



WAXMELTERS

Industrial Thermal Processing Equipment & Systems

WAXMELTERS EQUIPMENT DOCUMENTATION

PRIMO HEATED HOLDING & DISPENSING TANK

Owner/Operator Manual & Troubleshooting

Safe Holding

Controlled Heating

Valve Dispensing

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 Heated Holding & Dispensing Tanks used to safely hold, warm, and dispense an approved compatible material. The complete nameplate, ordered valve/seal configuration, material directions, and SDS control.

WELCOME TO THE PRIMO CREW

Hello, steady hand!

You just got a serious piece of thermal process equipment, and this guide is its co-pilot. It is built to scan fast: colored section tabs, numbered step cards, and callouts that flag what matters. Read the Safety section first (it really is the important part), keep this handy at the workstation, and scan a QR code any time you would rather watch than read.

QUICK START

 The short version, copied word for word from the full sections inside.

HEAT AND HOLD

From: Normal heat, hold & dispense operation

- 1 Inspect the tank and verify the valve is closed, the catch container is ready, and the load is above the required minimum and below working capacity.
- 2 Turn heat on and set a conservative temperature within both material and equipment limits.
- 3 Use the lid when appropriate for the process and safe material. Do not seal a process that requires venting.
- 4 Allow the load to warm gradually. Safely verify temperature and material condition at representative locations before dispensing.
- 5 Record the setpoint, actual independent temperature, load, starting temperature, room conditions, and warm-up time.

SHUTDOWN SEQUENCE

From: Normal shutdown & storage

- 1 Close the dispensing valve fully and leave a catch container beneath the outlet for residual drips.
- 2 Turn the heat and main power off. Disconnect from the supply when safe.
- 3 Allow the tank, valve, fittings, and retained material to cool completely before cleaning, moving, covering, or approved disassembly.
- 4 Recover or remove material only by the approved process; do not tip the tank unless the exact model is designed and authorized for it.
- 5 Clean and dry the interior/outlet as the material requires. Keep controls, cord, plug, and electrical areas dry.
- 6 Inspect for residue, corrosion, seal/valve condition, cord/plug damage, controller faults, leakage, and trip history before storage.

SCAN & WATCH

[How to reprogram a melter controller](#)[WaxMelters Support Center](#)

WHERE TO FIND IT

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Tap any line to jump there. Every section is also a PDF bookmark.

01

START HERE, IT PAYS OFF

Document use & equipment identification

This manual covers installation, normal heating/holding/dispensing, controller identification, cleaning, and symptom-based troubleshooting for the current PRIMO Heated Holding & Dispensing Tank family.

**TIP · 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: _____
Tank capacity / model	Model: _____ Working capacity: _____
Controller	Face / generation: _____ Temperature class: _____
Outlet	Valve / fitting / seal configuration: _____
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.

**TIP · USING THIS PDF**

Select a contents entry to jump to that section. Video titles are clickable; QR codes open the same videos on a phone or tablet.

[Browse all WaxMelters manuals](#)

Safety information

**SAFETY - SAFETY STOP**

Stop heating and dispensing, close the valve, disconnect power when safe, and keep personnel clear for smoke, burning odor, arcing, repeated fuse/breaker operation, uncontrolled heating, exposed wiring, a hot/discolored plug or connection, a tank/valve leak, severe corrosion, or any unstable support condition.

Operator, location & process

- Only trained operators may use the tank. Wear PPE selected for the material, temperature, splash, filling, and cleaning hazards.
- Place the tank level on a full-load-rated noncombustible surface with required clearance. Lock casters when installed and prevent accidental movement.
- Use only material approved for the exact tank, valve, seals, and fittings. Review supplier directions, SDS, compatibility, flash point, and safe temperature range.
- Maintain the exact model's minimum heated level. Unless the model-specific guide states otherwise, keep the tank at least one-third full whenever heat is on.
- Provide suitable ventilation, keep a compatible catch container under the valve, and control access around hot surfaces and splash zones.

