

## Purpose

Explains how to prepare an automatic dispenser for transport to a new location for both immediate use and short to long term storage before use.

## Scope

A1XX, A2XX, A3XX, A4XX, A5XX, A8XX, A9XX HERO Automatic Dispensers.

## Safety

Follow all standard safety practices when working on any equipment.

## Tools and materials required

- Water source.
- Clean containers (with lids) large enough to hold each colorant to be drained from the dispenser. This only applies if you are saving the colorant to reuse.
- Large pail to collect all colorant and water in if you are not saving the colorant. Colorant must be disposed of according to local bylaws.
- Metric hex key set that came with dispenser.
- Pliers
- Key for front access hatch on some Archimede dispensers.
- Clean rags. Do not use paper towel inside colorant canisters.
- Rubber or Latex Gloves
- Clothing that you don't mind getting colorant on.
- If required, low or no VOC cleaning agent such as Simple Green, etc.
- Emadox – Call HERO @ 1-800-494-4376 (Only for Advanced Procedure)

## Getting Started

Location management must determine how long each dispenser will be out of use for once the process is complete as this will dictate which preparation method must be followed.

The longer a dispenser is without power and daily maintenance the more harmful it is to the components within the dispenser.

- A dispenser will agitate on a basic schedule as long as it is plugged in, though the timing of this agitation process may not match the recommended time set in the software when in normal use.
- Each day the dispenser goes without daily maintenance increases the chance of stuck pumps, plugged nozzles, colorant problems, and other issues.

There are three preparation procedures you may follow.

- **Basic**
  - When the dispenser will be put into use within 2 days of completing the preparation process.
- **Basic Plus**
  - When the dispenser will be put into use between 3 and 14 days of completing the preparation process.
- **Advanced**
  - When the dispenser will be stored for more than 14 days after completing the preparation process.
    - Requires Emadox which you can purchase from HERO @ 1-800-494-4376

Correct preparation will help make the location transfer go as smoothly as possible but cannot guarantee that there will be no issues upon setup or reinstatement of the dispenser.

## 1 Preparation - General

Step	Instruction
1.1	<p>It is recommended that you check for leaks before proceeding.</p> <p>For A2XX and 3XX units you may open the front access door by using the included key, or 4mm hex key depending on unit.</p> <p>For A4XX, A5XX, A8XX, A9XX units remove the lower rear access panel by using a 4mm hex key to remove bolts.</p> <p>It is also recommended that when following “Basic Plus” or “Advanced” instructions that you check for leaks again after dispensing water.</p>
1.2	<p>Using manual dispense remove colorant from canisters in 10oz increments until approximately 1 inch of colorant remains on the bottom of each canister.</p> <p>Note: Do not use the drain plugs located on the bottom of the canisters. These are not designed to be used while in a machine.</p>
1.3	<p>To follow the “Basic” instructions please go to step 2.</p> <p>To follow the “Basic Plus” instructions please go to step 3.</p> <p>To follow the “Advanced” instructions please go to step 4.</p>

## 2 Basic

Step	Instruction
2.1	<p>Use tape to secure each lid so that it will not come off during transit.</p> <p>Note: Lids are not designed to keep contents in should the unit tip over.</p>
2.2	<p>Clean dispenser with water, including nozzles, sponge, and cup. Use a product such as Simple Green where required on dispenser surfaces.</p>
2.3	<p>Leave dispenser plugged in as long as possible before shipping to allow agitation to continue.</p>
2.4	<p>If desired wrap the dispenser with cardboard and stretch wrap to prevent light damage.</p>
2.5	<p>Before shipping set aside power cord and secure USB cord in such a way that it will not be pulled out by mistake. On rotary dispensers there is a locking mechanism (bolt) that came with the dispenser. This, or a replacement needs to be put back in place before moving dispenser. On dispensers with a key lock on the front door you must open the door and put the bolt in place front and center in a vertical position. If it's a dispenser with a plastic front access panel then the bolt hole is on the back center of the unit.</p>
2.6	<p>Skip to step 5 for instructions on setting up dispenser at new location.</p>

