

## **IMPORTANT NOTICE**

Please read the operators manual before turning on the iMelt system.

Do not operate the iMelt when empty as this can cause permanent damage to your system and invalidate your warranty.

The ball valve should be opened carefully when the melter is full, as the pressure can be quite high. If the ball valve becomes blocked, particularly at lower temperatures, please use a long screwdriver or similar to unblock, ensuring you have a container ready to catch any escaping wax.

If melting a large body of material, we recommend setting the temperature higher than required initially to speed the melting process. I.e., if you require soy wax to be heated to 65C, we would recommend setting the temperature to 85C until the majority of the wax has melted, then lowering the temperature to 65C.





**iMelt<sup>30</sup>**  
**Operator Manual**

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# **Candle Shack Limited**

## **Operator Manual**

For the

**iMelt 30 Mk III Melting Tank (UK model)**

### **TABLE OF CONTENTS**

Section 1: Product Description / Specifications

Section 2: Limits of Use – Intended Use

Section 3: Safety

Section 4: Operating Instructions

Section 5: Diagnostic Information

Section 6: Cleaning and Maintenance

Section 7: Contact Information

Section 8: EC Declaration of Conformity

Section 9: Warranty Information

## Section 1: Product Description / Specifications

**Construction:** The melting vessel and lid is all grade 304 stainless steel construction. It is designed to prevent contamination of the material in contact with interior surfaces.

**Thermal Insulation:** The unit is fitted with high efficiency insulation to improve efficiency.

**Power:** The unit is powered via standard 240v UK mains voltage (at 50Hz). The maximum power consumption of the unit under normal conditions is 400 Watts.

**Volume:** The system is designed to hold a maximum of 30 litres of molten material.

**Outlet Valve:** The iMelt 30 is fitted with a 3/4" full bore dispensing valve made from grade 304 stainless steel.

## **Section 2: Limits of Use – Intended Use**

The iMelt 30 melting tank is designed to maintain the contents of the melter at a process temperature of up to 80°C. The system is fitted with a self-resetting thermal fuse which will limit temperature to a maximum of 95°C, even under failure conditions.

The contents of the melter are dispensed via the ball valve. By manipulating the lever, the dispense rate can be controlled.

The iMelt system has the ability to warm/heat many different materials. These include waxes, oils, butters, creams, chocolate, jam, honey and many others.

## Section 3: Safety Information

Every effort has been made to make this product safe and user friendly. Caution must however be taken to prevent electrical shock or burns. Observe all safety precautions in this section to prevent injury.

### **Before Turning On**

Make sure the power supplied to the machine is in strict accordance with the requirements listed in Section 1. If the power supply to the machine is not as stated, the machine will not operate as intended.

All panels must be in place.

Never turn the system on without material in the melting vessel. This will cause damage to the machine.

### **Caution**

This unit has factory preset temperature limit controls. These are designed to prevent injury to the operator and damage to the system. Do not attempt to change these settings.




The outlet valve body, interior walls and lid of the system will become **HOT** during use. Care should be taken to keep hands away from these surfaces.



## Section 4: Operating Instructions

### Main Power On

The power switch for the iMelt is on the rear of the unit. To power up the unit...

	<p>Step 1 – Ensure the power switch is set to off (0).</p> <p><b>IMPORTANT:</b> Before turning on the iMelt, ensure that there is material in the vessel and that the ball valve is closed.</p> <p>Operating the melter whilst empty can cause permanent damage!</p>
	<p>Step 2 – Fit the IEC Power Cord</p>
	<p>Step 3 – Turn the power switch to on (1)</p>
	<p>The control unit display should illuminate and display the temperature after a few seconds. If not, please refer to the troubleshooting guide.</p>

## Set Process Temperature

Your iMelt is fitted with an industrial temperature controller. This device is used to accurately control the temperature of the material within the vessel.

In order to set the process temperature, do the following...

Note:



PV (Process Value) is the actual temperature of the vessel is shown in RED

SV (Set Value) is the desired value of the contents, shown in GREEN

In order to heat the contents, the SV must be changed. To do this...



Use the up and down arrows to adjust the SV (green) to the desired temperature.

Once the desired temperature is reached the controller will flash once to indicate the change.

**The out power display will flash off and on through out to indicate power is being supplied to the heater**

## Main Power Off

To turn the iMelt off, simply set the power switch on the rear of the system to the off (0) position.

## Section 5: Diagnostic Information

### If PV temperature on display does not match actual temperature of contents

The system undergoes an auto-tuning sequence during the first few uses and may take some time to calibrate fully. In addition, with large bodies of molten material, it is not unusual for temperatures to vary throughout the mass, particularly if not agitated/stirred.

