

Periodic Maintenance

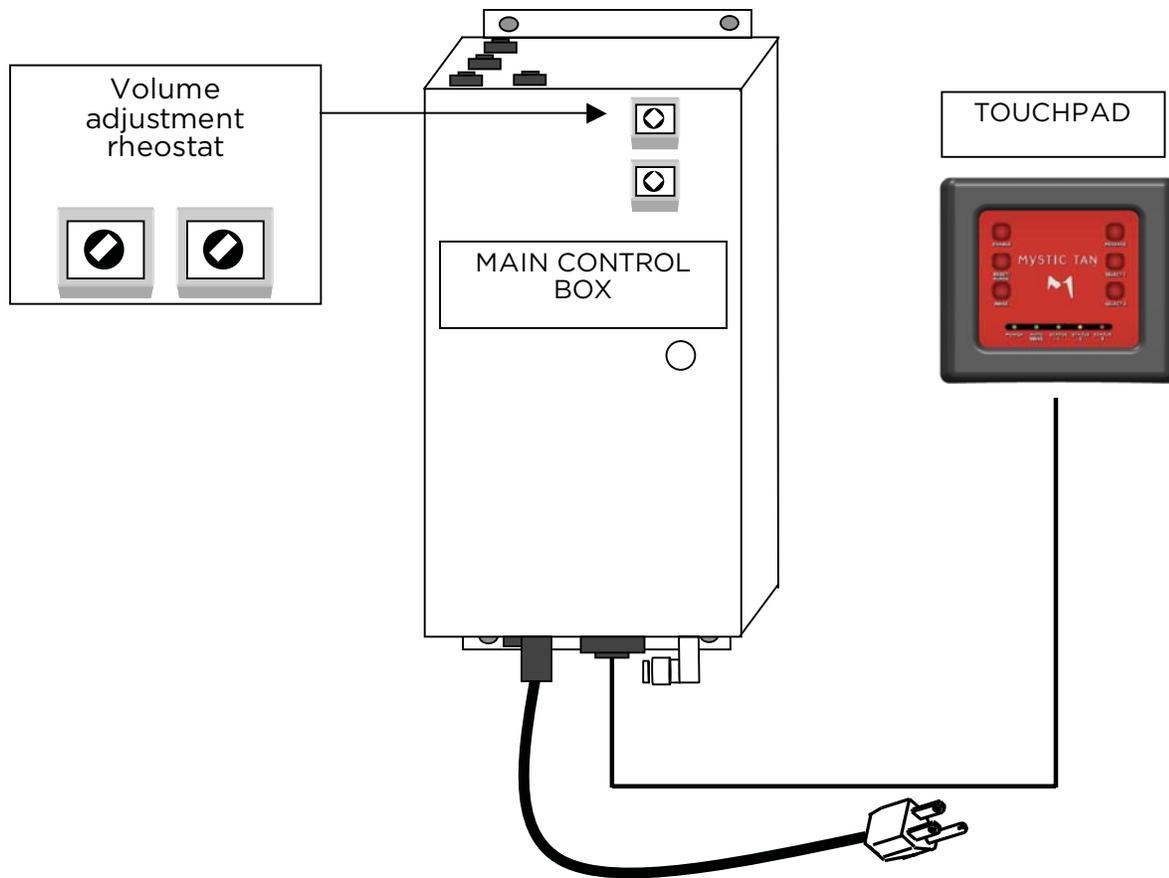
Adjusting Speaker Volume (Internal/External)

The speaker volume is solely based on the salon owner's preference. Please take into consideration that the internal speaker must overcome the noise produced by the spray nozzles. The external speaker should be loud enough so that the customer can comprehend the commands without disturbing the rest of the salon patrons. Both the internal speaker and the external speaker play all messages.

The master speaker volume adjustment rheostats are located inside of the main control box.

Step.

1. Locate volume adjustment rheostats.
2. Press the **Purge / Reset** button to play its message on the speakers.
3. Make the appropriate adjustments by turning the rheostat counterclockwise to **decrease** volume, or turn clockwise to **increase**.



The master speaker volume adjustment rheostats are located inside of the main control box.

MYSTIC HD Quick Guide

MTM 2500/2500HD

10 minutes a week / 20 minutes a month

Basic maintenance will keep your Mystic running smoothly, all it takes is 10 minutes a week, 20 minutes a month. Use this quick reference guide to help you keep track of your maintenance schedule.

Daily - Maintenance

1. Run a tan session with a cartridge of hot water after the last tan session of the day.
2. Sanitize the inside of the booth, then rinse it down and wipe it dry and leave the door to the booth open at night.
3. Turn the water off to the booth.

Weekly - Maintenance

1. Clean the guide rail inside the tower with a rag using rubbing alcohol or Windex.
2. Clean the exhaust filters.
3. Clean the strainer screen and flow disk (these are located inside the filter assembly underneath the nozzle assembly). (**See Page 22**)
4. Clean HD fan filter (located on top of booth)

Monthly - Maintenance

1. Clean the tub and float switch underneath the drain pump panel.
2. Service the air compressor.

*Please note: you may need to increase your maintenance schedule based on booth activity.

<u>FAULT SIGNAL</u>	<u>PROBLEM</u>	<u>HOW TO CLEAR</u>
Flashing Yellow Light	Drain Pump	Remove water, fix float, fix pump and inspect inlet/outlet pump hoses for blockage
Steady Red Light	Low air pressure	Provide 40 to 42 PSI running pressure at the booth
Flashing Red Light	Blocked start sensor	Clean start sensor lens on tower
Flashing alternating red and yellow light	Spray housing not moving	Check and replace fuses in tower and controller, if applicable. Reset breaker on controller, if applicable.

