

# Technical Guide to the Mystic Tan KYSS™ (MT-6500)

220V 50/60 Hz



sunlessinc

**SAVE THIS INFORMATION FOR YOUR RECORDS**

**Please find your serial number and record it below.** The serial number is located by the power inlet, near the power on/off switch and on your touch screen. Please use this serial number when calling for service or replacement parts

Serial Number: \_\_\_\_\_

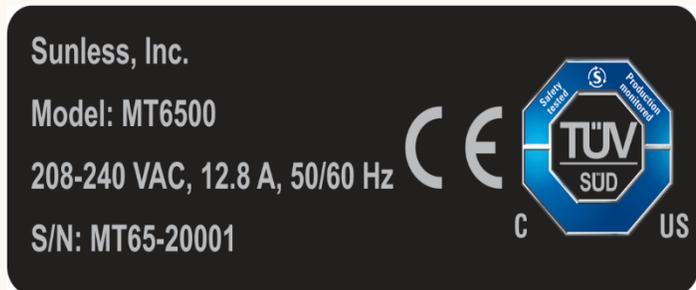
Installation Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Mystic 6500**

Sunless, Inc.

8909 S Freeway Drive

Macedonia, OH 44056



Tech Support: (855) 450-3500

For Support with Sales, Solutions, Lotions, and Products: (888) 974-9977

## SAFEGUARDS

**Your safety and the safety of others are very important. We have provided important safety information in this manual. Please read and obey all safety messages before operating the Mystic Kyss.**

It is the responsibility of the owner and operator of the Mystic Kyss to comply with all appropriate safety and health laws, as well as other applicable national, state and local laws and ordinances when operating and maintaining the Mystic Kyss equipment. **See pages 7-9 for important information regarding the safe operation of this equipment.**



**To reduce the risk of injury, fire, electrical shock or property damage, always observe proper care when handling or performing maintenance on this equipment. The hazard symbol above is used to highlight instances when a hazard may be present, but always follow all relevant safety guidelines when operating this equipment. Familiarize yourself with all precautions and read all warnings in this manual before operating the equipment. Perform monthly inspections and replace any damaged or excessively worn components.**

### NOTE ON PART REPLACEMENT: DIELECTRIC GREASE

Stringent quality control and testing has shown that adding dielectric grease to some of the connectors within the booth will extend the life of the connectors by **300%**. When replacing components **OUTSIDE** of the control panels, add dielectric grease to the pins on the female connector to ensure the maximum life for the component. A packet of dielectric grease will be shipped with any component that it is recommended for, including: compressor, sump pump, heaters, lights, fans, door sensor, extension jumpers, motors, and motor drives. Do **NOT** use dielectric grease on control panels, touchscreen, power supplies, circuit boards, network cables, or the power cord.

## Table of Contents

Important Safety Instructions.....	7
FDA Recommendations.....	9
Welcome to the Mystic Tan KYSS.....	10
Preparing for the Kyss Arrival.....	10
Dimensions for the Kyss.....	11
Preparing for Your First Use.....	13
Getting to Know the Touchscreen Features.....	13
The Home Screen.....	13
The Staff Screen.....	14
Note on Page Navigation.....	15
Staff Tools Page.....	15
When to Use the Staff Tools.....	15
Staff Settings Page.....	16
The Tech Support Button.....	16
The Technical Screen.....	17
Technical Setting Page.....	17
Technical Input Diagnostics.....	18
Technical Diagnostic Outputs.....	19
The Admin Screen.....	19
The Admin System Page.....	19
The Admin Connectivity Page.....	20
Admin Date & Time Page.....	20
Preparing for Your First Session.....	21
Running Your First Session.....	22
Adding the Solution Cartridge.....	22
Filling Up.....	22
Warming Up.....	23
Get Tanned.....	23
Rinse Down.....	24
Maintaining for Optimum Performance.....	24

Daily Maintenance .....	25
Line Purge .....	25
Clean Exhaust Filter.....	26
Clean the Drain Filter.....	27
End of Day Maintenance .....	28
Daily Maintenance Checklist.....	29
Daily Inspection Checklist.....	29
Weekly Maintenance .....	30
Clean Top Exhaust Filter .....	30
Weekly Maintenance Checklist .....	31
Monthly Maintenance .....	31
Clean Float Switch Plate and Sump Basin.....	32
Clean Heater and Compressor Filters.....	33
Run a Test Session .....	33
Perform Diagnostic Output Check.....	33
Monthly Maintenance Checklist.....	34
Troubleshooting .....	34
T1. Internet Connectivity .....	35
T2. Session Not Starting- Cartridge Label Not Displayed .....	37
T3. Rinse Down Process Not Starting .....	37
T4. Sump Not Draining.....	38
T5. Adjusting the Air Pressure.....	38
T6. Updating Software via USB .....	40
Updating the Booth Firmware .....	40
Updating the Touchscreen Software.....	40
T7. Audio and SD Card Faults.....	41
Appendix 1: Faults.....	42
Identifying a Fault in the Booth .....	42
Message Indicator on Home Screen .....	42
Email Notifications .....	43
Fault Severity .....	44

Fault Codes and Descriptions .....	45
Blue Faults .....	45
Orange Faults .....	46
Red Faults .....	47
Appendix 2: Technical Diagnostic Output Tolerances .....	49
Appendix 3: Quick Start Staff Guide .....	50
Select a Solution and Myxer .....	50
Prepare the Booth.....	51
Start the Session.....	52
Appendix 4: Maintenance Checklists .....	54

## Important Safety Instructions



**DANGER!!!:** To reduce the risk of property damage, burns, fire, electric shock, death or injury to persons, read the following important safety information and all instructions before operating/using the Mystic Kyss.



1. Carefully read this manual and follow ALL instructions before using the Mystic Kyss booth. Warning labels and symbols are used throughout this manual and placed on the machine to alert you to hazards that can be harmful and/or fatal to you or others.
2. Always disconnect the booth from the electrical power supply before servicing, wiring, or opening internal covers. Risk of electric shock could occur when panels are opened while the unit is plugged in.
3. Do not modify the Mystic Kyss power plug or wiring in any manner. Always confirm that the electrical outlet and booth plug are properly grounded and correctly matched to the voltage of your machine.
  - Verify the correct voltage by referring to the serial plate located adjacent to the power cord on the side of the booth.
  - 208-240 VAC U.S. Installations: Always plug the power cord into a properly configured, grounded and dedicated 230VAC NEMA 6-15 outlet only.
  - 230VAC INT'L Installations: Always plug the power cord into a properly configured, grounded and dedicated outlet which matches the respective power cord shipped with the booth at installation – plug ends vary by country.
4. It is recommended that the booth be used on a dedicated circuit rated for the voltage and current for your respective model. The dedicated circuit should have no additional outlets or branch circuits. If the provided plug does not fit into your outlet, consult a qualified electrician to evaluate the power outlet, and to safely update wiring if necessary. All wiring must be in accordance with local and national electrical standards.
5. Never disconnect the plug by pulling on the cord. To safely disconnect from the outlet, grasp the head of the plug firmly and disconnect from the outlet.
6. Do not overload wall outlets. Overloaded wall outlets, loose/damaged wall outlets, extensions cords, frayed power cords, or damaged/cracked wire insulations are dangerous! Any of these conditions could result in electric shock or fire. Periodically examine the cord of the Mystic Kyss unit, and if the appearance indicates damage or deterioration, unplug it, and

immediately discontinue use of the booth. Please contact Sunless, Inc. Technical Support at (855) 450-3500 for instructions on how to obtain replacement parts when necessary.

7. Protect the power cord from physical or mechanical abuse, such as being twisted, kinked, pinched, closed in a door, or walked upon. Pay special attention to plugs, wall outlets, and the point where the power cord connects to the booth.
8. Keep cords away from heated surfaces.
9. Do not allow water to accumulate on the floor around or near the Kyss booth.
10. Never handle the plug, electrical cord, or touch the wall outlet with wet hands.
11. To reduce the risk of fire or electric shock, do not expose the unit to rain or moisture.
12. Your booth is equipped with a main power circuit breaker. Circuit Breakers are designed to disconnect the electrical circuit quickly in case of electrical overload.
13. Make sure the machine is not operating before unplugging it from the electrical circuit. Always unplug the machine when doing any repair or removing any protective covers.
14. Close adult supervision is necessary when this product is used near children. Do not allow children to play in or around the booth, or to play with the touchscreen controller. Severe injury or harm could occur due to moving parts and electrical features of the Mystic Kyss booth.
15. Use this product only as intended per the instructions in this manual. Limit spray solutions or cleaning compounds to mild detergents (such as Dawn®) and warm water. If using tanning bed cleaners, ensure that they are safe for acrylic material.
16. Never operate or do routine maintenance to the Mystic Kyss booth while drowsy or impaired.
17. The Mystic Kyss is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision and/or instructions regarding safety.
18. Never touch or try to stop the nozzle housing or other moving parts while in motion.
19. The booth contains two high-powered heating elements. Never touch or place hands close to them.
20. Performance adjustments and periodic service must be performed by trained and qualified personnel.
21. Consult a physician before using the Mystic Kyss if pregnant or if you think you may become pregnant, or if you have any condition that may be affected by spray tanning.

