Extended Power Loss or Disconnect

Keep in mind that the dispenser should be without power for as little time as possible. However, before powering it back on for the first time please make sure it is safe to do so. Especially in the case of water damage.

This document will describe to the reader what steps should be taken to ensure that the dispenser is ready for use after an extended power loss or disconnect. We will then move into preparing for an incoming national disaster such as floods.

The following tasks should be performed by a member of staff who is familiar with the dispenser and terminology that is being used. If no staff member is present who can help and you'd prefer assistance over the phone please call 1-800-494-4376 or email customercare@hero.ca

After a power loss

Check List

Please read this entire list before starting. If at the end you require assistance please contact HERO.

1. Ensure that all colorants are healthy by checking for signs of separation, hardening, congealing, etc. Take note any colorants that may be unhealthy. If any colorants look extremely unhealthy then exclude them from dispense tests. If they are very dry or hardened then call HERO before proceeding past this step as the agitation process could cause damage to some components.
2. Turn on dispenser and listen for agitation.

If agitation does not start then test the following.

- Check that the front facing e-stop or toggle switch are turn on.
  - E-stop, pulled out = on.
  - Toggle switch, "I" = on, "O" = off.
  - If on then turn off for 30 seconds then back on again.
- Does the main power outlet work with another device such as a fan or lamp?
- Is the surge protector plugged in?
  - Does the surge protector work with another device such as a fan or lamp?
  - Does the surge protector need to be reset?
- Make sure the dispenser power cable is plugged firmly into the surge protector and the rear of the dispenser.
- If there is a power switch on the rear power cable receptacle of the dispenser then make sure it's on. "I" = on, "O" = off.
- Is the fuse in the rear receptacle still good?

3. Check that all canisters are agitating. Take note of any that do not agitate.
   - After the agitation stops check any unhealthy looking colorants from step 1, repeat agitation once more if they still look unhealthy.
   - Take note of any colorants that still look unhealthy.

4. Clean nozzles and sponge, fill sponge cup with water.
5. Purge each colorant one at a time excluding any that look unhealthy from step 3. Take note of any that do not purge correctly.
    - Re-purge any colorants that failed the first purge. If they still do not purge correctly try dispensing half an ounce from each failed colorant. Then purge again.
        - If the pump makes no noise during purge or dispense take note of that colorant and exclude it from the following tests.
    - If any continue to fail the purge you may remove the nozzle and clean it under running water.
    - Test dispense a half ounce once more for each of the colorants which nozzles required cleaning. Then purge again.
    - Take note of any colorants that still do not purge.
    - If you had no failures during this process then you can continue operation as normal. If any tests failed please contact HERO for support at 1-800-494-4376, option 1. Or email customercare@hero.ca

Preparing for a Natural Disaster

The following are some basic steps that can be taken to help prevent damage to your dispenser. As the HERO warranty does not cover “Acts of Nature” it is of utmost importance that you prepare as soon as possible.

Both when the electrical grid fails and comes back on power surges can occur that may harm electronic components. Start by completing your daily maintenance procedure ensuring that your sponge cup is completely full of water. Unplug any electronic devices that you do not wish to see damaged such as the **HERO Automatic Dispenser**, computers, monitors, etc. You may also want turn off relevant circuit breakers from the main breaker panel. Speak with your electrician for further details and recommendations.

You may wish to move the dispenser to a safer location such as a raised floor, or if possible carefully raise the dispenser off the ground so that any flooding will not damage the dispenser. This is important as many of the dispensers primary components are on the bottom of the unit. As it’s impossible to know how high the water level will be if a flood occurs it’s up to you use your best judgment.

Cover the dispenser and computer with a tarp to prevent sprinkler water damage should they come on. Be sure to fasten the tarp in place.