FAST & FLUID
MANAGEMENT

PrismaPro
User manual
Version 1.4

Control software for automatic dispensers
From Fast & Fluid Management Europe BV

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PrismaPro
User Manual

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Contents

1   Before you begin

This is the manual for Fluid Management's PrismaPro software. PrismaPro is the software used for controlling the automatic dispensers from Fluid Management. PrismaPro can be used for dispensers from the Harbil series (HAS, HAM, HAL), the Blendorama Tintmaster (BT) and all Eurotinter models.

The software offers a wide range of options. You can enter formulas manually, make use of the formula database provided by your paint supplier and compile customer-specific formulas. The formulas are simple to adapt because you can copy and edit existing colours. There are various options for formula selection: search for standard formulas in the formula database, search for "own" (i.e. customer-specific) formulas or manual specification of quantities of colourant to be metered. The desired can size can be chosen from a list of known can sizes or can be specified by the user. A formula will always be automatically scaled up for the can size chosen.

PrismaPro is fully tailored to the requirements of each paint supplier. Consequently, it is probable that the fields and content of your formula database differ from the examples shown here.

This manual is intended for all those who wish to use PrismaPro (for the first time). You will learn how to find your way around PrismaPro in Section 2. This section describes the basic concepts as well as screen elements and how to work with these. Section 3 explains how dispensing formulas with PrismaPro works. Section 4 describes machine maintenance and Section 5 explains how you can make a backup of the database and restore from backup and how you can import formula updates. The Guarantee Terms and Conditions for the use of PrismaPro are given in Section 6.

Fluid Management has taken the utmost care when writing this manual. Nevertheless it is possible that inaccuracies have crept into this document. We would very much appreciate it if you would inform us of any errors or ambiguities you discover. Amendments will be incorporated in future editions.

Fast & Fluid Management Europe B.V.
A Unit of IDEX Corporation
P.O. Box 220
2170 AE Sassenheim, The Netherlands
Tel   : +31 (0)252 - 240800
Fax   : +31 (0)252 - 240880
Internet : www.fast-fluid.com
E-mail   : software.fast-fluid.netherlands@idexcorp.com

> Always keep this manual in a designated place.

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2   Getting to know PrismaPro

This section introduces you to the most important screen elements in PrismaPro and describes a few basic concepts such as the use of the mouse and keyboard. For this purpose two frequently used windows in PrismaPro are described. The explanation given here is merely intended to familiarise you with the various screen elements in PrismaPro. The procedure for dispensing for the first time is described in detail in the next section.

### *2.1   Windows and window components*

On the majority of dispenser computers PrismaPro will start up automatically when you switch on the computer/dispenser. After PrismaPro has started up the main window shown below will be displayed.
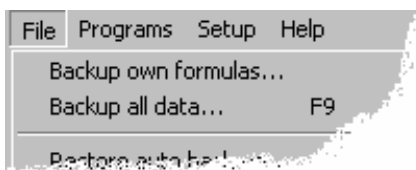

You will come across a number of widely used *elements* in the main window and other windows. These are:

Menus
PrismaPro corresponds with the customary MS Windows look and feel. The menu bar is at the top of the window.
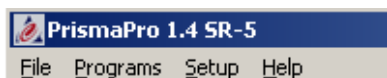
The menus in the menu bar drop down when you place the pointer on the menu name and click on the left mouse button.


Select a menu option by clicking on the desired menu item. The menus in the menu bar can also be opened using the $\mathbf{A}$ key by pressing the $\mathbf{A}$ key and the underlined letter in the name of the menu item at the same time. For example, to open the File menu press $\mathbf{A}$ and $\mathbf{f}$.

Buttons

Four function buttons for *DISPENSE,* machine *MAINTENANCE, LOCKING,* and *EXIT* (closing down PrismaPro) are located on the bottom left of the screen.

All PrismaPro windows and dialogue boxes have function buttons. Usually these are rectangular. Frequently occurring buttons are the *OK* and *CANCEL* buttons. The function of these buttons is always the same.
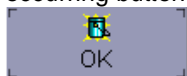
Click on the *OK* button to save the changes made in the screen and to close the window. Instead of clicking on the button you can use the ***** key.

Click on the *CANCEL* button to close the window in which you are working. Any changes you have made in this screen will not be saved. In all screens you can also use the **X** key to operate the *CANCEL* button.

To learn more about PrismaPro you can open the *SELECT FORMULA* window by positioning the pointer over the *DISPENSE* button and then pressing the left mouse button. Alternatively, press the **#** key.

The *SELECT FORMULA* window is shown below.
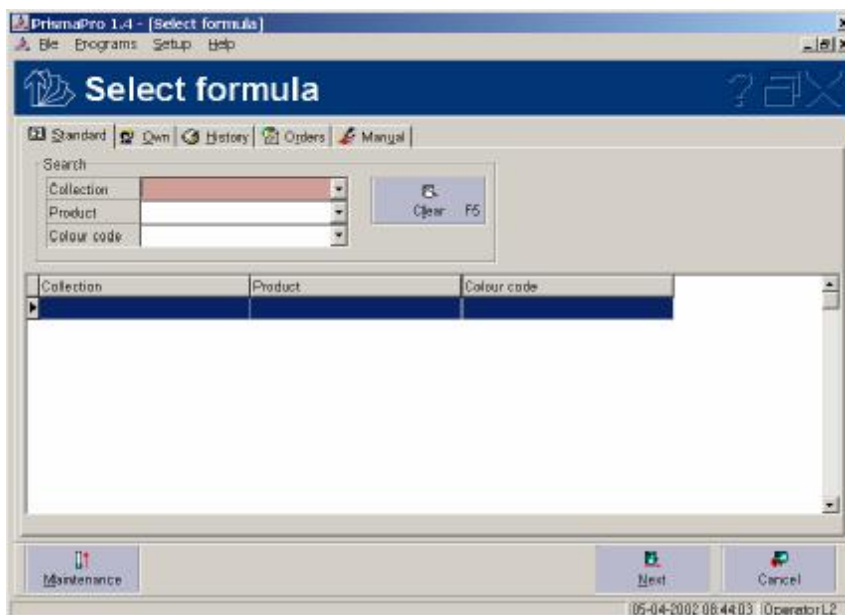
Tabs

In this window there are four tabs directly below the *SELECT FORMULA* banner.

These tabs give access to a number of pages, located one behind the another, for the various ways of searching for a formula. You can change from page to page by clicking on the tab you require.

Boxes

There is a *SEARCH* box under the *STANDARD, OWN* and *HISTORY* tabs.
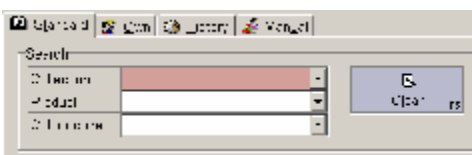
A box is used to indicate that a number of buttons and/or fields are related to one another. The *SEARCH* box contains input *fields* in which you can enter search criteria which PrismaPro will use to search for a formula (input fields are described below). There is also a *CLEAR* button which allows you to delete the contents of the search fields.