22. Move slowly and use caution to avoid slipping after applying barrier cream to hands and feet when moving around the inside and outside of the booth.

23. Mystic Tan sunless formulations are not a sunscreen or a substitute for proper sun protection.

## **FDA Recommendations**

At Sunless, Inc. creating quality products that are also safely used is our #1 objective.

As such, we'd like to encourage each of our business partners to communicate and train your staff and tanners on the safety practices related to automated spray tan equipment.

Education and safety begins by following the FDA Advisory, which recommends five actions by spray tanners:

- **Use protective eyewear**
- **Wear nose filters**
- **Use ear plugs**
- **Seal lips with lip balm**
- **Wear protective undergarments**

Communicating and following these five steps will ensure that your tanners will have a safe automated spray tanning experience. **The complete FDA advisory on spray tanning can be found here:** <http://www.fda.gov/Cosmetics/ProductsIngredients/Products/ucm134064.htm>

A link to the FDA advisory can be found on the Sunless Inc., Mystic Tan and Versa Spa web sites. Additionally, salons can order an informational brochure to display in your business and distribute to your tanners named "What is Sunless Spray Tanning/FAQ". To assist in your training efforts, Sunless, Inc. educators will gladly review this information during staff training sessions, at your request. Finally, Sunless, Inc. also makes the protective products available for purchase.

Sunless, Inc. is available to answer any questions you may have regarding the safe use of spray tanning products. Additionally, we will continue to update information as changes are made and convey these to you in a timely manner.

## **Welcome to the Mystic Tan KYSS**

Congratulations on your purchase of the Kyss. This revolutionary automatic spray booth has been designed based on decades of market research and customer feedback. We have been listening to everything you have been telling us, and here is the answer: The Kyss. Every aspect of the automated spray tan has been evaluated and reconstructed to meet the diverse needs of the salon management, the salon attendants, the technicians, and, of course, the salon customers. This streamlined design will create efficiencies for the salon, extremely reduced downtime, improved customer service, and the most important improvement: the best spray tan color and coverage in the industry!

So please take the time to familiarize yourself and any applicable staff with the features and operation of this revolutionary equipment so that you can enjoy all the benefits this package has to offer. Be sure to give special attention to all safety guidelines.

## **Preparing for the Kyss Arrival**

Now that you have ordered the Kyss, it is time to prepare for its arrival. After scheduling a delivery date, you will receive shipment and tracking information on your new unit. It will arrive on location prior to the certified installation technician's arrival. Once it arrives, make sure not to open the package, as some of the components could be damaged. If you notice any damage to the packaging, make sure to note it on the bill of lading before signing for the package. Any obligations will be covered in your installation agreement.

There are several things that should be verified prior to the installation technician's arrival to ensure that you will be up and open for business as soon as possible. Below is a checklist to make sure that you have made all reasonable considerations and will be able to have your unit functioning properly the same day the certified technician arrives.

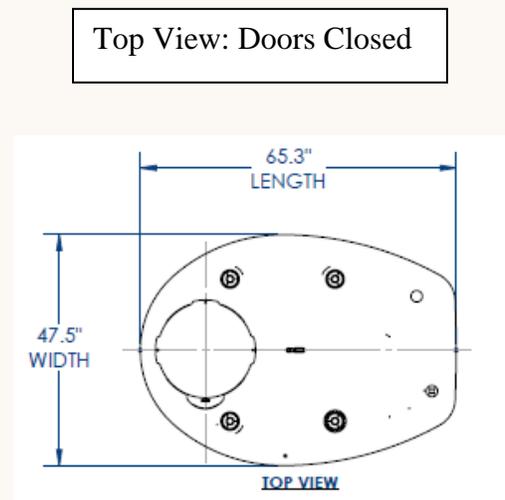
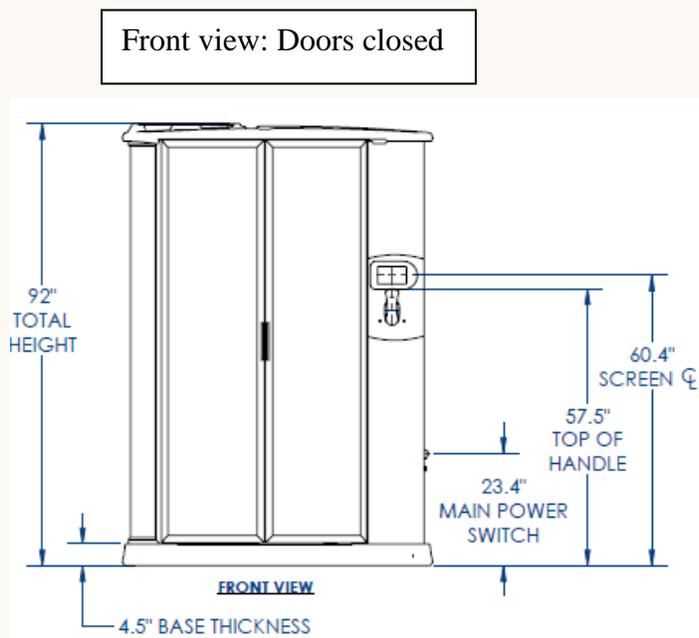
- ✓ Have a location or room with level flooring free of obstructions and no carpet.  
Minimum recommended room size is 6' by 7' with an 8' ceiling.
- ✓ The booth will require a 208 - 240 VAC dedicated single phase 15-amp outlet.  
The outlet should be located within four feet of the Kyss unit. In US and Canada, the unit uses a NEMA 6-15 plug.
- ✓ If the salon intends to use the TMAX system, it will require a TMAX 3A timer (not included). All communication cables should be ready and with a length to reach the unit plus an excess of five (5) feet.



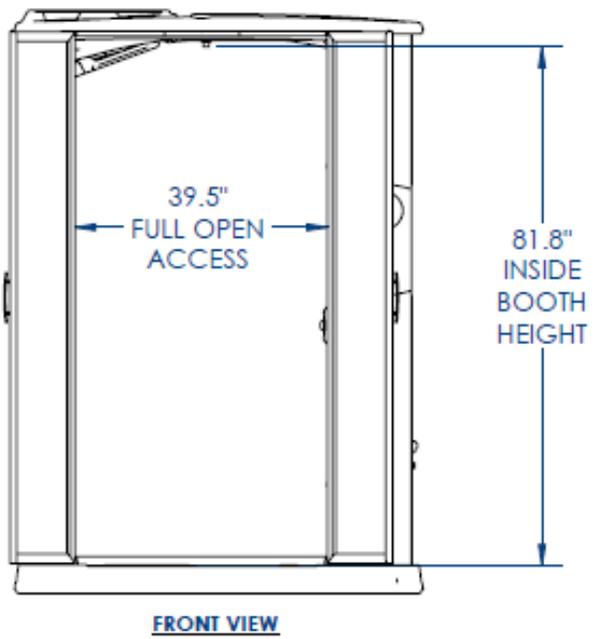
- ✓ A cold water inlet **with a cutoff valve** within four feet of the back of the unit. The inlet requires a minimum of 40 PSI to a maximum of 100 PSI and the capability to deliver 4 gallons of water per minute. **The cutoff valve must be accessible after installation and should be cut off nightly to avoid leakage.**
- ✓ A drain system, terminated with a standard male garden hose, should be located within four feet of the back of the booth. The drainpipe should be a minimum of  $\frac{3}{4}$  inch internal diameter, and should connect to the sewer system with a proper anti-syphon connection. A manual cutoff valve is also recommended for the drain, so that it will be accessible after installation.
- ✓ Arrangements should be made to have any staff that require training present once the installation is complete.
- ✓ If any electrical or plumbing modifications are required to meet these stipulations, ensure that all local, state, and federal standards and codes are met.