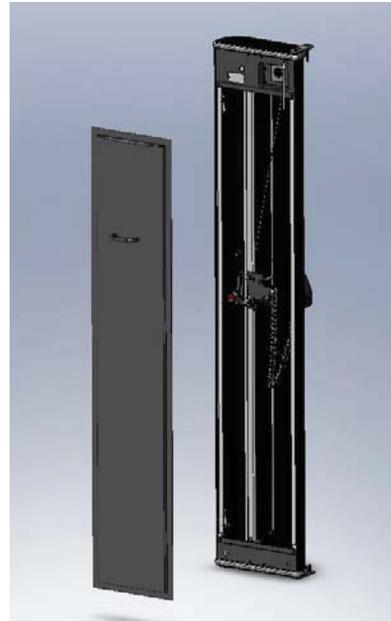
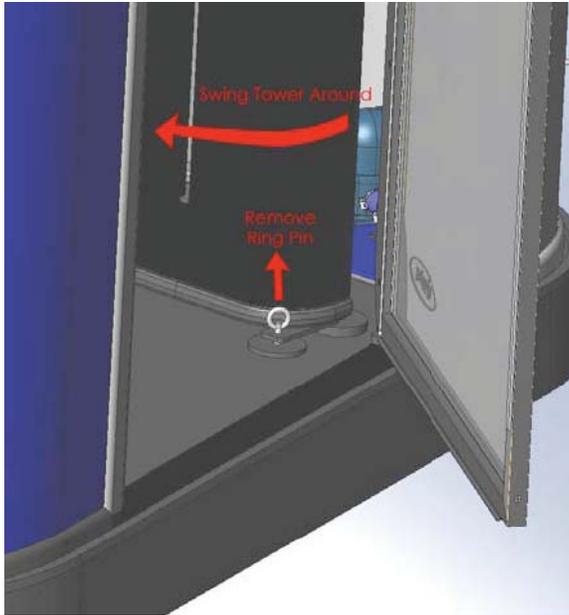
REMEMBER TO TURN THE WATER TO THE BOOTH OFF EVERY NIGHT!

For further assistance please contact technical support at 877.668.8826 x159.

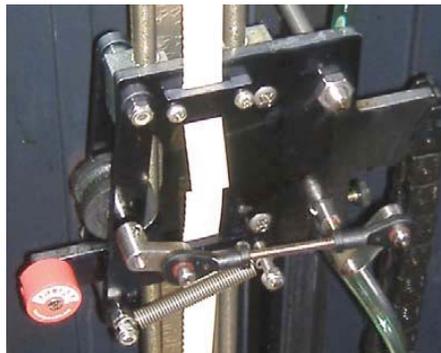
Weekly Maintenance

Cleaning the Guide Rail

Cleaning the guide rail will ensure that the nozzle assembly moves smoothly up and down the tower and completes the tanning cycle.



To access the back of the tower, remove the ring pin and swing the tower around to the left, then use the pull handle to remove the back panel from the tower.

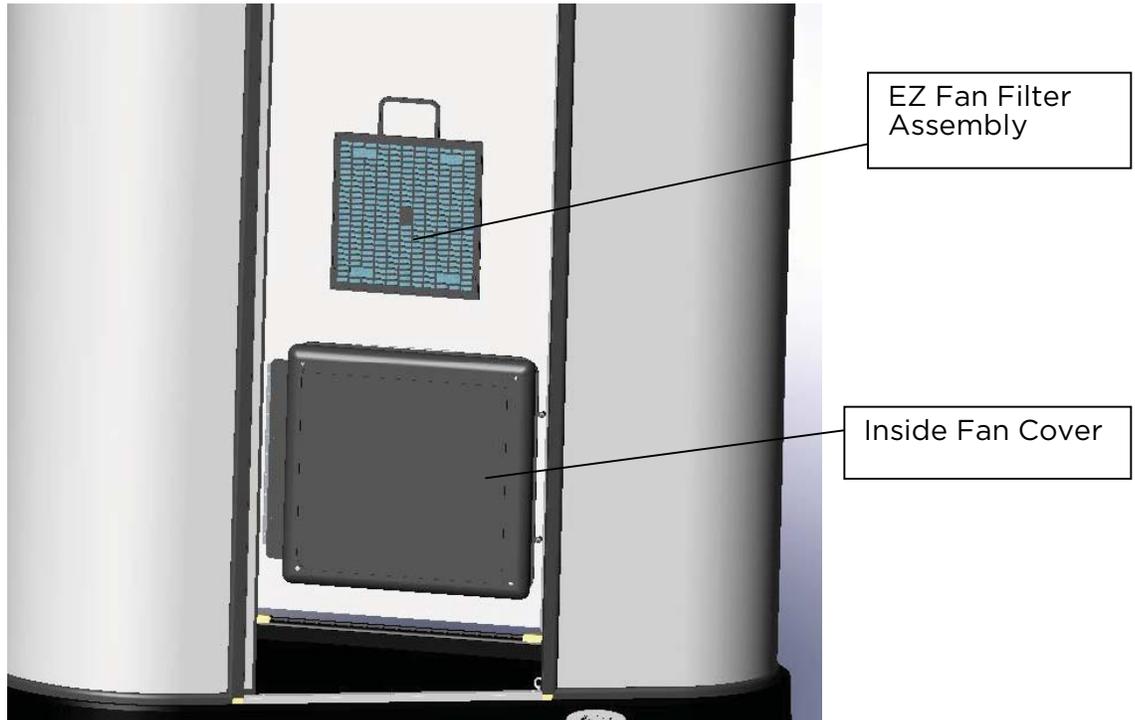


Before purging the nozzle, use rubbing alcohol or glass cleaner and a rag to clean the rider rail. Make sure you clean the front and back side of the entire rail. Pour alcohol in upper sliders and wipe down the rail again. Purge the nozzle by pressing the purge button on the touchpad. After purging, clean the lower section of the rail. Replace back cover, and ring pin to operate unit.

