

MYSTIC TAN®



UV-FREE TANNING BOOTH EQUIPMENT MANUAL

MYMYST SERIES

(MTM-2500, MTM-1500, MTM-1000)

(ALL EQUIPMENT IN SERIES UTILIZE
MTM-2500 TOWER AND ELECTRONICS)

2008

MYSTIC TAN, INC. EQUIPMENT MANUAL

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SECTION 1

EQUIPMENT

Important Safeguards

READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS PRODUCT

When using electrical appliances, basic safety precautions must always be followed. Failure to follow all instructions listed below may result in fire, electrical shock or other serious personal injury.

DANGER - To reduce risk of electrical shock:

- To reduce risk of injury, only qualified electrical service personnel should open the electrical control panel.
- Always unplug the electrical cord from the wall socket before opening the control panel or working on or near any electrical component. There is a risk of electrical shock if the control panel is opened while the unit is plugged in.

WARNING - To reduce risk of burns, electrical shock, fire, or injury to persons:

- Close supervision is necessary when this product is used by, on, or near children or invalids.
- Use this product only as intended per the instructions in this manual. Do not use attachments or solutions not recommended by the manufacturer.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, or if any part has been damaged.
- Keep the cord away from heated surfaces.
- Connect this product to a properly grounded outlet only. See **Grounding Instructions** below.
- Do not allow water to accumulate on the floor around the spray unit.
- Do not allow unauthorized persons to enter the mechanical/electrical room. Keep the door to the mechanical/electrical room closed and locked.
- Do not operate this unit with a person in the mechanical/electrical room unless the person is trained service personnel.
- Do not operate this unit with any protective guards removed. Moving mechanical parts may cause injury.
- Do not allow children access to the mechanical/electrical room.

Save These Instructions

GROUNDING INSTRUCTIONS – This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electrical shock by providing an escape wire for the electrical current. This product is equipped with a cord containing a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

DANGER - Improper use of the grounding plug can result in the risk of electrical shock.

If repair or replacement of the cord is necessary, do not connect the grounding wire to either flat blade terminal. The wire that is green or green with yellow stripes, is the grounding wire.

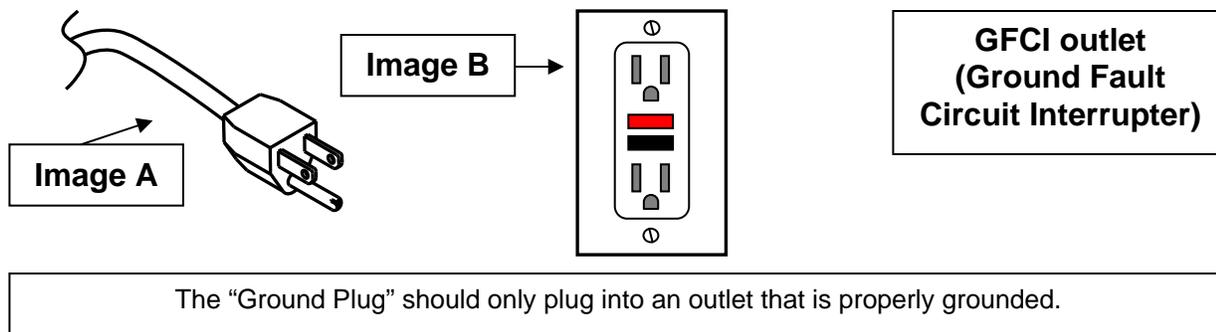
Check with a qualified electrician or service person if, the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

Important Safeguards (continued):

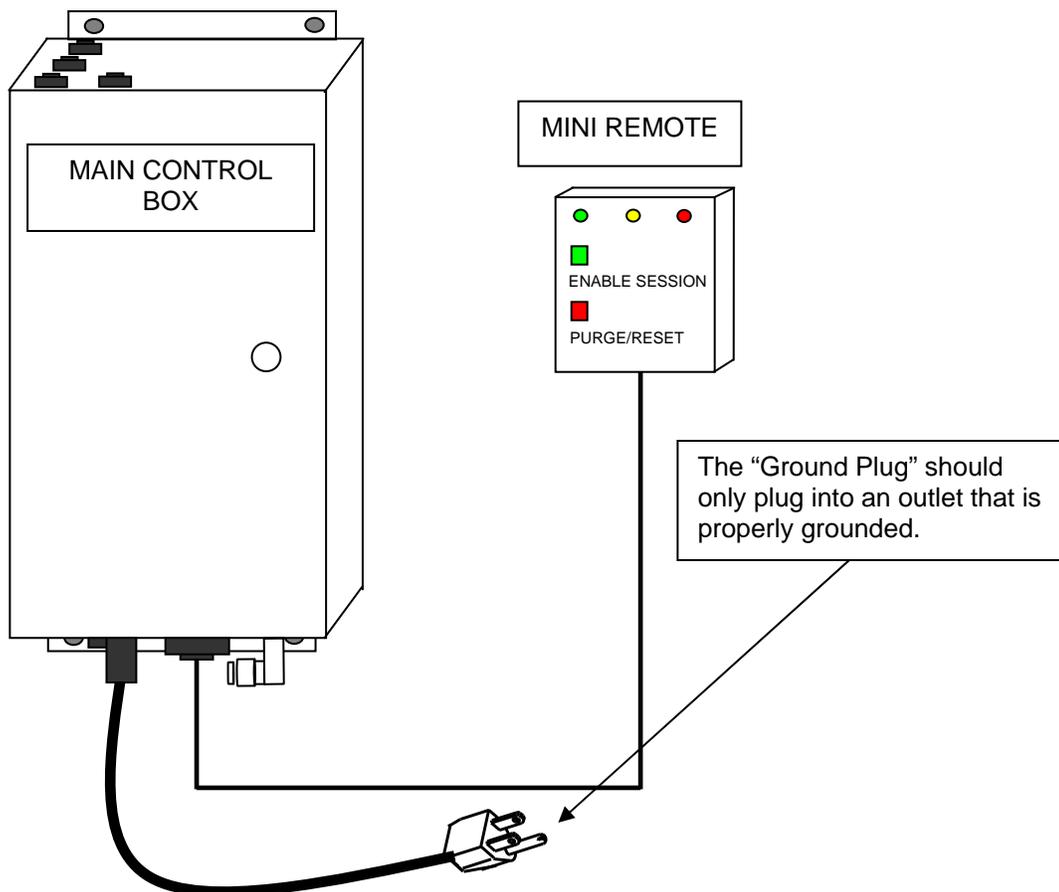
This product is intended for use on a nominal 120V circuit, and has a grounding plug as illustrated below (see **Image A**). Make sure the plug is only used with a properly grounded outlet (**Image B**). Do not modify the plug provided or use an adapter. If the plug will not fit the outlet, have the proper outlet installed by a qualified electrician.

If it is necessary to use an extension cord, use only a three-wire extension cord that has a three blade grounding plug (see **Image A**) and a three slot receptacle end that will accept the plug on the product.

Damaged cords may cause electrical shock or fire. Replace damaged cords immediately.



A three-prong cord and matching GFCI outlet (Ground Fault Circuit Interrupter) with a properly installed ground connection must be used with this product (see **Image A**).



