OWNER/OPERATOR MANUAL

- **HVISC DISPENSING SYSTEMS**

*Specific Parts & Materials in models vary.

(888) SOAPMELTERS
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www.SoapMelters.com

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IMPORTANT PRECAUTIONS - READ CAREFULLY!

All USER of this equipment should read and understand this entire manual and be trained on equipment's proper use. Damage to the system from improper use or assembly is not covered under warranty.

INCORRECT USE CAN RESULT IN SEVERE INJURY &/OR DEATH.

1. You must wear protective clothing, safety gloves and safety glasses when operating equipment.
2. Install system on a steady, level work surface away from combustible material and securely mounted to prevent tipping/falling which may result in burns and serious injuries.
3. Never use caustic, explosive or hazardous materials with this equipment. Death or serious injury will result. Fire, explosion, personal injury, property and equipment damage will result if the materials used in or around the system are toxic or heat or fire sensitive. Always read the manufacturers recommended use of the material and note Flash points on all materials used.
4. UNPLUG UNIT AFTER USE - Always manually plug in prior to use. Do not operate or leave equipment on while unattended. Please do NOT use a timer on the equipment.
5. Please contact SoapMelters immediately if equipment leaks or stops working properly. Delays in contacting SoapMelters could result in fire, injury or death or further damage to the equipment.
6. Never install equipment within 20 ft. from combustible materials.
7. Do not connect or disconnect electrical connectors or remove components with the power on. This will avoid arcing of electrical contacts and possible failure of components.
8. Do not use torches or heat guns of any kind to pre-heat components.
9. Properly ground equipment per all applicable codes.
10. Always have a fire extinguisher within reach.
11. Do not dismantle or assemble unit unless completely cooled to reduce burning, injury and fire.
12. Ensure proper ventilation when using this equipment but not blowing air from cooling fans.
13. Be sure unit and controls are free from materials, soap mixture, dripping product, and debris since this can damage unit and components, result in unit failure and/or lead to injury or death.
14. Never point dispenser at yourself or at others.
15. Never operate unit if Autoshot Head is cold since this may damage valve.
16. Autoshot head uses high tech microprocessors which can easily be damaged if system is being operated with solid soap mixture which hasn't been melted.
17. Do not over bend or kink heated hose. Hose Minimum bending radius is 7".

ASSEMBLY

DO NOT PREHEAT OR OPERATE UNIT EMPTY!

PLEASE READ ALL SAFETY PRECAUTIONS & WEAR PROTECTIVE CLOTHING PRIOR TO OPERATING AND USING THIS SYSTEM.

Assembly:

1. Unpack Control Box/Pump, Filler Head and Hose Assembly. Check for shipping damage. If items received have been damaged in shipping, please contact us immediately. DO NOT use equipment.
2. Make sure Melter is firmly mounted on a stable, firm table that will not break or tip while using equipment which may cause serious injury.
3.

Attach Ball Valve assembly to Melting Tank and make sure to have Teflon wrap on it (white tape on valve).

Start connecting using fingers first and then tighten firmly using a wrench. If you remove the ball valve for any reason, on reassembly make sure the Teflon is intact or replace it.

MAKE SURE THE BALL VALVE IS IN THE CLOSED POSITION (HANDLE IS PERPENDICULAR TO VALVE AND FACING SIDEWAYS) SO HEATED MATERIALS DO NOT LEAK OUT.

4. Attach Ball Valve to Pump, Pump to Hose and Hose to Filler Head as follows:

Attach Pump to Valve

Insert "Locking" PIN

Attach Hose to Pump

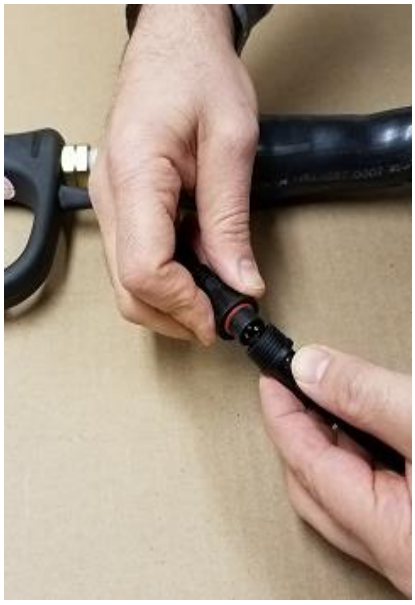
EZ Systems

Or AutoShot Systems

Attach Dispensing Head to Hose

5. Plug in pump, connect electrical connections between pump & hose, hose & dispensing gun as follows:

Connect 5-Pin electrical connection between Pump and Hose



Connect 3-Pin electrical connection between Hose and Dispensing Gun

Plug System In

6. FOR SYSTEMS WITH BOOMS, SWIVEL ARMS, HOSE BALANCER & HOSE HAMMOCK ONLY:

Attach Hose Balancer (black, circular item) to Swivel Arm.