Tables

Below the *SEARCH* box PrismaPro displays the selection table containing formulas which match the search criteria as specified in the *SEARCH* box.

Product	Colour code
Wall Paint	Da Vinci
Gloss	Da Vinci
Egg Shell	Picasso
Primer	Picasso

You can select a specific row in the table by clicking anywhere along it with the mouse.

Messages

Messages are small pop-up windows which are displayed whenever PrismaPro identifies a problem. Take note of the information or instructions given and select *OK* to close the window.
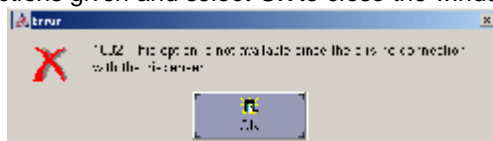
Hourglass symbol

Sometimes you have to wait while PrismaPro performs an action. If you have to wait the mouse pointer changes into an hourglass:

Be patient until the hourglass changes back to an arrow.

Input fields

PrismaPro will regularly ask you to enter data. Usually input fields are provided for this. Input fields are empty boxes with a flashing cursor in the box where you have to enter data, e.g.:

The colour of a field indicates the status. Fields become **Terra Cotta** as soon as they are active, i.e. the cursor is in the field and any text or numbers typed will appear in the field. **Yellow fields** are *read-only* fields containing values that cannot be changed. A white field can be edited, but it is not active.

If the input field is numeric you can use either a decimal point or a comma as the decimal symbol. Whether a decimal point or decimal comma is used in the display depends on the preference specified by your paint supplier. Input fields intended for numerical values sometimes have two small up and down arrows to the right of the box.

You may enter a number manually in the field or you may click on the up or down arrow with the left **mouse button** to increase or decrease the value by one.

You can use the = or **Backspace** key to correct typing errors in an input field. You can also select and

then delete text using the = key. To select text, drag the mouse pointer over it while holding down the left mouse button.

Drop down lists

A drop down list is an input field which allows you to make a selection from a list of possible input values. You can recognise a drop down list by the arrow on the right of the input field.

Product	

There are two options for selecting a value from a drop down list. You can either click on the arrow using the mouse or press $. The drop down list then drops down:

Collection	
	Art
	Galaxy
	House
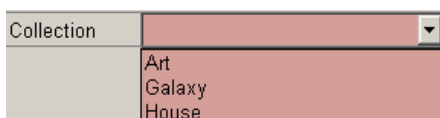
You can select an item from the list by clicking on it with the mouse or you can use the **Y Z arrow keys** to

browse through the list and select an item from the list using the **E** key.

An alternative method for making a selection from a drop down list is to type in a number of letters for the item you require. PrismaPro then displays all entries that contain the letters typed in. For example, if you type in 'green' as the colour name you will see, for example, grass green, canal green, etc.

Colour code	a
	Athletics
	Barcelona
	Basketball
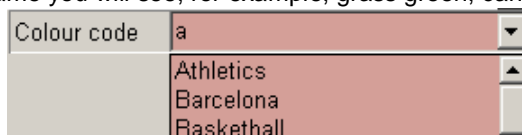
### *2.2   Working with PrismaPro using the keyboard*

All functions, buttons and menus in PrismaPro are accessible not only via the mouse but also via the keyboard. There are various ways of operating the various screen elements via the keyboard:

You can move between the buttons and fields in the window using the **T** key and arrow keys **Y Z** :

- to go to the next field: Press the **T** key or **Y** arrow key;

- to go to the previous field: Press the **B** and **T** keys simultaneously or press the **Z** arrow key.

An active field or active button turns Terra Cotta.

Use the **E** key to activate a button. If an input field is active the function of the **E** key is to enter the

values or text typed.

You can open drop-down lists using the **$** key. You can recognise drop-down list by the arrow on the

right of the field. When you activate a drop-down list, the drop down list of possible values for the field is displayed:

Collection	a
	Art
	Galaxy
	RAL
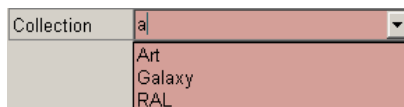
The ***** key is always the standard activation key for proceeding to the next screen or performing the most

obvious subsequent operation. In most screens the standard activation button is the *OK* button.

In all screens you can use the **X** key (equivalent to the *CANCEL* button) to close the window.

Finally, a number of function keys are also associated with frequently used functions. The assigned function keys for the main screen buttons are shown in the bottom right of the button. The standard function assignment for function keys is as follows:

!   Help; opens the *HELP* window containing information relating to the active window;

Dispense, open the *SELECT FORMULA* window;

&   opens the machine *MAINTENANCE* window (top up canister);

+   locks PrismaPro to prevent access by unauthorised users.

2.3   Online help

PrismaPro offers two types of help:
- hints
- Help window

Hints

Hints consist of text displayed in yellow when you hold your mouse over a field on the screen. Hints are also displayed at the bottom of the window.
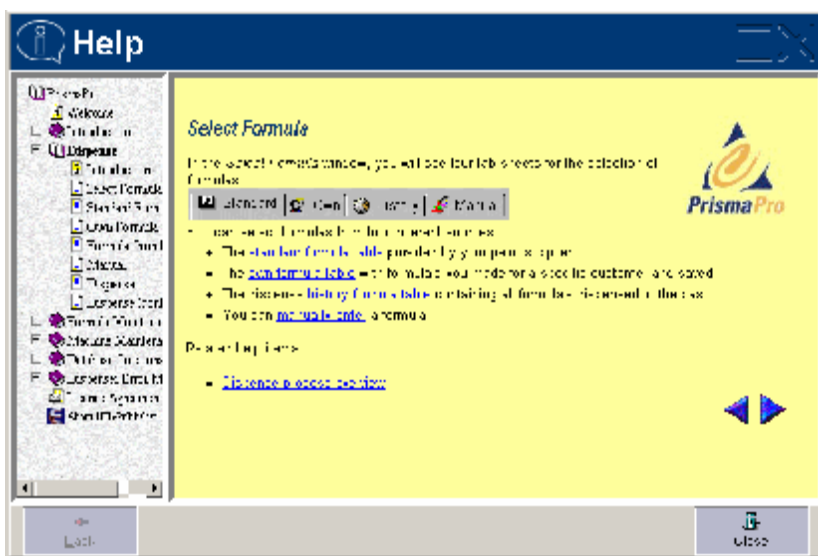

Help window

You can call up help by:

- Pressing the **!** key, whatever screen you are in.
- Clicking on the question mark in the title bar in any window

The help window is divided into two columns. The *HELP* list of contents is shown in the left-hand column in the same way as a folder list, with all sub-topics grouped under the main topic headings.