Important Safeguards (continued):

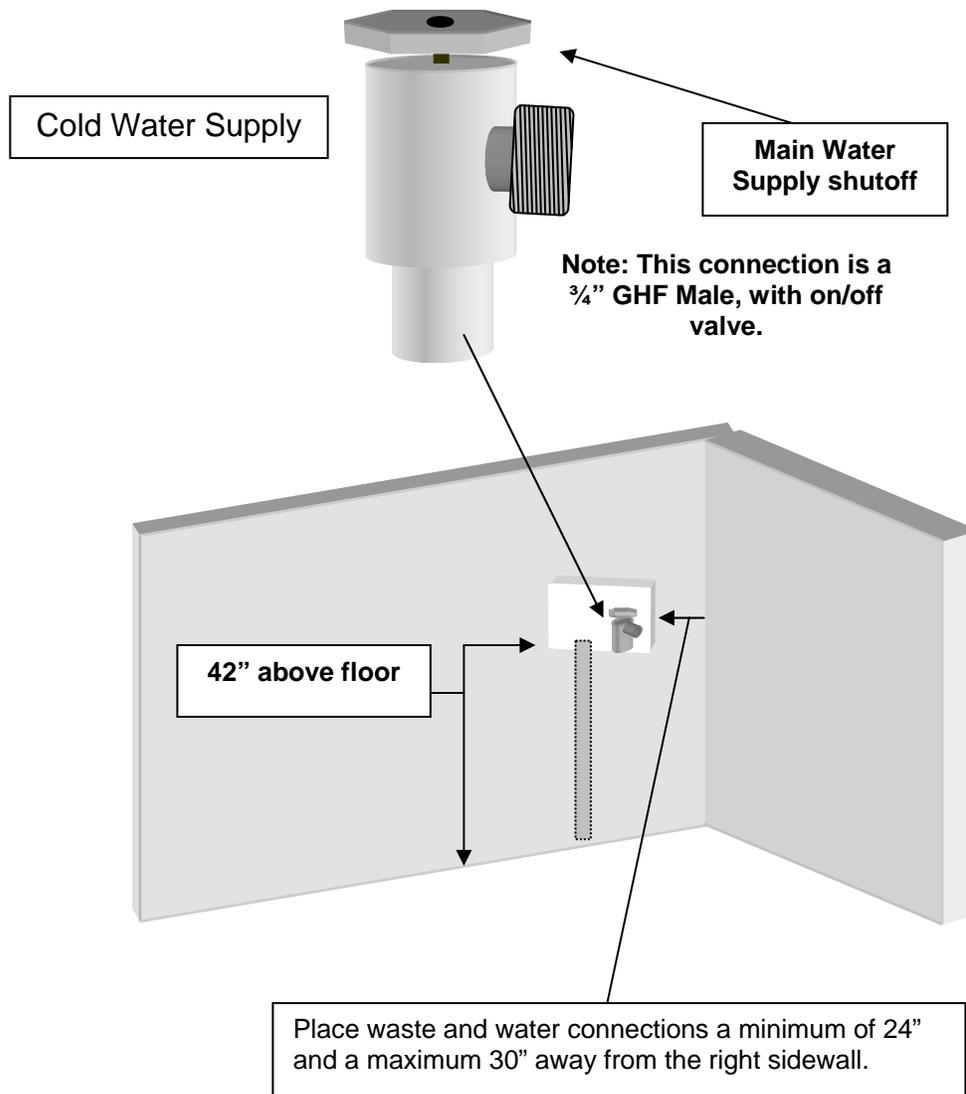
READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS PRODUCT

Important – If you have a water supply to your booth, it must be turned off at the end of each day!

The shutoff valve should be easily accessible and located at the end of your in-room water source.

Mystic Tan® is not responsible for the integrity of supply line hoses.

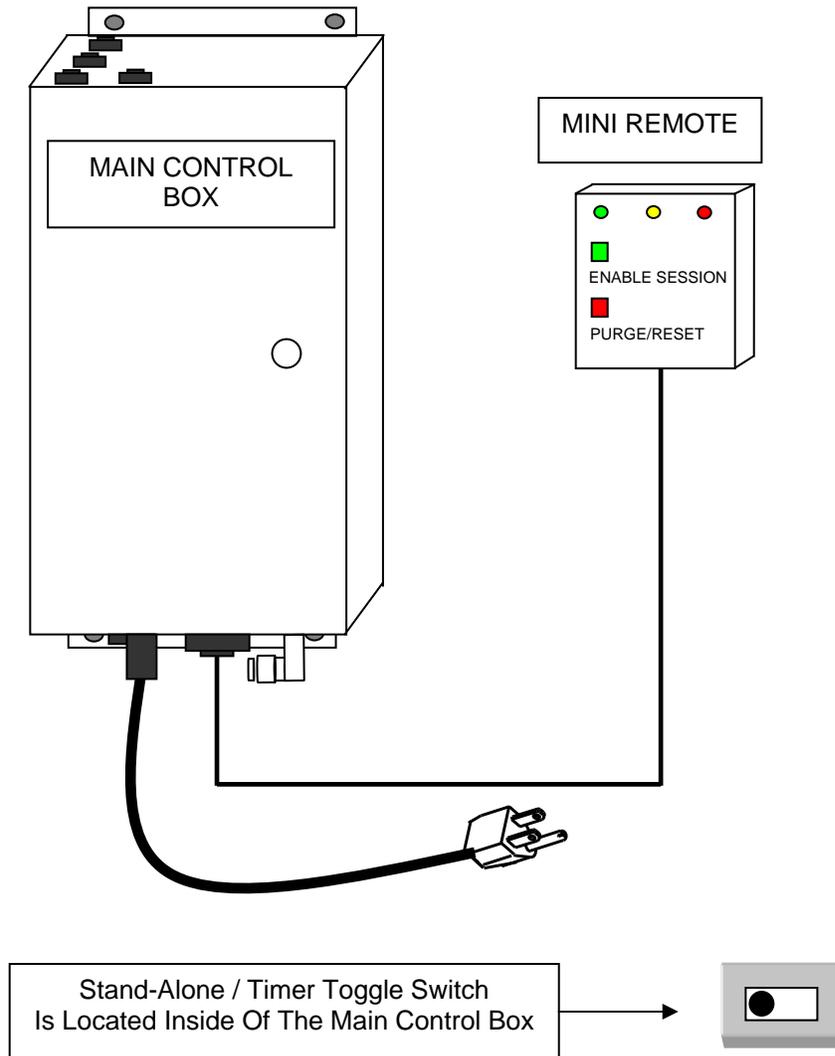
To maintain compliance with city codes, please consult with your plumbing contractor.



Stand-Alone Mode

The Stand-alone Mode gives you the ability to operate the Mystic Tan® booth, without the use of a timer system.