The temperature sensor is in the base of the melter, so when filled to over 50% of capacity, the contents will need to be stirred to ensure even heating and more accurate temperature readings, as the heat may take some time to reach the surface of the wax.

If the temperature reading remains inconsistent after the first few uses, even with stirring, please contact us and we can talk you through a controller adjustment that will reduce any error. We will need to know how many degrees the PV is under or over the SV to help you, so please make a note of this before calling.

### If system fails to power up

If the system fails to power up when switched on, the fuses should be checked. There are two fuses in the iMelt system. One is in the mains plug. This is a standard 5A fuse.

The iMelt system fuse can be found on the rear of the iMelt as shown below.



The iMelt system fuse is integrated within the IEC power socket. Exact models may vary.

**WARNING!**  
Before changing the iMelt system fuse, ensure the power is off (0) and that the IEC lead is not connected.

To remove the iMelt fuse carrier, use a small screwdriver or similar as shown.



The iMelt is supplied with two working fuses and two spares.

The fuse is a 5A clear glass type, 5 x 20mm, allowing inspection without a circuit tester. Your exact fuse holder may differ, but the principle is the same.

The fuse carrier can then be reinserted.

If changing both fuses fails to rectify the fault or if the fuse repeatedly 'blows' when changed, please contact us for technical support.

### **If system leaks**

The iMelt vessel is of one-piece construction, so should not leak. The ball valve is secured using a specialist high-temperature thread-locking agent and should not be removed. In the very unlikely event that the system appears to be leaking the power should be turned off immediately and customer support contacted.

### **If controller display shows unusual characters**

**NOTICE! The controller has been optimised for your iMelt system and the engineering parameters should not be accessed or changed. Changing these parameters can damage your system and invalidate your warranty.**

If you believe you have accessed the engineering menu by mistake, or if the system shows unusual characters on the control panel (other than immediately following startup), you should turn the system off and then back on. If this does not clear the fault, please do not alter any values and contact support immediately.

If a key is shown on the controller display, this simply means that the Run/Stop (R/S) button has been held down for a few seconds. To return to normal operation, simply hold the R/S button down for a few seconds until the key icon disappears.

## **Section 6: Cleaning & Maintenance**

To remove leftover or residual material from the vessel, turn off the iMelt. Whilst the contents of the heating vessel are still liquid, drain as much molten material as possible through the ball valve. A non-abrasive scraper may be used to scrape residual material from the walls and base of the vessel. A heat gun may be used to re-melt remaining material and a soft, dry towel used to wipe off any excess.

Do not spray water or solvents onto or into the heating vessel.

## **Section 7: Contact Information**

Candle Shack Limited  
Unit A West Carron Works  
Stenhouse Road  
Stirlingshire  
FK2 8DR  
United Kingdom

Phone +44 (1324) 227354

E-mail: [Duncan@candle-shack.co.uk](mailto:Duncan@candle-shack.co.uk)

Website: [candle-shack.co.uk](http://candle-shack.co.uk)

## Section 8: EC Declaration of Conformity

We                   Candle Shack Limited  
of                    Unit A West Carron Works Stenhouse Road FK2 8DR

*in accordance with the following Directive(s):*

2006/95/EC       The Low Voltage Directive  
2004/108/EC     The Electromagnetic Compatibility Directive

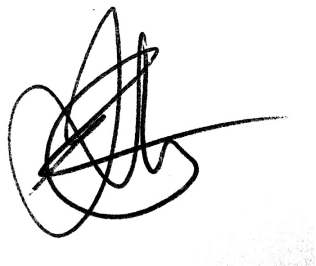
*hereby declare that:*

Equipment:       iMelt Melting Tank  
Model Number:   iMelt 30 Mk. III

*Is in conformity with the applicable requirements of the following documents*

<b>Ref</b>	<b>Title</b>	<b>Edition</b>
EN ISO 12100-1	Safety of machinery. General principles for design – Risk assessment.	2010
EN 60204-1	Safety of machinery. Electrical equipment of machines – general.	2006 + A1 2009
EN 61000-6-2	EMC – Generic standards. Emission standards for industrial environments.	2005
EN 61000-6-4	Electromagnetic compatibility (EMC) generic standards. Immunity for industrial environments.	2007

I hereby declare that the equipment named above has been designed to comply with the relevant sections of the above referenced specifications. The unit complies with all applicable Essential Requirements of the Directives.



