

## MYSTIC HD SYSTEM (MTM-2500HD) EQUIPMENT MANUAL

## MYSTIC HD BOOTH EQUIPMENT MANUAL

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# SECTION 1 EQUIPMENT

#### 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.



The following decal is located on the Mystic HD System near areas of potential danger. If decal is missing, damaged, lost or illegible, please call your nearest MT Industries, Inc. representative for a free replacement.



DANGER - To reduce risk of electrical shock:

- To reduce risk of injury, only qualified electrical service personnel should open the electrical control panels.
- Always unplug both the heater system and control box electrical cords from the wall sockets 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.
- This appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- 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 cords away from heated surfaces.
- Connect this product to properly grounded outlets only. (See *Grounding Instructions* on pages 5 & 6)
- 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 allow children access to the mechanical/electrical room.
- Use only the hoses supplied with this unit. Do not make a substitution for any reason. These hoses must be inspected periodically and replaced as necessary.

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### Important Safeguards (continued):

### Save These Instructions

**GROUNDING INSTRUCTIONS –** This product must 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. All wiring should be done according to local electrical codes.

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

This product has 2 power cords each with a grounding plug as illustrated below (see 220V *Heater/Dryer*) and on the next page (see *Control Box*). Make sure the plug is only used with a properly grounded outlet. 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.

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





## Important Safeguards (continued):

#### READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS PRODUCT

## <u>Important - The water supply to your booth must be turned off at the end of each day!</u>

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

MT Industries<sup>®</sup> 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  ${\sf HD}{\scriptstyle \$}$  booth, without the use of a timer system.



#### Activating the Stand-Alone Mode:

To set the booth in the stand-alone mode, move the Slide 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 HD System 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 Slide Switch must be set in the timer mode.

#### Station Addressing:

The station address identifies where your Mystic HD® 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 HD System 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 HD 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.

### MagneTan<sup>™</sup> Technology

MagneTan<sup>™</sup> is our patented process that uses the body's natural electrostatic properties to attract Tanning Solution to every exposed surface of the skin. When the solution passes through the spray nozzles in a Mystic HD System, 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<sup>™</sup> technology. Like a balloon induced with excess electrons, the MagneTan<sup>™</sup> 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.



## <u>Mystic HD System</u>

The Mystic HD System utilizes individual product cartridges that allow the salon owner to offer customized tanning to each individual's needs.

## Operating your Mystic HD System (continued)

#### Important:

Read the "Important Fail-Safes" before operating your Mystic HD System.

#### Step 1.

#### (On a Network) Enabling the Mystic HD System:

**Note:** Before you can enable the Mystic HD System 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 HD System will only enable after the timer starts it's countdown, thus closing it's relay. The booth doesn't use the actual time sent, it only uses it as a signal. Setting your inroom timer to auto start is suggested. The time on the in-room timer can completely run out and not affect the booth operations.

<u>Network:</u> To enable the Mystic HD System for customer usage, you will need to send time of at least **Two Minutes** to the in-room remote timer (T-Max 3A) or (Data Base wall Switch).

#### (In Stand-Alone Mode ) Enabling the Mystic HD System:

**Note:** Before you can enable the Mystic HD System 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 touchpad is not flashing a dirty status signal.

<u>Stand-Alone</u>: To enable the Mystic HD System for customer usage in Stand-Alone mode, you will need to press the Enable button located on the touchpad.

• The pre-heat cycle will begin.

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

"Welcome to Mystic Tan, insert your product cartridge, close the door and begin your pre-tan regimen. The booth's pre-heating cycle is now activated. Please wait until the pre-heat cycle is complete before entering the booth."

• <u>This message will repeat itself every 45 seconds until the session is activated.</u>

#### 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 touchpad 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 touchpad.

## Operating your Mystic HD System (continued):

Step 2.

#### **Customer Inserts Cartridge:**

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 while the unit pre-heats.

Step 3.

#### **Customer Activates the Session:**

"Welcome to Mystic Tan, insert your product cartridge, close the door, and begin your pre-tan regimen. The booth pre-heating cycle is now activated. Please wait until the pre-heat cycle is complete before entering the booth."

"The pre-heat cycle is complete. When ready, enter the booth and hold your hand in front of the touch-free start sensor to begin your session."

The preheat cycle will run for approximately 3 minutes.

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..... Two ... .1.....

Pausing for drying cycle."

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

"Turn right, stand with your <u>Left Foot on 2</u> and your <u>Right Foot on 4</u> - Spraying starts in, Three..... Two ... .1.....

Pausing for drying cycle."

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..... Two ... .1..... Pausing for drying cycle."

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..... Two ... .1..... Pausing for drying cycle.