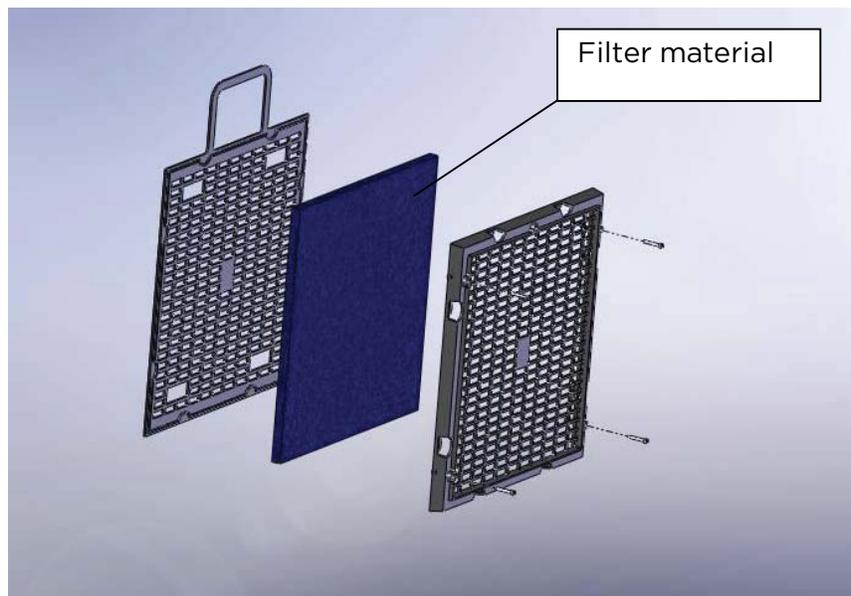
WARNING: Do not spray the inside of the tower with a water hose.

Weekly Maintenance Cleaning the Inside & Outside Exhaust Filters

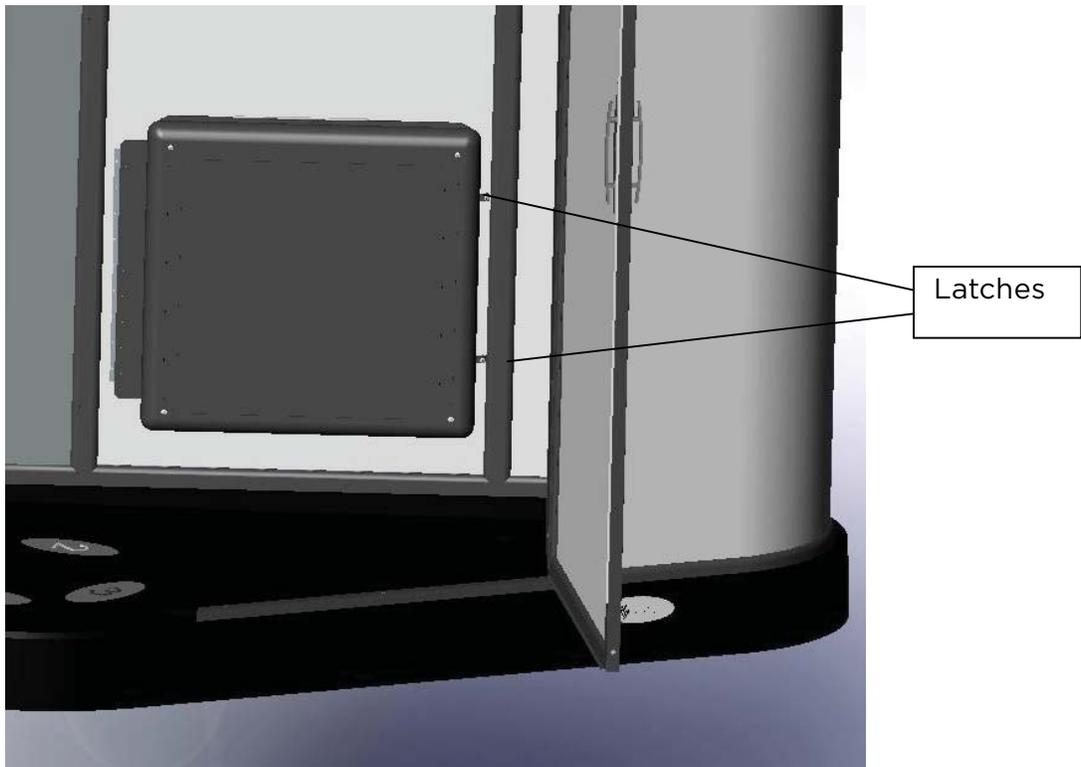
Cleaning the fan filters will ensure the mist is evacuated from the booth correctly.