## Dimensions for the Kyss

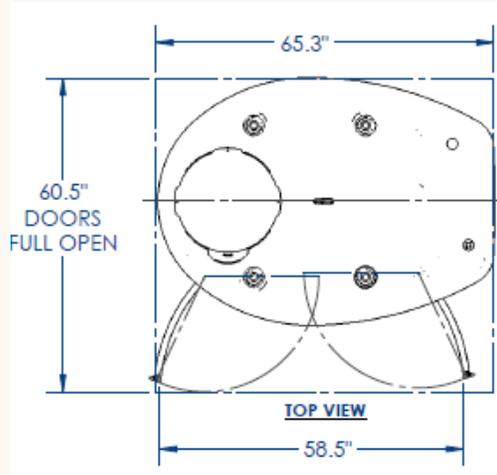
The dimensions for the Kyss are provided below to help you determine the ideal location for placement. Keep in mind an allowance for opening the doors.



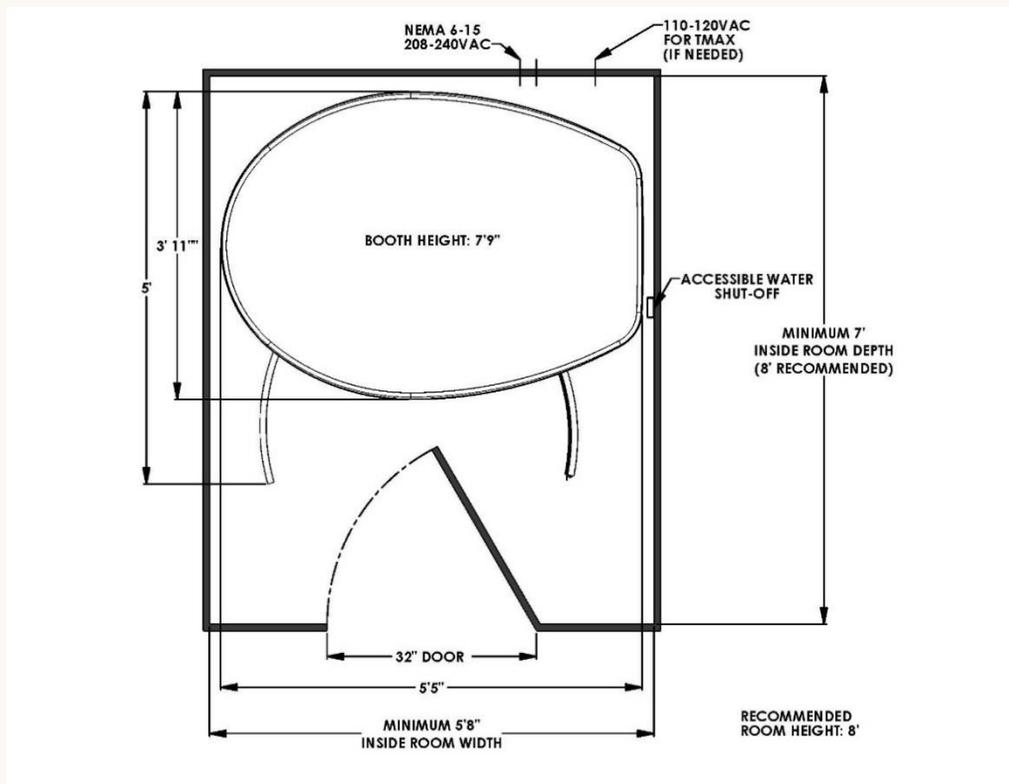
Front view- Doors Open



Top view- Doors open



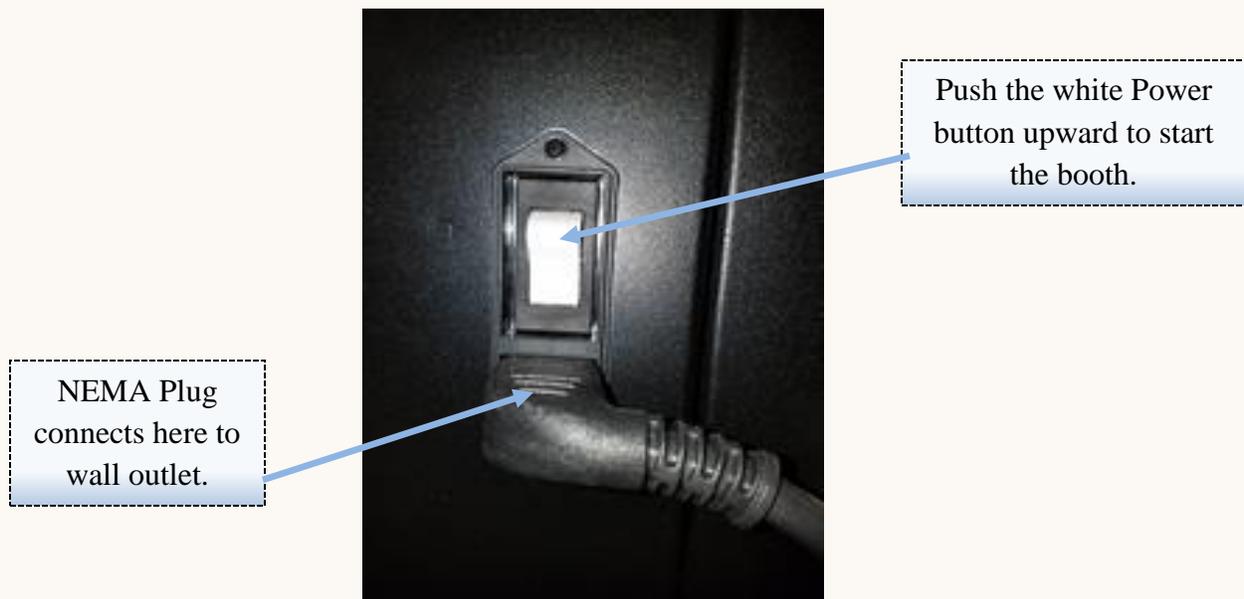
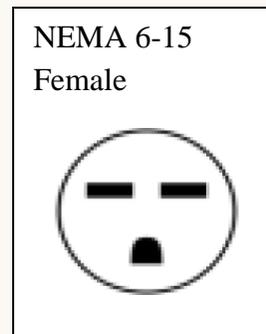
Room Layout



## Preparing for Your First Use

Now that your Mystic Tan Kyss booth has been successfully installed, let's go over a what to do to prepare for your first use.

To get started, plug the Kyss into a 220 VAC (208 – 240 VAC) dedicated outlet (NEMA 6-15, pictured below). Then push the white power switch into the upward position to power the booth. You should hear a chime as the ON button is switched and the touchscreen display will power up. Once the touchscreen boots up, you will hear another chime to know it is ready to use.

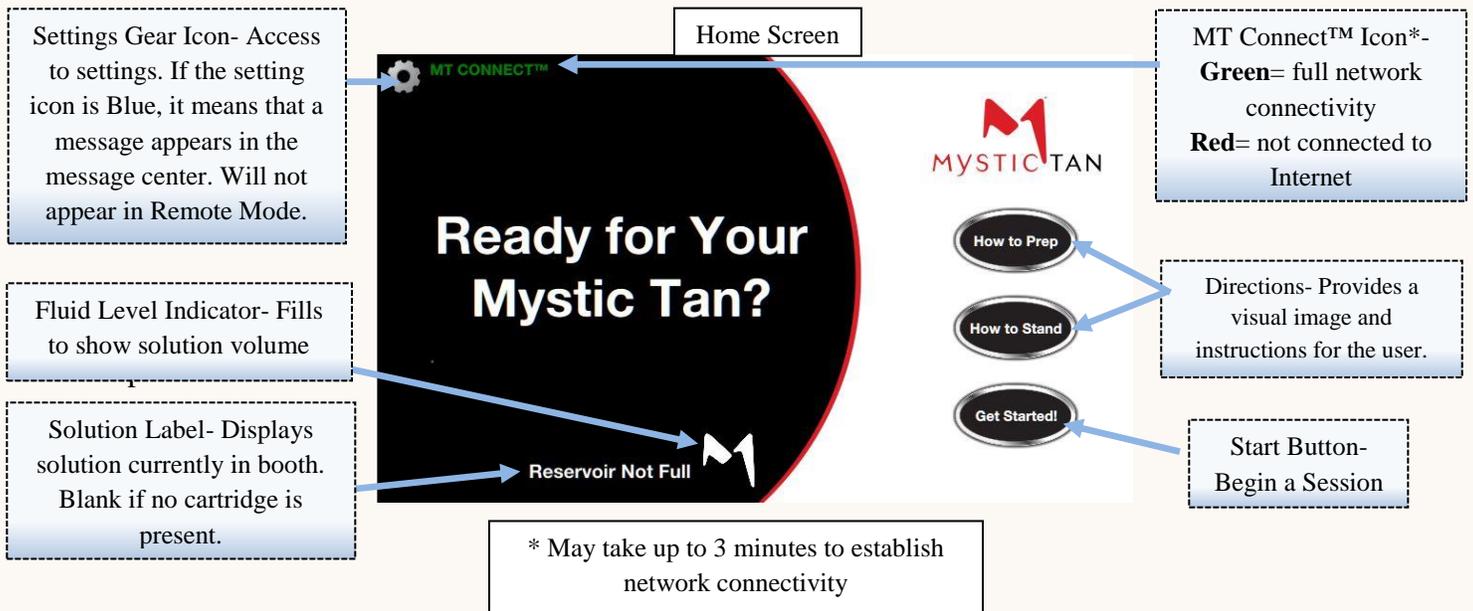


## Getting to Know the Touchscreen Features

Before running your first spray session, take a moment to familiarize yourself with the touchscreen display and all the features that are right at your fingertips.