2.4   Basic operations

Logging on

Depending on the settings in PrismaPro, it is possible that you may be asked to log on when you start up PrismaPro. Select the correct user name from the drop-down list, type in the associated password that you have been given by your paint supplier and click on the *LOG ON* button or press the ***** key.
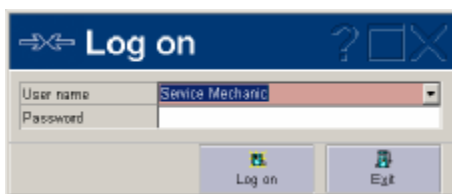
Screen saver/lock

If you have not used the computer for a pre-set number of minutes, PrismaPro will show a screen saver. PrismaPro will terminate the screen saver as soon as you move the mouse or press a key on the keyboard. PrismaPro may also ask you to remove the lock to prevent access by unauthorised users.
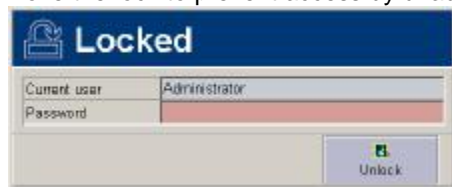
You then have to type in your password again before you will be able to use PrismaPro (this password will be specified by your line manager or by your paint supplier).

It is also possible to activate locking of PrismaPro directly by clicking on the *LOCK* button in the PrismaPro main screen or by pressing the **+** key.

Shutting down

You can shut down PrismaPro in the following ways:

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- by selecting the *EXIT* option in the *FILE* menu
- by clicking on the *EXIT* button in the main window.
- by the clicking on the close symbol (X) in the bar top right in the main window.

If you want to exit the program but do not yet want to switch off your computer, for example while you are at lunch, you can use the *LOG OFF* function in the *FILE* menu. The *LOG ON* window will now be displayed. You, or an authorised colleague, must then enter the appropriate user name and password before the program can be used.

Switching off your computer before you exit the program and shut down Windows may harm PrismaPro and the computer: data can be lost.

3   Dispense formulas

This section gives a step-by-step explanation of how you can dispense using PrismaPro.

The dispensing process in PrismaPro consists of four main steps. In Step 1 you open the *SELECT FORMULA* window and in Step 2 you select a formula from the table of standard formulas, from the table of own (custom-specific) formulas or from the dispensing history. In Step 3 you select the desired can size and the desired number of cans. The dispensing process then starts, which you can follow in Step 4.

By way of introduction, the procedure for dispensing (standard) formula RAL 1001, high gloss paint is given as an example. The options within the steps mentioned above are described in more detail in Sections 3.1 and 3.2.

Step 1: Open the *SELECT FORMULA* window from the main screen by clicking on the *DISPENSE…* button or pressing the **#** -symbol key.

Step 2: Select a formula by entering the name of the desired collection (e.g. RAL) in the *COLLECTION* field. As indicated previously, you can do this either by typing in 'ral' or by clicking on the arrow and selecting 'RAL' from the list of available collections. After selecting the collection, select the *PRODUCT* (e.g. high gloss) and the *COLOUR CODE* (e.g.1001) in the same way. The desired formula is displayed in the selection table.
Click on *NEXT* to open the *DISPENSE* window. (You will find more information on the selection of formulas in Section 3.1.)
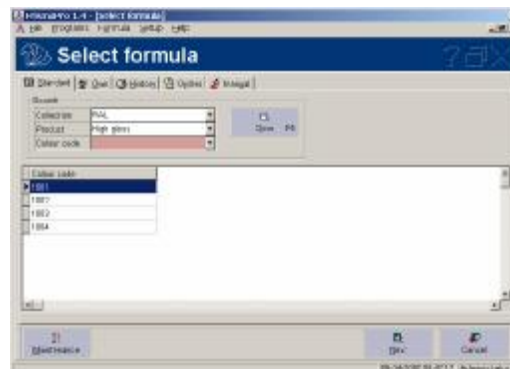
Step 3: In the *DISPENSE* window the details of the selected formula are displayed in the *FORMULA* box. The *COMPONENTS* box shows you which colourants will be dispensed into which pre-filled can.

In the *CHOICE* box you can click on the desired can size and specify the number of cans required.

Click on the *DISPENSE* button to start the dispensing operation. (More details on dispensing are given in Section 3.2).
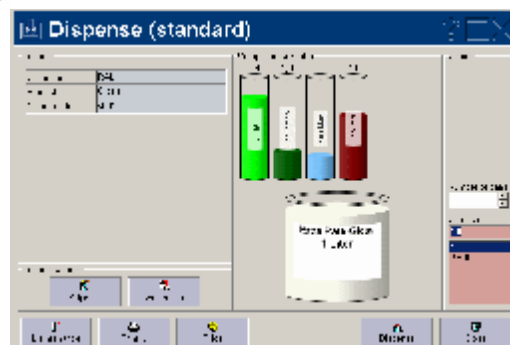
Step 4: The *DISPENSER – SIMULATION* status window opens as soon as the dispensing process starts. This window shows the progress of the dispensing process and indicates the action being carried out by the machine. If necessary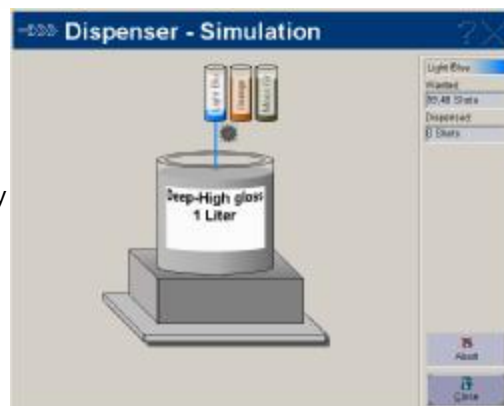, PrismaPro will ask you to place a can in the dispenser or to remove a can. When dispensing has finished, this window closes automatically and you are returned to the *DISPENSE* window (Step 3). Clicking on the *CLOSE* button in this window or pressing the $\bf X$ key will return you to the *SELECT FORMULA* window (Step 2). This has **no** consequences for the dispensing process.

N.B.: The screen shots in this manual are intended to guide you through use of the software. Since PrismaPro can be tailored to the requirements of the various paint suppliers, some displays may differ somewhat from the displays you see on your screen.

The way in which the above mentioned windows function is discussed in detail in the sub-sections below.

3.1   Selecting formulas

The *SELECT FORMULA* window has four tabs which correspond to the various ways in which you can select formulas:

- from *STANDARD FORMULAS* (all formulas supplied by your paint supplier);
- from *OWN FORMULAS* (formulas you have prepared for customers and have stored under the customer's name);
- from the *HISTORY* (the file of formulas you have dispensed in the past);
- by *MANUAL* input of a formula.