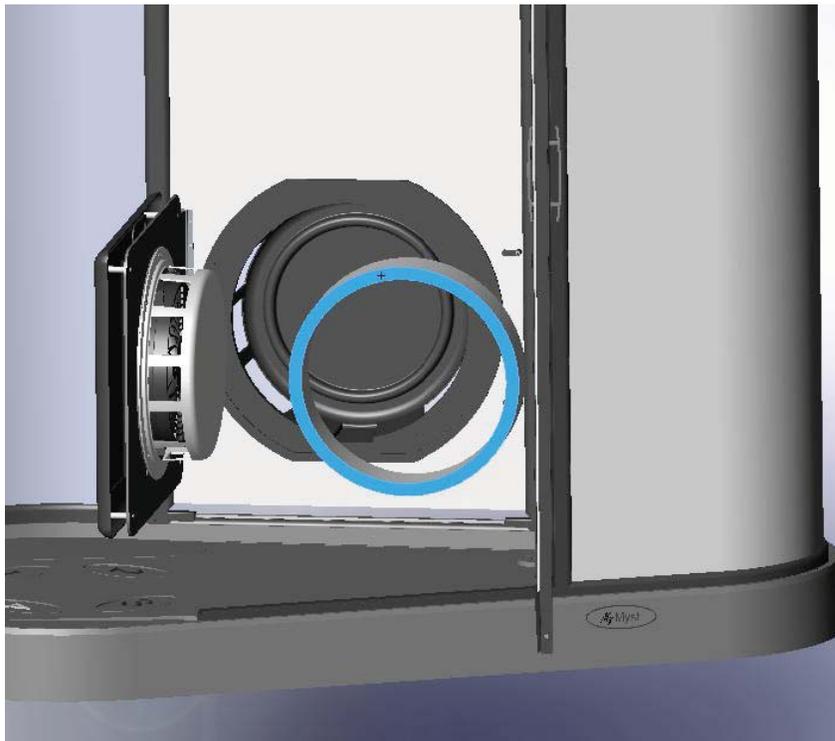
Grab handle and lift the fan filter assembly from behind the inside fan cover. Remove, rinse and replace the filter.



If the filter material needs replacing, unscrew the 4 screws on the EZ Fan Filter Assembly. This will remove the cover and allow you to replace the filter material.



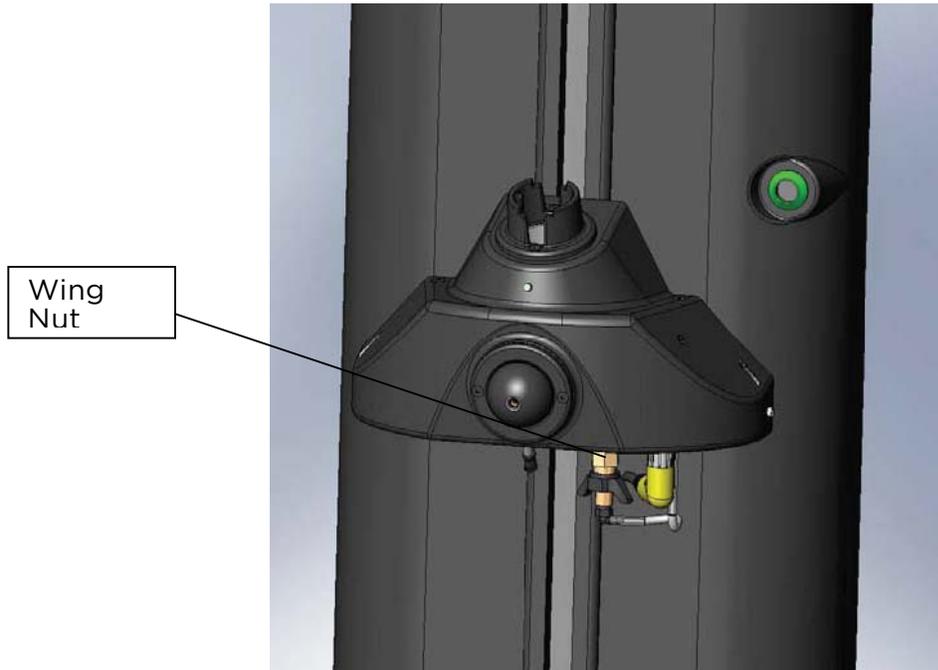
Flip latches to open the Fan door.



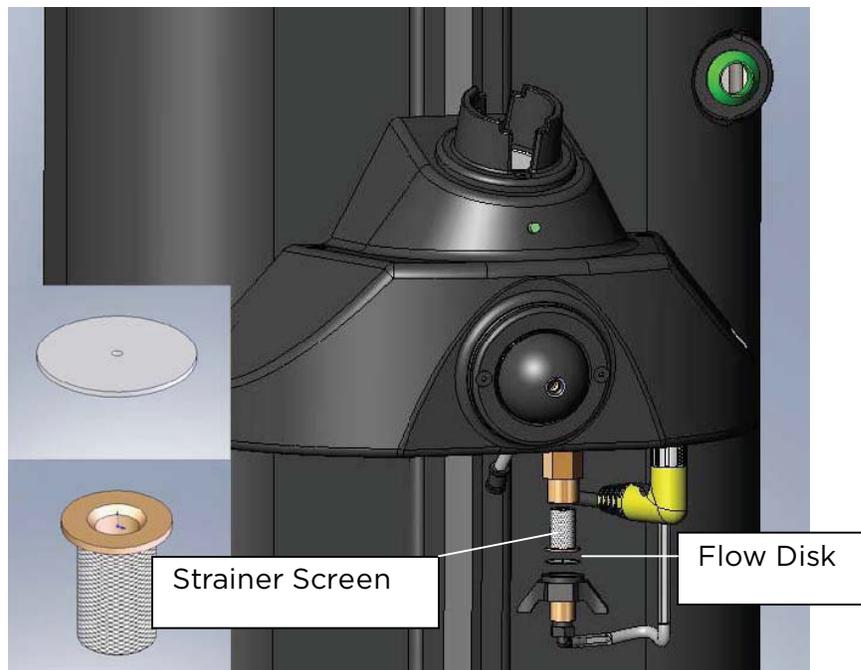
Remove the blue and white filter material.
Replace or clean filter before running booth again.

Weekly Maintenance Cleaning the Strainer Screen and the Flow Disk

Cleaning the strainer screen will ensure the cartridge empties completely during the tanning cycle.