Electrical, thermal & mechanical safety

- Connect directly to a grounded, dedicated supply matching the complete nameplate. No extension cord, power strip, adapter, external timer, or overloaded/shared circuit.
- Keep the cord, plug, controller, junction points, and exterior clean and dry. Never energize wet equipment or open an electrical enclosure.
- Never heat an empty or underfilled tank, use an immersion heater not supplied for the model, or alter the controller's safety-related parameters.
- Do not use a torch, open flame, heat gun, or improvised reaction/neutralization method on the tank, valve, fitting, or retained material.
- Never tighten, loosen, replace, or probe a hot valve, fitting, seal, drain, or tank connection. Cool, empty, unplug, and make the system safe first.
- Do not process a material that attacks stainless steel, the supplied valve/seals, wiring, insulation, or controls.

**SAFETY · MATERIAL COMPATIBILITY**

Compatibility includes the tank body, valve, fittings, gaskets, seals, temperature, and cleaning method. Written supplier information and the SDS take precedence over assumptions based on material name alone.

03

LET'S GET YOU SET UP

Installation & first-use setup

■ Before energizing

- Unpack and inspect the tank, lid, valve/outlet, seals, controller, cord, plug, frame/casters if supplied, and accessories for damage or missing parts.
- Record the complete model/serial and electrical nameplate. Verify voltage, phase, amperage, frequency, plug/receptacle, and dedicated branch-circuit capacity.
- Confirm the selected material and cleaning method are compatible with the exact tank, valve, seals, fittings, and approved temperature range.
- Select a level, dry, noncombustible, full-load-rated location with required clearances, ventilation, operator access, and spill containment.

■ Tank, valve & first-use preparation

- 1 Set the tank upright and level. Lock casters when installed and verify the full tank cannot roll, tip, or overload the surface.
- 2 With the tank empty, cool, and unplugged, inspect the valve/outlet assembly and confirm supplied seals and threaded joints are correctly seated.
- 3 Close the dispensing valve and place a compatible catch container beneath it. Do not add unapproved reducers, hoses, or fittings.
- 4 Clean the product-contact interior and outlet using the material-compatible method specified for the process; dry the electrical exterior completely.
- 5 Add an approved test load above the model's minimum heated level and below its working capacity. Keep the outlet closed.
- 6 Connect directly to the matching grounded dedicated supply, turn main power/heat on, and set a conservative approved temperature.
- 7 Observe first warm-up continuously for stable display/output, normal heat rise, dry exterior, and no valve/tank leakage.

**SAFETY · NO EMPTY HEATING**

Confirm adequate product covers the heated area before energizing. Heating an empty or underfilled tank can damage equipment and create a hazard.

04

DAILY DRIVING

Normal heat, hold & dispense operation

VIDEO GUIDE

PRIMO holding and dispensing overview This video may display earlier product wording; this manual uses the current PRIMO Heated Holding & Dispensing Tank name.

Scan or select the linked title.



Heat and hold

- 1 Inspect the tank and verify the valve is closed, the catch container is ready, and the load is above the required minimum and below working capacity.
- 2 Turn heat on and set a conservative temperature within both material and equipment limits.
- 3 Use the lid when appropriate for the process and safe material. Do not seal a process that requires venting.
- 4 Allow the load to warm gradually. Safely verify temperature and material condition at representative locations before dispensing.
- 5 Record the setpoint, actual independent temperature, load, starting temperature, room conditions, and warm-up time.

Dispense

- 1 Place a compatible stable receiving container beneath the valve and keep hands/body clear of the outlet.
- 2 Open the valve slowly and maintain control of the stream and container.
- 3 Close the valve fully before moving the container; expect residual hot drips.
- 4 Monitor tank level. Stop dispensing or switch heat off before the level reaches the model's heated minimum.

**SAFETY · NEVER LEAVE HEAT UNATTENDED**

Continuously monitor the energized tank, product level, controller, material condition, and outlet area.

Temperature-controller identification & use

VIDEO GUIDE



Current PRIMO temperature-controller settings

Scan or select the linked title.



