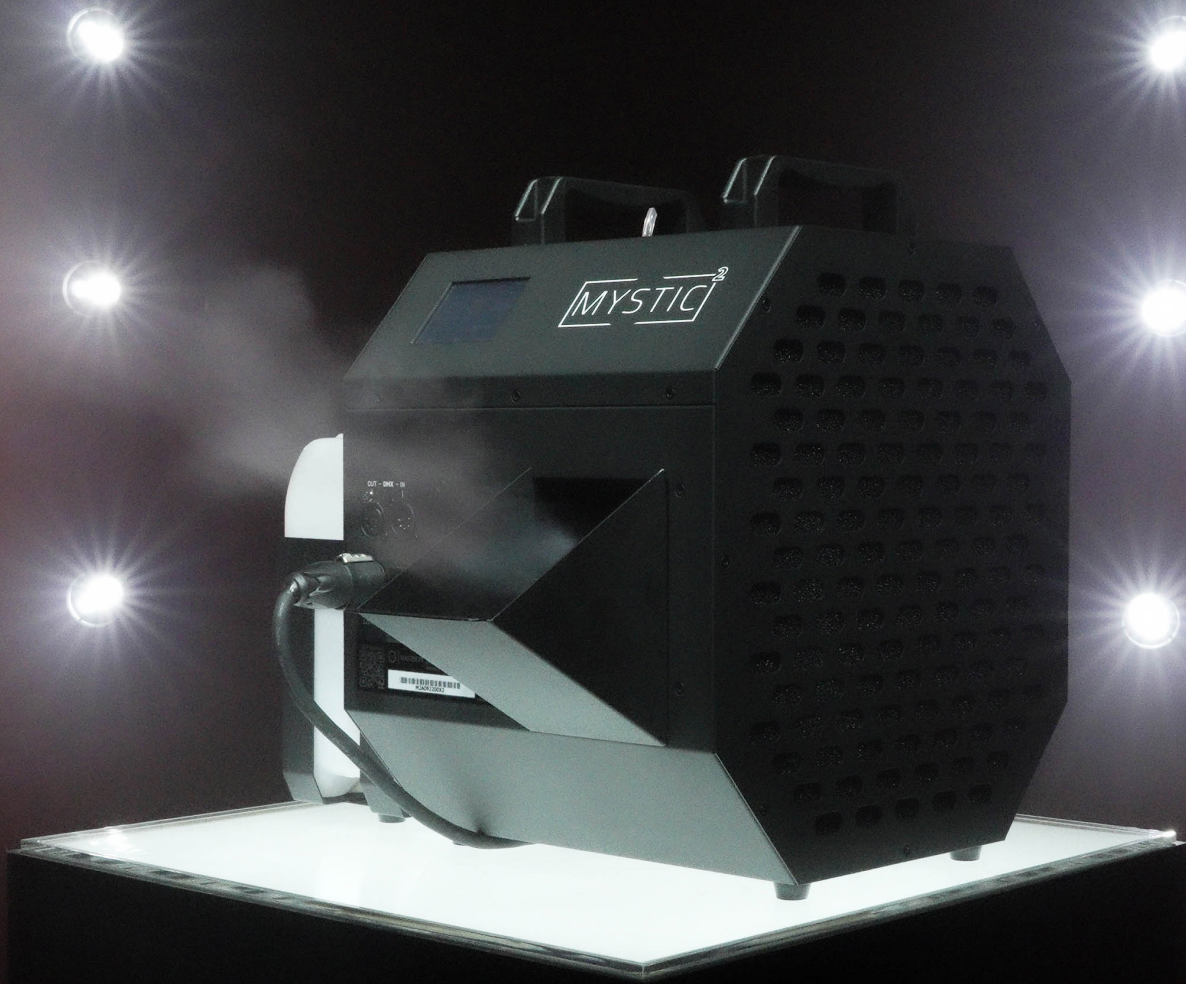




MASTER FX

MYSTIC²



USER MANUAL

V1

WELCOME TO



Thank you for choosing Master FX, we are excited to have you aboard. Designing and manufacturing special effects equipment isn't our job; it's our passion. We love what we do and take pride in our products, services, and the impactful moments they help create. We hope you enjoy your Mystic 2 as much as we enjoyed bringing it to life.