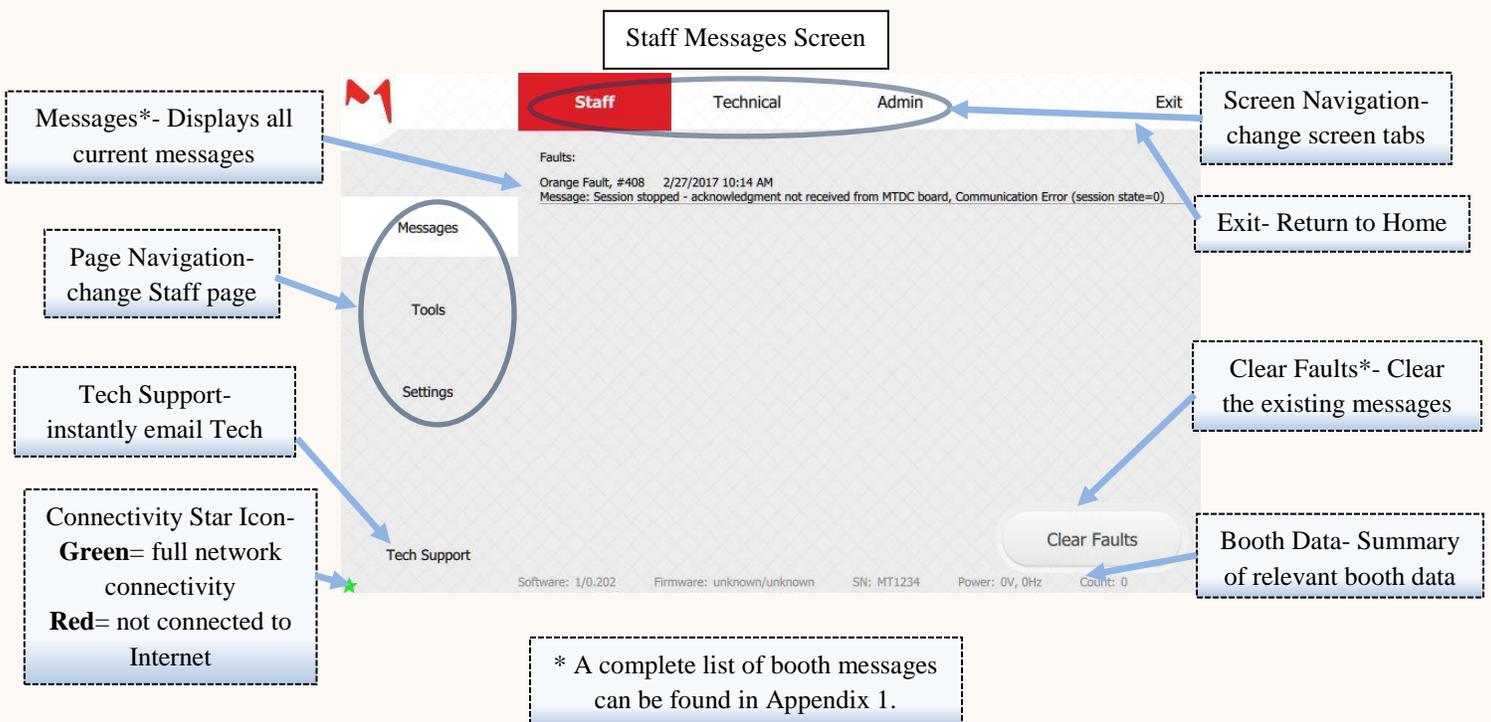
### The Home Screen

The first screen that appears once the touchscreen boots up is the Home screen. The Home screen contains several important pieces of information.



## The Staff Screen

From the Home screen, click on the setting gear icon and you will be taken to the Staff screen by default. The staff screen provides some very important information, as well as control over many elements of the spray booth. The Staff screen has three separate pages that can be navigated to using the tabs on the left side of the screen. The default page you will be taken to first is the Messages page.



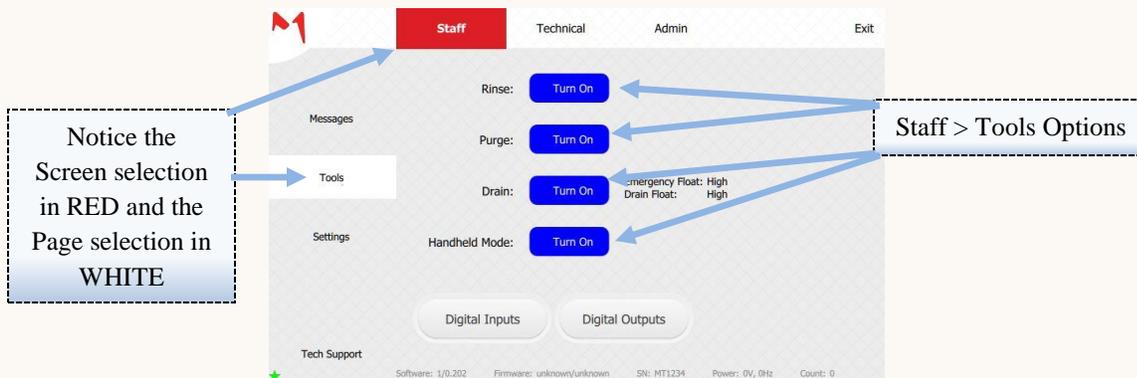
## Note on Page Navigation

Navigating between pages and screens is accomplished simply by touching the corresponding tab. The current screen selection is highlighted in red (Staff, Technical, or Admin). The page within the screen you are viewing is highlighted in white. Notice the “Messages” tab on the left of the “Staff” screen above. See that “Messages” is shown in white and “Staff” is highlighted in red to show the current display.

## Staff Tools Page

The “Tools” tab in the Staff screen is located directly under the “Messages” tab. The options here may be toggled on and off, or they may be activated and allowed to run for the designated time. The options are listed in order, along with a short description and the default times are in the chart below.

Option	Default (* seconds)	Description
Rinse Button	20 *	Activates the rinse down pumps
Purge	90 *	Purges the reservoir, removes left over solutions
Drain	20 *	Activates drain pump
Handheld Mode	900 *	Activates exhaust, heat, fans, and lights
Heat	Medium	Toggles heat settings between Low, Med, and High



## When to Use the Staff Tools

**Rinse button:** Provides an additional rinse down of the booth interior. If the door is open an audio message will give a reminder to close it, but the rinse will begin regardless.

**Purge:** The purge button clears the reservoir of any remaining solutions. This can be from the result of an incomplete session, accidental overfilling\*, or from an unused session.

\*To avoid accidental overflowing, make sure to check the Fluid Level Indicator on the Home screen before adding solution.

**Drain:** Activates the drain pump for additional time to remove any residual liquid waste. This can be a result of additional interior cleaning or in preparation for cleaning and maintenance. This is an especially handy feature to use prior to sump float cleaning and maintenance.

**Handheld mode:** Handheld mode is activated to provide a comfortable backdrop for applying a manual spray session using a handheld spray unit. When handheld mode is activated, the lights, heaters, and exhaust fans are activated, while the booth draws in filtered fresh air.

## Staff Settings Page

The Staff Settings page provides access to adjust some of the booth variables. The chart below provides the Setting, along with a short description, the default values, and the minimum and maximum values for each setting. Values are adjusted by using the buttons on either side of the setting to either raise or lower the value.

Setting	Default	Min. Value	Max. Value	Description
Speaker Volume	15	0	40	Volume for Booth Audio
Interior Light- Idle	100	0	255	Brightness while idle
Interior Light- Session	100	0	255	Brightness while running
Column Light Level	100	0	255	Brightness on side column

## The Tech Support Button

Have you ever had trouble finding tech support help? Sitting on hold only to be redirected time and again. No one enjoys that, so the Kyss put Tech Support right at your fingertips. So long as you have network connectivity to the booth (remember the MT Connect™ icon), just touch the bottom tab on the left of the Staff screen (or the Technical and Admin screens also). You will immediately be able to send an email straight to our tech support team. No searching for contact information or waiting on hold. Just touch any field in the form and a keyboard will appear.

