

Fillmaster **3600** | Trouble Shooting Tips

Symptom	Cause	Solution
3600 display reads "Flow Error" or "Water Flow" occasionally	Water flow monitor activated. Monitoring accurate water flow is a normal function of the 3600 dispenser. (continuous flow of water at air gap faucet)	The unit has dispensed about 5 ml of water. Dispense remaining quantity of water (e.g.:the original amount less 5 ml)
3600 display reads "Flow Error" or "Water Flow" every time	Not enough time to fill reservoir tank (very little water flow at air gap faucet) (new system or recent filter change)	Allow at least 8 hours for tank to fill
	Incorrect tubing connections (no water at dispenser, but have water at air gap faucet) (new system)	Check 3/8" x 3/8" x 1/4" tee under sink- 1/4" white tubing must run to dispenser (Tubing #5- see Interconnect Diagram, page 5 of Installation Instructions and Service Guide)
	Low water supply. Check for low flow or no flow of water at air gap faucet.	See "No Water or Not Enough Water" under Troubleshooting in Fillmaster Installation Instructions and Service Guide
	Internal solenoid stuck in closed position (this is the cause ONLY if water flow to dispenser has been verified)	Contact Technical Support
	Internal measuring mechanism malfunctioning (ONLY after eliminating above causes)	Dispense 2nd half of fill
3600 display reads "Low Power Supply"	Power supply level is less than 10%	Order new power supply
3600 display reads "Ready for Code"	Memory failure	Replace power supply

3600 no display	Power supply not seated into bottom of card connector or incorrectly positioned	Remove power supply. Reinstall firmly into bottom of card connector, card side forward
	Power supply exhausted	Order new power supply
	Internal card connector malfunction	Call Technical Support
3600 not accurate	Feed water tube not purged of air	Purge dispenser (program menu)
	Calibration setting not set or set at incorrect number	Set or adjust calibration number setting (program menu)
	Power supply low (low battery warning?)	Order new power supply
	Pharmacy's graduate not properly calibrated	Dispense same volumes of water into 2 or more graduates to see if they measure the same
	Internal measuring mechanism malfunctioning (ONLY after eliminating above causes)	Call Technical Support
3600 does not dispense 2nd half of fill, power shuts off	Power supply low (low battery warning?)	Order new power supply
3600- dripping from dispense tip	Internal manifold leak	Contact Technical Support
3600 does not dispense 2nd half of fill, power shuts off	Power supply low (low battery warning?)	Order new power supply
Scanmaster display reads "Scanner not Present"	3600 not recognizing scanner upon startup	Allow 3600 dispenser to power off, then try using scanner
	Scanmaster not properly connected to 3600 dispenser	Disconnect scanner and reconnect firmly into dispenser jack
	Incorrect software version (power supply)	Must have software version 5.0 or higher (program menu)
	Internal serial cable malfunction (ONLY after eliminating above causes)	Contact Technical Support