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PACKING LIST

Upon receiving your Mystic 2, open the package and carefully remove contents to verify all components are accounted for, and have been shipped and handled with care. If any parts are damaged or missing please notify us. The packing list includes, but is not limited to:

- Mystic 2 Advanced Haze Generator
- PowerCon True1 Cable
- 5L or 10L Fluid Container
- Diverter
- Mystic Series Maintenance Kit
- Warranty Registration Card

DIMENSIONS + SPECIFICATIONS

- ▶ 1600W / 120V / 13.5 Amps
- ▶ Integrated Voltage Detection
- ▶ Touchscreen / Intuitive OS
- ▶ Intelligent Sleep Mode
- ▶ 10 Year Warranty
- ▶ RDM Functionality
- ▶ Standby Mode
- ▶ 50 Second Warm-Up
- ▶ Mystic 2 - 30lbs
- ▶ Mystic 2 Tour - 65lbs
- ▶ 5-pin Neutrik DMX
- ▶ Haze Color: Pure White



- ▶ Tank Capacity: 5L (10L for Mystic 2 Tour Pack)
- ▶ Supported Protocols: DMX512, RDM
- ▶ Control: DMX, RDM, Manually
- ▶ Compatible Fluids: Nebulous (thin density), Obscure (thick density)

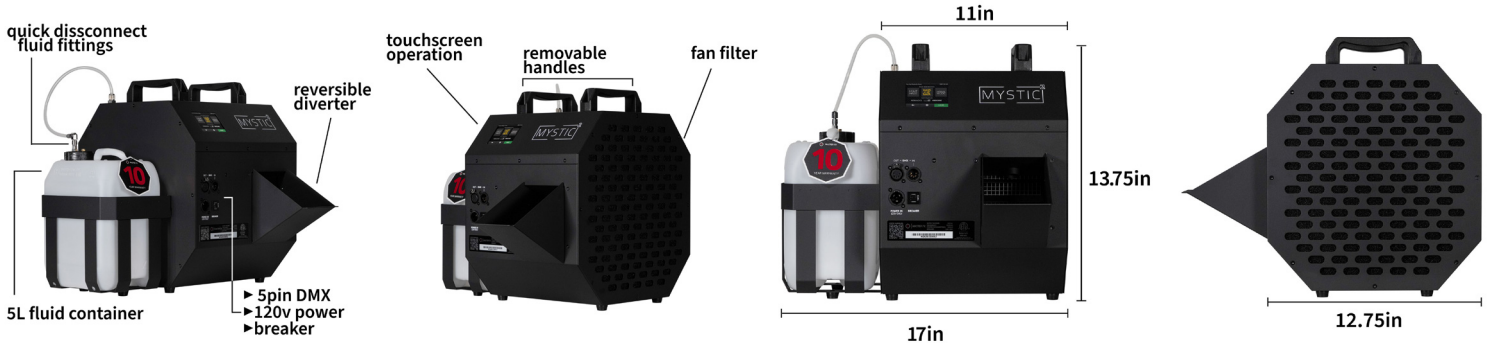
Fluid Consumption Rates (GPH = gallons per hour)

Nebulous

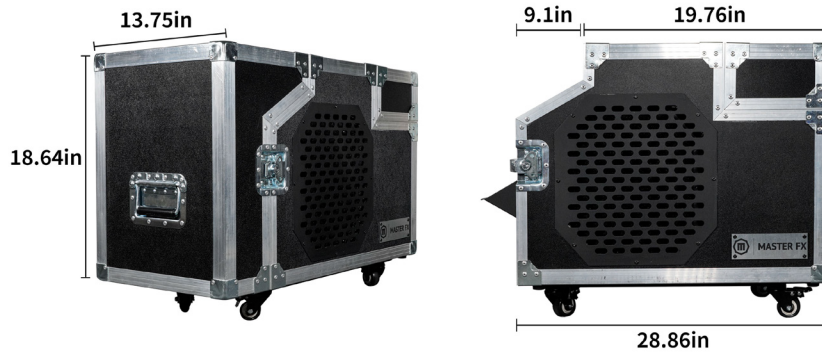
- 100% Output = 5L in 6.4 hrs (0.2GPH)
- 75% Output = 5L in 8.33 hrs (0.16GPH)
- 50% Output = 5L in 11.9 hrs (0.11 GPH)
- 25% Output = 5L in 20.8 hrs or (0.063GPH)