Attach Hose Hammock to Hose with Mounted Clips.

Attach Hose Hammock to Hose Balancer.

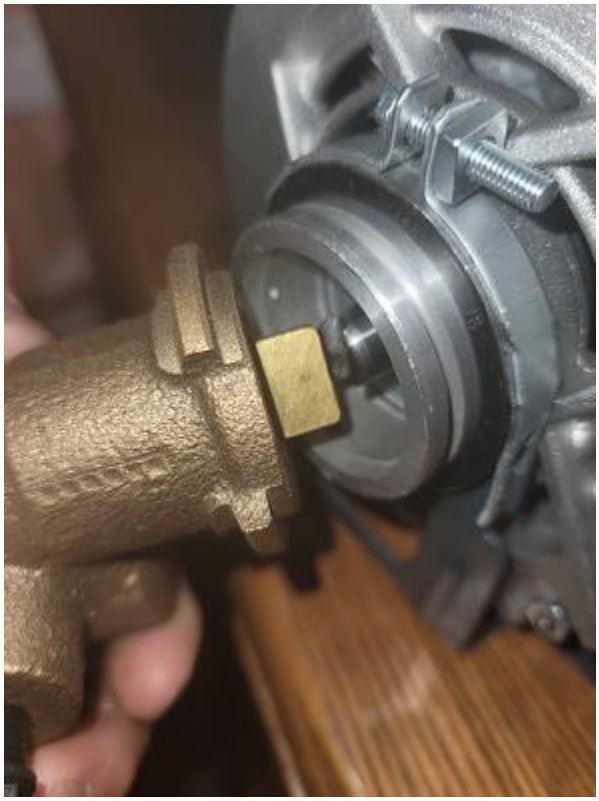
Adjust Hose Hammock Position on Hose for your needs.

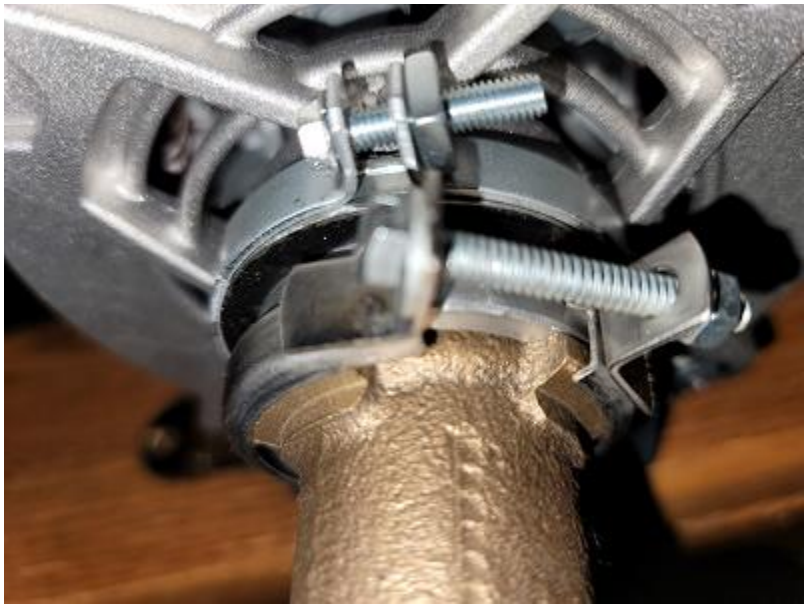
Adjust Tension on Hose Balancer as needed.

More Tension

Release Tension

7. Attach gear head to Motor – first insert the gold drive key into the gear head, then attach the gear head to the motor using the metal band. See photos here which show how to attach it.





7. Plug Power Box directly into a dedicated 120 Volt (grounded) outlet or step-down transformer for 240 Volt outlets. Using a shared electrical outlet or an extension cord, surge protector may cause performance problems.

OPERATING YOUR UNIT:

PLEASE READ ALL INSTRUCTIONS, ALL SAFETY PRECAUTIONS & WEAR PROTECTIVE CLOTHING PRIOR TO OPERATING AND USING THIS SYSTEM.

1. DO NOT TURN ON THE FILLING SYSTEM OR FILLER HEAT BUTTON.
2. Make sure the Ball Valve on melting tank is in the CLOSED position.
3. Fill melter with material and turn it on to begin melting.
4. Make sure Melter Temperature is SET to the higher of Manufacturer's mixing/blending temperature or pouring temperature.
5. Make sure materials in Melter are completely prepared for pouring, including being melted and any other materials including fragrance or color added, etc. and are ready to pour.
6. Turn the FILLER HEAT Button "ON" ONLY (Do Not Turn On the "Pump" Button):
   On first use or if all materials in the filler have been dispensed, allow Filler to preheat for at least 30 minutes and up to 1 hour before opening the ball valve.

