FREQUENTLY ASKED QUESTIONS

- How much oil loss will occur with each batch, within the machine and oil reservoir?
    - There is little-to-no loss because we do not use an "oil line." Instead we use 100 individual pistons to push the oil out. The channelized oil basin allows the needles to sit deeper in the oil, leaving ~30mL or so in the basin at the end of a full set of runs.
    - Mess/loss from the needles dripping can be minimized by adjusting the injector temperature and delay time before the injector moves from the basin. The negative pressure created by the suction of the injector holds the oil in 100 individual pipettes; therefore, any dripping you may see is just excess oil coming from the outside of the needles. You can adjust the injector temperature to help excess oil drip more quickly from the needles--and the timing parameters to allow more time for the excess oil to drip—before the injector moves over to your cartridges.
- How precise is each dispensation?
    - Within 0.1mL, with a standard deviation of 0.2mL
- How frequently does it require calibration?
    - The calibration and setup procedure is designed to be as accurate and simple as possible. There are valves which control airflow for each movement of the machine, one adjustment for the basin (which shouldn't need recalibration once set), and 3 adjustments (on the x, y, and z) axis which only need to be set once per cartridge type. You are not required to calibrate the machine if you are using the same style of cartridge for each run. However, it is recommended that you calibrate the machine whenever you change styles of cartridges.
- How many units can it fill per hour per? Per day?
    - The 710 Shark can fill up to 200 cartridges per minute. Given that, it can fill up to 12,000 cartridges per hour and 288,000 cartridges over a 24-hour period, in ideal conditions.
- How long is the start-up/heat-up procedure?
    - ~10 minutes to heat both the injector and basin.
- Is it possible to run the machine continuously throughout a working day?
    - Yes. The machine was designed for continuous operation. You may continuously supply oil to the machine by pouring into the basin, or by cycling between basins.
- How do variations in oil viscosity affect performance?
    - Different oil viscosities require different draw-up times from the basin to the injector and/or different oil basin and injector temperatures.
- What is the highest viscosity fluid that the 710 Shark is able to dispense?
    - Our customers have been known to use up to 95% concentration with our machine. So far, viscosity has not been shown to impede performance of the 710 Shark.
- What is the operating temperature range of the oil reservoir?
    - 0-200°C. Common operating temperature for thick oils is 60-80°C
- What are the electrical requirements?
    - The 710 Shark system runs on a standard 120V circuit. See Technical Specifications for more details.
- With what variety can the 710 Shark be configured?
    - We can customize many different aspects of your 710 Shark in order to accommodate all different types of tinctures, capsules, pods, etc.
- How can the machine be cleaned between different types of fills?
    - Our standard recommended procedure for cleaning between different types of fills is filling the oil basin with isopropyl alcohol (91-99% concentration), and running a few manual cycles with the injector absorbing the alcohol and injecting back into the basin. To be extra thorough, you can replenish the alcohol in the basin and run manual cycles until it runs clear.
      NOTE: Manufacturers are not authorized to provide official recommendation on sanitation techniques. You may also consult the FDAs (or other governing body) regulations on following the GMP system and creating a HACCP procedure for your manufacturing process.