Obscure

- 100% Output = 5L in 5.5hrs (0.23GPH)
- 75% Output = 5L in 6.9hrs (0.19GPH)
- 50% Output = 5L in 10.4hrs (0.12GPH)
- 25% Output = 5L in 16.6hrs (0.079GPH)



MYSTIC 2 TOUR PACKAGE



SAFETY



Please read the following information very carefully before operating your haze machine. This article contains important details regarding set up, usage, and maintenance. Failure to abide by all warning labels and instructions may result in personal harm, machine malfunction, and a void in warranty.



Persons with asthma or allergic sensitivity may experience irritation, discomfort, or other allergic symptoms when exposed to artificially produced haze. Please allow sufficient air circulation around machine at all times. Only use approved Master FX fluids.



Prior to connecting power to your Mystic 2, verify the machine's operating voltage matches your provided voltage. Always connect to a grounded circuit to avoid the risk of electrocution.



Once the machine is properly powered and operating, beware of hot surface. Do not set items on top of the machine and avoid contact with output nozzle. Always disconnect power when not in use.



Operate only in a well ventilated area and never leave unit unattended. Haze may set off fire alarms if not properly ventilated. Please allow at least 6 inches of space around unit to avoid overheating. Do not continue to haze if visibility is reduced to 2 ft.



This product is for indoor use only, to prevent risk of fire or shock, do not expose this product to rain, moisture, and flammables.



Only use Master FX Obscure or Nebulous Haze Fluids. Use of any other fluids will result in a voided warranty. Always use caution when pouring fluid and avoid any contact with hands and eyes. If contact occurs rinse thoroughly. If you experience irritation seek medical advice. Refer to the [Nebulous and Obscure SDS](#) for proper handling.



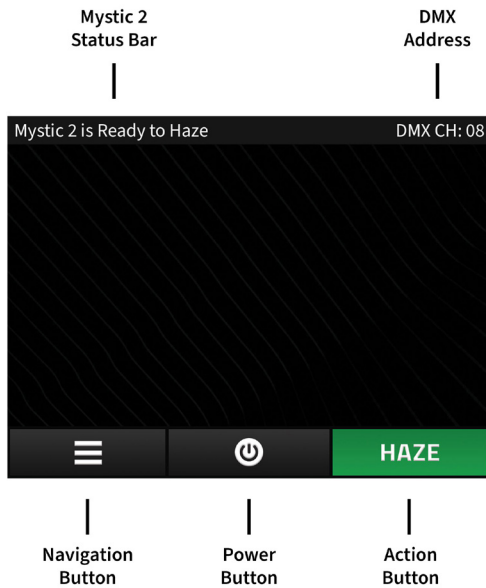
If your machine is not working properly, promptly stop use and contact Master FX. Repair and service is to be done only by authorized technicians. Failure to comply will result in a voided warranty.









Proper air flow is essential for your machine's performance. If you are incorporating your Mystic 2 into a permanent install, consult with a Master FX atmospheric specialist prior to installing. Improper ventilation can cause damage to your Mystic 2 and result in a void of warranty. Only use approved road cases, use of custom made cases with improper ventilation will also void your warranty.

OPERATION

CONTROLS

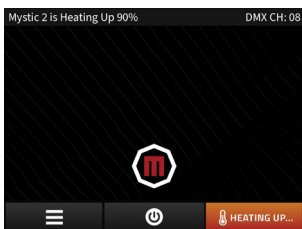


-  **MENU:** Access Settings
-  **BACK:** Return to Previous Screen
-  **POWER:** Initiate Shut Down Sequence
-  **HAZE:** Initiate Haze Operation
-  **STOP:** End Haze Operation
-  **CANCEL:** Abandon Current Operation

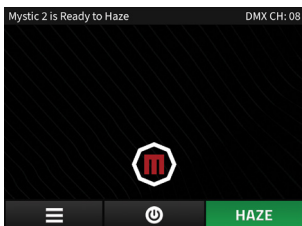
GETTING STARTED





Once you've unboxed your Mystic 2, connect the power cable into your machines listed power source. A greeting sound will play, the screen will read "Welcome to Mystic 2", and the heat up process will begin.