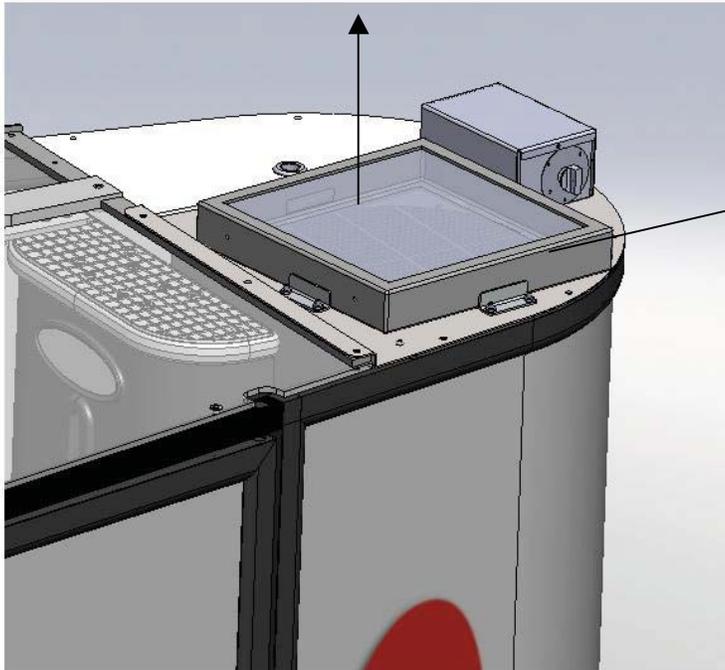


Twist wing nut to clean the flow disk assy.

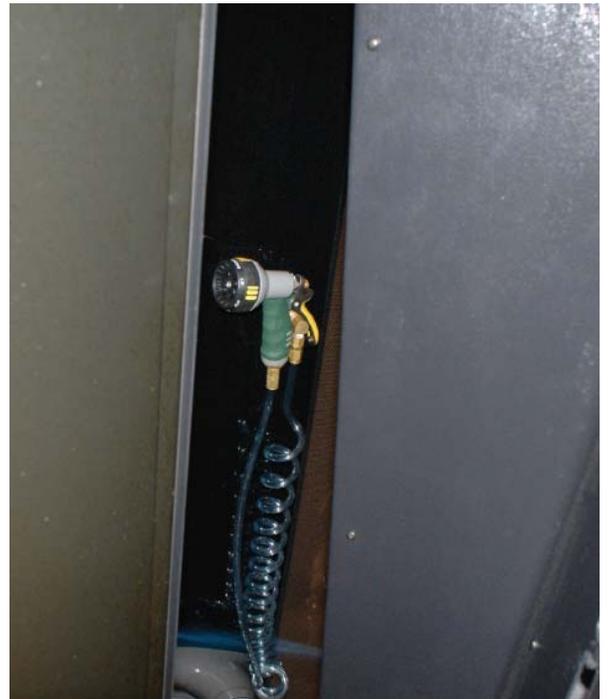
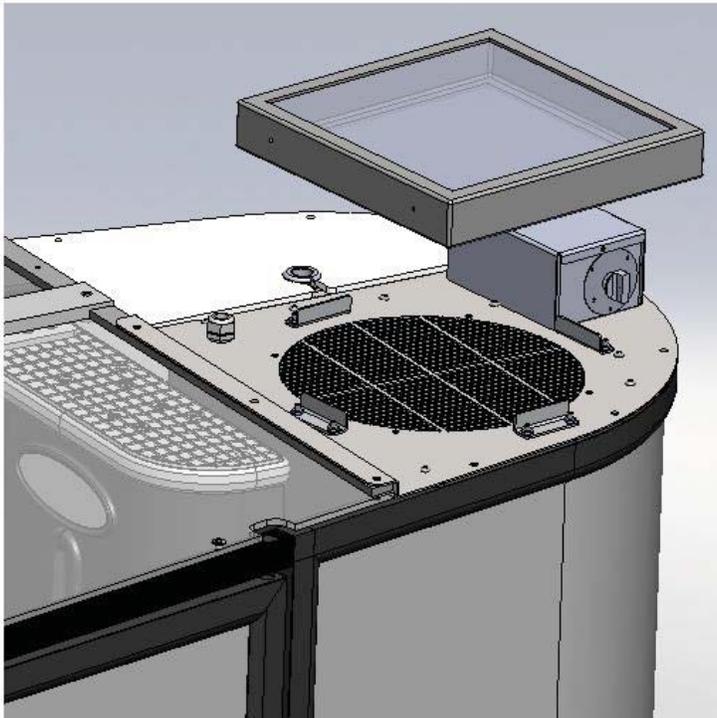


Remove and wash the flow disk and the strainer screen. Reassemble the liquid flow disk assembly, as shown. Tighten wing nut only hand tight. Do not over tighten.

