

Rite-Hete Corporation

STANDARD AND CUSTOM MELTING POTS AND TANKS

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EZ Wax and EZ Gel dispensing system troubleshooting

- 1- Temperature settings- The melting tank and heated hose are insulated, set the corresponding thermostats to the temperature you would like to melt and/or pour at. The Gun thermostat controls the heaters for the gun and the swivel on the opposite end of the hose. Both of these are not insulated and subject to heat loss and drafts. Because of this, the Gun thermostat temperature should be set hotter than the rest, approximately 30-50 degrees F depending on your application, ambient room temperature and drafts in the general area. The same can be said for the Pump thermostat on the EZ Gel dispensing system. When making adjustments please allow one hour for temperatures to stabilize.
- 2- Drafts- Drafts should be eliminated as much as possible. When this is not possible then some form of insulation should be installed on the swivel between the pump and hose. Something as simple as a clean dry rag wrapped around it several times will suffice for short term troubleshooting.
- 3- Preheating- Both style dispensing systems need to preheat for 2-3 hours before use, even if new out of the box. Forcing the dispenser to operate before fully warmed will, over time, damage the pump.
- 4- Wax supply- Insure your wax is fully melted and the supply valve between the melting tank and dispenser is open.
- 5- Verify power to the pump- When squeezing the gun trigger fully open the user should hear a clicking sound coming from the relay mounted in the control box, likewise the "Timer" light should come on to indicate the pump is activated. If these are not overserved there may be a malfunction, please call for further instruction.
- 6- Blockage- If steps 1-5 have been followed and you still do not have flow then you may have foreign material or a malfunction (in the system that is not warming the wax to liquid form) causing a block. Place a container on the ground, bring the gun down to it, squeeze the trigger and attempt to produce a gravity flow. If flow is achieved please call for further instruction. If flow is not achieved then disassembly of the system may be necessary. Begin by closing the supply valve between the melting tank and pump. Wearing protective gear, start at the gun tip by removing it and inspecting for foreign material like the remnant of a plastic bag. Please note orientation of the gun tip sealing washer and reinstall correctly or leaks will occur. If nothing is found at the gun tip remove the swivel from the pump, inspecting once more. If foreign material is still not found then please call for further instruction.