



POUR X-PRESS Troubleshooting Guide 2023+



*Specific Parts & Materials in models vary.

(888) SOAPMELTERS
(631) 791-5438
www.SoapMelters.com

Basic Troubleshooting- Melting Tank

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 has not been tripped – to reset fuse/breaker, flick the trip mechanism.
- Be sure button(s), fuse(s) and controller are free from materials, soap mixture, dripping product, debris, etc. – accumulation of materials on these components will result in shorter life-span 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.

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
Unl t	F	AL-1	AN 1A
IN-b	0000	AL-2	AN 2A
nAUF	0001	AHYS	0001
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 Melter Troubleshooting: Complete & 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@soapmelters.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@soapmelters.com)
- 5) Are you keeping the lid on and mixing your materials? **Y / N**
- 6) Did 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:

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

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 th
- 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:

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EZMIX **TROUBLESHOOTING**

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 you begin mixing in low gear (Level I) and have the variable speed dial in the lowest position and raise it incrementally.

Make sure to tighten the shaft to the blade and entire shaft to the mixer motor by hand initially and then with a wrench to prevent stripping the threads and to make sure unit is secure.

For your benefit, there is an extensive Troubleshooting Guide for your equipment posted on our websites. It is continually updated to provide the best solutions to common troubleshooting issues based on the most recent user experiences and feedback!

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