



PRIMO MELTER

Troubleshooting Guide

2024+



*Specific Parts & Materials in models vary.

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www.SoapMelters.com

TROUBLESHOOTING

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

- Make sure the outlet works.
- Make sure the green power button near the power cord is on.
- Make sure the fuse is not tripped – to reset fuse/breaker, flick the trip mechanism.
- Be sure button(s), fuse(s) and controller are free from materials, wax, dripping product, debris, etc. – accumulation of materials on these components will result in shorter lifespan and can lead to blown/tripped fuses, button lights to go out or controller failure.

Melter Blowing/Tripping Fuses:

- Make sure no substances are leaking from the ball valve back into the Melter, which can happen if the Ball Valve is loose, there is no Teflon on the valve and/or the black gasket seal has been removed.
- Make sure no materials have dripped down the tank and onto the fuse, materials on or inside of the fuse can cause fuse to trip.
- Make sure your outlet is properly grounded and not overloaded; your melting tank should be the only appliance on the circuit.

Unit Heats Slowly or Unevenly or Does Not Heat At All:

- If this occurs the first few times or after a period of inactivity, there may be a Low MEGOHM Condition (heaters may absorb moisture from the environment) which prevents heater from operating at maximum efficiency until unit is used several times and moisture evaporated out.
- Make sure the green “OUT” light on the control comes on. If not, then the temperature needs to be set.
- Make sure the unit is not on an extension cord, power strip, or on a line with other appliances, etc.
- Make sure you keep the lid on while heating to reduce heat loss and more uniform heating.
- Make sure the unit is properly calibrated as instructed on PAGE 4.
- 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.

Melter Overheating or Heating Too High

- Check your controller settings, you can find the full controller settings on PAGE 5. It is possible some setting(s) were reset or accidentally changed. Follow the guide and be sure all relevant settings match the guide. Not every setting in the guide will appear in your controller.
- Try lowering the temperature setting since depending on your location, some calibration may be required. For example, the electric may be over 120v/240v, higher altitudes have lower boiling points, humidity in a room can influence temperature and so on.
- Try removing the lid and mixing your materials to better disburse the heat.
- Make sure the unit is properly calibrated as instructed on PAGE 4.
- Make sure you are using at least enough material to fill the unit 1/3 high.

Melter Leaks

- Your Melting Tank should not leak. We test your Melting Tank for leaks at every stage of production before it ships.
- Make sure to check that the Teflon tape on the Ball Valve is in place.
- Make sure the Ball Valve is connected tightly with a wrench.

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

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

Unit Is Not Turning On And/Or Blowing/Tripping Fuses

- 1) Did you check the power cord and try another outlet. **Y / N**
- 2) Is the green power button on? **Y / N**
- 3) Is the Re-Settable Fuse “tripped” (showing white front?) **Y / N** If so, flip the re-settable fuse back to its original state (showing black front), and be sure it is free of materials, dust, debris etc. which may have dripped/gathered on it. (If **Y**, send photos of the breaker/entire tank to: Support@waxmelters.com)
- 4) Does the power button come on first and after a 5-10 second delay it blows/trips the fuse? **Y / N**
- 5) Did any material potentially enter the unit through the top, a side seam or valve area? **Y / N**

Unit Does Not Heat, Heats Slowly And/or Unevenly

- 1) Do you feel any heat when you touch the bottom of the tank or valve? **Y / N**
- 2) Does the Green “OUT” light come on the control? **Y / N**
- 3) Have you tried raising the temperature to compensate for heat loss and other electrical/ environmental factors (low altitude, humidity, etc...) which may require calibration? **Y / N**
- 4) Did you burn any material or notice discoloration inside the tank? **Y / N** If so, did you try scrubbing it clean (like a stainless-steel pan) since the sensors will be unable to work. **Y / N** (If **Y**, send photos of inside/outside of tank to: Support@waxmelters.com)
- 5) Are you keeping the lid on and mixing your materials? **Y / N**
- 6) Did the unit suddenly stop heating? **Y / N**
- 7) Did it progressively heat slower and then stop? **Y / N** Have you had any power surges, outages or roaming blackouts in your area? **Y / N**
- 8) Was the unit operated without material or very little material? **Y / N**
- 9) Controller Calibration (In-b) is set to _____ (See Pages 4,5 of this guide).
- 10) What is the brand and brand name of your material? _____

Melt point?_____ Melter Temperature Settings(OFF/ON)?_____/_____ How Long Does it Take?_____
If using preheated material from another tank, the preheated Temperature is _____.

Unit Overheating And/Or Heating Too High

- 1) Did you try lowering the temperature? **Y / N** Sometimes, depending on your location, some calibration may be required. If you are at a higher altitude, the boiling points of substances are generally lower and may require you to lower your temperature. **Y / N**
- 2) Is the unit at least 1/3 full? **Y / N**
- 3) Did you burn any material or notice discoloration inside the tank? If so, did you try scrubbing it clean (like a stainless-steel pan) since the sensors will be unable to work. **Y / N**
- 4) Did you try removing the lid and mixing the materials? **Y / N**

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

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