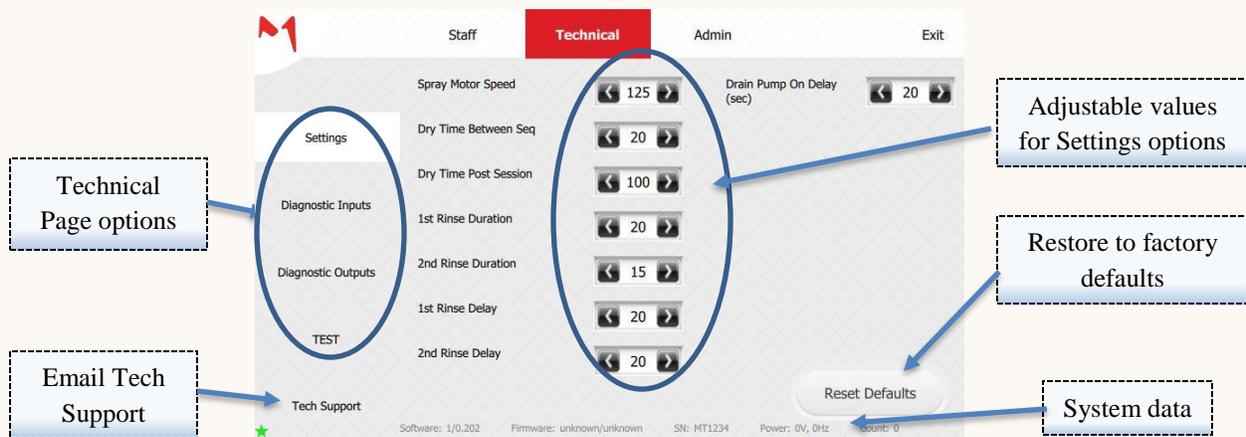
The image shows a screenshot of a 'Tech support request' form. The form has a title bar with a close button (X) in the top right corner. Below the title, there are four input fields: 'Name:', 'Email:', 'Message:', and a 'Send' button. The 'Message:' field is a large text area. Below the 'Send' button is a 'Cancel' button. Four callout boxes with arrows point to specific parts of the form: 'Enter your Name' points to the Name field; 'Enter your Email' points to the Email field; 'Add a description of your problem.' points to the Message field; and 'Send to Tech Support' points to the Send button. A fifth callout box, 'Cancel request and return to previous screen', points to the Cancel button.

## The Technical Screen

The technical screen provides access to plethora of options and diagnostic tools. The Technical screen is password protected, so you will be prompted to enter the Technical password to visit any of the pages on this screen.

### Technical Setting Page

Below is an image of the default page in the Technical screen: The Setting page. From here you can adjust several system settings and adjust default timing and values for several features.



The adjustable options and a short description are listed below.

Setting Attribute	Description (* denotes values are in seconds)
Spray Motor Speed	Increases or decreases speed of vertical movement. Decreasing the speed will increase session time.
Dry Time Between Seq.	Length of dry time between positions in session *
Time Plus Post Session	Add additional time to dry cycle at end of session. This value is added to the minimum 90 seconds *
Purge Duration	Length of time Purge function runs *
1 <sup>st</sup> Rinse Duration	Length of 1 <sup>st</sup> Rinse cycle *
2 <sup>nd</sup> Rinse Duration	Length of 2 <sup>nd</sup> Rinse cycle (optional) *
1 <sup>st</sup> Rinse Delay	Period to wait for Rinse to start after triggered *
2 <sup>nd</sup> Rinse Delay	Period to wait between Rinses (if 2 <sup>nd</sup> Rinse enabled) *
Drain Pump ON Delay	Length drain runs after float read empty *

\*\* If the value in Time Plus Post Dry is 20, then the final dry time would be 90 sec. + 20 sec. = 110 seconds.

## Technical Input Diagnostics

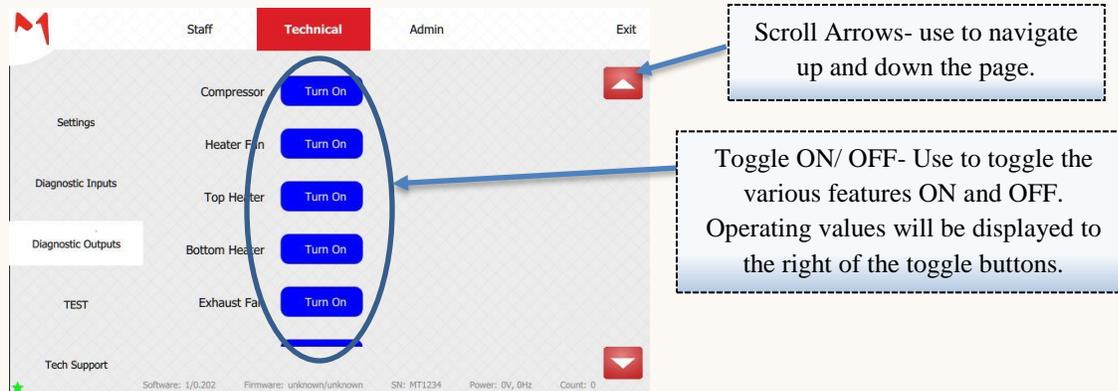
The Technical input diagnostics page displays the current state of various sensors and inputs from the booth. Checking these diagnostics can save time during troubleshooting and diagnostics by seeing the current state of a sensor without having to check the component manually. A complete list of values, along with descriptions is provided below.



State Name	Description
Drain Float	The lower float in the drain. Value of high shows liquid in drain, value of low is empty.
Emergency Float	The higher float in the drain. Value of high shows a message with excessive liquid in the drain. Value of low is a normal state with no excess liquid in drain.
Home Switch	The position on the vertical motor. Home means the sensor has detected the presence of the arm mechanism in the home position, value of not home shows the mechanism is not in the starting position.
Start Sensor	The flashing start sensor to begin a session. Values are “Activated” and “Not Activated”
Left Door	Shows if the left door is connected to the sensor. If the sensor is connected with the door, the door is “Closed”, if the sensor is not activated the door is “Open”.
Right Door	Shows if the right door is connected to the sensor. If the sensor is connected with the door, the door is “Closed”, if the sensor is not activated the door is “Open”.
Liquid Level	Displays the volume of liquid in the reservoir based on the float within the reservoir. Range is between 1 and 19. Average volume for a session is between 12 and 13. Above 19 is a Fault with too much liquid in the reservoir.
Barcode Present	Value determined if the barcode reader identifies a valid barcode on a cartridge. State of “0” means no valid barcode is present, a state of “1” indicates a valid barcode is present.

## Technical Diagnostic Outputs

The Diagnostic Outputs page provides a way to manually check the operation and output of the various components and systems of the booth. Using these options will save a considerable amount of time in troubleshooting and identifying issues before they arise. Along with the option to toggle the various systems ON and OFF, this screen will display important information regarding the state and performance of the components. The values displayed are instrumental in ensuring that the components are operating within the recommended spec. Refer to Appendix 2 for recommended tolerances for each category.



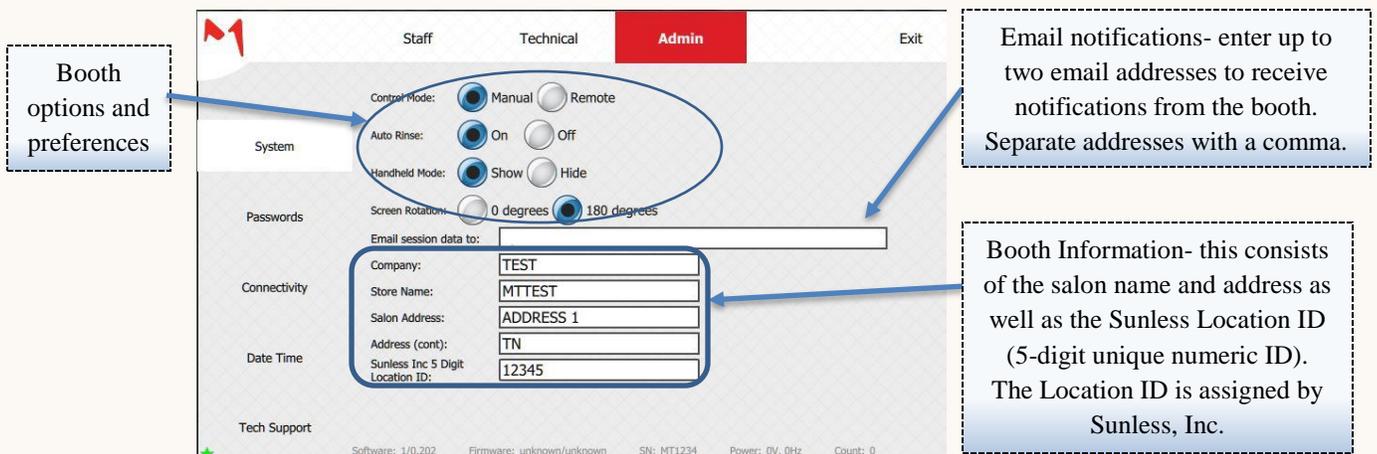
**\*IMPORTANT NOTE-** The **Drain Pump** and **Exhaust Fan** will **NOT** operate simultaneously. If you attempt to activate both at the same time, one will fail to start. To test, stop either the Drain Pump or the Exhaust Fan and then the other feature can be toggled.