Stand-Alone Mode:



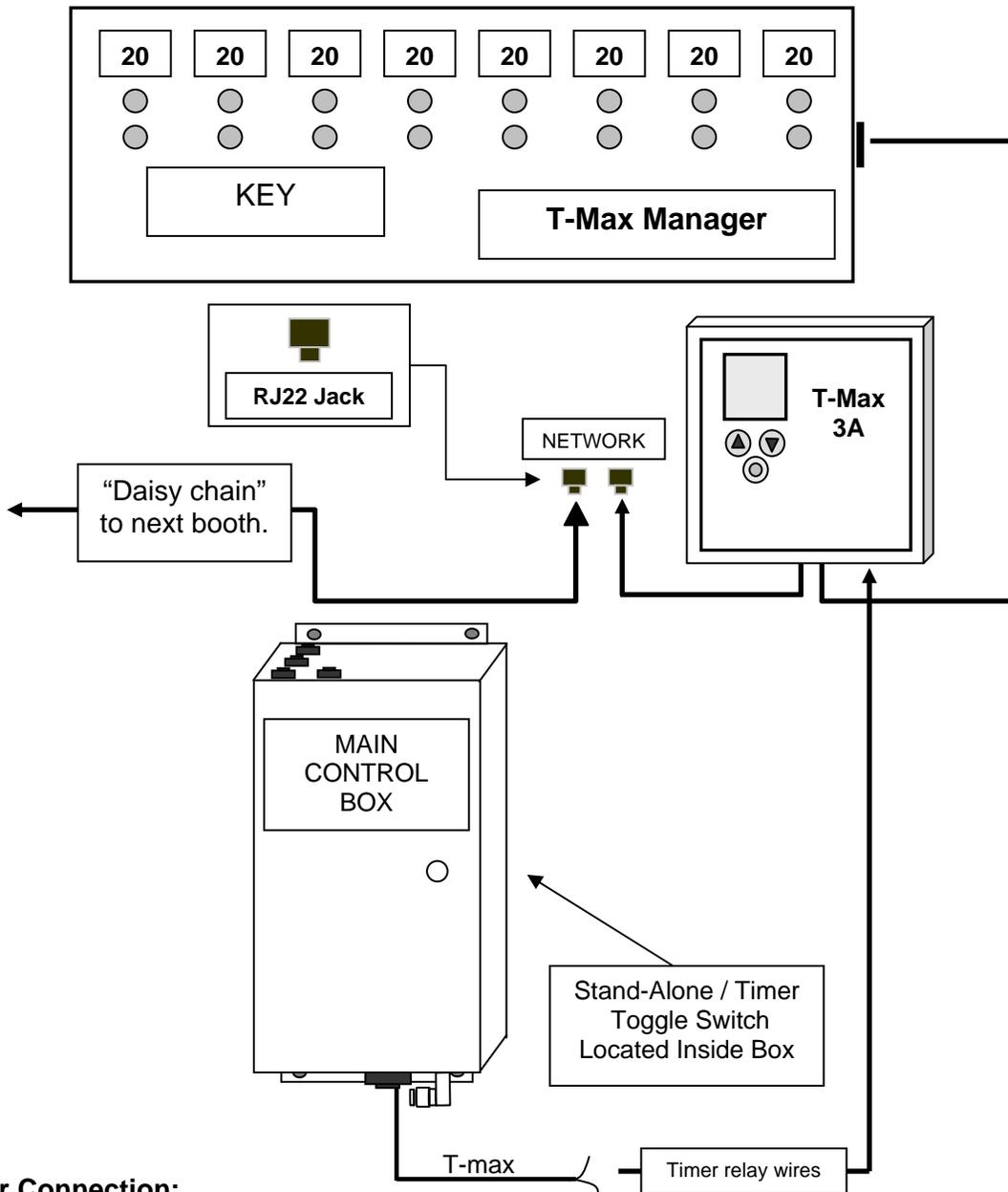
Activating the Stand-Alone Mode:

To set the booth in the stand-alone mode, move the Toggle Switch to stand-alone mode position. The wall mounted main control box can either be set to stand-alone mode or timer mode. See network instructions for the use of the timer mode.

Network Installation

The Mystic Tan® booth has the ability to connect to your T-Max or Intellitan Manager network.

T-Max / Intellitan Timer:



Timer Connection:

The wall mounted main control box has two inputs marked 'timer.' Connect two low voltage wires from these inputs to the timer relay wires. The Stand-Alone / Timer toggle switch must be set in the timer mode.

Station Addressing:

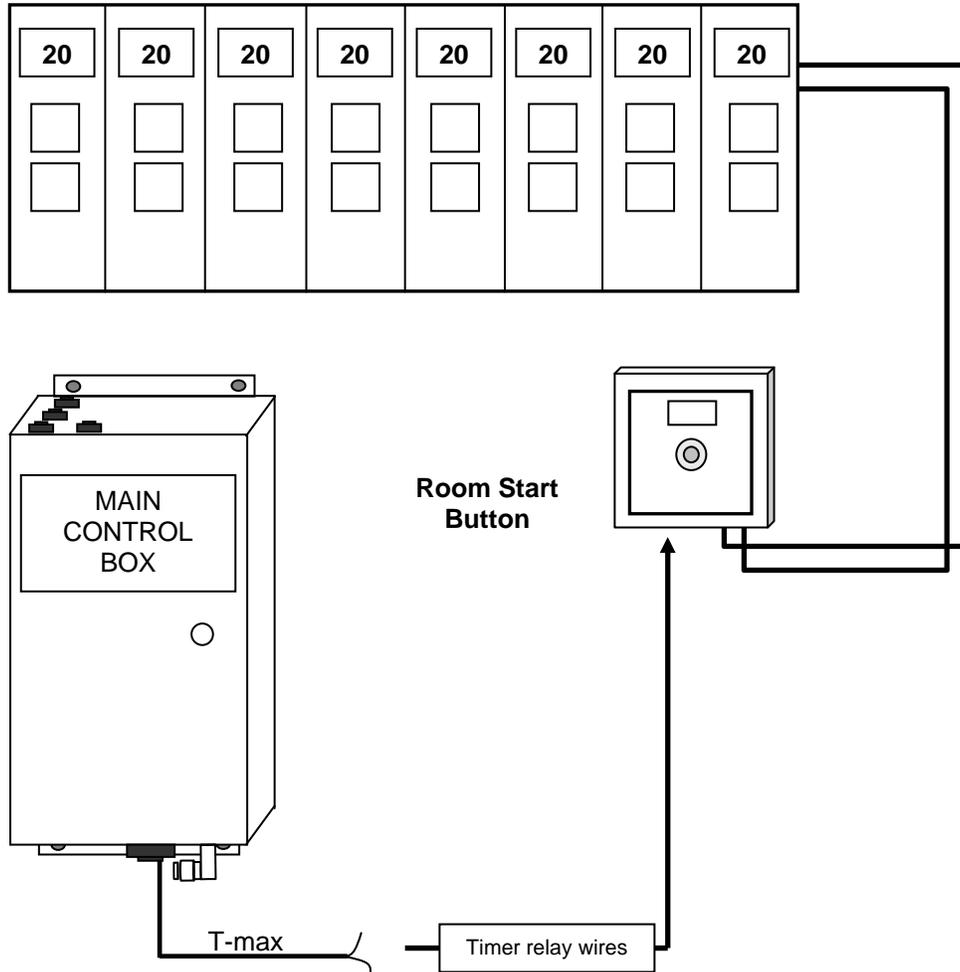
The station address identifies where your Mystic Tan® booth is located in your salon. Please contact your timer supplier for additional information. *

***Contact your Network Timer representative for T-Max or Intellitan Manager network support.**

Network Installation

The Mystic Tan® booth has the ability to connect to your Database Network.

Database Timer:



Timer Connection:

The wall mounted main control box has two inputs marked 'timer.' Connect two low voltage wires from these inputs to the timer relay wires. The (Stand-Alone / Timer) toggle switch must be set in the timer mode.

