



WAXHAND MACHINE

Owner/Operator Manual & Troubleshooting

Wax Selection • 130°F Maximum • Safe Operation • Diagnostics

CURRENT EDITION

August 2026

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

[Open the current online guide](#)



For WaxMelters WaxHand Machines used only with wax formulated and labeled for WaxHand hand-wax equipment. Never use candle wax. The maximum permitted controller setpoint is 130°F (54.4°C); use a lower supplier-directed operating target whenever specified.

Industrial Thermal Processing Equipment & Systems



Document use & equipment identification

This manual adapts the PRIMO heating platform to the stricter material and temperature controls required for WaxHand operation. The 130°F value is an absolute setpoint ceiling, not a recommended working temperature or proof that wax is safe for contact.

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: _____
WaxHand model	Model / chamber count: _____
Controller(s)	Face / generation / chamber: _____
Wax	Brand/product: _____ Supplier target: _____
Independent thermometer	Type / ID / verification date: _____

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 heating, prevent all participant access, disconnect power when safe, and keep personnel clear for any setpoint above 130°F, wax above the supplier's safe range, uncontrolled heating, smoke/burning odor, arcing, repeated fuse/breaker operation, exposed wiring, hot/discolored connection, tank leak, skin discomfort/injury, or uncertain wax identity.

Operator, location & process

- Only trained, continuously attentive operators may prepare the unit or supervise a participant. Follow the facility's screening, consent, hygiene, first-aid, and emergency procedures.
- Use only wax specifically formulated and labeled for WaxHand hand-wax equipment; never candle wax or an unidentified blend.
- Review the wax supplier's directions and SDS for melting, working range, skin-contact restrictions, additives/color, reuse, hygiene, and disposal.
- Screen for contraindications under the facility's approved procedure, including skin injury, irritation, impaired sensation/circulation, allergy, or inability to follow directions.
- Test and document wax temperature with a suitable independent thermometer before every participant and whenever the controller, load, or room conditions change.

Electrical, thermal & mechanical safety

- The controller setpoint must never exceed 130°F (54.4°C). If whole Celsius degrees are used, do not set above 54°C. A lower supplier limit controls.
- Use a grounded, dedicated supply matching the complete nameplate. No extension cord, power strip, adapter, external timer, or overloaded/shared circuit.
- Maintain the exact model's minimum wax level whenever heat is on; never energize an empty or underfilled chamber.
- Place the unit level on a full-load-rated stable surface, lock casters if installed, provide required clearances, and prevent contact with hot metal or controls.
- Do not add water, cold packs, ice, or unapproved additives to control temperature. Do not use open flame, torch, heat gun, or immersion heater.
- Never alter advanced controller/sensor/output/safety parameters or bypass a protective device. Keep controls, cord, plug, and exterior clean and dry.

130°F IS A HARD CEILING — NOT A TARGET: Use the wax supplier's lower approved working temperature. Verify the wax itself independently and follow participant-contact procedures. A normal-looking controller does not make overheated or unidentified wax safe.



2 Installation & first-use setup

Before energizing

- Inspect each chamber, lid, controller, sensor area, cord, plug, frame/casters, and exterior for damage, residue, moisture, corrosion, or leakage.
- Record the complete model/serial and every electrical/controller label. Verify supply voltage, phase, amperage, frequency, receptacle, and dedicated circuit.
- Verify the unopened or traceable wax is formulated/labeled for WaxHand equipment. Record product, lot, supplier directions, target range, and SDS location.
- Select a level controlled workstation with operator access, participant screening/hygiene supplies, independent thermometer, emergency stop access, and spill control.

Wax, chamber & first-use preparation

1. Place the machine level and stable; lock casters if installed and maintain required clearance from combustibles and participant traffic.
2. With power disconnected, inspect/clean each chamber using the approved method and ensure all electrical exteriors are completely dry.
3. Add only identified WaxHand wax above the model's minimum heated level and below working capacity. Keep lots/materials segregated as required.
4. Connect directly to the matching grounded dedicated supply and turn on one controlled zone/chamber as the model instructions allow.
5. Set a conservative value within the supplier's working range and never above 130°F (54.4°C; 54°C maximum on whole-degree Celsius controls).
6. Allow full melt and temperature equalization. Safely stir/circulate only by the approved method and verify representative wax temperature independently.
7. Complete the facility's operator-only first-cycle check before any participant access: controller stability, actual wax temperature, wax identity/condition, level, dry exterior, and no leaks.

NO PARTICIPANT DURING SETUP: First warm-up, wax changes, controller checks, troubleshooting, and post-maintenance verification are operator-only procedures. Do not use a participant as a temperature test.



3 Approved wax & temperature limits

Wax requirements

- Use only wax formulated and labeled for WaxHand hand-wax equipment. Never use candle wax, craft wax, an unknown blend, or material transferred from a candle-production process.
- Follow the wax supplier's melting and working ranges, skin-contact restrictions, additives/color guidance, reuse/hygiene policy, and disposal instructions.
- Record brand/product, lot, first-use date, additives if allowed, target temperature, and any change in odor, color, texture, or contamination.
- Do not mix products/lots unless the supplier explicitly confirms compatibility and the facility procedure allows it.