■ Normal setpoint use

- Match the controller face, model year/generation, and temperature class before following a video or written sequence.
- Confirm °F/°C. Record both setpoint and process display; the display is not a substitute for independent process verification.
- Use only the lowest effective approved temperature and never exceed the material, tank, valve, seal, or process limit.
- Expect cycling near setpoint. Diagnose using display, output indication, independent temperature, elapsed time, level, and load condition together.

■ Advanced settings

- Do not alter input/sensor type, control mode, output/relay/SSR settings, calibration, alarms, or limits without exact matching written direction.
- Stop for HHHH or another repeating code, large/unstable correction, unexplained overshoot, or heating when the output indication is off.

06

REPEATABLE WINS

Process control & documentation

Keep the holding process repeatable

RECORD	WHY IT MATTERS
Material brand/type and batch	Confirms compatibility and supplier temperature limits
Load and minimum level	Prevents underfilled heating and explains warm-up time
Setpoint and actual temperature	Separates controller indication from process condition
Start/hold/dispense times	Shows heat-up rate and outlet behavior
Valve position and stream	Documents restriction, dripping, leakage, or shutoff

Process rules

- Change one controlled variable at a time.
- Do not compensate for an outlet restriction by overheating the material.
- Do not add cold material to correct an overtemperature event.
- Keep material supplier instructions and the SDS available at the workstation.

Normal shutdown & storage

■ Shutdown sequence

- 1 Close the dispensing valve fully and leave a catch container beneath the outlet for residual drips.
- 2 Turn the heat and main power off. Disconnect from the supply when safe.
- 3 Allow the tank, valve, fittings, and retained material to cool completely before cleaning, moving, covering, or approved disassembly.
- 4 Recover or remove material only by the approved process; do not tip the tank unless the exact model is designed and authorized for it.
- 5 Clean and dry the interior/outlet as the material requires. Keep controls, cord, plug, and electrical areas dry.
- 6 Inspect for residue, corrosion, seal/valve condition, cord/plug damage, controller faults, leakage, and trip history before storage.

Cleaning & preventive maintenance



SAFETY · BEFORE CLEANING OR SERVICE

Close the valve, turn heat and main power off, unplug, allow the tank and contents to cool, remove material by the approved method, and verify the system is empty and safe before cleaning or inspecting the outlet.

FREQUENCY	INSPECTION OR MAINTENANCE
Before each use	Tank body/interior, valve/outlet, seals, lid, supports/casters, cord/plug, controller, dry electrical exterior, minimum-level plan.
During warm-up	Level, display/setpoint/output, independent temperature, heat-rise rate, material condition, dry exterior, valve/tank leak check.
During dispensing	Receiving container, stream, shutoff, drips, tank level, material condition, valve area, operator clearance.
After each use	Approved material recovery, compatible cleaning, full dry-out, outlet wipe, exterior inspection, issue log.
Periodically	Displayed vs actual temperature, cord/plug/receptacle, valve and factory seals, threaded joints, supports/casters, corrosion.

■ Maintenance rules

- Never immerse or pressure-wash the tank, controller, cord, plug, junctions, or electrical components.
- Do not use abrasives, tools, cleaners, solvents, or neutralizers incompatible with the tank, valve, seals, material, or facility procedure.
- Do not probe a hot outlet, hammer a valve, apply flame/heat gun, or tighten/loosen hot threaded joints.
- Use only exact approved replacement parts and factory sealing method; retain photos and observations before cleaning a leak.

09

DETECTIVE MODE: ON

Troubleshooting overview



VIDEO GUIDE

Full PRIMO troubleshooting guide

Scan or select the linked title.



SAFETY - ONE CONTROLLED CHECK

Turn heat off, close the valve, disconnect power when safe, preserve the required product level until heat is off, and perform only one controlled reset after a known facility issue is corrected. Never bypass or increase a protection rating.

SYMPTOM	START HERE
Will not turn on	Verify nameplate supply, direct connection, facility disconnect/breaker, main power, and dry external condition.
Fuse/breaker/protector opens	Record exact device, rating, and event; inspect external power path; one observed reset maximum.
Slow, uneven or no heat	Check level/load, setpoint/output, actual temperature, supply, lid/room conditions, elapsed time.
Too hot / overshoot	Turn heat off; record display/output/actual temperature; do not add cold material.
No or poor dispense	Confirm safe material condition, level above outlet, valve position, and cool external outlet inspection.
Leak	Close valve, power down, contain, cool, photograph source before cleaning; no hot tightening.

