

## MELTING & FILLING EQUIPMENT INC.



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*Smart Solutions  
For the  
Soap & Candle Making  
Industries*

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### **Filling System Troubleshooting Guide**

Feel confident that your filling system was pre-tested prior to shipping and therefore, should be working properly.

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. A detailed copy of "SETTING THE DIGITAL TEMPERATURE CONTROLLER" is on the last page of this guide.

If, for some reason, the applicable troubleshooting form is not helpful, please complete the applicable section in as much detail as possible. Please remember to mark, make notations and include a brief description of the problem and any steps that you have taken which helped.

Taking the time to answer these questions as completely as possible will expedite a resolution and prevent delays. Thank you.

Once completed, fax it to (631) 938-1307 or email it to [Support@Waxmelters.com](mailto:Support@Waxmelters.com) or [Support@SoapMelters.com](mailto:Support@SoapMelters.com). Thank you.

## Filler Drips, Seems Clogged, Fills Slowly or Unevenly, Does Not Heat

Company:	Contact Name:	Contact #:
Filler Model:	Approximate Purchase Date or Order #:	

- 1) Have you confirmed the Digital Temperature Controller settings (last page): Y N
- 2) Does the GREEN light on the control come on? Y N If not, then temperature improperly set.
- 3) After the GREEN light comes on, do you hear a distinct "Click" noise? Y N.
- 4) Did you Preheat filler (not melter) for 1hour if empty (up to 3 hours if full of material)? Y N
- 5) Is filler plugged directly into the outlet without an extension cord or power strip? Y N
- 6) Is filler plugged into an independent, dedicated circuit without anything else on it? Y N
- 7) Try removing melter lid or opening it a little to allow air to flow inside- Did this help? Y N
- 8) Are you using the unit near an open door/window, a fan, humidifier, dehumidifier, air conditioner? Y N Is unit resting on a metal or concrete surface? Y N Is your room under 60d (including night time before starting the system)? Y N If YES to any of these, does moving it away, insulating it or raising the temperature setting to account for the cold help? Y N
- 9) If you are cleaning or washing out your system with water, did you drain it completely? Y N
- 10) Does filler pour fine at the beginning but starts dripping, leaking or pouring unevenly later? Y N
- 11) Allow system to preheat for 1 hour.
  - a) Carefully (system may have HOT areas) check:
    - i) Is the ball valve hot (located between melter and control box/pump)? Y N
    - ii) Is it hot between the control box/pump and the hose? Y N
    - iii) Is it hot between the hose and head? Y N
    - iv) Is the nozzle itself hot? Y N.
  - b) If ALL are hot, then remove the head/gun (use 2 wrenches) and aim the hose back into the tank. Does it pour quickly? Y N
    - i) If Yes (pours quickly), did you make sure there is no wax paper, metal twine, or debris in the head? Y N Did you try a compressor to blow out the head? Y N
    - ii) If No (not really pouring faster from hose), 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
- 12) 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 10 degrees higher than the melter temperature? Y N (If using preheated materials from another tank, make sure filler is set 10-15d higher than this temperature).

What are you heating/melting? \_\_\_\_\_ Melt point (s)? \_\_\_\_\_

Melter Temperature: \_\_\_\_\_ Filler Temperature: \_\_\_\_\_ If preheating, preheated Temp \_\_\_\_\_

**Brief Description:**

### Filling System Troubleshooting Guide- Page 2

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**Filler Does Not Turn On (Does Not Blow Fuses)-Circle Response Below:**

Company:	Contact Name:	Contact #:
Filler Model:	Approximate Purchase Date or Order #:	

- 1) Is the power button (red light) on? Y N
- 2) Is the control box on or do you feel the system warming up? Y N
- 3) Is the fuse cap in tight & secure? Y N
- 4) Is the fuse good? Y N
- 5) Plug the unit into a different outlet. Did that help? Y N
- 6) At any point, did wax leak from any joints, valves or fittings? Y N
- 7) Did you Preheat filler (not melter) for over 3 hours? Y N

**Brief Description:**

**Filling System Troubleshooting Guide- Page 3**

Please complete the applicable section in as much detail as possible, including a brief description 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.

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**Filler Blowing Fuses-Circle Response Below:**

Company:	Contact Name:	Contact #:
Filler Model:	Approximate Purchase Date or Order #:	

- 1) Did you make sure no wax or material is leaking from the valves/joints/fittings? Y N
- 2) Unplug your system. Disconnect the electrical plugs from the hose to the control box/pump and the hose to the head (Not the pipe fittings) and just turn on the control box. Does it blow any fuses or shut down? Y N
  - a) If Yes (it blew the fuse),
    - i) Have you replaced the fuse with the same amperage fuse? Y N
    - ii) Is the fuse good? Y N Is the fuse cap on securely? Y N
    - iii) Did you Preheat filler (not melter) for over 3 hours? Y N
  - b) If No (it did not blow the fuse), unplug your system. Connect the electrical plugs from the hose to the control box/pump (do not connect the electrical pugs to the head).
    - i) Does it blow a fuse now? Y N
      - (a) If Yes (it blew the fuse when connected to just the hose)
        - (i) Does it blow the fuse only after 5-10 when the control box finishes its settings and as the Green light comes on? Y N  
If Yes:
          1. Do you hear any noises coming from the hose? Y N
          2. Is any part of the hose "stiff" or difficult to bend? Y N
          3. Do you notice any distinct bumps or lumps in the hose? Y N
          4. Does the unit only blows the fuse when bending the hose? Y N
          5. If the hose being mounted or used with a cart? Y N
        - (ii) Does it blow the fuse immediately when you turn on the system? Y N  
If Yes, are the electrical pins and sockets and wires on the plugs to control box/pump and hose intact and without material in them? Y N
      - (b) If No (it did not blow the fuse when connected to just the hose), then unplug the system. Connect the electrical plugs (Not pipe fittings) from the hose to the head and turn on the control box.
        - (i) Does it blow any fuses or shut down? Y N  
If Yes:
          1. Does it blow the fuse only after 5-10 when the control box finishes its settings and as the Green light comes on? Y N
          2. Did you Preheat filler (not melter) for over 3 hours? Y N
          3. Does it blow the fuse immediately when you turn on the system? Y N If Yes, are you sure that there are no leaks? Y N
          4. Does it blow only after the timer starts (automated systems only)? Y N If Yes, are you sure that there are no leaks? Y N Are you sure no debris (wax paper, metal twine, or similar debris) is causing the head to stick? Y N Did you try a compressor to blow out the head? Y N