   If material is already inside the filling system and the tank, then preheat it for 1-2 hours.
   Set The Filler Temperature 10-15 degrees higher than the melting tank- this will not damage your materials since the filler is designed to maintain/facilitate the flow of your substance rather than heat it.
7. Set The Filler Temperature 10-15 degrees higher than the melting tank- this will not damage your materials since the filler is designed to maintain/facilitate the flow of your substance rather than heat it.

Set Temperature With Arrow Keys
Press ↑ or ↓ to raise or lower the temperature setting to the desired temperature and then it will blink and be set to that temperature.

To change F° to C° :
Press and hold **MODE** until screen displays **PAR2**
Press **MODE** until it displays **UNIT**
Press ↑ or ↓ to change setting, Press **MODE** to save

Calibrating the Controller:
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 180 F° and the actual melted soap mixture reads 170 F° then setting should be set to -10°.

Temperature Differential:
Press and hold **MODE** until screen says **PAR2**
Press **MODE** until it displays **HYS**
Press ↑ or ↓ to change setting. Press **MODE** to save
(Number= How many degrees the temperature drops on the controller before turning back on)

8. Make sure the Filler has preheated for the required time period.

9. FOR AUTOSHOT MODELS ONLY- Adjust and Set AutoShot Timer:

Step 1: Enter Fill Time

Step 2: Press "MODE" button

Step 3: Enter Off Time

10. Turn the "PUMP" button "ON":

    This is located on the control panel. After pressing you should hear the pump rotating. If not, then allow Filler to preheat longer (up to 1 hour if empty and up to 3 hours if full of material) or try raising the Filling System's Set Temperature.

11. Open the Ball Valve:

    This will allow material to flow into system.

12. Squeeze the Handle On The Filler Head (EZ Models) or Flip the toggle switch on your Autoshot Head (Autoshot Head Only) To Begin Filling.

You are now ready to begin using your system!

Variable Speed Supplement

1. Begin with the Variable Speed Control “OFF”.
2. Turn knob right until you hear a click.
3. Establish flow from the pump with the variable speed on “HIGH” (leaving above knob positioned right after click).
4. Use main manual variable speed ball valve (located between hose and pump) to control flow first. This is your main means of controlling flow speed.
5. Once you’ve lowered the flow speed using Step 4: To further fine tune the flow, slowly turn the knob right toward “LOW”, in small increments, slowing the motor speed.

IMPORTANT: Turning knob past “LOW” can cause the pump to stop running. If this occurs, turn off pump, set knob to OFF, turn pump back on, and then Steps 2-5.

Pump Pressure Control Knob

To increase the pressure, make the pressure bolt tighter. (turn to the right)

To lower the pressure, loosen it. (turn left)

The threaded bolt controls the pressure; the small nut keeps the threaded bolt in desired position. To change the pump pressure, first loosen the nut and then turn the threaded bolt. If the threaded bolt is hard to turn, you can use an Allen key at the front – where a small notch exists for the Allen key at the front of the bolt. Once the threaded bolt is in desired position, tighten the small nut to keep it in position.

ADVANCED TEMPERATURE CONTROL SETTINGS

For PAR1 Settings:
-Press and hold MODE until screen displays PAR1 Press MODE until it displays (setting name) Press Up or Down arrow to set each setting then press Mode to save

Setting Name - Setting value

PAR-1 Settings
AL-1=954
HYS=001

For PAR2 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

PAR-2 Settings

Parameter	Factory default	Parameter	Factory default
In-t	JIC	t	020.0
Unit	F	AL-1	An 1A
In-b	0000	AL-2	An2A
nAuF	000.1	AHYS	000.1
L-Su	-22	LbAt	0000
H-Su	***	LbAS	008
o-Ft	HEAt	LbAb	002
C-nd	Pld	dI-t	StoP
oUt	SSr	Ernu	000.0
SSrn	Stnd	LoC	oFF

H-Su *** =this setting should be set as follows, if you have:
Standard Melting Tanks and Filling Systems: 212
X-Treme Systems: 300

Basic Troubleshooting- Filling System

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 1hour if empty (up to 2 hours if full of material).
- Make sure filler is set 10-15degrees 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 15degrees 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-melted 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
Unit	F	AL-1	An1A
In-b	0000	AL-2	An2A
nAuF	0001	AHYS	0001
L-Su	-22	LbAt	0000
H-Su	***	LbAS	008
o-Ft	HEAt	LbAb	002
C-nd	Pld	dI-t	StoP
oUt	SSr	Ernu	0000
SSrn	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 Filler Troubleshooting: Complete & 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

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
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 wax 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