

Fluid Management

Technical Support

No Power/No Comm to Dispenser to Unit

PRODUCT(S)

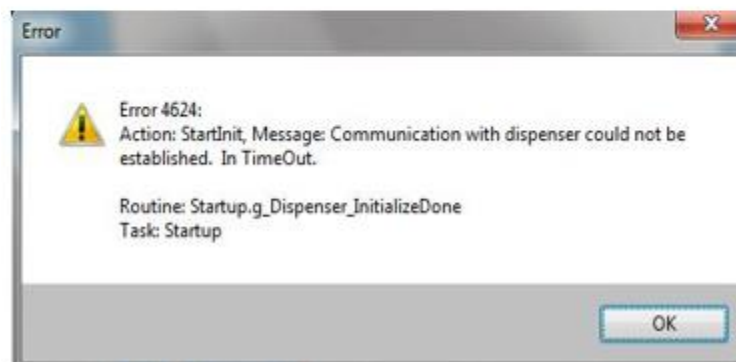
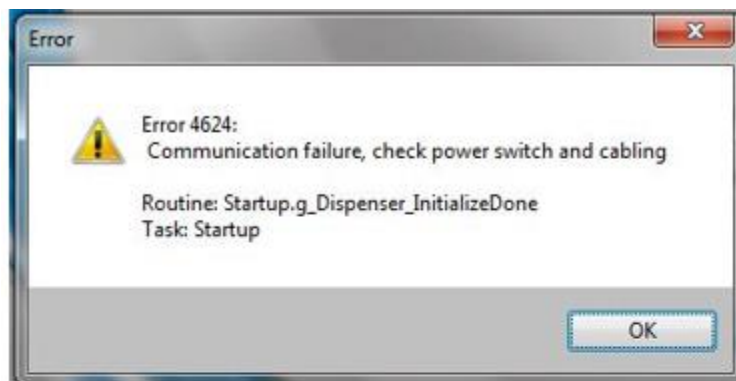
All dispensers using ColorPro 4.x software

PURPOSE

This instruction is for all customers using Fluid Management's ColorPro 4.x. software. Follow this procedure when the dispenser displays the following errors or is not turning on.

INSTRUCTIONS

1. Start ColorPro
2. Receive the following errors and click **OK**



3. Verify that the unit has no power by checking that the LED positioning lights under the nozzle are off.
4. Pull unit out from the wall-plug
5. Look behind the unit, in the lower center, and verify that the AC Power Cord is connected
6. Plug the unit back in and verify that the red LED positioning lights are on
7. Verify that all the computer connections are plugged in
8. Click on the Windows start button in the bottom left corner of the screen and select shut down to turn off the computer
9. Using the computer's power button, turn the computer back on
10. Double click on the red bridge titled **service.exe**
11. Enter the appropriate password and click **OK**

NOTE: The generic password is **service** (all lower case). Some retailers, however, may have a password that is unique. Use the password appropriate for your location.

12. Place daily purge can under the nozzle and click **OK**
13. Wait until the unit sets parameters
14. Click **OK** on the completion notification
15. Click **Close** to exit Service 3.3
16. Open **ColorPro**
17. If problem persists, contact Fluid Management for service repair at 1-800-462-2466