Click on the tab of your choice or select a tab using the $\bf A$ -$\bf S$ (Standard), $\bf A$ -$\bf O$(Own), $\bf A$ - $\bf h$(History) or $\bf A$ -$\bf m$ (Manual) keys.

The *SEARCH* box for the standard formulas contains the fields you can use for searching.

The principles for searching in the *STANDARD, OWN* and *HISTORY* pages is the same. The only difference is the fields available for searching for a formula. In *OWN* formulas it is also possible to search on the customer name under which the own formula has been stored. For *HISTORY* formulas, the time and date on which the formula was dispensed is an additional search field.

1. Complete one or more input fields in the *SEARCH* box (see Section 2.1 for an explanation on how to complete and drop-down input fields). You are free to decide on the order in which you enter the search

data. However, **take care**: the input fields are linked to one another. For example, the products available are dependent on the collection already chosen.
2. In the table in the middle of the window PrismaPro displays all formulas which meet the search criteria you have entered in the *SEARCH* box.
3. Select the desired formula either by completing all search criteria or by clicking on the desired formula in the selection table.
4. Then either click on the *NEXT* button or press ***** to go to the next window. You can also go to the next window immediately by double clicking on a formula in the selection table.

→ To clear the input fields click on the *CLEAR* button.

Example 1: Searching for a colour which has 're' in its name:
You are searching for a standard formula which contains the letters 're' in the colour name. Click on the *CLEAR* button to clear all fields in the *SEARCH* box. Type 're' in the *COLOUR NAME* field. PrismaPro will immediately drop down the *COLOUR NAME* field and display all colour names containing the letters 're' that are in the database. To select one of these, click on it using the mouse.

Colour code	a
	Athletics
	Barcelona
	Basketball

When you have selected a colour name all formulas which contain the selected colour name will be displayed in the selection table. If the formula you require is in the table you can select it by clicking on it. If the table does not contain the formula you require, you can enter a more detailed search criterion.

Example 2: Searching for a formula in the dispensing history
Let us assume you are searching for a standard formula you dispensed last week on a specific day. First select the *HISTORY* tab*.* In the *DISPENSE DATE* field enter the date on which you dispensed the formula. Now press **E** to display the selection table containing all formulas dispensed on the date you have entered.

Click on the formula you were looking for in the table or enter a more detailed search criterion in the *SEARCH* box, for example the product or the collection concerned.

Manual dispensing
Use the *MANUAL* tab to enter a formula or colourant quantities manually.

The procedure for manual dispensing is as follows:
1. Select the *MANUAL* tab in the *SELECT FORMULA* window.

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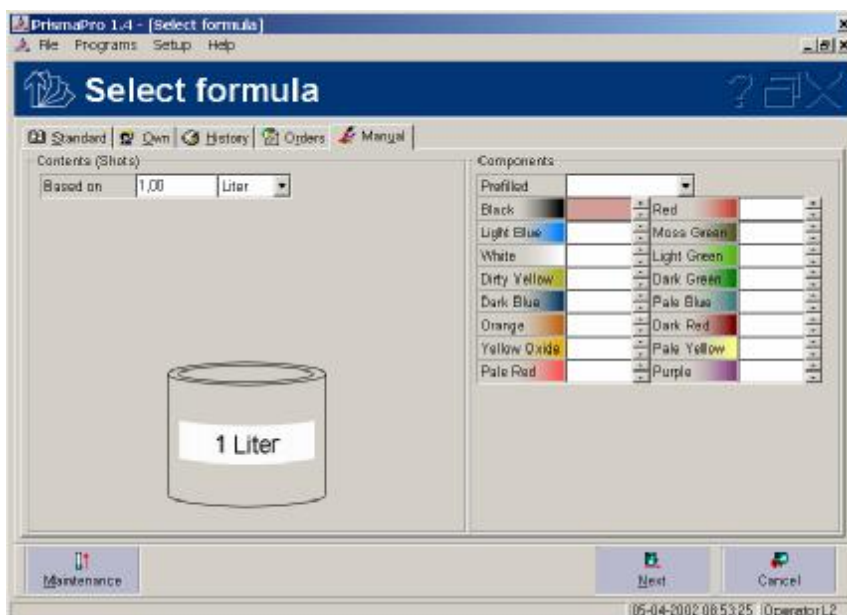
2. Click in the input field next to the component you require and enter the quantity of component (colourant) you require. The arrow symbols to the right of the fields allow you to increase or decrease the quantity by one. Continue until you have entered the quantities for all components you require.
3. Click on *NEXT* to go to the *DISPENSE* window.

3.2   Dispensing

The function of the *DISPENSE* window is:
1. to display (supplementary) details of the formula you have selected;
2. to allow you to select the can size and the number of cans.

If the selected formula is correct and you have selected the correct can size, click on the *DISPENSE* button or

press the * key to start the dispensing process.

