



Filling System Troubleshooting Guide

2023+ MODELS ONLY & X-TREME UNITS



Please review the applicable page(s) for your current challenge. This troubleshooting guide, along with your Instructions, addresses proper operation of the equipment and most of the solutions when a problem may arise.

If necessary, complete the applicable Advanced Troubleshooting Section in as much detail as possible and include a brief description of the problem and any steps that you have taken which have helped. Taking the time to answer these questions as completely as possible will expedite a resolution and prevent delays. Thank you.

*Specific Parts & Materials in models vary.

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Basic Troubleshooting

Filler Does Not Turn On (Red Power Button is off):

- Make sure the outlet works.
- Make sure the fuse (found next to power cord) has not tripped- if it has, reset fuse.

Filler Tripping Fuses

- Make sure the fuse (found next to power cord) has not tripped-if it has, reset fuse.
- Be sure fuse is clear of dripping product, dust, build-up, etc.
- Have you checked the pin connectors? Be sure they are properly connected/lined up & free of debris between the connections.

Filler Leaks

- If you notice any materials leaking from any joints or fittings, then unplug the unit immediately. Refer to the assembly instructions and carefully tighten those joints/fittings.

Filler Seems Completely Clogged & Will Not Pour Any Material

- Make sure the ball valve is open, the material in the melter completely melted and that the filler has been preheated for 1 hour if empty (up to 2 hours if full of material).
- Make sure filler is set 10-15 degrees higher than the melting tank.
- If your room is cold or you are using the unit near an open door/window, a fan, humidifier, dehumidifier, air conditioner, etc..., the unit may heat slower or take more time. You may have to raise the temperature of the unit to compensate for heat loss.

Filler Dispenses Slowly, Unevenly And/Or Filler Drips From The Nozzle:

- Make sure the unit is not on an extension cord or power strip.
- Make sure it is on a dedicated line without other appliances on it.
- Make sure that filler temperature setting is 10-15 degrees higher than melting tank.
- Make sure ball valve is closed during preheating period.
- Make sure Filler (not melter) is preheated for 1 hour if empty (up to 2 hours if full).
- Make sure the green "OUT" light on the digital temperature control comes on. If not, then the temperature needs to be set.
- If the filler pours fine at the beginning but starts dripping, leaking or pouring unevenly later, then the melter temperature needs to be raised and/or the filler temperature needs to be 10 to 15 degrees higher.
- Try removing the melter's lid or opening it a little to allow air to flow inside.
- If your room is cold or you are using the unit near an open door/window, a fan, humidifier, dehumidifier, air conditioner, etc..., the unit may heat slower or take more time. You may have to raise the temperature of the unit to compensate for heat loss.
- If using pre-melted soap mixture: First, make sure the ball valve is closed between the melter and filling system before adding pre-soap mixture.
- If using pre-melted soap mixture either: a) melter should be set 5-10 degrees F higher than the temperature of the pre-melted soap mixture OR b) Have your pre-melted soap mixture at 5-10 degrees below required melt temperature and allow melter to heat the final 5-10 F before dispensing. Otherwise, the melter will believe it's already at temperature, and not heat – therefore causing the material to begin cooling down in melter.
- Using pre-melted soap mixture in the melting tank can also introduce air into the system. If after adding pre-melted soap mixture, pouring is slow, the trapped air will need to be released from the system. To release the air, turn the pump power button on and off 3-4 times, allowing a few seconds

rest between each – this should allow some soap mixture to backflow into the melter and release any trapped air bubbles from the system.

Pump Motor Seizing

- Turn unit off, loosen collar between motor & HVISC pump head. It should be tight enough to hold the HVISC Head but not extremely tight. It should be able to move slightly.
- Allow motor to cool off.
- Check pressure release nut on the front of the HVISC Pump Head – loosen the nut and turn the threaded bolt itself to the left all the way. Put it back in a couple of turns, then tighten the small nut again. This will lower the pressure on the pump.