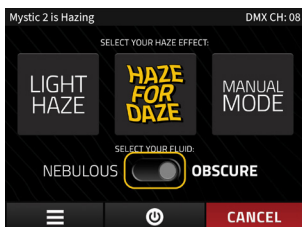



Your heat up progress is visible in the top left status bar. Please allow up to 50 seconds for the heat up process to complete. The menu is accessible at this time.



Your Mystic 2 will notify you as soon as it is ready to haze. To begin hazing, ensure the fluid tank is full and properly connected to the fluid input, then press  in the bottom right corner. To stop hazing, press .

HAZING



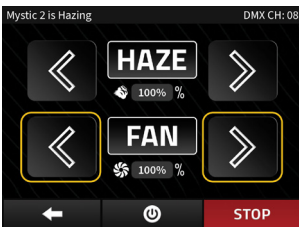
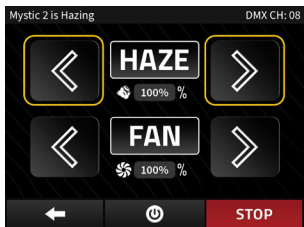
Your Mystic 2 is equipped with the unique ability to switch between 2 fluids to achieve a variety of effects. Prior to hazing it is important to "select your fluid" to ensure the heater is vaporizing your haze at the optimal temperature. Simply use the switch  on the haze screen to designate your fluid.

OPERATION

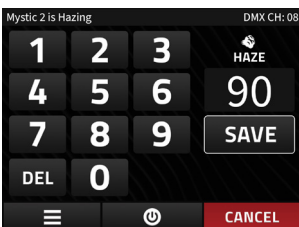
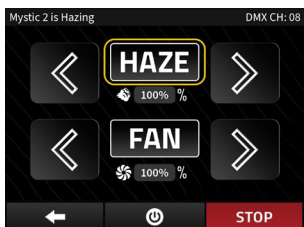
MANUAL HAZING



The Mystic 2 is equipped with 2 customizable presets, “Light Haze”, and “Haze for Daze”. You may also operate the Mystic via manual mode. To customize the presets, tap twice on the one you would like to adjust, and set the desired parameters. To ensure your presets are saved, turn on “Save Last Setting” (see “Functions”, page 5).

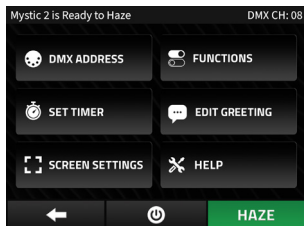


To adjust the haze output and fan speed, tap the arrows highlighted in the pictures. You may adjust each parameter from 1-100%.



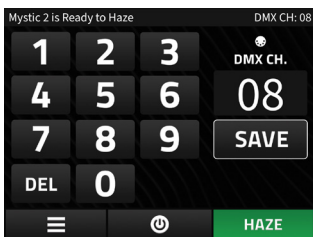
You may also adjust the haze output and fan speed with a keypad. Open the keypad by pressing “HAZE” (highlighted) or “FAN”, enter the desired parameters, and press save to confirm.

NAVIGATING THE MENU

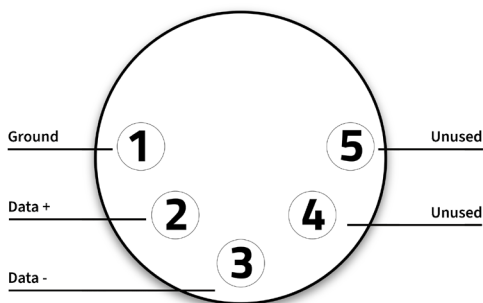


To access the menu, press . Here you will be able to assign your DMX channel, adjust timer settings, adjust screen settings, enable or disable functions, and customize the homescreen greeting.

DMX



The Mystic 2 is equipped with DMX operation and utilizes three channels. To assign the DMX Channel, open the menu and select “DMX ADDRESS”. Using the keypad, enter your desired DMX channel and press save. Your DMX channel is always visible in the top right corner of the screen.