Station Addressing:

The station address identifies where your Mystic Tan® booth is located in your salon. Please contact your timer supplier for additional information. *

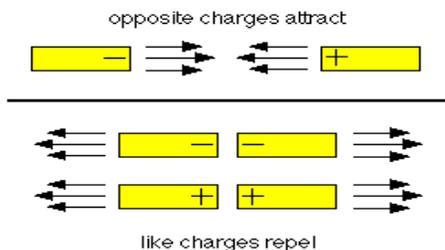
***Contact your Network Timer representative for T-Max or Intellitan Manager network support.**

Operating Your Mystic Tan Booth

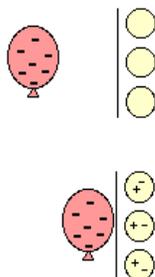
MagneTan™ Technology

MagneTan™ is our patented process that uses the body's natural magnetic properties to attract Mystic Tan Tanning Myst™ to every exposed surface of the skin. When our exclusive Mystic Tan Tanning Myst™ passes through the spray nozzles in a Mystic Tan® booth, the micro-myst particles are polarized, taking on the characteristics of "tiny magnets." These particles are attracted evenly to the skin to create a smooth, natural-looking tan.

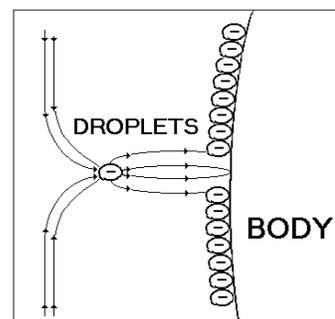
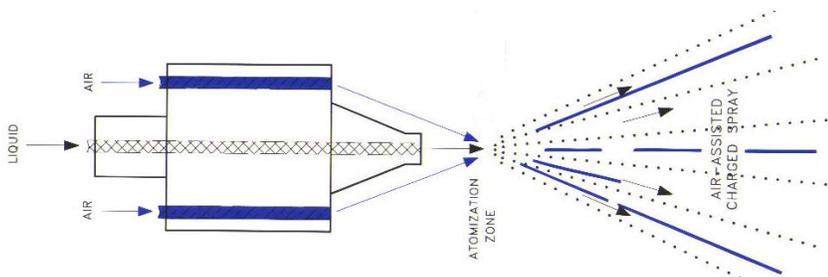
Basic magnetic and electromagnetic theory:



For Example: Rubbing a balloon with a cloth: Rubbing a balloon with a cloth will build up excess electrons on the balloon. The balloon will then be attracted to the wall.



This basic principle is the foundation for MagneTan™ technology. Like a balloon induced with excess electrons, the MagneTan™ nozzle induces excess electrons to the surface of the tanning myst droplets, which are then attracted to the body... like the balloon to the wall.



My-Myst System

The Mystic Tan® MyMyst equipment series utilizes individual product cartridges that allows the salon-owner to offer customized tanning to each individual's needs.

Operating your Mystic Tan Booth (continued)

Important:

Read the “Important Fail-Safes” before operating your Mystic Tan® Booth.

Step 1.

(On a Network) Enabling the Mystic Tan booth:

Note: Before you can enable the Mystic Tan® booth for customer usage, it must be in “Ready Status Mode”. This is indicated by the spray housing resting a 1/3 of the way from the bottom of the tower and is not flashing a green light dirty status signal.

The Mystic Tan® booth will only enable after the timer starts its countdown, thus closing its relay. The booth doesn't use the actual time sent, it only uses it as a signal. Setting your in-room timer to auto start is suggested. The time on the in-room timer can completely run out and not affect the booth operations.

Network: To enable the Mystic Tan® booth for customer usage, you will need to send **Two Minutes** to the in-room remote timer (T-Max 3A) or (Data Base wall Switch).

(In Stand-Alone Mode) Enabling the Mystic Tan booth:

Note: Before you can enable the Mystic Tan® booth for customer usage, it must be in “Ready Status Mode”. The Ready Status Mode is indicated by the sprayer resting at the bottom of the tower and the green light on the spray housing and the Mini-Controller remote box is not flashing a dirty status signal.

Stand-Alone: To enable the Mystic Tan® booth for customer usage in Stand-Alone mode, you will need to press the Enable button located on the Mini-Controller remote box.

- The Exhaust fan will activate and refresh the booth for thirty seconds. It will also activate again during the tanning session.

The Touch-Free Start Sensor will “enable,” along with an accompanying illumination of the **green** enable light on the spray housing and the Mini-Controller remote box. Approximately 2 seconds after the time has been sent to the booth, an automated message will state:

**Welcome to Mystic Tan, to begin your session, insert your product cartridge and close the door.*
Then hold your hand in front of the Touch Free start sensor.**

- This message will repeat itself every 45 seconds until the session is activated.
- *Message will not contain information about closing the door if you have an MTM-1500 or MTM-1000.

Canceling a Session:

If the customer changes his/her mind on their session and the session has not been started, simply press and hold the **reset** button on the Mini-Controller remote box for 3 seconds. This will return it back to Ready Mode. If using POS/Salon Software, resetting the timer will not reset the unit. You must use the reset button on the Mini-Controller remote box.

Operating your Mystic Tan booth (continued):

Step 2.

Customer Inserts Cartridge:

Note: The customer will need to enter the booth and insert the product cartridge into the sprayer receiver, then exit the booth and perform pre-tan preparation. Then, re-enter the booth and securely close the door behind them. If for any reason the customer skips inserting the product cartridge into the sprayer receiver, and then they start their session, the customer should exit the booth and return when it's back in the Enable Status mode.

Note: The customer will need to proceed immediately to the numbered MagneTan™ standing area, after activating their session.

The customer will have approximately 15 seconds before the spray application begins.

Step 3.

Customer Activates the Session:

Once the Touch-Free Start Sensor has been activated, the spray housing will move halfway down and stop, this is the starting position. During this time, the automated voice will state:

Please move to the numbered positioning plates and stand with your Left Foot on Number 1 and your Right Foot on Number 3. Spraying starts in, Three..... Two1.....

Once the first spray application pass is completed, the automated voice will state:

Turn right, stand with your Left Foot on 2 and your Right Foot on 4 – Spraying starts in, Three..... Two1.....

The customer will have approximately 15 seconds between the spray application passes.

Once the second spray application pass is completed, the automated voice will state:

Turn right, stand with your Left Foot on 3 and your Right Foot on 1 – Spraying starts in, Three..... Two1.....

The customer will have approximately 15 seconds between the spray application passes.

Once the third spray application pass is completed, the automated voice will state:

Turn right, stand with your Left Foot on 4 and your Right Foot on 2 – Spraying starts in, Three..... Two1.....

The customer will have approximately 15 seconds between the spray application passes.

Once the fourth and final spray application pass is completed, the automated voice will state:

Please exit. Thank you for choosing Mystic Tan.

Once the session is completed, the exhaust fan will continue running for thirty seconds.

Operating your Mystic Tan booth (continued):

Step 4.

Session Completed:

Note: The Mystic Tan® booth will automatically go into the **Dirty Bed Status** mode. This is indicated by the flashing green light on the spray housing and on the Mini-Controller remote. The flash sequence is a repeat of two flashes and pause.

Step 5.

Purge / Reset

Once the session is completed, close the door and press the **Purge / Reset** button located on the Mini-Controller remote box. Once the button has been pushed, the unit will reset and start a 15 second purge spray cycle that removes any excess product out of the system. The automated voice will state:

Purge activated please close the door.

- The exhaust fan will activate for 20 seconds during the purge cycle.
- The booth will not accept another session until the **Purge / Reset** button has been pushed.
- Additional Purge cycles can be run if necessary.

Step 6.