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

"The final drying session is now activated. Please exit when skin is completely dry. Thank you for choosing Mystic Tan."

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

## Operating your Mystic HD System (continued):

#### Step 4.

#### Session Completed:

**Note:** The Mystic HD System 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 / Rinse / Reset

The purge/rinse/reset cycle is automated and will begin 90 seconds after the tanning drying session is complete. It will first purge the system, then rinse the booth, then reset.

**Note:** You can deactivate this automated process by pressing the rinse button down for 3 seconds.

#### "Cleaning cycle activated please close the door."

#### Step 6.

#### Manually Cleaning the Booth:

If not using the automated purge/rinse feature, press the Rinse Button on the touchpad or use the water hose with sprayer to rinse off the interior of the booth. This will remove the excess Myst<sup>™</sup> from the walls, floor and the spray-housing receiver. Then press the <u>Purge / Reset</u> button again to remove any remaining rinse water from the inside of the receiver.

To disinfect the booth, refer to End of Day Cleaning.

### Mystic HD System Touchpad Operation





# SECTION 2 EQUIPMENT 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 <u>decrease</u> volume, or turn clockwise to <u>increase</u>.



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.

FAULT SIGNAL	PROBLEM	HOW TO CLEAR
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 techical 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.

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



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.





- 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. ٠
- Twist to remove and clean air filter. ٠
- Replace air filter, tighten drain valve and turn power on. ٠
- Check oil every 6 months.



## 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 failsafe 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"**.

#### <u>Air Pressure Fail-Safe (Customer cannot tan):</u>

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 <u>again</u> 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
	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.
Cannot Sot a Tanning		Air compressor tank is full of condensation (water).	Refer to <b>Draining the Air</b> Compressor Tank
Session: Automated		Circuit Breaker to	Set the circuit breaker switch to the 'on' position.
"Please Contact the Attendant "		has been tripped.	If circuit breaker won't reset, contact an electrician.
Attendant.		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	Clean off touch-free start sensor.
		Sensor Lens is Obstructed or Dirty	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.	I race 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 <b>Station Addressing</b>
		Main water supply is turned off.	Turn main water supply on.
Rinse Cycle will not	The booth's rinse cycle will not	Regulator valve is turned off.	Adjust regulator until desired water pressure is achieved.
activate.	activate when initiated.	Rinse button is damaged.	Contact Tech Support for detailed replacement instructions.
		Water solenoid valve is not opening.	Check power to solenoid. Replace if necessary.
	Speaker	Speaker unplugged.	Trace all wires to and from the speaker. Reconnect.
		Volume too low.	Refer to <b>Adjusting Speaker Volume</b>
		Touch-free sensor was activated before	Allow message to complete before activating sensor.
Automated voice not working properly.	Automated voice not functioning.	Automated Voice was done with previous command. (Multiple commands) Note: Messages will not be heard over previous selection.	If no automated voice is heard, turn Main Power off on wall mount main box. Wait 30 seconds, then turn back on.
	Spray nozzle is not working properly.	Filter screen is blocked.	Remove screen and clean.
No tanning myst during session or tan pattern is too light or uneven.		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 <i>Cleaning Spray Nozzle</i> <i>Cone and Flow Tube.</i>
		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 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 <i>Spray Nozzle</i> <i>Calibration.</i>

#### **Touchpad Problem Fault indicators**

<u>PROBLEM</u> Pump Float In Up Position	FAULT SIGNAL Flashing Yellow Light	HOW TO CLEAR 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>	DETAILS
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



# SECTION 4 CONSUMER TROUBLESHOOTING

## Consumer Trouble Shooting Guide

Problem	Causes	Remedy	
	Hands have received too much myst application.	Try applying a heavier coat of blending cream to the top of the hands to minimize absorption.	
Consumer's TOPS of hands are too dark.	Skin in this area is dryer and	Try applying a heavier coat of blending cream to the top of hands to minimize absorption.	
	tends to absorb more.	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.	
	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.	
Consumer's feet are too dark.	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	Try applying a light coat of moisturizer before applying blending cream.	
	tends to absorb more.	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. <b>Note:</b> 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	Try applying a heavier coat of blending cream to the toenails to block absorption.	
	toenalis.	Paint toenails with a clear or colored polish.	
Consumer's elbows and	Skin this area is dryer and	Try applying a heavier coat of blending cream to the elbows and knees to minimize absorption.	
dark.	tends to absorb more.	Try applying a light coat of moisturizer before applying blending cream.	
Consumer has streaks on back of legs after	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.
	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.
Consumer's tan is 'blotchy'	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	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. <b>Note:</b> 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.
	Using a shaving cream or UV tanning lotion containing an oil additive.	Use non oil-based products on the day of tanning.
Consumer's tan is too light.	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.