## The Admin Screen

The Admin screen provides access to critical system features and settings. Access to the Admin screen is password protected. It is advised to limit dispensing the Admin password to only necessary personal. The default page for the Admin screen is the System page.

### The Admin System Page

Adjust important system settings and preferences here.



Admin Setting	Description
Control Mode	Allows for use of another controller for the booth without the use of the touchscreen, such as TMAX (TMAX modules may be purchased separately).
Auto Rinse	Begins the rinse cycle once the user exits the booth, without requiring user interaction.
Auto Reset	Automatically prepares the booth for use after a session, without requiring user interaction. Also resets the Dirty state when using TMAX.
Closest voltage	Set this value to the closest to the actual voltage from the outlet. Seek professional assistance if you are uncertain. Options are 208 and 230 volts.
Email session data to:	Select up to two email addresses (no more than two) to receive email notifications regarding the booth. This will include fault messages. Separate email addresses with a comma. <b>Example: john@email.com, smith@email.com</b>
Serial Number	Displays the booth serial number. Will expedite assistance if calling tech support.
Update from USB	Tap here to update the booth software from a USB. See section <b>T6: Updating via USB</b> for more information.

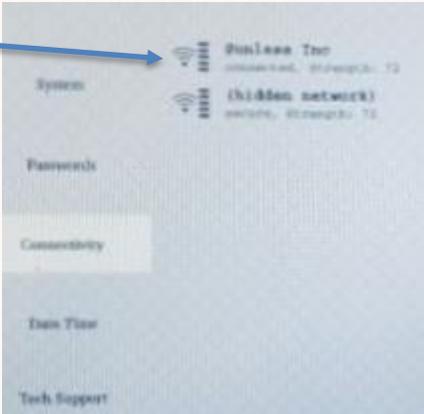
## The Admin Connectivity Page

The Admin Connectivity page is used to establish wireless Internet capability of the booth. The process is extremely easy, very much like connecting on your personal computer. Remember, to access any Admin page, you must enter the Admin password.

List of Available Networks:  
Each network will also display data such as signal strength and if the network requires a password (denoted by “secure”).

Connections will be retained even after powering the booth off. Once the booth powers back on, it will connect to the last used network.

To add the booth to a network, simply touch the network name. A keyboard will appear, and you will be prompted to enter the network password. The connections will be established in a few moments if the password is correct. If the password is incorrect, you will be prompted to enter it again.



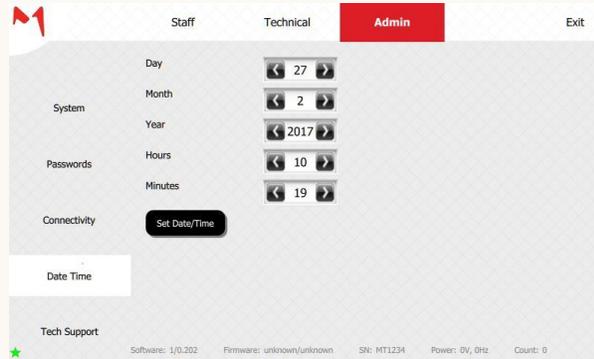
Don't forget the MT Connect and Star icons. It will turn green once a network is successfully connected. Please allow up to three minutes for the heartbeat to confirm successful communication.  
**See section T1. Internet Connectivity** if you experience any problems.

## Admin Date & Time Page

The Admin Date Time page allows an Admin to change the date and time. The Admin may wish to adjust for time zone after receiving the booth, but time and date will be retained, even after powering off, once set.

To adjust for time and date, enter the correct settings for Day, Month, Year, Hour, and Minute using the arrows to the right of each category.

Once you are finished setting the values, press the “Set Date Time Now” button and the changes will be applied.



## Preparing for Your First Session

Now that you are familiar with the basic operation of the booth, it is time to run through setting your first session. There are several important indicators to be aware of, and reviewing these as you set the session will ensure that your clients have a flawless spray tan every time. Let's start by taking a closer look at the Home screen.

To begin, make sure that the booth is plugged into the appropriate power outlet, and turn the booth on using the white ON/ OFF switch. You should hear a chime when the booth powers on. The screen will begin to boot up, and you will hear another chime as the booth is ready.



Two important indicators are shown here.

The **reservoir icon** shows the amount of solution currently in the booth. Always check this indicator before adding a new container to make sure that the reservoir is not already full.

The **MT Connect™ icon** shows if the booth has internet connectivity. If the icon is red, see section T1. Internet Connectivity.

## Running Your First Session

After reviewing the appropriate indicators, it is almost time to hit the “Get Started” button located directly above the Settings icon on the Home screen. You may press the “Get Started” button on the Home screen before or after inserting the solution cartridge.

## Adding the Solution Cartridge

First, select the cartridge of solution you would like to apply. Now is a great time to talk to the salon attendant about the different additives that can be applied directly into the cartridge.

The cartridge is inserted upside down (cap first) into the receptacle.

Insert the cartridge with the image (shown here) facing forward. The groove in the back of the cartridge will face away from you.

Any desired additives can be added directly to the cartridge.



The cap will be punctured and a hole will be pierced in the bottle for fast draining. **Do not insert fingers into the receptacle to avoid piercing skin.**

Once the cartridge is properly inserted, close the receptacle, and the cartridge will empty into the reservoir.

After selecting the desired color solution, add any additives to the cartridge now.

Insert the cartridge with the groove facing the away from you (front will face the user, barcode will face to the right).

**DO NOT PUT FINGERS INTO CARTRIDGE RECEPACLE. PIERCING HAZARD.**

Close the cartridge receptacle. The cartridge cap will be opened and a vent pierced in the bottle.



Insert the cartridge upside-down and close receptacle to fill the reservoir.

## Filling Up

Once the cartridge is inserted and the receptacle door closed, several things will happen. You will notice the Reservoir indicator fill to represent the solution from the cartridge. The bar code

scanner will begin flashing and read the bar code on the side of the cartridge. Once the barcode is recognized, the booth will chime and the name of the solution will be displayed to the right of the Reservoir indicator. If the barcode reader does not flash or the name of the solution is not displayed, T2 Session Not Starting.

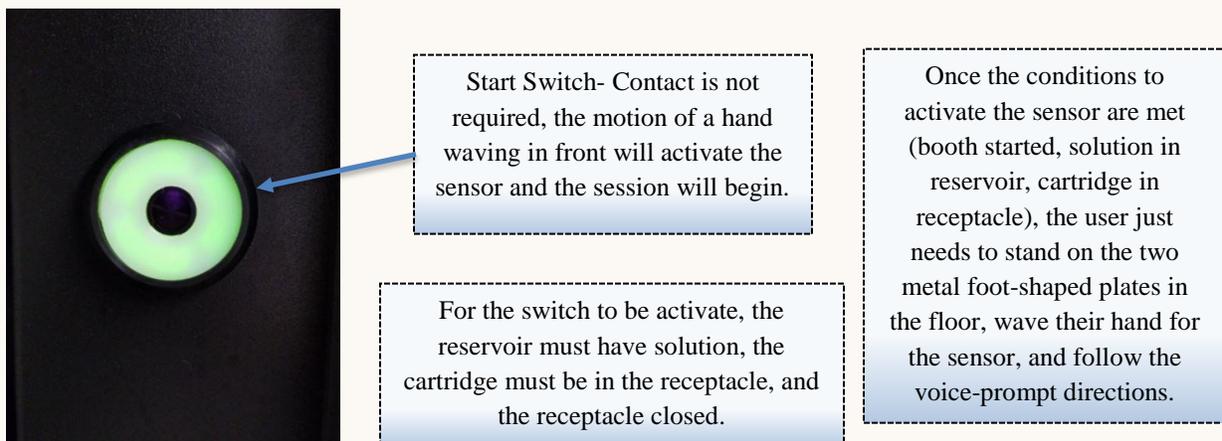


## Warming Up

To provide the most comfortable experience for the end user, it is advised to allow the booth to warm up prior to the tan. Although the solution will be held in the reservoir, a preferred method is to press the “Get Started” button before adding the solution. Pressing the button triggers an audio message that the booth is warming up, while turning on the fans and heaters.