Weekly Maintenance



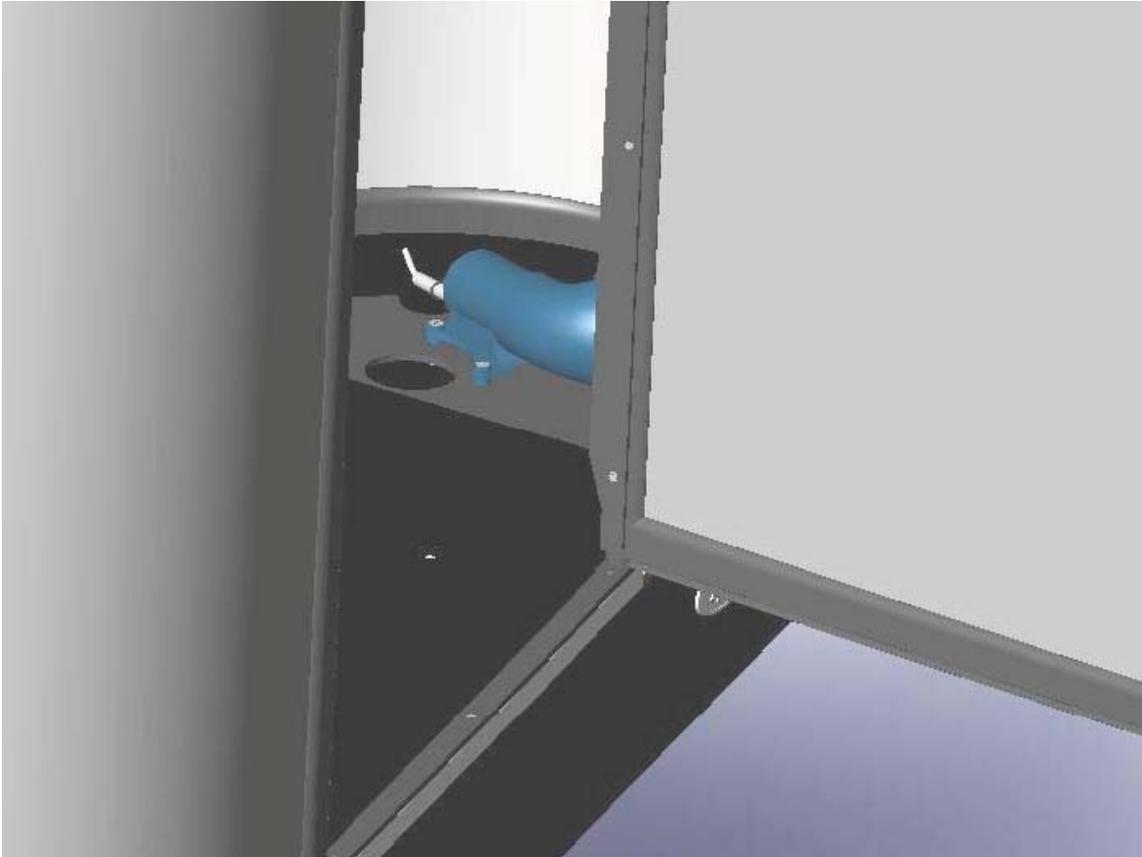
Lift the filter upwards from its position.



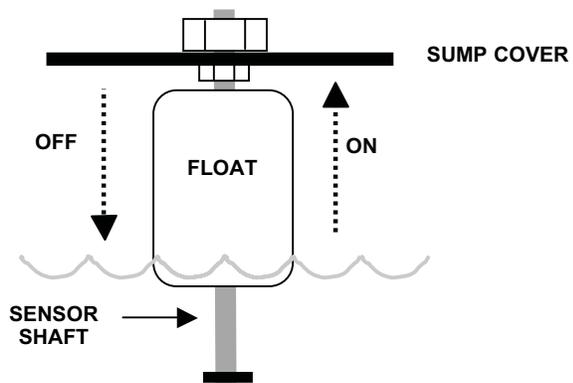
Rinse the filter using the wash down hose inside of the unit. Replace the filter with the foam side down.

Monthly Maintenance Clean the Pump Sump Area and Float Switch

Cleaning the Pump Sump Area and Float Switch will ensure the pump evacuates water from the booth.



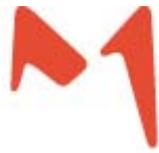
Lift drain pump panel to access sump area, clean the tub with warm water and soap. Then, wipe down the tub underneath the panel and the float switch.



Drain the Air Compressor and Clean the Air Filter



- Turn off the main power to the air compressor.
- Pull the safety valve to reduce the air pressure in the tank below 10PSI.
- Twist the valve open on top of the compressor.
- Tilt the unit to the side to drain all moisture from the tank.
- Twist to remove and clean air filter.
- Replace air filter, tighten drain valve and turn power on.
- Check oil every 6 months.



MYSTIC TANTM



SECTION 3

EQUIPMENT TROUBLESHOOTING

Important Fail-Safes

READ AND UNDERSTAND ALL FAIL-SAFES BEFORE USING THIS PRODUCT

The following fail-safes are designed to prevent equipment problems such as equipment damage and customer dissatisfaction.

Obstructions Fail-Safe (Customer cannot tan):

If the nozzle sprayers' travel time is delayed or obstructed during tanning application, the fail-safe feature will not allow the booth to complete the tanning session.

The feature checks the travel time between its starting and ending position. If the travel time is delayed for a minimum of 5 additional seconds, the fail-safe will activate.

While in Fail-Safe mode, you will not be able to send time to the booth or use any of the booths' functions. Any attempt to activate the booth will be met with an automated voice response stating: **"Please contact the attendant"**.

Air Pressure Fail-Safe (Customer cannot tan):

If the resting air pressure drops below 36 PSI when starting a session, the fail-safe feature will not allow the booth to begin a tanning session.

While in Fail-Safe mode, you will not be able to send time to the booth or use any of the booths' functions. Any attempt to activate the booth will be met with an automated voice response stating: **"Please contact the attendant"**. The reason for this fail-safe is to eliminate tanning at an improper air level (inconsistent tans). To clear this fault, please refer to Equipment Trouble Shooting.

Drain Pump Fail-Safe (Customer can still tan):

During the drain pump cycle, if the water level in the floor pan does not drop below the float level in less than 2 minutes, the pump will automatically shut-off for 30 seconds. The pump will run **again** for an additional 2 minutes. If the water level is not decreasing below the float level, the pump will switch to Fail-Safe Mode and completely shut-off. While in Fail-Safe mode, you will still be able to use the Purge/Reset feature. The Drain Pump will run again for 2 minutes then pause for 30 seconds. The reason for this fail-safe is to eliminate internal damage to the Drain Pump. To clear this fault, please refer to **Equipment Trouble Shooting**. The pump will continue in Fail-Safe Mode until the Fail-Safe is cleared.

Note: When the Drain Pump float switch is in the up position, there is a 3-second delay before the Drain Pump activates.