■ Stop and escalate

- Smoke, burning odor, arcing, exposed wiring, melted/discolored connection, or hot plug/receptacle.
- Repeated fuse/breaker/protector operation, uncontrolled heating, or a recurring controller code/fault.
- Tank-wall, seam, weld, controller-area, or electrical-area leak; severe corrosion; unstable supports or casters.

- Any condition requiring live access, hot disassembly, a bypass, or an unapproved valve, seal, fitting, cleaner, or repair.

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LIGHTS OUT? LET'S FIX THAT

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.



Power-path checks

- 1 Stop immediately for damage, moisture, smoke, burning odor, arcing, or a hot/discolored connection.
- 2 Record the complete nameplate, supply/receptacle, switch state, controller display, and the exact facility or unit device that opened.
- 3 Confirm the dedicated grounded supply and that no extension, power strip, adapter, timer, or overloaded/shared load is used.
- 4 With power disconnected, inspect accessible cord, plug, receptacle, switch, controller exterior, and only the user-accessible protection specified for the exact model.
- 5 Correct only a known facility issue; make at most one observed reset. If it opens again, stop and submit photos/results.

11

NEED MORE HEAT?

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.



■ Slow, uneven or no heat

- 1 Verify adequate level, direct supply, main power, setpoint, process display, output indication, and °F/°C.
- 2 Record material/load, starting temperature, lid use, room conditions, elapsed time, and independent temperatures at safe representative locations.
- 3 Confirm the material is compatible and not forming insulating deposits or a condition requiring approved circulation/mixing.
- 4 Stop if the output is on with no temperature rise, the code returns, or external electrical areas become hot.

■ Too hot or uncontrolled

- 1 Turn heat off, keep the valve closed, and move personnel clear. Do not add cold material or coolant.
- 2 Record display, setpoint, output indication, independent temperature, level, material condition, and when heat should have stopped.
- 3 Disconnect power when safe if heating continues or any material/equipment limit is exceeded; contact support before reuse.

12 TALK TO THE BRAIN

Leak, poor dispensing or controller concern

**VIDEO GUIDE****Tank leak troubleshooting**

Scan or select the linked title.

**VIDEO GUIDE****Reprogram a PRIMO controller**

Scan or select the linked title.



Leak response

- 1 Close the valve and turn heat/main power off; unplug when safe, contain the material, and allow complete cooling.
- 2 Photograph the uncleaned source and identify tank wall/seam/weld, outlet penetration, valve stem/body, threaded fitting, seal, or external drip path.
- 3 Do not tighten, loosen, patch, or replace a hot or loaded joint. Keep any structural/electrical-area leak out of service.

Poor or no dispense

- 1 Do not raise temperature beyond approved limits. Confirm adequate level, safe homogeneous material condition, and full valve opening.
- 2 After full cooldown and emptying, inspect only accessible outlet/valve surfaces for residue, damage, or misassembly.
- 3 Use only the approved cleaning method and exact replacement seal/fitting if authorized.

Controller concern

- Photograph the controller; record °F/°C, setpoint, process display, output indication, independent temperature, level/load, and any code.
- Do not copy advanced values from another controller. Stop for a repeating code or large/unstable correction.

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 and SDS; tank level/load; setpoint, process display, output and actual temperature; warm-up time; valve position/stream; leak source; cleaning method
Symptom	Exact behavior, when it starts, what changed, photos/video, checks and results

■ WaxMelters Technical Support

Phone: (888) WAX-MELTERS | (888) 929-6358 Ext. 2

Email: support@waxmelters.com

Current guide: [Open online](#)



SAFETY · 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 holding and dispensing overview](#)
- [Operate a PRIMO heating and melting tank](#)
- [Current PRIMO controller settings](#)
- [Full PRIMO troubleshooting](#)
- [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](#)



TIP · 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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NEED A HAND? WE HAVE GOT YOU.

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