CHANNEL	OPERATION	VALUE
1	HAZE OUTPUT	6-255
2	FAN SPEED	6-255
3	POWER ON	6-127
3	POWER OFF	128-255

OPERATION

USING THE TIMER

Timer Interval Countdown

Haze Output during timer operation

Fan Output during timer operation

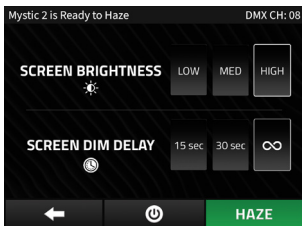
Start / Stop Timer Operation

The amount of time the Mystic 2 is hazing after the standby interval.

To access the timer settings, open the menu and select **“SET TIMER”**. Using the diagram to the left, set your desired parameters and press **HAZE** to begin. To cancel the timer operation press **CANCEL**.

Set the amount of time the Mystic 2 is on standby before hazing.

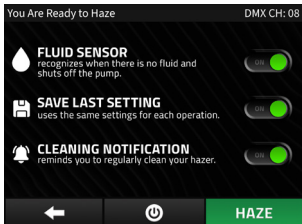
SCREEN SETTINGS



SCREEN BRIGHTNESS: Adjust the brightness of the display. Choose between low, medium, and high.

SCREEN DIM DELAY: Adjust the amount of time the display is illuminated before going to sleep.

FUNCTIONS



FLUID SENSOR: Detects when your Mystic 2 runs out of fluid and turns off the internal pumps to prevent them from running dry and causing damage. We recommend keeping this setting on for all applications except permanent installations.

SAVE LAST SETTING: Saves all of your system settings for your next start up.

CLEANING NOTIFICATION: Reminds you when it is time to clean your Mystic 2.

EDIT GREETING

Mystic 2 System Status

Your greeting will appear here

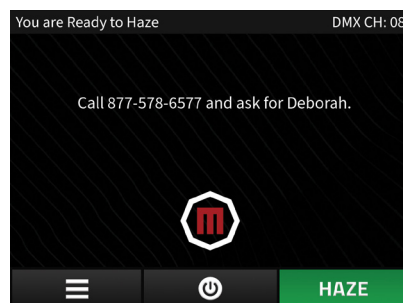
Shift Key

Numbers and Characters

Enter

Save Greeting

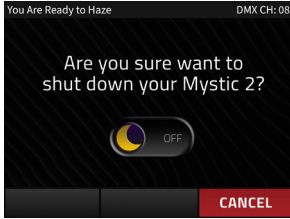
To customize the homescreen greeting, access the menu and select **“EDIT GREETING”**. Using the diagram to the left, enter your desired greeting and press save to confirm. Your greeting will appear on the homescreen (example below).





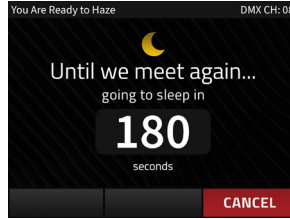
OPERATION

IMPORTANT! SHUT DOWN PROCEDURE

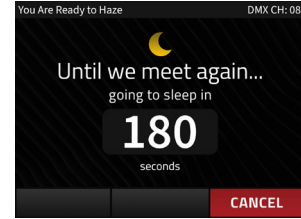
It is important to properly shut down your Mystic 2 after each use to ensure there is no residue remaining in the heater. Following this procedure on a regular basis is imperative to maintaining your machine's performance and extending longevity. **There are 3 simple ways to power down your Mystic 2.**



1. Press the power button  to initiate the shut down sequence. Use the switch  to **confirm**.

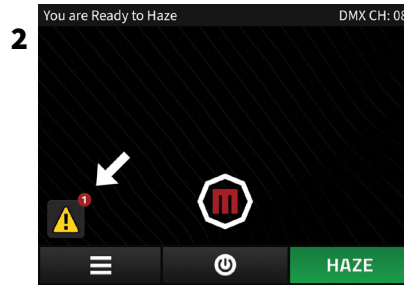
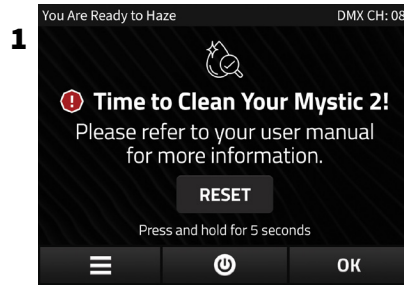