In the following screen shot the various functions in the dispense screen have been provided with reference numerals. These are explained below.
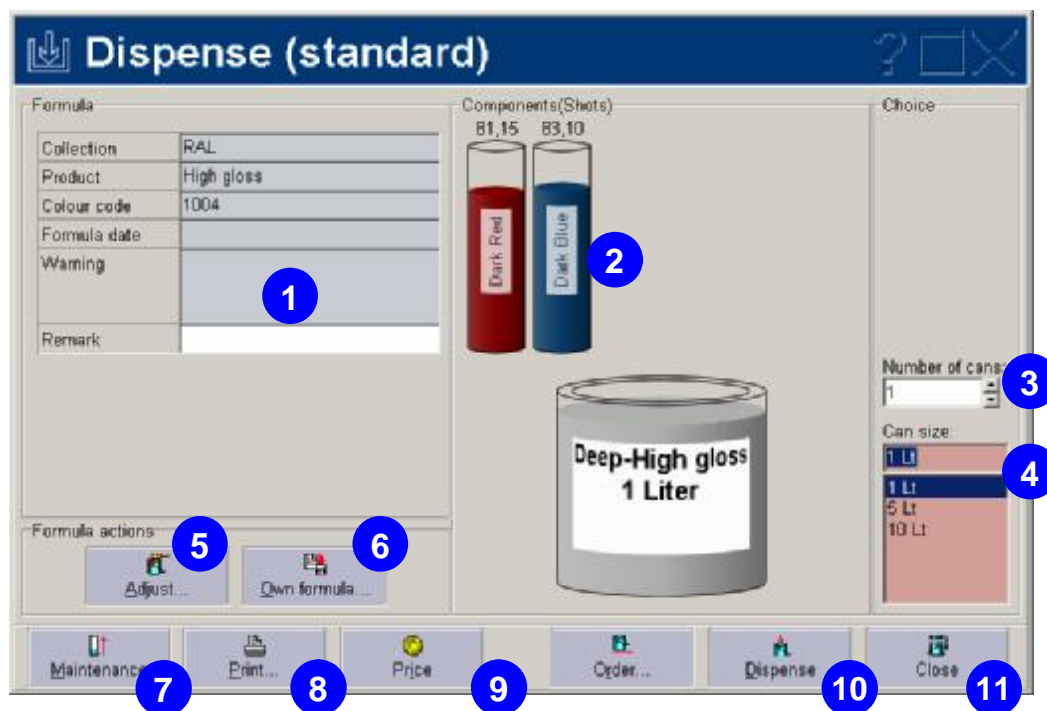
1. In the *FORMULA* box PrismaPro shows the details of the formula selected.
2. The *COMPONENTS* box shows which colourants are to be dispensed in which amounts. The base paint can that has to be placed in the dispenser is displayed below the colourant quantities.
3. The number of cans to be dispensed.
4. The can size for the formula to be dispensed. You can select one of the standard can sizes shown or manually enter a different quantity.
5. Clicking on the *ADJUST…* button allows you to make manual adjustments to the formula (see Section 3.3).
6. By clicking on the *OWN FORMULA…* button you can save the current (adapted) formula as an own formula (see Section 3.4).
7. By clicking on the *MAINTENANCE* button you can open the machine maintenance window (see Section 4).
8. Clicking on the *PRINT* button allows you to print an (additional) label for the selected formula. It may be that your PrismaPro has been set up so that a label is always automatically printed when dispensing.
9. Provided your paint supplier has incorporated price information in PrismaPro, clicking on the *PRICE* button will display the price for the selected job on screen.
10. Clicking on the *DISPENSE* button starts the dispensing process. You can also start this process by pressing the ***** key.
11. Clicking on the *CLOSE* button closes the *DISPENSE* window and returns you to the *SELECT FORMULA* window. The **X** key has the same function as the *CLOSE* button.

The *DISPENSER* window below opens as soon as you start dispensing.
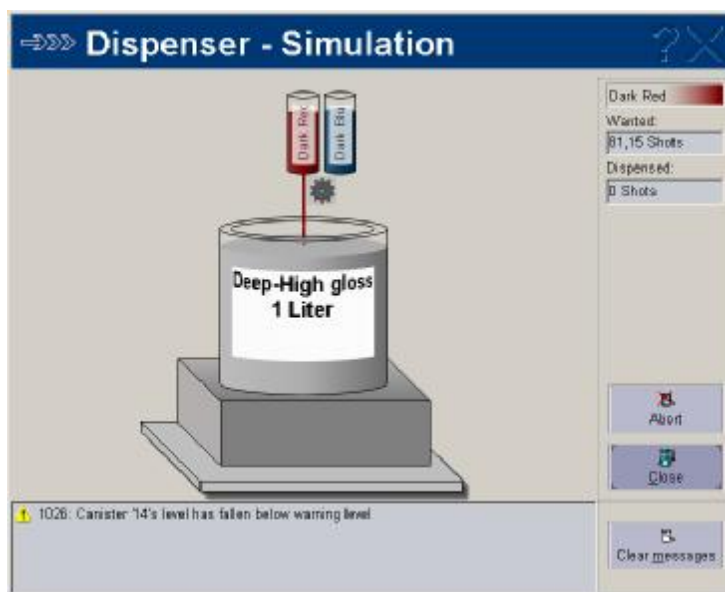
This window shows the progress of the dispensing process. If you wish, you can close this window by clicking on the *CLOSE* button. This does **not** affect the dispensing process, which continues as normal. Dispensing is stopped only if you click on the *ABORT* button.

If you have closed this window, you can always open it again via the *MACHINE STATUS* option in the *PROGRAMS* menu.

The yellow *MESSAGE FIELD* at the bottom of the screen is visible only if there are messages. The messages remain until you click on the *CLEAR MESSAGES* button or have topped up the machine.

If you have not already placed a can in the dispenser, PrismaPro will ask you to do this before dispensing starts. The following message is then displayed. The message window closes automatically as soon as you place a can in position.
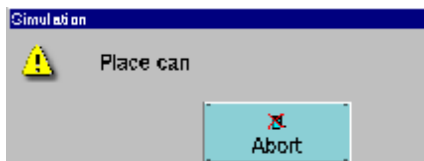
Once the dispensing process has finished, PrismaPro will also ask you to remove the can from the dispenser.

3.3   Adjusting formulas

If you wish to adjust a formula, click on the *ADJUST…* button in the *DISPENSE* window. The following window will be displayed:
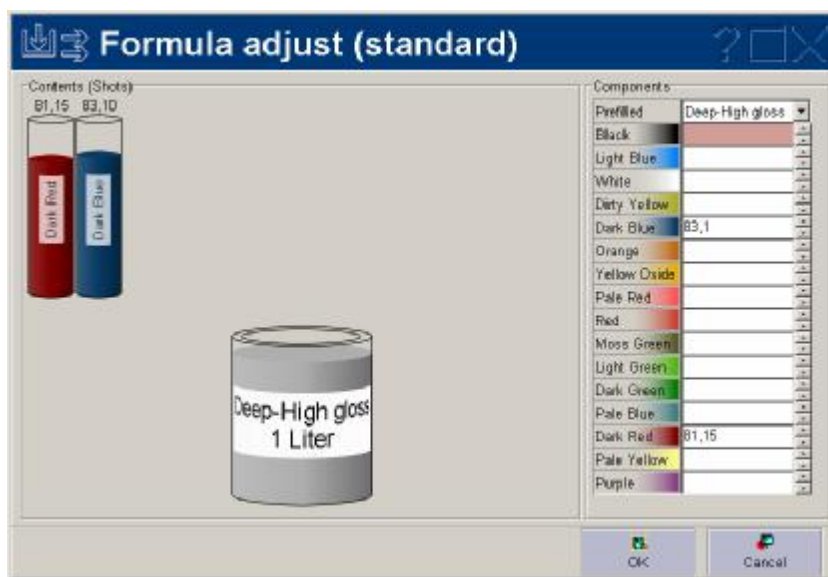
You can adjust the colourant quantities in the formula in the table on the right of this screen. PrismaPro shows the formula ingredients in graphical form in the **CONTENTS**-box on the left side of the window.

When you press **OK**, PrismaPro will check the total quantity of the formula (colourant quantities plus the prefilled base paint in the can). PrismaPro will show a warning message when deviates from the can size by more than a pre-set percentage.

If you have adapted a formula such that additional colourant(s) are dispensed, an additional **DISPENSE** option will be displayed in the **DISPENSE** window.