## Get Tanned

Once the “Get Started” button is pressed, a solution cartridge is added, and the cartridge receptacle closed, the Start switch located inside the booth to the right of the nozzle will begin flashing green. The sensor will flash and wait for motion for 16 minutes before entering an idle state.



**\* NOTE:** The Start Sensor will blink waiting for a cue to start (wave of the hand) for **16 minutes** before entering an idle state. In the idle state, session data (volume in reservoir, barcode of cartridge in receptacle, etc.) will be retained until used or removed.

The user to receive the tan only needs to stand in the booth with their feet on the metal, foot-shaped pads and wave their hand in front of the start sensor. The dielectric effects of the spray will work even if the user is wearing foot pads or cloth protectors.

Once the session starts, simply follow the voice prompts for a flawless tan. There are only two positions during the session: front spray and rear spray. There is a short dry cycle following the front spray before the rear begins and a dry cycle after the final spray. During the session, excess spray will be extracted from the upper exhaust fan in the ceiling opposite the nozzle.



## Rinse Down

Once the session is complete, every salon attendant likes a booth that can go ahead and clean itself. Once the dry time finishes and the user exits the booth, the rinse down cycle will begin.

The rinse down will begin automatically, unless the door is not closed. In the event the door remains open after the user steps out, the booth will play an audio track instructing the door to be shut before the rinse will begin.

**\*IMPORTANT NOTE:** Since the booth waits for the user to ENTER and EXIT before the rinse cycle begins, the DOOR to the booth must OPEN and CLOSE before the rinse begins. This feature ensures that a user is not still inside the booth when the rinse begins. **Remember this during test sessions.** \*

## Maintaining for Optimum Performance

Every machine and complex piece of equipment requires maintenance to perform properly. Just like your car needs an oil change to keep the engine running smoothly, the Mystic Kyss is a complex piece of equipment with a multitude of different systems working together, and proper maintenance is a vitally important asset in keeping your investment running and looking like new.

The maintenance schedule is broken down into Daily, Weekly, and Monthly maintenance operations to ensure your booth stays in good working order. Along with normal maintenance procedures, there is also an inspection list to review with each scheduled maintenance. Routine inspections can help to identify issues before they become problems.

## Daily Maintenance

Take the following actions on a daily basis to ensure the booth maintains a comfortable and inviting environment. These steps will help to provide optimum performance and avoid any issues with booth hygiene. Repeatedly neglecting these steps can lead to an accumulation of tanning solution on surfaces and in the filters and clogging in the lines.

### Line Purge

Purge the lines with ¼ cup of clean, warm water. This step ensures that no solution accumulates in the lines of the booth, which can lead to clogging.



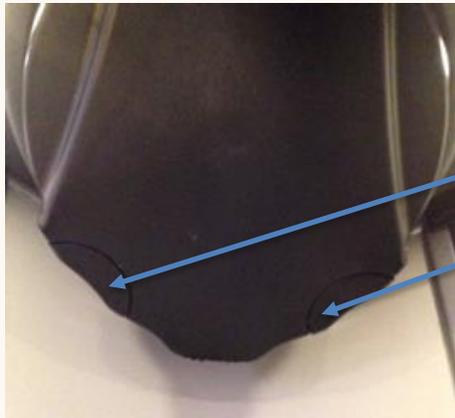
Open the cartridge receptacle pour in ¼ cup of warm clean water into the reservoir. On the touchscreen, go to Staff > Tools and select Purge. Inspect the air pressure value displayed. If the value is not in the range of 18.3 – 20 PSI see T5. Adjusting Air Pressure.



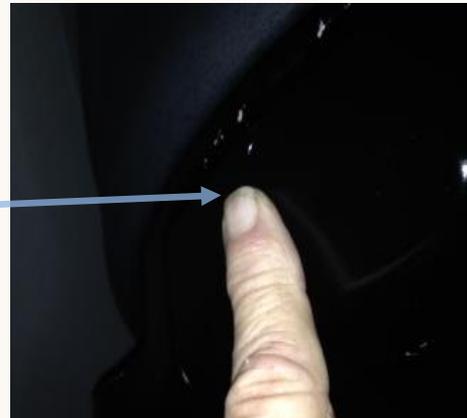
**Note:** The default purge time is 90 seconds. This should be sufficient to purge the lines.

## Clean Exhaust Filter

Clean the inner exhaust filter, as well as the inside and outside of the filter housing. Make sure to have the spare filter clean, dry, and ready to insert. Avoid any abrasive cloths or cleaners. Repeatedly failing to clean the exhaust vent can lead to clogged filters and reduced ventilation due to an excess accumulation of spray tanning solution particles. If the exhaust filter becomes clogged, this could reduce the effectiveness of the exhaust vent and lead to a visible accumulation of excess solutions.



1. Open the two (2) Exhaust Latches by pressing inward.



2. Remove the existing filter and clean, using warm water. Have spare filter on-hand.

3. Wipe the interior and exterior of the exhaust housing with a soft, damp towel. Insert the dry spare filter into the housing and close, making sure both latches click.



4. Remove and clean the smaller blue filter, using warm water and replace with the spare filter while drying.

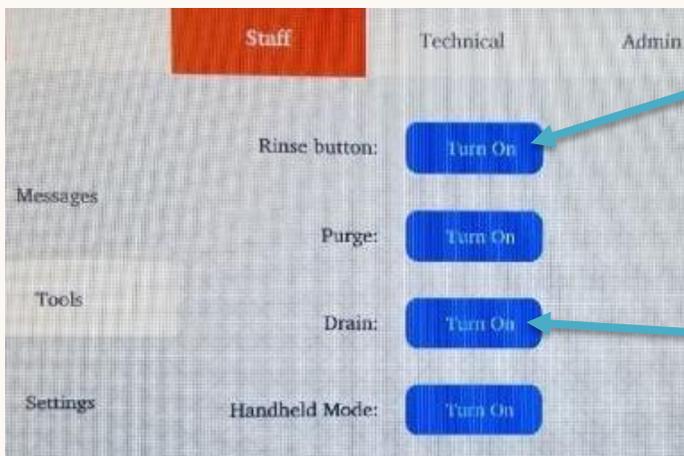
**EXHAUST RECAP:** Use the latches to open the filter housing (1). Remove the inner filter (2). Rinse the inside filter and let this filter dry overnight (to be used the next day). Wipe off all inside and outside surfaces with a soft towel, avoiding any abrasive cloths or cleaning products. Replace with clean, dry filter (3). Also remove and clean the small blue filter, replacing with the dry spare (4).

## Clean the Drain Filter

Clean the drain filter and sump basin to remove excess sediment and ensure no obstructions form. The drain filter cover will simply snap off, providing access to the filter and sump basin. Regularly neglecting the drain filter can lead to clogging of the sump and failure to drain properly.



The cover will snap off easily (do not apply excessive force). Remove the filter and wash in sink to dispel any sediment that may have accumulated from bodies or surfaces. You may need a soft bristled brush to brush away lint or sediments from the filter. Clean the sump basin of any sediment, then replace the filter and slide the cover back into place. Now, move to the touchscreen.



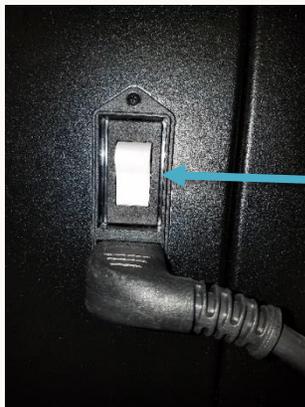
**After hand washing the drain filter,** go to the touchscreen and select Staff > Tools and start a manual Rinse. Make sure both doors are closed. This rinse will run for 20 seconds.

**After running the manual Rinse,** in the touchscreen go to Staff > Tools and select the Drain activation to clear any remaining water from the sump. This will drain for 20 seconds, but you can use again if water remains in the drain.

## End of Day Maintenance

After purging the lines, cleaning the exhaust filter, and the drain filter, take the time to close the booth down correctly.

