

Essential Dispenser Maintenance

Daily

- Purge dispenser.
- Clean & wet sponge.
- Dab nozzles.
- Add colorant as required.

Weekly

- Inspect unit for any visible problems.
- Check agitation motors.
- Wipe down dispenser.

Monthly

- Check that colorant levels in TintWise software and canisters match.

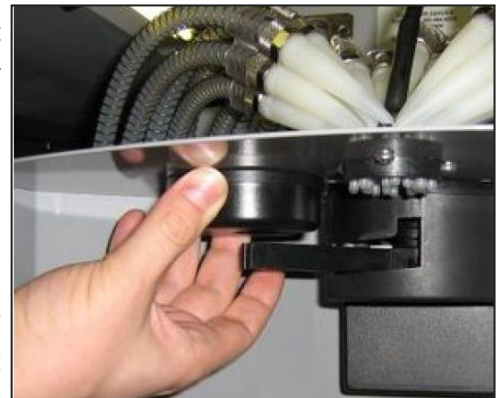
Daily Procedures

Purging the Dispenser

1. To purge your HERO dispenser, go to the main TintWise® screen and navigate to the canisters screen by clicking “Canisters” on the left side.
2. Making sure there is a purge container below the nozzles, click the “Purge All” button. A dialog will appear asking that you “Insert can, remove cap”. Click “OK” button to purge.

Clean & Wet Sponge

1. From the upper left corner of the main TintWise® screen, click on “Dispenser Utilities” > Maintenance > “Clean Cup”. **DO NOT** use “Wet Cup Sponge”. **DO NOT** remove the nozzle sponge cup via any other method as it can cause damage to the nozzle capper.
2. At this time you may remove the cup by lifting it up and over, or you may tilt the front downwards and it should slide off easily. Take the cup to a sink to rinse, clean the sponge, and refill the cup with water. Place the sponge back into the cup.
3. While the capper arm is open, use a moist paper towel to very gently dab the nozzle tips. Replace the cup by pushing it into the arm until it clicks into place.



Weekly Procedures

1. Visually inspect unit for any obvious problems.
2. Check that all canisters are agitating / stirring. To do this navigate to the “Canisters” screen and click “Start Agitation”. Your unit should start to stir.

Note: There are two types of agitation systems. Type A has a motor built into the lid, as well as a wire that plugs into the lid. Type B has no motor or wire attached to the lid.








































3. Type A – Remove the can shelf and rotate the carousel so that you can see your first canister. Lift the lid off the first canister, flip it upside down and make sure that the small paddle inside is turning. Repeat for all canisters.



4. Type B – One at a time lift each lid off its canister and check that the paddle inside the canister is turning. Repeat for all canisters.


Adding Colorant

Adding colorant to your HERO automatic colorant dispenser will require two main steps to be completed. Both steps below must be completed in tandem to prevent inconsistencies that could result in mistints.


1	Y3 Oxide Yellow		1.58 Quart		
2	S1 Black		0.74 Quart		
3	R1 Red Toner		1.95 Quart		
4	B1 Thalo Blue		0.92 Quart		
5	Y1 Organic Yellow 1		0.99 Quart		
6	R2 Organic Red		1.26 Quart		
7	S2 Gray		1.85 Quart		
8	M1 Magenta		1.74 Quart		
9	O1 Orange		1.10 Quart		
10	G1 Thalo Green		0.60 Quart		
11	Y2 Organic Yellow 2		1.39 Quart		
12	W1 White		1.82 Quart		
13	R3 Oxide Red		1.54 Quart		

1. Fill the desired canister with colorant. Ensure that it is the correct colorant for that canister and do not fill over the top of the uppermost paddle fin.
2. From the main TintWise® screen, navigate to the canisters screen by clicking “Canisters” on the left side. The canister screen will open and should look similar to the above picture. From the list of colorants, find the colorant you just refilled and click on the paint can icon beside it. This will generate a pop-up window like the one shown below. Enter how much colorant you have added. It is always best to underestimate than to overestimate this amount. HERO suggests you enter .95 for each quart added. Click on “Add (Quart)” and then click “ok” on the next prompt and the software will be updated.

Add to canister 10 - G1 Thalo Green


.95




If you require further support please contact HERO: customercare@hero.ca

1-800-494-4376 or 1-604-522-6543