The **DISPENSE** option allows you to choose whether you want to dispense the entire modified formula (**TOTAL**) or merely the adjustment you have made (**ADJUSTMENT ONLY**). You can choose between these two options using the arrow on the right of the **DISPENSE** field. For example, if you have added one additional shot of black to the formula you can elect to dispense only that one additional shot of black.

3.4   Storing own formulas

By clicking on the **OWN FORMULA…** button you can store a formula (which you have adjusted) as an own formula. Own formulas differ from standard formulas in that they have a customer name instead of a collection name. Own formulas can be based on manually entered formulas, (adjusted) standard formulas or (adjusted) own formulas.

When you click on the **OWN FORMULA…** button in the **DISPENSE** window the following dialogue box is displayed.
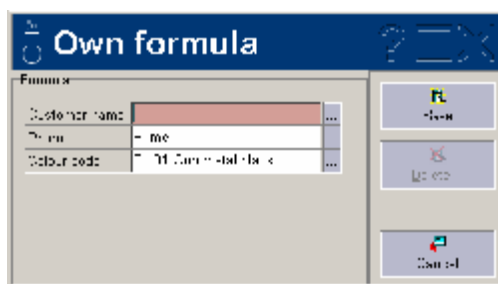
The data you have already entered are automatically displayed in the relevant fields. You can edit these data (product, colour code/name and formula date) if desired. The customer name has to be entered in the bottom field.

You can do this in one of two ways:
1. Type the customer name in the field.
2. Select the customer from the list of customers known to PrismaPro by clicking on the button to the right of the customer name field.

Typing in
The customer name you type in must be known to PrismaPro. If the customer name is already known to PrismaPro, PrismaPro will link the own formula to the selected customer record. If the customer name is unknown, PrismaPro will ask you whether a new record has to be made for this customer.

If you click on **yes** PrismaPro will display the input dialogue for new customers. This window is described further below.
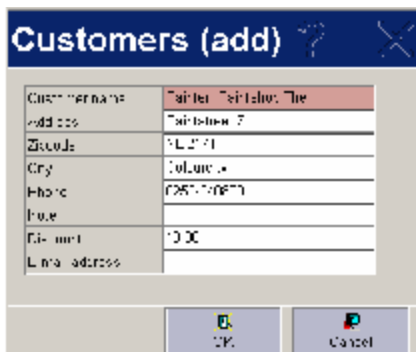
Selecting from the list of known customers

Clicking on the button to the right of the customer name field gives you access to the customer data in PrismaPro. The following window is displayed.
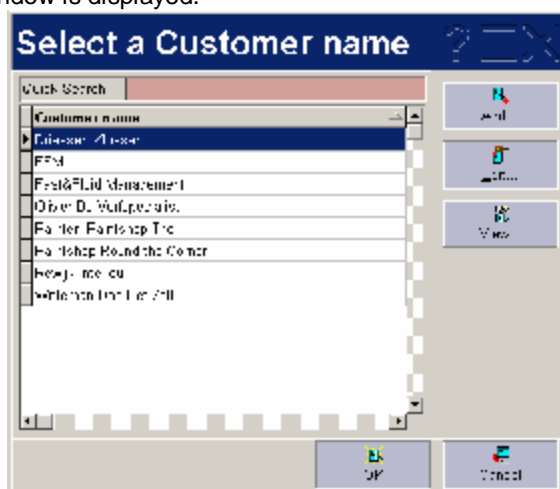
You can select a customer from this list by clicking on the customer name and then on *OK*.

This screen can also be used to add, delete or edit customers. If you click on the **ADD** button the following window will be displayed to allow you to enter the customer details:

If you highlight a customer name in the list and click on the **EDIT** button, the existing data for that customer will be displayed and you will be able to edit these as appropriate.

The customer details window allows you to enter all relevant customer data. These can differ depending on the PrismaPro configuration and your window could thus differ from that shown above.

Once all the customer details have been entered correctly, you can store the data by clicking on **OK.**

When you click on **OK** to save the new customer record you will be automatically returned to the **OWN FORMULA** window. You must click on the **SAVE** button in this window to ensure that the own formula is saved.

To search for an own formula, click on the **OWN** tab in the **SELECT FORMULA** window. The procedure for searching in standard and own formulas is described in detail in Section 3.1.

FAST & FLUID
MANAGEMENT

4   Machine maintenance

The *MAINTENANCE* window in PrismaPro gives you access to all functions needed to manage your dispenser. To open the maintenance window click on the *MAINTENANCE* button, which you will find in the *MAIN* window, the *SELECT FORMULA* window and the *DISPENSE* window. The *MAINTENANCE* window shows you the current relative fill levels of the machine canisters.

By clicking on the arrow to the right of the *ORDER BY* field you can opt to display the canisters in the order in which they are positioned in the machine or according to their relative fill levels.

From the *MAINTENANCE* window you can fill (see next section) and purge (flush) the individual canisters and open individual valves to resolve blockages (*OPEN VALVE* button).

The buttons in the *DISPENSER ACTIONS* box allow you to perform the following general machine maintenance functions:
- *PURGE ALL*: purge all nozzles (flush through with a small amount of colourant);
- *SMART PURGE*: purge only the nozzles which have not been used for a longer period.
- *CLEAN NOZZLES*: perform a cleaning cycle to clean all nozzles;
- *RESET DISPENSER*: (initialise) the dispenser.
- *AGITATE*, start the colorant agitation in the dispenser.

The above options are discussed later in this section.

4.1   Canister capacity/topping up

PrismaPro continuously computes the colourant level in the canisters and automatically reduces the level in a canister after colourant has been dispensed. If you are going to top up with colourant you must specify how much colourant you are going to add. You must do this **before** you actually top up the canisters.

If you want to top up a canister, double click on the canister concerned or select the appropriate canister number in the *CANISTER* drop down list and then click on the *FILL* button. As soon as you have selected a canister, the machine will move the selected canister into the fill position. This will be either on the left or the right of the dispenser, depending on the preference set.
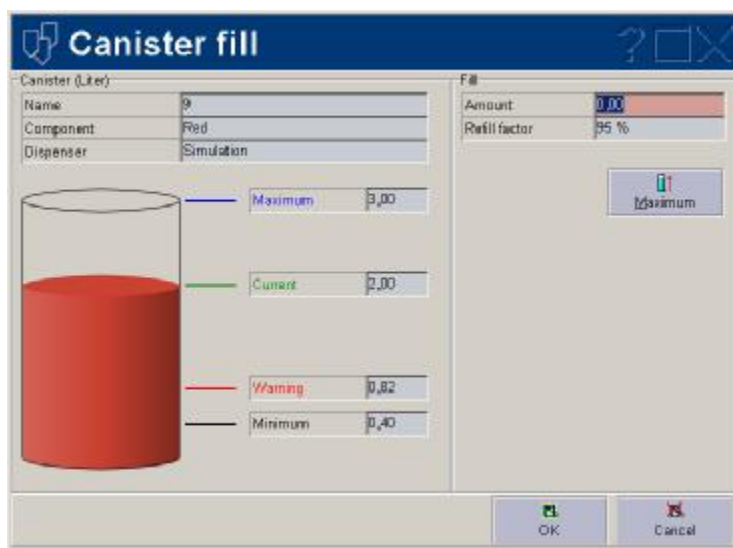
By way of a check, the *CANISTER FILL* window shows you which canister you have selected, which colourant is in the canister and the relevant dispenser. The following information is displayed below this:

Max	maximum capacity of the canister.
Warning	the level at which PrismaPro issues a warning that you have to top up the canister.
Current	the current level in the canister.
Min	the level below which PrismaPro will no longer dispense.