### 3 Basic Plus

Step	Instruction
3.1	Cover areas surrounding the nozzles to protect from overspray.
3.2	Dispense the remaining colorant from each canister until empty.
3.3	Pour 1qt of room temperature water into each canister and start the agitation process. Agitate for 10 minutes total.
3.4	Remove paddle and clean. See next steps for instruction on paddle removal. This process can be messy so please take care.
3.5	<b>Eureka Paddle Removal:</b> Remove the top cap from the center of the paddle. Lift and pull. Then carefully squeeze the two spring clips together with a small pair of pliers and slowly lift the paddle up and out of the canister.
3.6	<b>Archimede Paddle Removal:</b> Align the top paddle prongs with the top centering support bar inside the canister. Remove the centering support bar noting top and bottom. Slowly remove paddle from canister.
3.7	Clean the paddles and then the inside of the canisters with a wet rag that will not lose fibers in the canisters. Fabric fibers and pieces of dried colorant can clog the pump or nozzle.
3.8	Dispense remaining water out of each canister until empty.
3.9	Reinstall paddles then test functionality.
3.10	Clean dispenser with water, including nozzles, sponge and cup. Use a product such as Simple Green where required on dispenser surfaces.
3.11	Use tape to secure each lid so that it will not come off during transit.  Note: Lids are not designed to keep contents in should the unit tip over.
3.12	Set aside power cord and secure USB cord in such a way that it will not be pulled out by mistake.
3.13	If desired wrap the dispenser with cardboard and stretch wrap to prevent light damage.
3.14	Skip to step 6 for instructions on setting up dispenser at new location.

### 4 Advanced

Step	Instruction
4.1	Cover areas surrounding the nozzles to protect from overspray.
4.2	Dispense the remaining colorant from each canister until empty.

4.3	Pour 1qt of room temperature water into each canister and start the agitation process. Agitate for 10 minutes total.
4.4	Remove paddle and clean. See next steps for instruction on paddle removal. This process can be messy so please take care.
4.5	<b>Eureka Paddle Removal:</b> Remove the top cap from the center of the paddle. Lift and pull. Then carefully squeeze the two spring clips together with a small pair of pliers and slowly lift the paddle up and out of the canister.
4.6	<b>Archimede Paddle Removal:</b> Align the top paddle prongs with the top centering support bar inside the canister. Remove the centering support bar noting top and bottom. Slowly remove paddle from canister.
4.7	Clean the paddles and then the inside of the canisters with a wet rag that will not lose fibers in the canisters. Fabric fibers and pieces of dried colorant can clog the pump or nozzle.
4.8	Dispense remaining water out of each canister until empty.
4.9	Reinstall paddles then test functionality.
4.10	Add a small amount of the water and Emadox mixture to each canister.
4.11	Dispense mixture from each canister until the it starts to come out of the nozzle. It is ok if some mixture remains inside the canister.
4.12	Clean dispenser with water, including nozzles, sponge and cup. Use a product such a Simple Green where required on dispenser surfaces.
4.13	Use tape to secure each lid so that it will not come off during transit.  Note: Lids are not designed to keep contents in should the unit tip over.
4.14	Set aside power cord and secure USB cord in such a way that it will not be pulled out by mistake.
4.15	If desired wrap the dispenser with cardboard and stretch wrap to prevent light damage.
4.16	Skip to step 6 for instructions on setting up dispenser at new location.

## 5 Basic - Setup

Step	Instruction
5.1	Install unit at new location and hook up to PC.
5.2	Add colorant to canisters.
5.3	Test that the unit dispenses correctly.
5.4	Adjust colorant levels in the software to match the colorant levels in the canisters.

## 6 Basic Plus & Advanced - Setup

Step	Instruction
6.1	Install unit at new location and hook up to PC.
6.2	Cover areas surrounding the nozzles to protect from overspray.
6.3	Dispense remaining mixture out of all canisters.
6.4	Fill canisters with colorants.
6.5	Dispense 10oz of each colorant, one at a time into a pail, no air should be present by end of dispense. This colorant will not be saved as it is mixed with the Emadox and water solution.
6.6	If air remains repeat previous step.
6.7	Test that the unit dispenses correctly.
6.8	Adjust colorant levels in the software to match the colorant levels in the canisters.

Please let us know if you have found any errors within this document.

**Contact HERO Customer Service**  
[customercare@hero.ca](mailto:customercare@hero.ca)  
 1-800-494-4376