Name:             Duncan MacLean

Position:         Technical Director

Where:            Larbert

On:                09 February 2016



## Section 9: Warranty Information

### WHAT IS COVERED BY THIS WARRANTY?

Candle Shack of Unit A West Carron Works Stenhouse Road FK2 8DR United Kingdom, warrants the iMelt product and accessories contained in the original packaging against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period").

You will be able to receive the remedies available under the Candle Shack One-Year Return to Base Warranty for your iMelt product via our Larbert office. In the event of any defect in materials and workmanship, you will be able to direct your claims to Candle Shack.

Please note: All claims made under the Candle Shack One-Year Return to Base Warranty will be governed by the terms set out in this warranty document. In addition, Candle Shack will provide you with access to telephone technical support for the entire duration of your warranty.

### WHAT IS NOT COVERED BY THIS WARRANTY?

When contacting Candle Shack via telephone, call charges may apply depending on your location. Please contact your network operator for details.

This warranty does not apply:

- (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship;
- (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic;
- (c) to damage caused by use with another product;
- (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause;
- (e) to damage caused by operating the iMelt Product outside the technical specifications;
- (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Candle Shack;
- (g) to an iMelt system product that has been modified to alter functionality or capability without the permission of Candle Shack;
- (h) to defects caused by normal wear and tear or otherwise due to the normal ageing of the iMelt Product; or
- (i) if any serial number has been removed or defaced from the iMelt Product, or
- (j) if the product is stolen or Candle Shack reasonably believes that the product is stolen based on information provided by law enforcement authorities.

### WHAT WILL CANDLE SHACK DO IN THE EVENT OF A WARRANTY CLAIM?

If you submit a valid claim under this warranty, Candle Shack will, at its option:

- (i) repair the iMelt Product using new or previously used parts that are equivalent to new in performance and reliability, or
- (ii) replace the iMelt Product with a product that is at least functionally equivalent to the iMelt Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability, or
- (iii) refund your purchase price in exchange for the return of your iMelt Product.

When a product or part is replaced or a refund provided, any replacement item becomes our property and the replaced or refunded item becomes Candle Shack's property. A replacement part or product or a repaired iMelt Product assumes the remaining warranty of the original Candle Shack Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

### HOW TO OBTAIN WARRANTY SERVICE?

Before receiving warranty service, Candle Shack or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Candle Shack's procedures for obtaining warranty service, such as following instructions for packing and shipping Candle Shack Products when receiving service.

### WARRANTY SERVICE OPTIONS

Candle Shack will at its option depending on the individual circumstances, in particular the type of iMelt Product, provide warranty service through one or more of the following options:

(I) Return To Base: It is the responsibility of the purchaser to arrange delivery of your system to Candle Shack, as well as re-delivery of your system to your address after repairs have been carried out. Candle Shack will not cover the cost of delivery.

(II) Do-it-yourself ("DIY") service: Under DIY service Candle Shack will provide you with a replacement product or easily replaceable parts or accessories of a product, which can be replaced without using any tools. Note: Candle Shack is not responsible for any labour costs you incur relating to DIY service. Should you require further assistance with the replacement, contact Candle Shack at the telephone number listed below. If Candle Shack elects to provide service through DIY service (usually at your request), the following process will apply:



(a) Service where Candle Shack requires return of the replaced product, part or accessory. Candle Shack will ship a replacement product, part or accessory to you with instructions for replacement, if applicable, and any requirements for the return of the replaced product or part.

(b) Service where Candle Shack does not require return of the replaced product, part or accessory: Candle Shack will ship you free of charge a replacement product, part or accessory accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced product, part or accessory.

#### **LIMITATION OF LIABILITY**

A) Entire agreement: Other than the consumer law rights to which you are entitled, all warranties, conditions and other terms not set out in this warranty document are excluded from the Candle Shack One-Year Return to Base Warranty. As a result, Candle Shack does not make any other promises, conditions or warranties about the service other than set out in this warranty document.

B) Limitation of liability: In no event shall Candle Shack be liable for

1. Any losses that were not caused by our breach of this warranty document;
2. Any loss or damage that was not, at the time of your purchase of the product, a reasonably foreseeable consequence of Candle Shack breaching this warranty document; or
3. Losses relating to any business of yours, loss of profits or loss of opportunity.

The provisions of this warranty document shall not apply to

- (i) death or personal injury;
- (ii) fraud;
- (iii) fraudulent misrepresentation; or
- (iv) any other liability that cannot be limited or excluded as a matter of law.

#### **PRIVACY**

Candle Shack will maintain and use customer information in accordance with the Candle Shack Customer Privacy Policy available at [www.candle-shack.co.uk](http://www.candle-shack.co.uk).

Candle Shack, Unit A West Carron Works Stenhouse Road, United Kingdom

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