The procedure for topping up a canister is as follows:
1. If you want to fill the canister to the maximum click on the *MAXIMUM* button. Otherwise enter the amount

   you want to add in the *AMOUNT* field. Then press the $\mathbf{E}$ key. The data you have entered are

   processed and the level in the canister shown on the left changes to indicate the level that will be reached. If you enter a specific amount, the program will take account of the refill factor. This is the net percentage that goes into the canister from the refill can. For example, a refill factor of 95% means that on average 5% of the contents of the refill can will remain behind in the can and will not be transferred to the canister.
2. Top up the canister with the amount of colourant specified.
3. Click on *OK* to confirm the change and exit the window. If you have not topped up the canister click on *CANCEL* to cancel the change.

If more than one dispenser is connected to your PC there will be two tabs in the *MAINTENANCE* window, one for each dispenser. Use these tabs to toggle between the views for the canisters in each dispenser.

N.B.:
• You can enter negative values in the *AMOUNT* field to correct incorrect canister fill levels.
• The canister does not have a sensor. Therefore the program is not able to check whether or not you have indeed topped up with the indicated amount of colourant. Therefore make sure you enter the data accurately!
• The program will force you to top up before a dispensing operation if the minimum colourant level in the canister would be reached as a result of the dispensing operation.

4.2   Purging (flush through dispenser nozzles)

We recommend that you dispense a small amount of colourant from each canister at regular intervals (for example every morning) to ensure that the colourant does not become caked in the nozzles. This reduces the risk of blockages or squirting sideways.

PrismaPro offers two functions for purging: **PURGE ALL** and **SMART PURGE**. The **SMART PURGE** function only purges nozzles that are not used for a period of time (several days). The Smart Purge timeout period is set by you paint (colourant) supplier. **PURGE ALL** will always purge all nozzles.

The purge procedure is as follows:
1.   Open the **MAINTENANCE** window.
2.   Click on the **PURGE ALL** or **SMART PURGE** button.
3.   Place a can in the dispenser to catch the colourants dispensed.

4.3   Cleaning nozzles

The dispenser will clean the nozzles after each dispensing operation as standard. However, you can also initiate cleaning cycles 'manually' by clicking on the **CLEAN NOZZLES** button. The machine will perform the number of cleaning cycles set in the machine configuration.

5   Formula database management

This section describes how you can load formula updates from your paint supplier and how you can make backups of the PrismaPro database data. There are two options for backing up: (1) Backup all data in your PrismaPro configuration; (2) Backup own formulas.

> It is strongly recommended that you always make a backup of all data on your hard disk and a backup of own formulas on a diskette before you start to update formulas in your database.

A backup of the database enables you to get PrismaPro up and running again quickly should a fault develop in your computer or in PrismaPro. The backup of own formulas is essential for you to be able to restore your own formulas in the event of your PC developing a fault. If you do not back up your own formulas you run the risk that these will be lost if the PC develops a fault.

5.1   Backup own formulas

The procedure for making a backup of own formulas is as follows:
1.   Close all open PrismaPro windows (*DISPENSE, MAINTENANCE, SELECT FORMULAS*, etc.).
2.   Select the *BACKUP OWN FORMULAS…* option in the *FILE* menu.
3.   PrismaPro will ask you for the name of the backup file.

The standard filename for the backup is defined in the PrismaPro configuration set up by your paint supplier. Therefore change this name only if you have obtained instructions to do so from your paint supplier.
4.   Click on *START* to initiate the backup procedure.
5.   PrismaPro will inform you when the backup is complete.

Depending on the size of the own formulas database, it will take from a few seconds to a few minutes to make a backup.

5.2   Backup all data

The backup file of all PrismaPro data is usually so large that you will need 10 or more diskettes to store it. This file is therefore usually stored on the hard disk of your computer. This backup is essential to ensure that your dispenser will be up and running again quickly should problems occur with MS Windows or PrismaPro.

The procedure for backing up all PrismaPro database data is as follows:
1.   Close all open PrismaPro windows (*DISPENSE, MAINTENANCE, SELECT FORMULAS*, etc.).
2.   Select the *BACKUP ALL DATA…* option in the *FILE* menu.
3.   When you make a backup PrismaPro will show you a number of options:

- *Backup file name*: The backup file name display the filename of the backup file. This filename is defined in the PrismaPro configuration set up by your paint supplier. Therefore, change this name only if you have been instructed to do so by your paint supplier.
- *Formula's (Yes/No)*: Choose *YES*, to include alle PrismaPro formula data and configuration settings in the backup file. The formula data and configuration settings are essential to be able to use your backup to resolve software problems.
- *Dispenser Data (Yes/No):* Choose *YES*, to include the dispenser data and settings in the backup file. The dispenser data is essential to be able to use your backup to resolve software problems.
- *Log files (Yes/No):* Normally you do **not** need the log files in your backup file. Choose *YES* is you want to include all PrismaPro log files in the backup. Please choose *YES* when you are requested to send log file for examination of problems with your dispenser or PrismaPro.
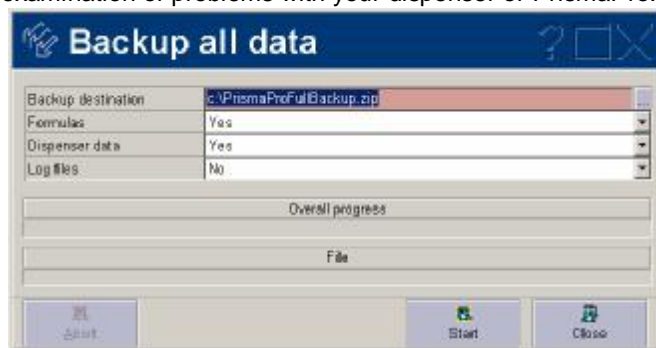
4. Click on *START* to begin writing all data into the backup archive file.

Depending on the size of the formulas database, it will take from 5 to 10 minutes to make a backup.

5.3 Restore all data from backup

You can restore all the data from a backup via the *RESTORE ALL DATA* option in the *FILE* menu. Examples of when you would need to do this are when loading a formula database update causes a problem or if the database is damaged.