Start Sensor Fail-Safe (Customer cannot tan):

The Start Sensor malfunctions due to obstruction in room (towel, person) defective eye, or blending cream build-up (dirty).

While in Fail-safe mode, you will not be able to send time to the booth. Any attempt to activate the booth will be met with an automated voice response stating: **"Please contact the attendant"**.

The reason for this fail-safe is to eliminate false starts. Without this fail-safe, the booth would automatically start due to the obstruction of the lens. To clear this fault, please refer to **Equipment Trouble Shooting**.

Equipment Troubleshooting Guide

Symptom	Problem	Causes	Remedy
Cannot Set a Tanning Session: Automated Voice Responds: "Please Contact the Attendant."	Air Pressure (Air Pressure Fail-Safe)	Compressor tanks' air pressure is too low.	Readjust air pressure setting to 100-125 PSI.
		Air pressure setting at booth is too low. (Has fallen below 36 PSI)	Readjust air pressure setting to 40-42 PSI.
		Air compressor tank is leaking.	Close the Drain and Safety Valve(s).
			Tighten air hose fittings and connections.
		Air compressor tank is full of condensation (water).	Refer to <i>Draining the Air Compressor Tank</i>
		Circuit Breaker to the air compressor has been tripped.	Set the circuit breaker switch to the 'on' position.
			If circuit breaker won't reset, contact an electrician.
	Air compressor power switch is in the 'off' position.	Set the air compressor power switch in the 'On/Auto' position.	
	Power cord to the air compressor is unplugged.	Plug the power cord back into the wall socket.	
	Touch-free Start Sensor Lens is damaged, obstructed, or dirty. (Start Sensor Fail-Safe)	Touch-Free Start Sensor Lens is Obstructed or Dirty	Clean off touch-free start sensor.
Remove obstruction to sensor before sending time.			
	Damaged sensor eye.	Replace sensor eye.	
Water will not drain from booth.	Drain Pump (Drain Pump Fail-Safe)	Drain float is stuck in the up position.	Clean the float sensor and shaft with a mixture of water and liquid dishwashing soap.
		Power connection to Drain Pump is disconnected.	Trace all wires to and from the Drain Float. Reconnect.
		Connection to Drain Float is disconnected.	Trace all wires to and from the Drain Float. Reconnect.
		Drain Hose is obstructed.	Disconnect hose from pump (inlet side). Remove debris. Replace.
			Disconnect the hose from the Drain Pump (outlet side.) Connect the drain hose to the water supply hose.
Drain Hose is in a bind.	Trace drain hose line and remove any 'kinks' or 'binds' in the line.		

Equipment Troubleshooting Guide (continued)

Symptom	Problem	Causes	Remedy
Cannot set a Tanning Session: No Automated Voice Response	The booth timer interface is not communicating with your Network Manager.	Timer cord is disconnected from the Timer Interface Board.	Trace all wires to and from the timer interface box. Reconnect.
		Communication chip is bad.	Contact Tech Support for detailed replacement instructions.
		Station address is lost.	Refer to Station Addressing
Rinse Cycle will not activate.	The booth's rinse cycle will not activate when initiated.	Main water supply is turned off.	Turn main water supply on.
		Regulator valve is turned off.	Adjust regulator until desired water pressure is achieved.
		Rinse button is damaged.	Contact Tech Support for detailed replacement instructions.
		Water solenoid valve is not opening.	Check power to solenoid. Replace if necessary.
Automated voice not working properly.	Speaker	Speaker unplugged.	Trace all wires to and from the speaker. Reconnect.
	Automated voice not functioning.	Volume too low.	Refer to Adjusting Speaker Volume
		Touch-free sensor was activated before Automated Voice was done with previous command. (Multiple commands) Note: Messages will not be heard over previous selection.	Allow message to complete before activating sensor. If no automated voice is heard, turn Main Power off on wall mount main box. Wait 30 seconds, then turn back on.
No tanning myst during session or tan pattern is too light or uneven.	Spray nozzle is not working properly.	Filter screen is blocked.	Remove screen and clean.
		Tanning myst hose is detached from nozzle.	Trace the tanning myst hose from the receiver to the spray nozzle. Reconnect. If problem persists, replace the hose.
		Debris in the receiver.	Use a flashlight to look into the receiver. Remove any debris carefully with a pair of tweezers.
		Spray nozzle cone and flow tube need to be cleaned.	Refer to Cleaning Spray Nozzle Cone and Flow Tube.
		Debris in Vent Tube.	With thumb blocking the spray nozzle tip, activate the Purge Cycle. This will force debris out of the vent tube.
	Spray Not Charging.	Spray nozzle cone and flow tube need to be cleaned.	Refer to Cleaning Spray Nozzle Cone and Flow Tube.
		Spray nozzle is not receiving a charge.	Pour water into the receiver and activate a tanning session. If water wraps around the nozzle cone during the session, it is receiving a charge. If not, contact Tech Support.
		Ground wire is not connected to the MagneTan positioning plates.	Lift the sump cover and reconnect the ground wire.