Cleaning the Booth:

Option 1 (MTM-2500)- After the purge/reset cycle is completed, close the door, then press and hold the Rinse Button for approximately 30 seconds or use a water hose with a sprayer to rinse off the interior of the booth. This will remove the excess Myst™ from the walls, floor and the spray-housing receiver. Then remove the product cartridge from the spray receiver.

Option 2 (MTM-1500 and MTM-1000)- After the purge/reset cycle is completed, use a hand-pump sprayer or spray bottle to rinse off the interior of the booth. This will remove the excess Myst™ from the walls, floor and the spray-housing receiver. Then press the **Purge / Reset** button again to remove the rinse water from the inside of the receiver and remove the product cartridge.

End of Day Cleaning refer to page 17.

Important Note:

Running a cartridge of water through the spray nozzle at least once daily will ensure maximum spray efficiency.

Using an empty cartridge, fill it ¾ full with hot water, then use the water filled cartridge in a session. This should be done a minimum of once per night.



SECTION 2

EQUIPMENT MAINTENANCE

Periodic Maintenance

Air Solenoid Regulator (mounted on the wall mounted main control box)

There are two different air pressure readings to monitor - **Running Pressure** and **Resting Pressure**.

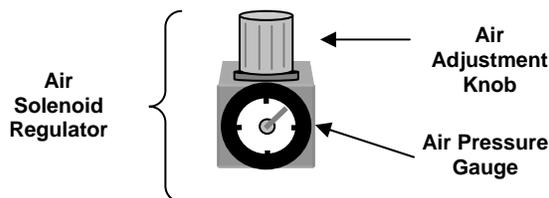
Running Pressure: The tanning booths' Running Air Pressure should be between 42-44 PSI.

To set pressure:

1. Unlock the Air Solenoid Regulator by pulling the adjustment knob up.
2. Activate a purge cycle and while the booth is spraying air, adjust the Air Pressure Setting by turning the knob clockwise or counterclockwise.
3. Once the appropriate setting is reached, lock the air adjustment knob back in place by pushing the knob down.

Note: Both gauges on the air compressor should read between 100-125 PSI.

Resting Pressure: The **Resting Pressure** is a result of setting the **Running Pressure**. The **Resting Pressure** is approximately 8 to 10 PSI more than the **Running Pressure** depending on the distance from the compressor to the booth (between 50-52 PSI)



Spray Nozzle Calibration:

The Mystic Tower is designed to dispense a calculated amount of tanning myst during each tanning session. To maintain the correct spray volume level, the Mystic Tower must be periodically checked and cleaned if needed.

To check calibration, you will need to follow these steps:

1. Using a measuring cup (that measures in milliliters), pour 128 milliliters of water into a used tanning myst cartridge.
2. Start a session and watch the spray nozzle.
3. During the session, the cartridge should either completely empty or almost empty. Either scenario is appropriate. (**Target range is 127 ml to 130 ml.**) If the cartridge is empty or almost empty, disregard the following additional steps.
4. If the volumes are too low, follow these steps to increase the spray volumes.
 - a. Check and see if air pressure is at the proper air setting. (Refer to **Air Solenoid Regulator** above).
 - b. Remove the brass flow filter screen and flow disk and clean it with running water. Replace and Repeat steps 1 thru 3 and stop once the proper level is reached
 - c. If a or b didn't resolve the issue, you may have debris obstructing the liquid flow. Please contact the Technical Support department.
5. If the volumes are too high, perform this step to decrease the spray volumes:
 - a. Check and see if air pressure is at the proper air setting. (Refer to **Air Solenoid Regulator** above).

Periodic Maintenance (continued)

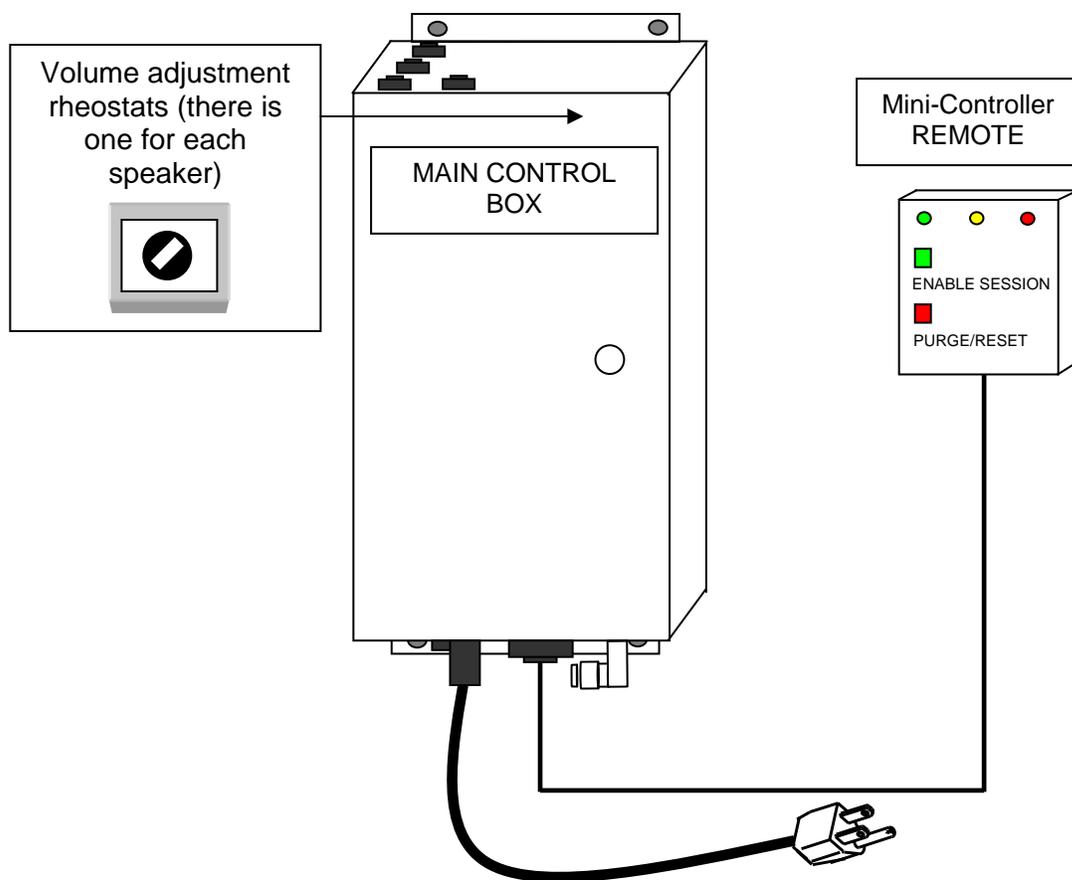
Adjusting Speaker Volume (Internal/External)

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

Step.

1. Locate the 2 volume adjustment rheostats, one for the inside speaker and one for the outside.
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**.



After Session Cleaning:

Cleaning the Booth:

Option 1 (MTM-2500)- After the purge/reset cycle is completed, close the door, then press and hold the Rinse Button for approximately 30 seconds or use a water hose with a sprayer to rinse off the interior of the booth. This will remove the excess Myst™ from the walls, floor and the spray-housing receiver. Then remove the product cartridge from the spray receiver.

Option 2 (MTM-1500 and MTM-1000)- After the purge/reset cycle is completed, use a hand-pump sprayer or spray bottle to rinse off the interior of the booth. This will remove the excess Myst™ from the walls, floor and the spray-housing receiver. Then press the **Purge / Reset** button again to remove the rinse water from the inside of the receiver and remove the product cartridge.