N.B.: Any changes made after you made the backup will be lost! This includes the dispensing history and own formulas stored after you made the backup.

The procedure for restoring data from a backup is as follows:
1. Close all open PrismaPro windows *(DISPENSE, MAINTENANCE, SELECT FORMULAS*, etc.).
2. Click on the *RESTORE ALL* option in the *FILE* menu*.*
3. PrismaPro will ask you for the filename of the backup file.
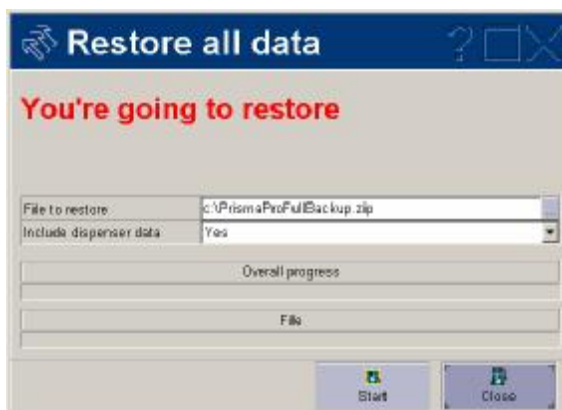
The standard filename of the backup is defined in the PrismaPro configuration set up by your paint supplier.
4.   You can also opt to restore the machine configuration (dispenser type, canister capacity, etc.). Select this option only if you are also experiencing problems with controlling the machine. If you select 'Yes' the canister levels will also be restored. This means that you will have to check the content of all canisters because these may no longer be correct. Therefore, select 'No' if possible and check whether the problems have been rectified.
5.   PrismaPro will inform you as soon as the restoration of data from the backup is complete.

5.4   Restoring own formulas from backup

You can restore own formulas from a backup into the PrismaPro database using the *RESTORE OWN FORMULAS* option in the *FILE* menu. It is desirable to be able to restore your own formulas should, for example, all data on your dispenser PC be lost as a result of a disaster.

N.B.: all changes to own formulas and new own formulas made after you made the backup will be lost!

The procedure for restoring data from a backup is as follows:
1.   Close all open PrismaPro windows (*DISPENSE*, *MAINTENANCE, SELECT FORMULAS*, etc.).
2.   Select the *RESTORE OWN FORMULAS* option in the *FILE* menu*.*
3.   PrismaPro will ask you for the filename of the backup.
     The standard filename of the backup is defined in the PrismaPro configuration set up by your paint supplier.

4.   PrismaPro will inform you as soon as restoration of data from the backup is complete.

5.5   Updating formulas

Your paint supplier will regularly supply you with an update of the standard formulas in your PrismaPro database. These formula updates can be supplied on diskettes, a CDROM or via Internet. Using the formula update function (*FORMULA UPDATE…* option from the *FILE* menu) you can read the formula updates from your paint supplier into PrismaPro. The following dialog window appears when you select the *FORMULA UPDATE…* option from the *FILE* menu:

The field *TYPE* enables you to select the type of formula import you want to carry out. Possible choices are:
-   Formulas from a diskette or CDROM
-   Formulas from an Internet site

Importing formula updates Internet requires a working Internet connection on your dispenser PC.

Loading the Formula updates from CD-ROM or Internet may take 10 to 30 minutes, depending on the size of the formula file. Therefore preferably start the update process after the shop has closed or during the lunch break to ensure that your customers are not inconvenienced by the update process.

The procedure for loading an update CD-ROM is as follows:
1. Close all open PrismaPro windows (***DISPENSE, MAINTENANCE, SELECT FORMULAS***, etc.).
2. Back up the database (see Section 5.2).
3. Select the ***FORMULA UPDATE…*** option from the ***FILE*** menu in the main window.
4. Choose the type of import you want to perform
5. Enter the correct import file name (e.g. E:\update.ppx or *www.fluidman.nl/downloads/update.zip*). When a default file name is shown, please check this filename with the instructions from you r paint supplier. Import files can have filename extensions: **.sdf**, **.ppf .zip** or **.ppx**.
6. Click on **OK** to start importing. In the case of large updates importing can take a considerable time.
7. PrismaPro will inform you when loading of the update is complete.

6   Guarantee Terms and Conditions

In these Guarantee Terms and Conditions 'FM' is understood to mean Fluid Management Europe.
The Guarantee Terms and Conditions incorporated in the FM General Terms and Conditions of Sale are summarised as follows (you can obtain the General Terms and Conditions of Sale free of charge from FM on request):

I.   FM guarantees the proper functioning of all items it supplies for a period of one year, except insofar as failure is the result of normal wear and tear. The costs of inspection work carried out by FM to investigate whether a failure falls under the guarantee will be reimbursed by the customer should it be established that the failure concerned is not covered by the guarantee. If it is established that a failure does fall under the guarantee, FM will supply an identical or equivalent item under the conditions specified in Point 6 of the General Terms and Conditions of Sale. The guarantee obligations described in this article apply only if the items supplied by FM are used in accordance with the manual. Customers will be charged for the time spent on work under guarantee, including travelling time and travelling and subsistence costs, at the current rates.

II.   Contrary to the above, FM has no obligation whatsoever under the guarantee if
       a) the item has been repaired by the customer or by third parties or an attempt has been made to repair the item by the customer or by third parties, unless FM has previously refused to repair the item at a reasonable price;
       b) FM demonstrates that tests have not revealed the fault;
       c) the customer has not fully and accurately informed FM immediately of the fault, if possible in writing and/or by fax, and/or has not complied completely with the instructions given by FM;
       d) the customer has used or treated the item incorrectly or not wholly in accordance with instructions from FM;
       e) the damage is a consequence of matters outside the control of FM which have occurred during transport or installation.

III.   The term "Software" will hereinafter be understood to be the standard computer software made available to the customer by FM, stored on computer-readable material, plus the associated documentation (Software Manual), to include any distributed, improved and/or new versions. The processing unit (PU) is understood to be the machine for which and with which the software was supplied and in respect of which it is to be used exclusively.

IV.   The customer is entitled to copy the Software in whole or in part (up to a maximum of 2 copies) for internal backup purposes, which copies will be provided with the same marks, indications with respect to copyright and other identifiers as the original version of the software.

V.   The customer will not change, translate, decompile or adapt the software and will not derive the source code therefrom unless FM has given explicit written permission for this. At the request of the customer, FM will provide the customer with the information he/she requires in order to achieve interoperability of the software with other software.

VI.   In the event of a malfunction in the PU, the customer may use the software on another processing unit until the PU is operational again. The customer will inform FM of this within 5 days.

VII.   If permanent transfer of the software from the PU to another processing unit is required, the customer must ask FM for permission for this, which permission FM will not refuse on unreasonable grounds.