Temperature hierarchy

Limit	Rule
Wax supplier target/range	Use this lower process range for normal operation
130°F / 54.4°C	Absolute maximum controller setpoint; never a target
Whole-degree °C controller	54°C maximum setpoint
Independent wax reading	Required to verify actual participant-contact condition
Any discomfort or discrepancy	Stop participant use immediately and investigate
LOWER LIMIT WINS: If the wax supplier, facility procedure, or written model instruction specifies a lower value, follow the lowest applicable limit.	



4 Startup & normal supervised operation

VIDEO GUIDE

PRIMO heating-system operation

Use this for general heating principles only. WaxHand wax requirements, participant procedures, and the 130°F maximum in this manual override general melter guidance.



Operator startup

1. Identify the wax and verify level, clean chamber, dry exterior, safe workstation, independent thermometer, and participant controls.
2. Energize heat and set the supplier-directed working value—never above the 130°F ceiling.
3. Allow the wax to melt and equalize fully. Use only the approved gentle mixing/equalization method with no participant present.
4. Measure representative wax temperature independently and compare it with the controller. Resolve any unsafe difference before use.
5. Inspect wax condition, surface, chamber, and exterior; document the readings and operator authorization for participant use.

Supervised participant cycle

1. Complete the facility-approved screening, explanation, consent, hygiene, jewelry/clothing, and positioning steps.
2. Recheck/document wax temperature immediately before contact. Keep the operator at the unit throughout the cycle.
3. Follow the supplier/facility hand-positioning and contact sequence; never force, restrain, or continue after discomfort.
4. Stop immediately for pain, excessive heat, skin reaction, loss of balance, contamination, or equipment abnormality; follow first-aid/escalation procedure.



5 Controller identification & verification

VIDEO GUIDE

Current PRIMO temperature-controller settings

Use only for the matching controller face. Never enter a setpoint above the WaxHand 130°F maximum.



Normal setpoint use

- Identify each chamber/controller and confirm °F/°C before adjustment.
- Use the supplier's lower target; never above 130°F or 54°C on a whole-degree Celsius display.
- Record setpoint, process display, output indication, independent wax temperature, chamber level, and elapsed time.
- A controller display measures at its sensor location and does not replace representative wax-temperature verification.

Do not alter

- Input/sensor type, output/relay/SSR mode, control method, calibration, alarms, high limits, or hidden parameters without exact written matching direction.
- Do not use a large calibration offset to conceal a sensor, placement, circulation, controller, or heating fault.
- Stop for HHHH or another repeating code, unstable readings, unexplained overshoot, or heating with output off.



6 Shutdown, hygiene & storage

Normal shutdown

1. End participant access and document the final wax temperature and any incident, discomfort, contamination, or abnormal operation.
2. Turn every heat zone and main-power control off; disconnect from the supply when safe.
3. Allow wax, chambers, lids, frame, and exterior surfaces to cool completely before cleaning, moving, covering, or approved material handling.
4. Handle wax reuse/disposal only under the wax supplier and facility hygiene procedure. Do not return questionable/contaminated wax to service.
5. Clean the product-contact and participant-contact areas using approved compatible methods; keep all electrical parts dry.
6. Inspect for leaks, residue, damage, controller faults, trip history, wax identity/lot status, and thermometer readiness before storage.



Cleaning & preventive maintenance

BEFORE CLEANING OR SERVICE: Remove all participants, turn every heat/main-power control off, unplug, allow wax and equipment to cool, and handle the wax only under the supplier/facility hygiene procedure before cleaning or inspection.

Frequency	Inspection or maintenance
Before each session	Wax product/lot, supplier range, chamber level/condition, controller face/°F-°C, cord/plug, frame/casters, independent thermometer.
Before each participant	Screening/consent/hygiene complete, representative actual wax temperature documented, wax clean, workstation stable, operator present.
During operation	Display/setpoint/output, independent verification schedule, wax level/condition, participant feedback, exterior/leak condition.
After each session	Heat/power off, approved wax disposition, compatible cleaning, dry electrical exterior, incident/fault/trip record.
Periodically	Controller vs independent temperature by chamber, thermometer verification, cord/plug/receptacle, vessel, supports/casters, sensor/control condition.

Maintenance rules

- Never immerse or pressure-wash the machine, controls, cord, plug, junctions, sensors, or electrical components.
- Use only wax-supplier/facility-approved tools and cleaners compatible with the chambers and wax process.
- Do not scrape, strike, drill, patch, add an immersion heater, use flame/heat gun, or substitute controls/sensors/protection devices.
- Keep any unknown/contaminated wax, temperature discrepancy, leak, controller fault, trip, cord/plug damage, or participant incident out of service pending review.



Troubleshooting overview

VIDEO GUIDE

Full PRIMO troubleshooting guide

Scan or select the linked title.