Equipment Troubleshooting Guide (continued)

Symptom	Problem	Causes	Remedy
No tanning myst during session or tan pattern is too light or uneven.	No spray during session.	Cartridge not inserted correctly or an obstruction exists.	Inspect receiver for obstruction with flashlight and remove with tweezers if necessary. Instruct all customers on how to insert the cartridge into the receiver.
	Tan is too light.	Tanning myst hose is detached from nozzle.	Trace the tanning myst hose from the receiver to the spray nozzle. Reconnect. If problem persists, replace the hose.
		Debris in the receiver.	Use a flashlight to look into the receiver. Remove any debris carefully with a pair of tweezers.
		Spray nozzle cone and flow tube need to be cleaned.	Refer to <i>Cleaning Spray Nozzle Cone and Flow Tube.</i>
		Debris in Vent Tube.	With thumb blocking the spray nozzle tip, activate the Purge Cycle. This will force debris out of the vent tube.
		Air pressure is too low.	Calibrate air pressure to proper setting. Refer to <i>Spray Nozzle Calibration.</i>

Touchpad Problem Fault indicators

<u>PROBLEM</u>	<u>FAULT SIGNAL</u>	<u>HOW TO CLEAR</u>
Pump Float In Up Position	Flashing Yellow Light	Remove water, fix float or fix pump
Air Pressure Dropped below 37 psi	Steady Red Light	Provide 40-42 psi of air pressure while running
Blocked Start Sensor	Flashing Red Light	Clean Sensor
Spray Housing Not Moving	Flashing alternating Red and yellow Light	Replace Fuse, Tower or Main Control Box (If it persists call tech support)

Touchpad Standard Operating Indicators

<u>STATUS</u>	<u>SIGNAL</u>	<u>DETAILS</u>
Enabled	Steady Solid Green Light	Waiting For Customer To Start Session
In Use- Spraying	Steady Solid Green Light	During Spraying Session
In Use- Between Sprays	Continues Flashing Green Light	Between Sprays (during session)
Dirty	Uneven flashing Green Light	Press Purge /Reset button



MYSTIC TAN

TM



SECTION 4

CONSUMER TROUBLESHOOTING

Consumer Trouble Shooting Guide

Problem	Causes	Remedy
Consumer's TOPS of hands are too dark.	Hands have received too much myst application.	Try applying a heavier coat of blending cream to the top of the hands to minimize absorption.
	Skin in this area is dryer and tends to absorb more.	Try applying a heavier coat of blending cream to the top of hands to minimize absorption.
		Try applying a light coat of moisturizer before applying blending cream.
Consumer's palms of hands are too dark.	Very little or no blending cream was applied to the palms of the hands.	Try applying a heavier coat of blending cream to the palms of the hands to minimize absorption.
Consumer has white lines (knuckles, wrist, chin, neck, etc.)	Skin has overlapped or has heavy creases.	Tilt head back for neck and chin lines and use alternate hand positions for knuckles and wrists. Skin that overlaps must be taught during application.
Consumer's feet are too dark.	Feet receive excess myst due to the fact that myst is continually falling to the floor during the application.	Try applying a heavier coat of blending cream to the feet to minimize absorption.
	Very little or no blending cream was applied to the feet.	Try applying a heavier coat of blending cream to the feet to minimize absorption.
	Skin in this area is dryer and tends to absorb more.	Try applying a light coat of moisturizer before applying blending cream.
		Try applying a heavier coat of blending cream to the feet to minimize absorption.
Consumer's tan on feet is uneven	The tan is lighter due to the tightness of footwear worn directly after a tanning session. Note: Tight shoes can trap moisture and rub off the tan.	Wear loose fitting shoes on the day of the tanning session.
Consumer's toenails are turning brown.	Very little or no blending cream was applied to the toenails.	Try applying a heavier coat of blending cream to the toenails to block absorption.
		Paint toenails with a clear or colored polish.
Consumer's elbows and knees are getting too dark.	Skin this area is dryer and tends to absorb more.	Try applying a heavier coat of blending cream to the elbows and knees to minimize absorption.
		Try applying a light coat of moisturizer before applying blending cream.
Consumer has streaks on back of legs after their tanning session.	Using a shaving cream or UV tanning lotion containing an oil additive	Use non oil-based products on the day of tanning.
	Skin may be too dry for rapid absorption.	Apply a light coat of moisturizer prior to the tanning session.

Consumer Trouble Shooting Guide (continued)

Problem	Causes	Remedy
Consumer's legs and shins are too light.	Shaved legs the morning of the tanning session.	Shave legs the night before, or the day after the tanning session.
	Using a shaving cream or UV tanning lotion containing an oil additive.	Use non oil-based products on the day of tanning.
	Skin may be too dry for rapid absorption.	Apply a light coat of moisturizer prior to the tanning session.
Consumer's tan is 'blotchy'	May have a history of a clinical skin condition i.e. eczema, psoriasis	Mystic Tan tanning results depend on the condition and consistency of the skin.
	Using a shaving cream or UV tanning lotion containing an oil additive.	Use non oil-based products on the day of tanning.
	Skin may be too dry for rapid absorption.	Apply a light coat of moisturizer prior to the tanning session.
Consumer is concerned about immediate results.	Used ClearMyst (does not contain InstaColor Bronzers)	Use BronzeMyst (with InstaColor Bronzers) on the next application. Explain ClearMyst development process.
	Not completely informed about the process of UV-Free Tanning.	Explain that a UV-Free Tan can take up to 24 hours to reach it's full potential.
InstaColor Bronzer is transferring to clothes.	Not drying off completely.	Need to dry off entire body. Note: Suggest not wearing white on the day of the tanning session.
	Excessive perspiration during physical activity.	Wait 4 hours before strenuous activity.
Consumer's tan results are uneven.	Using a shaving cream or UV tanning lotion containing an oil additive.	Use non oil-based products on the day of tanning.
	Did not wait a minimum of 4 hours before bathing or aquatic activity.	The tanning myst needs a minimum of 4 hours before bathing or aquatic activity to secure its process.
Consumer's tan is too light.	Using a shaving cream or UV tanning lotion containing an oil additive.	Use non oil-based products on the day of tanning.
	Did not wait a minimum of 4 hours before bathing or aquatic activity.	The tanning myst needs a minimum of 4 hours before bathing or aquatic activity to secure its process.
	Skin may be too dry for rapid absorption.	Apply a light coat of moisturizer prior to the tanning session.