Hose not Heating

- Double check all of your settings with the Advanced Settings guide in the instruction manual.
- Turn the system off. Disconnect the pin connectors between the pump and hose and be sure there is no debris or material here. If there is, clean it out so it is clear. Then reconnect the pin connectors.
- Be sure when connecting your pin connectors, they are correctly aligned. There is a small “flat section” on each connector that must be lined up.

Display is Showing “HHHH”or “LLLL”

- **Per instructions, change PAR-2 Settings:**
-Press and hold MODE until screen displays PAR2 Press MODE until it displays (setting name) Press Up or Down arrow to set each setting then press Mode to save

Parameter	Factory default	Parameter	Factory default
IN-t	JIC	t	0200
Unl t	F	AL-1	AN 1A
IN-b	0000	AL-2	AN 2A
nARuF	000.1	AHYS	000.1
L-Su	-22	LbAt	0000
H-Su	***	LbAS	008
a-Ft	HEAt	LbAb	002
C-nd	Pld	dl -t	StoP
oUt	SSr	Ernu	0000
SSrñ	Stnd	LoC	oFF

Change H-Su *** to be 325 & L-Su to -40: Then check the actual temperature and calibrate the unit per the instructions:

Press and hold **MODE** until screen says **PAR2**

Press **MODE** until it displays **IN-b**

Press ↑ or ↓ to change setting. Press **MODE** to save

For Example, if Controller Temperature reads 280 F° and the actual melted soap mixture reads 170 F° then setting should be set to -110°.

Advanced Troubleshooting: Complete, Copy & Return to Support@SoapMelters.com

Company:	Model #:
Name & Contact #:	Serial #:

Filler Is Not Turning On, Blowing Fuses And/Or Leaking

- 1) Has the breaker/fuse tripped? **Y / N**
- 2) If the fuse keeps tripping, first disconnect electrical connection on:
 1. Dispensing head – Does it still trip? **Y / N**
 2. Hose – Does it still trip? **Y / N**
 3. Does control box/pump trip on own? **Y/ N**. If No, then connect head directly into control box/pump- does this trip?
- 3) If leaking, have you made sure the fittings are tight? If so, which connection is it leaking:

Melter to Pump	Pump to Hose	Hose to Head	Pump Feet
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Filler Dispenses Slowly, Unevenly, Nozzle Drips And/Or Seems Clogged

- 1) Does the Green “OUT” light come on the control and do you hear a “CLICK” noise? **Y / N**
- 2) Allow system to preheat for 1 hour. Circle if any of these connections are cool (Be careful since they should be hot):

Melter to Pump	Pump to Hose	Hose to Head	Nozzle Itself
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- 3) Did you make sure the filler temperature is set to the HIGHEST manufacturer’s recommended Temperature (the higher of mixing/blending temperature or pouring temperature) and at least 15 degrees higher than the melter temperature? **Y / N**
 - If Yes, set the temperature of Filler to 212f (It will not damage your product unless left for any extended period of time) and let it heat for 1 hour and try again. Does it pour better now? **Y / N**
- 4) If 2 & 3 did not help, then disconnect head from hose and aim the hose back into the tank.
 - If it pours quickly, did you make sure there is no soap mixture paper, metal twine, or debris in the head? **Y / N**
Did you try a compressor to blow out the head? **Y / N**
 - If it does not pour quickly, disconnect the hose. Does it pour fast from the pump (careful since it may be hot and splash) into a large pitcher or melter? **Y N** If not, does material slowly pour out by gravity or if you tip the unit? **Y N**

If No, What Type of Sound Does The Pump Make?

___ It sounds normal	___ It sounds stuck and is making a “buzzing” sound
___ There is no sound	___ It sounds loud and like something is rattling
- 5) Did you apply external heat to the system? **Y / N** If yes, to what part? _____
- 6) List the material (include brand name or product#) you heating/melting and melt points?

Melter’s Temperature is Set to _____ Filler’s Temperature is Set to _____

If using preheated material from another tank, the preheated Temperature is _____

Please Provide A Brief Description & Any Steps That Have Helped:

[CHAT WITH US NOW With Your Completed Responses](#)