End of Day Cleaning

Spray Nozzle

Using an empty cartridge, fill it $\frac{3}{4}$ full with hot water, then use the water filled cartridge in a session. This should be done a minimum of once per night.

Running a cartridge of water through the spray nozzle at least once daily will ensure maximum spray efficiency.

Interior (MTM-2500 and MTM-1500)

Disinfect the booths' interior (walls, doors, floors, roof, touch free start sensor, etc.), by spraying it with a tanning bed sanitizer, leaving it on for at least 5 minutes before wiping it off with a soft cloth. Be sure to follow all manufacturers' instructions on the sanitizer.

Then, using a water hose or a hand pump sprayer, completely rinse off the sanitizer from the interior of the booth. This will eliminate the build-up that causes odors and potential problems.

After cleaning the interior, leave the door open overnight (MTM-2500) to help dry the booth and keep your booth smelling fresh.

Exterior (MTM-2500 and MTM-1500)

Using a soft cloth and tanning bed sanitizer, gently wipe down all exterior surfaces including the door, roof and panels. Be sure to use only ammonia free products when cleaning the exterior. This will prevent damaging your booth.

Warning: The Mystic Tan® Manufacturer's Warranty does not cover damage caused by the use of harsh and abrasive cleaners.

Important Warning:

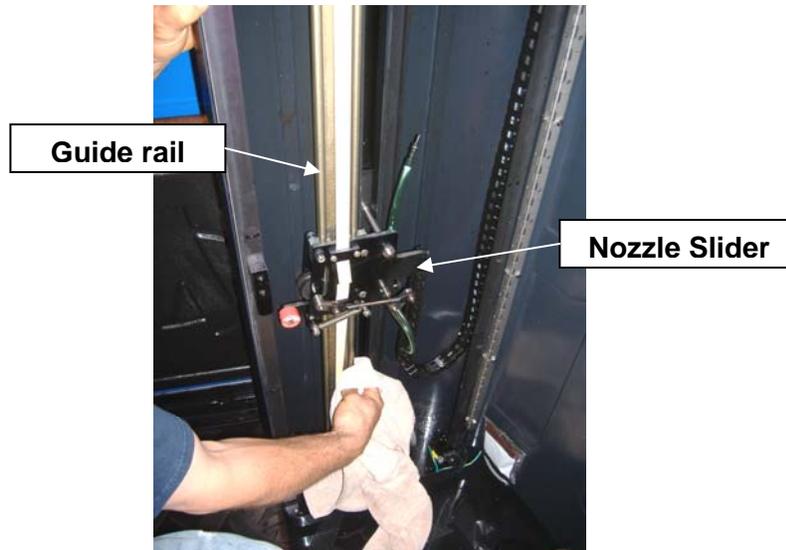
If you are utilizing a water supply to your booth, it must be turned off at the end of each day!

The shutoff valve should be easily accessible and located at the end of your in-room water source. Using the shutoff valve located in the Mystic Tan® booth **will not** protect the salon from water damage caused by a failed connecting hose. Mystic Tan® is not responsible for the integrity of supply line hoses. To maintain compliance with city codes, please consult with your plumbing contractor.

Weekly Cleaning

Spray Nozzle Guide Rail

The guide rail is located inside the spray tower unit. Before cleaning, **turn off** the main power to the Mystic Tan® booth. Using rubbing alcohol and a soft cloth, wipe the entire rail from top to bottom.



Exhaust Fan Filter (MTM-2500 only)

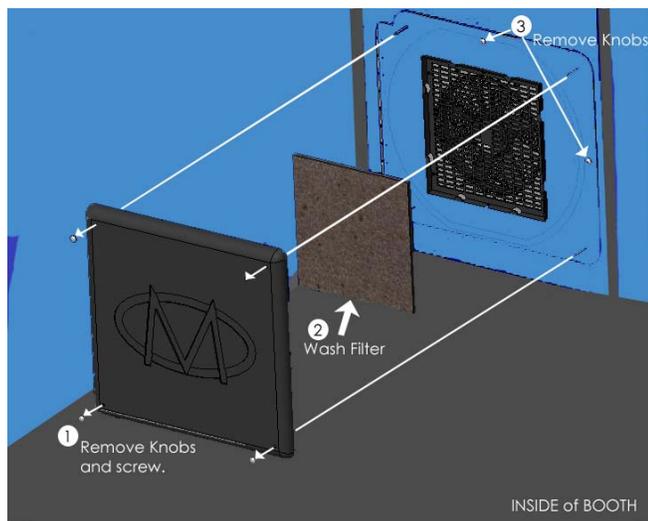
STEP 1. Remove the 4 black knobs from the front side of the shroud and remove shroud.

STEP 2. Remove the primary filter element and rinse it thoroughly.

STEP 3. Remove the 2 additional black knobs from the front side of the panel.

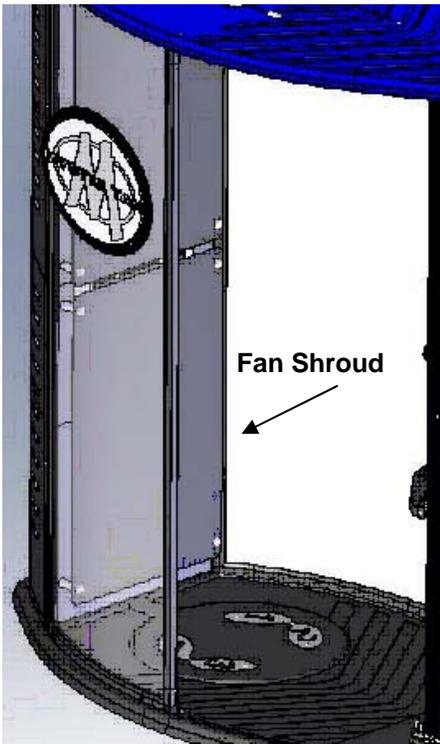
STEP 4. Remove the secondary filter element and rinse it thoroughly.

Note: This process should be done at the end of the day. All parts should be left to dry overnight. Do not reassemble while parts are still wet.



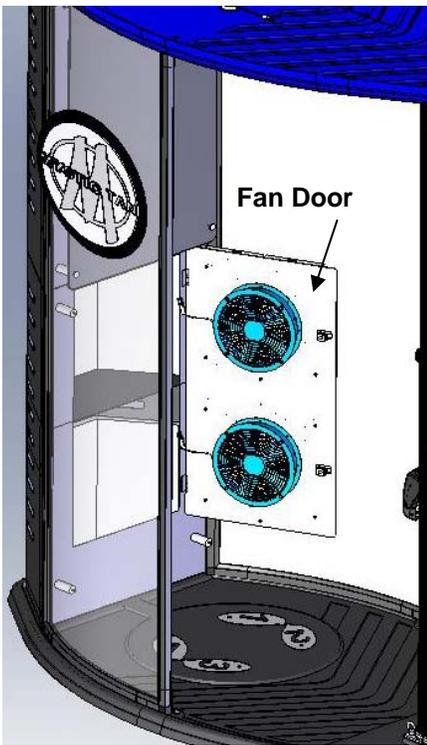
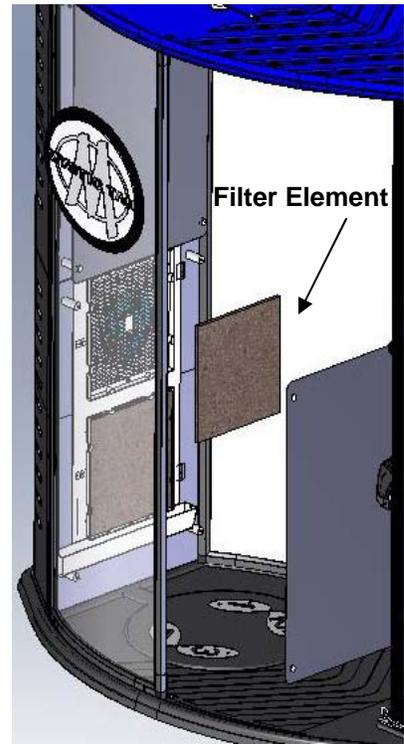
Weekly Cleaning (continued)

