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*Professional  
Soap Equipment*

**EZ MIX Troubleshooting Guide**

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.

## **TROUBLESHOOTING**

### **EZ-MIX is Loud:**

- As will all high torque motors like a drill, there will be noise when in use.
- Make sure to be mixing materials when using your mixer. It has a high torque motor and will vibrate and be especially loud when used without materials.

### **EZ-MIX Vibrates:**

- The high torque motor is designed to mix and “agitate” your materials so some noise and vibration is normal.
- Make sure to be mixing materials when using your mixer. It has a high torque motor and will vibrate and be especially loud when used without materials.
- Make sure to begin in Low Speed Gear (I) and with variable speed dial at lowest position and gradually increase.

- Make Sure Gear is Locked into I or II or it may be skipping gears and vibrating.  
Low Speed: 180-450 RPM

High Speed: 300-700 RPM

- Make sure shaft and blade are threaded properly and tightly to motor and each other.



EZ-MIX Does Not Turn On, Stay On or Will Not Shut Off:

Make Sure Gear is Locked into I or II and not in the middle since unit may not turn.

Low Speed: 180-450 RPM

High Speed: 300-700 RPM



Right Handle has power cord, trigger and lock.



Squeeze the trigger.

Press the trigger lock button (located beside it).

While pressing the button, release the trigger. The mixer is now locked into the ON position and will continue to run.

To release the trigger lock, squeeze the trigger.

EZ-MIX Has Only 1 Speed or Only Turns Rapidly or Too Slowly:

Set "UP/DOWN" Speed Switch:

Low Speed: 180-450 RPM

High Speed: 300-700 RPM



Set Variable Speed To Desired Speed:

Left Handle has Variable Speed Dial



Press The Trigger to Begin Mixing:

Increase or decrease speed on variable speed dial as needed.

# **EVALUATION AUTHORIZATION FORM**

Please be sure to have reviewed and completed the appropriate troubleshooting page. Generally, most solutions are provided therein and it will save time and money instead of having the unit sent in for evaluation. Please enclose copy of your completed troubleshooting form since it will expedite the process and prevent delays. Thank you.

EA# \_\_\_\_\_ (to be received after this form is submitted)

Company:	Contact Name:	Contact #:
<u>Part(s) Sent For Evaluation:</u>		
<u>Brief Description:</u>		

- 1) Customer Authorizes M&FE to Evaluate Product: I authorize Melting And Filling Equipment Inc. to evaluate, examine and inspect the Part(s) listed above.
- 2) Customer Has Enclosed A Completed And Applicable Troubleshooting Page: Troubleshooting Forms help M&FE evaluate and repair the item(s) much more efficiently. Customer agrees that if he/she chooses not to complete the form, then Customer may be billed for the evaluation.
- 3) Customer Understands Warranty Limitations: Your warranty is inapplicable, void and does not cover normal wear and tear, damage to the equipment arising from tampering with “warranty void” labels, accidents, misuse, customer alteration or modification to equipment or components, overuse, negligence, misapplication, unauthorized repair, abuse, storage damage, or use of product for other than its intended purpose. Warranty is inapplicable to any item of equipment that has already been repaired or replaced under warranty if the item of equipment manifests the same exact problem/damage as was already corrected. Such damages will only be repaired at customer’s expense, including shipping, parts and labor.
- 4) Write the Evaluation Authorization #: Write the EA# at the top of this form and write it on the outside of the package. Packages received without an EA# may be misplaced and delay the evaluation, repair or replacement process.

Customer agrees to the above terms and conditions:

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Please Fax to (631) 458-0911 or Email to Support@SoapMelters.com for an EA#