2. From your DMX Controller, assign channel 3 to a value over 128.



3. Disconnect the DMX cable from the machine

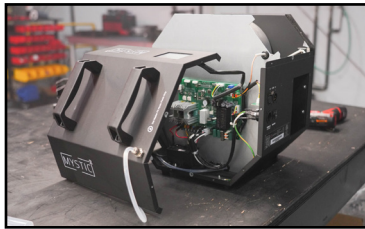
MAINTENANCE



To keep your Mystic 2 running in tip top shape, ensure your cleaning notification (1) is set to “ON” (See “Functions, page 5). If you are unable to clean your Mystic 2 when prompted, press “OK” and a reminder will pop up on the homepage (2). Once the Mystic 2 has been properly cleaned, open the prompt and press and hold “reset” for 5 seconds. Maintaining your Mystic 2 is critical for consistent performance and durability. After 100 hours of operation it is recommended to clean the heater to avoid potential residue build up and overheat errors. This process is also recommended if your Mystic 2 has not been shut down properly on a consistent basis. Using the maintenance kit included in your order, follow the directions below. It is important to follow this procedure in well ventilated areas only. [Read Mystic Maintenance Fluid SDS.](#)

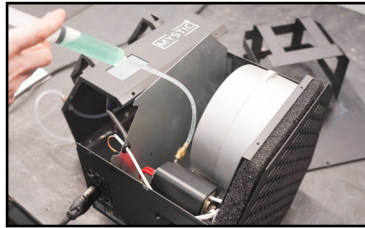
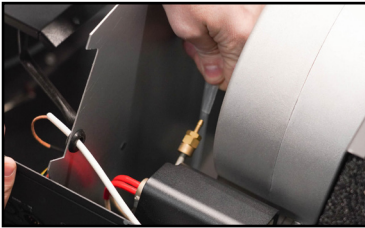
TOOLS REQUIRED:

□ Mystic Maintenance Fluid □ Syringe □ Tubing □ T15 Torx Driver □ Paper Towel □ Zip tie



STEP 1: REMOVE SIDE PANEL

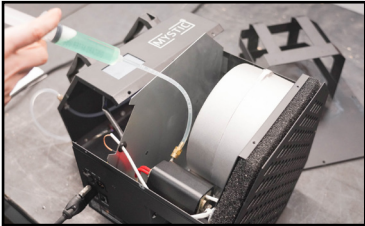
While the Mystic 2 is powered off (*pic 1*), disconnect the fluid container and remove the side and top panel. Do not disconnect the screen, gently lay the top panel on the machine.



STEP 2: DISCONNECT FLUID HOSE

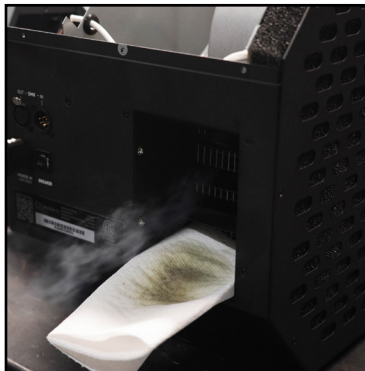
a. Remove the fluid hose attached to the heater.
b. Connect a short hose to the syringe and fill the syringe to 30ml with Mystic Maintenance Fluid. Connect the syringe hose to the heater.

CAUTION: Make sure the machine has been off for more than 1 hour to avoid high temperatures and potential injury.



STEP 3: PREPARE TO CLEAN HEATER

Place a paper towel in the output opening to collect any potential residue and power on your Mystic 2. Once the heat up process is complete, leave the machine idle.



STEP 4: CLEAN HEATER

IMPORTANT: Only clean your heater in a well ventilated area!
DO NOT clean your Mystic 2 heater in confined spaces.

Slowly press the syringe until you've reached the 15ml mark. Residue will begin to build up on the towel (*pic 7*). Once the Mystic 2 has reheated, slowly press the syringe to push the remainder of the cleaner through the heater.

NOTE: Repeat steps 3 and 4 as needed until the output runs clear.

STEP 5: REASSEMBLY

Remove the syringe from the heater and replace with the fluid hose removed in step 2. Secure with a zip tie. Reinstall the fluid cage side panel and replace the fluid container.

STEP 6: HAZE

Run your Mystic 2 at 100% Fan and Haze output to ensure the fluid hoses were installed correctly and there is no remaining residue.