ONE CONTROLLED CHECK: Remove all participants, turn heat off, disconnect power when safe, preserve evidence/readings, and perform only one observed reset after a known facility issue is corrected. Never use participant contact to test temperature or return an unidentified wax to service.

Symptom	Start here
No power / protection opens	Record affected chamber/controller, exact device/event, nameplate, supply, and exterior condition.
Slow, uneven or no heat	Check level/load, setpoint/output, actual readings by location, wax identity/condition, supply, elapsed time.
Too hot / overshoot	Remove access, turn heat off, no cold material/water; record display/output and independent readings.
Chambers differ	Compare wax product/load, setpoints, output, independent readings, warm-up time, and room exposure by chamber.
Controller code / discrepancy	Photograph face; record °F/°C, code, display, output, setpoint, independent reading; no hidden changes.
Leak	Remove access, power down, contain, cool, photograph source before cleaning; no hot tightening/patching.

Stop and escalate

- Any setpoint above 130°F, actual wax above a lower applicable limit, participant discomfort/injury, or uncertain wax identity.
- Smoke, burning odor, arcing, exposed wiring, melted/discolored connection, or hot plug/receptacle.
- Repeated fuse/breaker/protector operation, uncontrolled heating, recurring controller code, or large/unstable temperature discrepancy.
- Tank/seam/electrical-area leak, severe corrosion, unstable support, or any need for live/hot/internal service or an unapproved part.



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.



Safe power checks

1. Remove participant access and stop for damage, moisture, smoke, burning odor, arcing, or a hot/discolored connection.
2. Identify the affected chamber/controller and record its complete nameplate, supply/receptacle, switch state, display, and exact opened device/event.
3. Confirm a direct grounded dedicated supply with no extension, strip, adapter, timer, or shared overload.
4. With power disconnected, inspect only external cords, plugs, receptacles, switches, controller exterior, and user-accessible protection specified for the exact model.
5. Correct only a known facility issue; make at most one observed reset with no participant present. Stop if it opens again.



Slow, uneven, no heat or chamber mismatch

VIDEO GUIDE

Heating slowly, unevenly or not at all

Use general heat diagnostics only; maintain WaxHand wax and temperature restrictions.



Compare conditions methodically

1. Keep participants away. Verify wax identity, adequate level/load, direct supply, setpoint, display/output, °F/°C, and elapsed time for each chamber.
2. Record wax start condition, lid use, room exposure, and independent readings at safe representative locations.
3. If chambers differ, compare like-for-like loads, wax lots, setpoints, warm-up times, output indicators, and independent readings.
4. Do not raise a setpoint beyond the supplier target or 130°F ceiling to compensate for a cold area.
5. Stop if output remains on without heat rise, a code returns, or any electrical area becomes hot.



Temperature too high, controller or sensor

VIDEO GUIDE

Overheating / temperature too high

The WaxHand 130°F maximum and any lower wax-supplier limit control.



VIDEO GUIDE

Reprogram a PRIMO controller

Use only when WaxMelters confirms the exact controller and values. Never raise the WaxHand maximum.



Overtemperature response

1. Remove all participant access and turn heat off. Do not add water, ice, cold packs, or cold wax.
2. Record controller face, °F/°C, setpoint, process display, output, independent temperatures by location, level/load, and wax condition.
3. If heating continues with output off, actual wax exceeds the applicable limit, or the controller is unstable, disconnect power when safe and escalate.
4. Quarantine the wax and machine under facility procedure until cause, wax condition, and safe temperature are confirmed.

Controller / sensor concern

- Check only external sensor/controller condition and independent readings. Do not open the enclosure or alter hidden parameters.
- A large or changing difference is not solved by an arbitrary calibration offset; submit readings and photos to support.



Leak or wax-condition concern

VIDEO GUIDE

Tank leak troubleshooting

Keep the machine out of participant service during any leak investigation.



Leak response

1. Remove participant access, turn heat/main power off, unplug when safe, contain wax, and allow complete cooling.
2. Photograph the uncleaned source and identify chamber wall/seam, sensor/control area, outlet/accessory if present, or external drip path.
3. Do not tighten, patch, weld, or clean away evidence while hot or loaded. Keep structural/electrical-area leaks out of service.

Wax condition

1. Quarantine wax with unknown identity, contamination, water, abnormal odor/color/texture, overheating history, or conflicting supplier information.
2. Record product/lot, age/use history, additives, temperature history, cleaning exposure, and photos.
3. Follow the wax supplier and facility procedure for disposition; never blend questionable wax into a known batch.



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	Wax brand/product/lot and supplier range; chamber/load/level; each controller setpoint/display/output and independent reading; warm-up time; participant/incident status; leak or wax condition
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 heating-system operation — general principles](#)
- [Current PRIMO controller settings — matching face only](#)
- [Full PRIMO troubleshooting — WaxHand limits override](#)
- [Heating slowly, unevenly or not at all](#)
- [Overheating / temperature too high](#)
- [Blown fuse or tripped breaker](#)
- [Melting tank will not turn on](#)
- [Tank leak troubleshooting](#)
- [Reprogram a PRIMO controller — only with exact direction](#)

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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