Exhaust Fan Filter (MTM-1500)



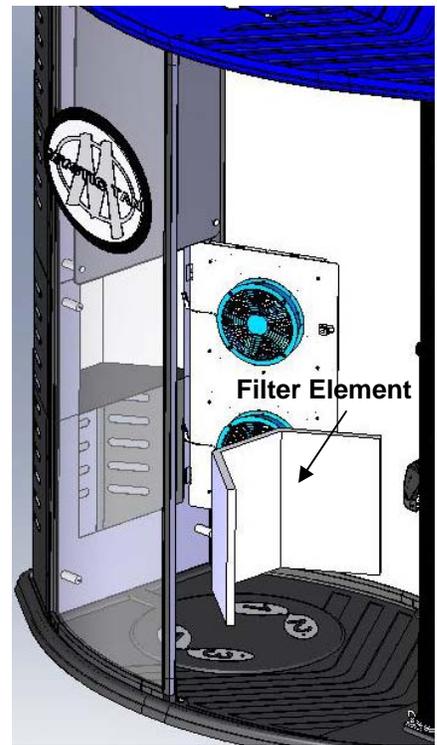
Remove the 4 black knobs from the front side of each fan shroud and remove both shrouds.

Remove all four outer filter elements and rinse thoroughly with water.



Using a screwdriver, turn the latch counter-clockwise to unlock and open the fan door.

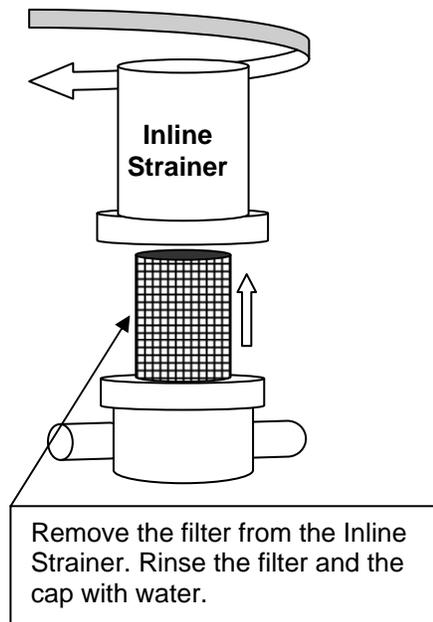
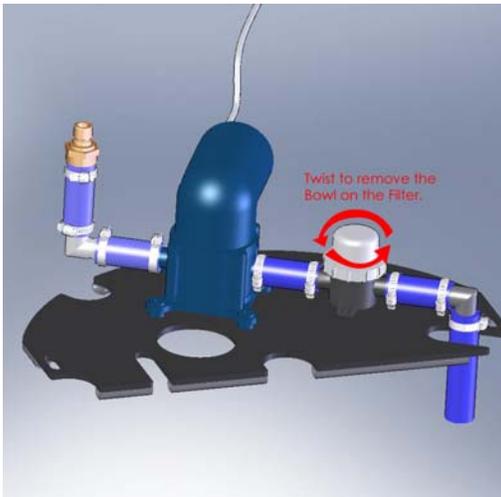
Remove all four inner filter elements and rinse thoroughly with water.



Weekly Cleaning (continued)

Inline Strainer (MTM-2500 only)

The Inline Strainer is located behind the spray tower unit connected to the drain pump. Before cleaning, **turn off** the main power to the Mystic Tan® booth. Unscrew the cap from the Inline Strainer and remove the screen. Remove all debris from screen and cap by rinsing in tap water. Replace screen and screw cap on securely.



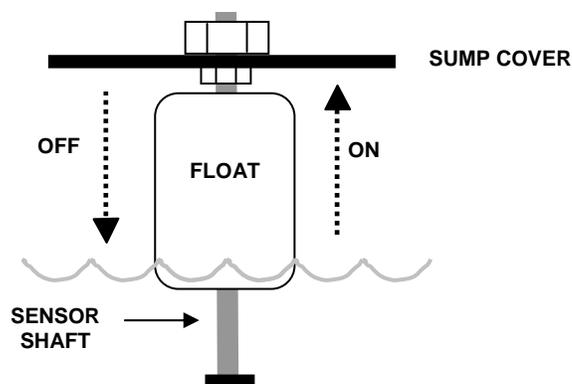
Monthly Cleaning

Floor Tub Sump and Float Sensor (MTM-2500 only)

Disconnect the main drain hose from the drain pump, then remove the three black nuts from the sump cover and remove the sump cover. Place the sump cover upside down on the floor of the tub.

Clean the float and sensor shaft and the floor tub sump using a mixture of water and liquid dishwashing soap. This will eliminate any sticking of the float in the "on" or "off" position. The sensor shaft must remain clean allowing the float to move freely.

After cleaning, thoroughly rinse and remove all of the dirty water that remains in the sump, by holding the float switch in the "up" position or using a wet-vac. Once you have eliminated all excess water, replace and reassemble all parts.



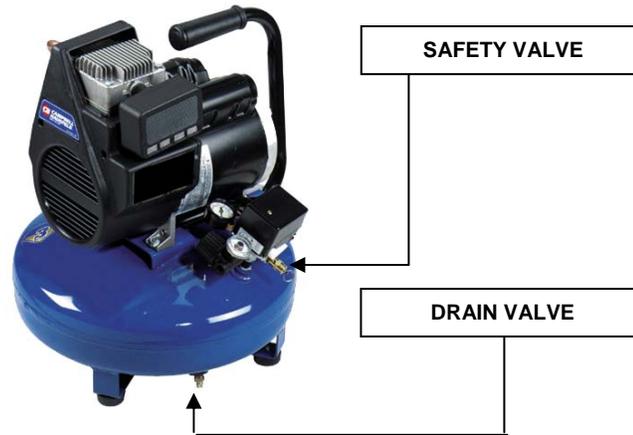
Note: When the Drain Pump float switch is in the up position, there is a 3-second delay before the Drain Pump activates.

Monthly Cleaning (continued)

Draining Air Compressor tank:

To protect against risk of corrosion, you must drain the moisture from the Air Compressor tank. Before draining, you must first **turn off** the main power to the Air Compressor, and then reduce air tank pressure below 10 PSI (see note below). After pressure has been reduced, unscrew the Drain Valve at the bottom of the Air Compressor slowly, allowing condensation to drain.