MAINTENANCE

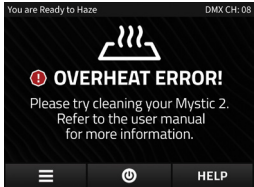
STEP 7: CLEAN FAN FILTER

Now that your heater is cleaned, it is a great time to clean out your fan filter.

- a. Remove the fan side panel to access the fan filter.
- b. Remove dust particles using a vacuum or compressed air.
- c. Rinse filter under warm water and ring dry.
- d. Once fully dry, reinstall fan filter and secure side panel.

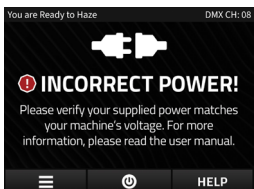
DIAGNOSTICS & TROUBLESHOOTING

Your Mystic 2 is equipped with on board diagnostics to help identify the source of a error. Please read the details of each prompt below to determine next steps.



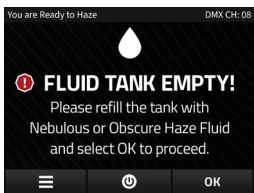
Overheat Error!

This can occur if you have not been shutting down your Mystic 2 properly. To resolve this error, we recommend performing the maintenance procedure on page 7. If the overheat prompt continues after cleaning your heater please contact our service department.



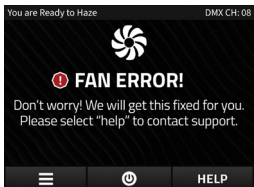
Incorrect Power!

Notifies you of incorrect power. Verify your machines voltage matches the supplied power source.



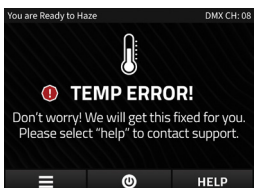
Uh Oh, Empty Fluid Tank!

The fluid sensor has detected an empty fluid reservoir. Ensure the fluid tank is filled with Nebulous or Obscure haze fluid, verify all fluid connections are properly engaged, and check your fluid hose for kinks or slits. Press enter to begin hazing again.



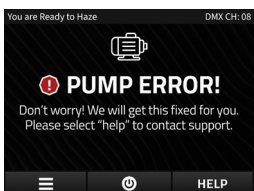
Fan Error!

Potential Causes: Check for obstructions or excessive dust build up on the fan filter.
Potential Fixes: remove the fan filter and clean obstructions.
If error persists, please contact our service department.



Heater Error!

Potential Causes: Utilizing the incorrect fluid or not consistently running the shutdown cycle (see page 4).
Potential Fixes: Run maintenance cleaning cycle detailed on page 5.



Pump Error!

Your Mystic 2 will most likely will need a new pump, please contact service.

CONTACTING SERVICE

Do not attempt to service your Mystic 2 without authorization from a certified Master FX service technician as this will void your warranty. If your machine requires service please contact us and we will set up an RMA for you. For more information on the warranty terms please see the next page.

 877-578-6577  help@masterfx.com

WARRANTY INFORMATION

**Please Visit MasterFX.com/Warranty to Register your Mystic 2*

Master FX reserves the right to alter the following terms and conditions if contingencies develop which were not apparent at the time of sale.

The warranty is valid to the original purchaser only and covers all internal components and required labor for the first 10 years from date of purchase. Master FX and approved dealers will still perform repairs and regular maintenance outside of the 10 year warranty at the owner's expense. The timeline of repair is at the discretion of Master FX and approved dealers. All repairs must have an RA (Return Authorization) number clearly noted on the box prior to returning for service, any packages without an RA will not be accepted. To schedule repairs and receive a RA, please email info@masterfx.com or call 877.578.6577. The customer is responsible for any shipping cost that may incur.

Insignificant deviations of the regular production quality does not guarantee repair or replacement rights. Moreover, the warranty does not cover faults or defects caused by misuse or negligence; e.g. improper ventilation, dropping machine, exposure to moisture, etc. The use of any fluids other than Master FX Obscure or Nebulous Haze Fluids is strictly prohibited, failure to comply will void warranty. Moreover, tampering with the internals and modifications will also void warranty. All service is to be done by Master FX authorized technicians only. Master FX is not liable for repair delays due to fire, strikes, or causes beyond our control.

How to Get Service

To inquire about repairs, email info@masterfx.com or call 877.578.6577