**Brief Description:**

**Filling System Troubleshooting Guide- Page 4**

Please complete the applicable section in as much detail as possible, including a brief description 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.

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## SETTING THE DIGITAL TEMPERATURE CONTROLLER

Press MENU 2X, raise/lower temperature, press MENU again to save.

The initial temperature that you see is the “ambient temperature.” Press the “MENU” button down TWO times and then you see the “set point unit temperature” which is the temperature the unit will operate at, so if you need it higher or lower, press the “UP/DOWN” buttons as necessary to change the temperature. Press “MENU” button again to save this temperature. The current temperature will then appear and continue to rise until the hose’s temperature reaches the Set-Point temperature that you programmed.

Default Settings- Please Confirm-Your System Will Not Operate Properly if Incorrect.

**SP**= melting point of wax. Press the “MENU” button down until you see a flashing “SP.” Press MENU again and it displays Set Point. If need it higher or lower, press the “UP/DOWN” buttons as necessary to change the temperature. Press “MENU” again to save this temperature.

**dIF**=1. Press the “MENU” button down until you see a flashing “SP.” Press UP ARROW until Displays dIF. Press MENU again. dIF should = 1. If not, then press DOWN until dIF=1. Press “MENU” again.

**ASd**=0. Press the “MENU” button down until you see a flashing “SP.” Press UP ARROW until Displays ASd. Press MENU again. ASd should = 0. If not, then press DOWN until ASd=0. Press MENU again.

**OFS**=0. Press the “MENU” button down until you see a flashing “SP.” Press UP ARROW until Displays OFS. Press MENU again. OFS should = 0. If not, then press DOWN until OFS=0. Press MENU again.

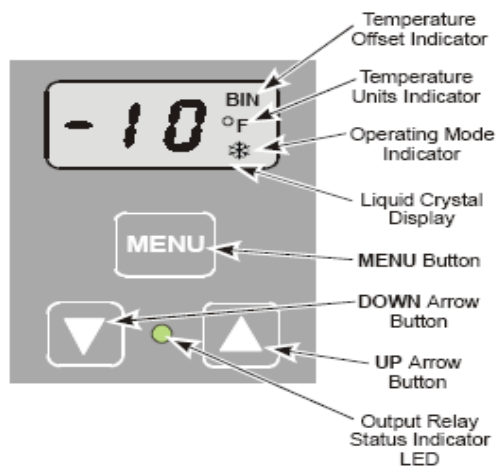
**SF**=1. Press the “MENU” button down until you see a flashing “SP.” Press UP ARROW until Displays SF. Press MENU again. SF should = 1. If not, then press UP until SF=1. Press MENU again.

### Operation Overview

The A419 control’s front-panel, LCD, LED, and the A419 control functions are described below. See the *Adjustments* section for instructions on setting up and adjusting the A419 control.

#### A419 Control Front-Panel

The front panel of the A419 control has a three-button touchpad and LCD for adjusting control function values, and an LED indicator that displays the On/Off status of the SPDT output relay. See Figure 5.



Cutout is the temperature at which the N.O contacts on the SPDT output relay open.

#### A419 Functions Set at the Front-Panel

**Setpoint (SP)** establishes the temperature value that energizes or de-energizes the output relay, depending on the user selected mode of operation. The control may be set either to cut in or to cut out at Setpoint. See the *Cooling/Heating and Setpoint Modes*. The Setpoint range is -30 to 212°F (-34 to 100°C).

If Setpoint mode is **Cut-in**, Setpoint is the temperature value that closes the N.O. contacts. If Setpoint mode is **Cutout**, Setpoint is the temperature value that opens the N.O. contacts. See Figure 7 and Figure 8.

**Differential (dIF)** establishes the difference in temperature (in F° or C°) between the cut-in and cutout values. The differential is set relative to Setpoint and may be set from 1 to 30F° or C°. See Figure 7 and Figure 8.

**Anti-Short Cycle Delay (ASd)** establishes the minimum time that the N.O. contacts remains open (after reaching cutout) before closing again. The delay overrides any Load Demand and does not allow the N.O. contacts to close until the set time-delay value has elapsed. See Figure 6. When the delay is activated, the LCD alternately flashes the sensor temperature and ASd. The delay may be set for 0 to 12 minutes in 1-minute increments.

### Filling System Troubleshooting Guide- Page 5

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