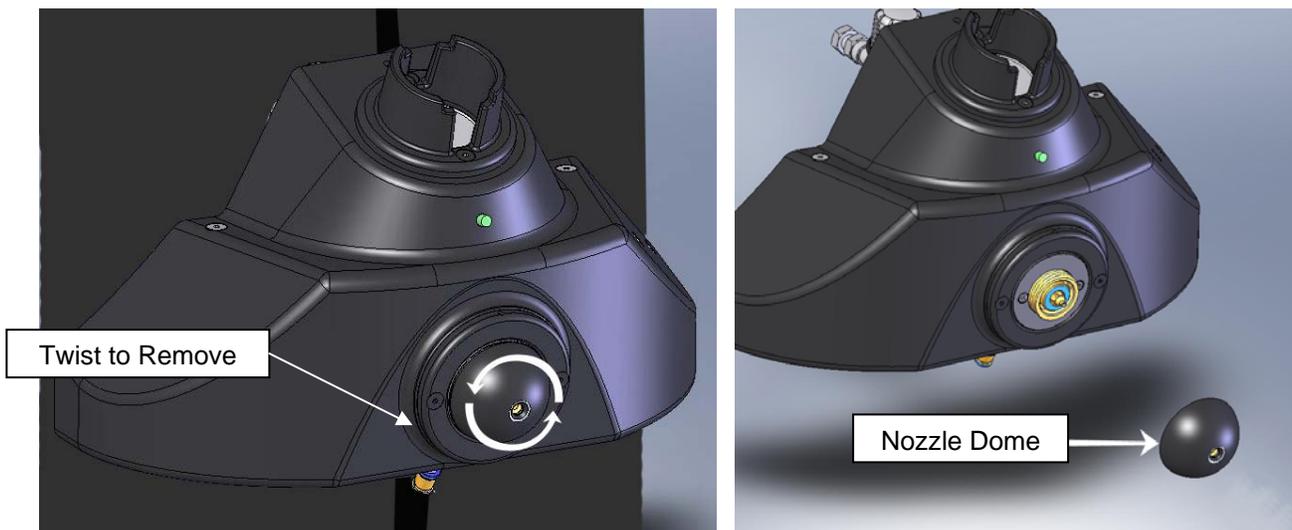
Note: To reduce air tank pressure, pull the “Safety Valve” located next to the “on-off” switch.



Spray Nozzle Dome:

Step:

1. Before cleaning, turn off the main power to the Mystic Tan® booth.
2. Using your hands, unscrew the Spray Nozzle Dome by turning it counter clockwise.
3. Place the Spray Nozzle Dome in a sink with a mixture of hot water and liquid dishwashing soap. Let the nozzle soak for a minute then rinse thoroughly with clean water.
4. Using your hands, replace the Spray Nozzle Dome by turning it clockwise. Do not over-tighten. Stop when it feels snug.

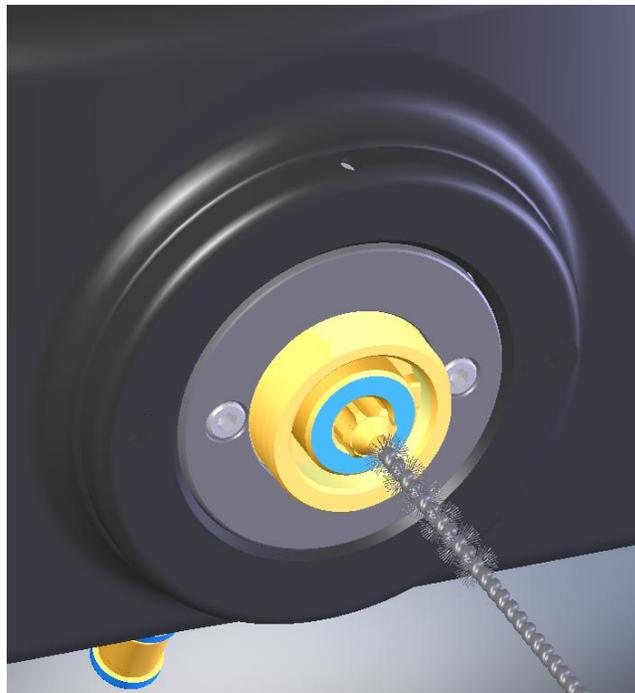


Quarterly Cleaning

Every 90 Days clean the Spray Nozzle Flow Tube

1. Before cleaning, turn off the main power to the Mystic Tan® booth.
2. Using your hands, unscrew the Spray Nozzle Dome by turning it counter clockwise
3. To clean the Spray Nozzle Flow Tube, insert the provided cleaning tube brush into the Flow Tube. Use a back and forth motion 2 - 3 times to remove any buildup.
4. Using your hands, replace the Spray Nozzle Dome by turning it clockwise. Do not over-tighten. Stop when it begins to feel snug.

Warning: Over-cleaning is not suggested and may cause damage, clean only once every 90 days.





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.

Nozzle Sprayer Fail-Safe (Customer cannot tan):

If the nozzle sprayer's 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 of each pass. If the travel time is delayed for a minimum of 25 seconds on any of the first three passes, the fail-safe will activate. However, the fail safe will activate on the final pass if the travel time is delayed by at least 21 seconds, but less than 25 seconds. If this occurs, the lights on the mini remote will flash letting you know that you need to service the guide rail.

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 37 PSI when starting a session, the fail-safe feature will not allow the booth to accept time, begin a tanning session, or begin another tanning pass.

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 Guide.

Drain Pump Fail-Safe (Customer can still tan): (MTM-2500 only)

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
Symptom Cannot Set a Tanning Session: Automated Voice Responds: "Please Contact the Attendant."	No power to tower motor	Breaker is tripped	Check the breaker on the bottom of the wall mounted control box.
	Air Pressure (Air Pressure Fail-Safe)	Compressor tanks' air pressure is too low.	Readjust air pressure setting. See Period Maintenance.
		Air pressure setting at booth is too low. (Has fallen below 37 PSI)	Readjust air pressure setting. See Period Maintenance.
		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 Draining the Air Compressor Tank
		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.	
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.
Automated voice not working properly.	Speaker	Speaker unplugged.	Trace all wires to and from the speaker. Reconnect.
		Volume too low.	Refer to Adjusting Speaker Volume
	Automated voice not functioning.	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.

Equipment Troubleshooting Guide (continued)

No tanning myst during session or tan pattern is too light or uneven.	Spray nozzle is not working properly.	Flow 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 needs to be cleaned.	Refer to Cleaning Spray Nozzle Cone.
		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 tower.		Lift the sump cover and reconnect the ground wire to tower.	
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 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.
		Air pressure is too low.	Calibrate air pressure to proper setting. Refer to Spray Nozzle Calibration.

Mini-Controller Remote Problem Fault indicators

<u>PROBLEM</u>	<u>FAULT SIGNAL</u>	<u>HOW TO CLEAR</u>	<u>SESSION / PURGE?</u>
Pump Float In Up Position	Flashing Yellow Light	Remove water, fix float or fix pump	yes / yes
Air Pressure Dropped below 37 psi	Steady Red Light	Provide 50-52 psi Resting Pressure	no / no
Blocked Start Sensor	Flashing Red Light	Clean Sensor	no / yes
Spray Housing Not Moving	Flashing alternating Red and yellow Light	Replace Fuse, Tower or Main Control Box (If persist call tech support)	no / no

Mini-Controller Remote 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 Green Light	Continues Flashing	Between Sprays (during session)
Dirty	Uneven flashing Green Light	Press Purge /Reset button



SECTION 4

CONSUMER TROUBLE SHOOTING

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.
Tan results look unnatural.	pH balance of skin is either too high or too low.	Balance the skin's pH level before tanning. Use pH balancing HyperTan.