation concern

1. Disable automatic cycling and use a catch container.
2. Confirm stable tank/path temperatures, homogeneous material, open valve, air-free prime, supported hose, and unobstructed nozzle.
3. Photograph the timer/sensor and record SET1/SET2, trigger/toggle state, indicators, container position, and several fill weights.
4. Clean the sensor exterior, verify stable container presentation, and change only one timing/position variable at a time.
5. Stop for continuous flow, unintended cycling, failure to close, or an unsafe container/nozzle interaction.

Leak or controller concern

- Stop flow, pump, and heat; close the valve; unplug when safe; contain material; cool completely; photograph before cleaning.
- Identify tank seam/outlet, valve, pump/body/seal, hose/fitting, head, or nozzle. Do not tighten or patch hot hardware.
- For controls, record exact face, °F/°C, setpoint, process display, output, independent temperature, and code. Do not copy advanced values across modules.



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	PX/configured family; tank and pump path; Transfer/EZ-1/AutoShot; material and batch condition; every setpoint/actual reading; warm-up/prime times; timer/sensor; fill 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](#)
- [PX2000 automated filling-system demo](#)
- [PX3000 automated filling-system demo](#)
- [Operate a PRIMO heating and melting tank](#)
- [Current PRIMO controller settings](#)
- [Full PRIMO troubleshooting](#)
- [Melter heating slowly, unevenly or not at all](#)
- [Melter overheating / temperature too high](#)
- [Blown fuse or tripped breaker](#)
- [Melting tank will not turn on](#)
- [Melter leaking / tank leak](#)
- [Set filling-system temperature](#)
- [Adjust AutoShot dispensing time](#)
- [Full standard-filler troubleshooting](#)
- [Full HVISC troubleshooting](#)

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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