- Wipe down the booth with clean, warm water and a soft, nonabrasive cloth. If there are any stains, simply use a few drops of Dawn or other mild cleaner in warm water to remove. Feel free to run a Rinse session from the Staff > Tools screen when finished.
- Run a manual Drain setting from the Staff > Tools screen menu to clear any excess water.
- **LEAVE THE DOORS TO THE BOOTH OPEN AT THE END OF DAY.**
- **TURN OFF THE WATER SUPPLY TO THE BOOTH AT THE END OF DAY.** The installation agreement requires the salon to provide a cutoff valve on the water supply to the booth so that the supply may be stopped quickly in the event of a leak or ruptured hose. Use the cutoff valve to close the water supply. Make sure you have finished rinsing the booth before cutting off the water supply.
- **Power the booth OFF using the white switch directly above the power cord on the booth.**



**Booth ON/ OFF Switch**  
located directly above the  
booth power cord.

## Daily Maintenance Checklist

A Daily Inspection checklist is provided below. Use this at the end of each day to ensure that no maintenance steps have been missed and that no problems may be silently forming. Prevention is always preferable to repair.

## Daily Inspection Checklist

Week of: ____/____/____	SUN	MON	TUES	WED	THUR	FRI	SAT
<b>Daily Maintenance Activities</b>							
Purge lines with warm water							
Check air pressure: target 19.5 PSI							
Remove and clean exhaust filter							
Replace filter with dry spare; close latches							
Rinse drain filter cover in sink							
Wipe out sump reservoir							
Manual rinse for inside of booth							
Wipe down with mild cleaner and water							
Drain any remaining water from sump							
Cut off water supply to booth							
Visually inspect for leaks or damage							
Leave booth doors open							

**NOTE: See Appendix 4 for a Quick Checklist of Daily, Weekly, and Monthly Activities.**

## Weekly Maintenance

The following actions are only suggested once per week to keep the booth operating like new. Repeatedly neglecting the weekly maintenance can lead to a visible accumulation of solution particles and a reduced ability to properly filter the booth.

### Clean Top Exhaust Filter

Clean the top exhaust filter to avoid saturation with solution and to ensure proper evacuation and filtration of solution particles during the spray session. Routine failure to clean the top exhaust filter can lead to a reduction in air flow, less solution being filtered out during the session, and a sticky buildup of solution in the filter.



The **top exhaust filter** is located on the ceiling of the booth (upper left side if facing the booth). Please use a stepladder to reach safely. **Follow all directions on the ladder to avoid a fall.**



To remove the top exhaust filter, take hold of the handle and pull out. The filter and filter housing will slide out.



**Top exhaust filter handle**



Once the top exhaust filter is removed, take it to a sink and wash with warm water. Only once the filter has been allowed to **fully dry** should it be reinserted into the ceiling. Do not run the booth with the top exhaust filter removed.

To reinsert the top exhaust filter, hold by the handle and slide back into place firmly. **Make sure the filter is fully dry before reinserting.**

## Weekly Maintenance Checklist

- Remove top exhaust filter and clean thoroughly.
- Ensure the top exhaust filter is fully dry and reinsert filter and housing.
- Inspect all filters for holes, tears, or signs of excessive wear.
- Perform all daily checklist activities.
- Check for puddles or leaks around the water intake and outtake. Inspect area around booth for evidence of leaks, cracks in hoses, and damage to any connections.

**NOTE: See Appendix 4 for a Quick Checklist of Daily, Weekly, and Monthly Activities.**

## Monthly Maintenance

The following actions are suggested to be performed on a monthly basis. These actions help to identify issues before an actual problem arises and help to maintain like-new performance. Regular failure to perform these actions could lead to downtime from a component failure or unplanned maintenance at an inconvenient time.

## Clean Float Switch Plate and Sump Basin

An in-depth cleaning of the float switch plate and sump basin should be performed monthly and extends beyond rinsing the filter. Repeated failure to perform this action could lead to clogging of the sump basin and sticking float sensors, which could register as a booth fault and cause problems when trying to run a session.

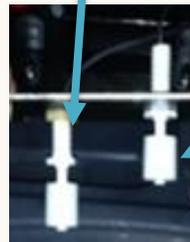


Carefully remove the bottom panel by pulling out on the handle. If the panel has an accumulation of solution, clean with warm water and Dawn or other mild detergent.



Being careful **not to damage the float sensors** in any way, lift up the float switch plate and **carefully** clean both floats. Do not use excessive force on the floats.

Drain Float



Emergency Float

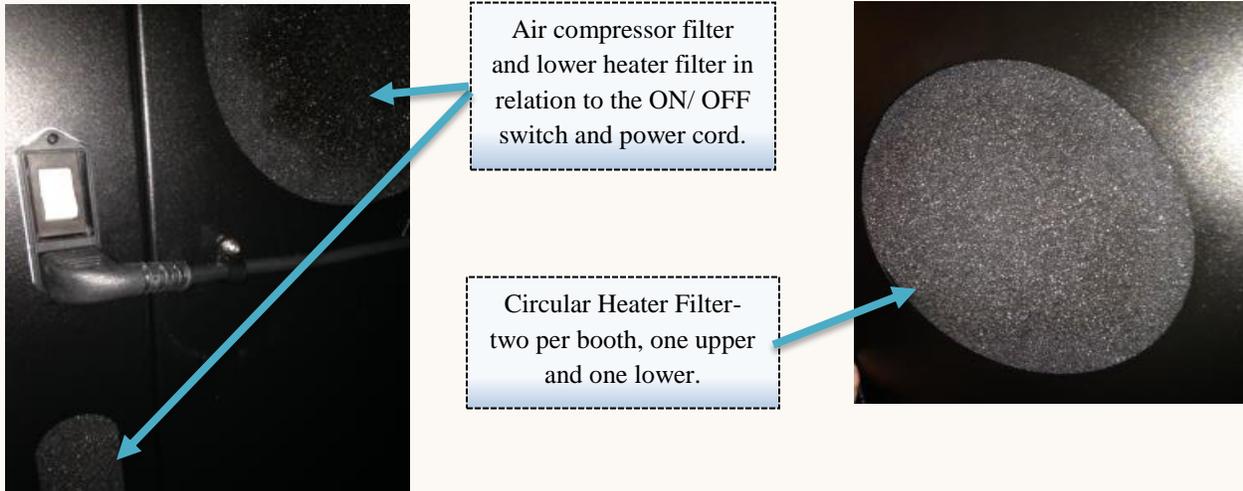


Clean the sump basin and remove any debris. Use a nonabrasive cloth and warm water to clear any sediment that may have accumulated.

Once the sump basin and float switch plate have been cleaned, carefully reassemble the components back into place. Go to the Staff > Tools page and run a manual rinse followed by a manual drain and verify that the water drains properly.

## Clean Heater and Compressor Filters

Clean the intake filters to ensure the air coming into the booth is properly filtered, both for comfort and to avoid particles entering the booth. Repeatedly neglecting this maintenance can lead to reduced air intake and particles being introduced through the air vents. All three (3) intake filters are located on the end of the booth with the ON/ OFF switch and power cord. There are two larger circular vents for the heated air and a smaller filter for the air compressor.



From the back column, remove all three filters by hand. Two are circular heater filters, and the third is a smaller air compressor filter. Clean all three filters in warm water and **allow to dry completely before reinserting.**

## Run a Test Session

Now run a test session to ensure that the booth is operating properly and no errors occur. While the session runs, watch the Status Indicator under the Mystic Tan logo on the Home screen. Ensure that each stage of the tan completes, including the rinse cycle. Make sure the door has been opened and closed (to simulate the user exiting the booth) at the end of the session for the rinse cycle to begin. Giving close attention to a test session may reveal any issues that typical users might be overlooking.

## Perform Diagnostic Output Check

After running the test session, proceed to the Technical > Diagnostic Outputs page. Start function beginning at the top, and compare the displayed values to the recommended tolerances found in Appendix 2. If the displayed value is a deviation from the recommended specs, take the appropriate action to address the issue. Checking the diagnostics may reveal a potential problem with a component before it affects the booth's operation and causes downtime for repairs.

## Monthly Maintenance Checklist

Month of: _____	Week 1	Week 2	Week 3	Week 4	Week 5
<b>Weekly Maintenance Activities</b>					
Ensure all daily activities are completed					
Remove and clean top exhaust filter					
Reinsert dry top exhaust filter					
Inspect all filters for wear or damage					
Inspect hoses/ connections for leaks or wear					
<b>Monthly Maintenance Activities</b>					
Ensure all daily activities are completed					
Ensure all weekly activities are completed					
Clean any residue from panels					
Carefully remove bottom float switch plate					
Clean floats and sump basin					
Clean and dry heater (2) and compressor filters					
Run test session to ensure performance					
Perform Diagnostic Output check (Appendix 2)					
Activate a Manual Rinse and Drain of booth					

## Troubleshooting

The troubleshooting section below is divided by topic, with each topic receiving a header, beginning with topic T1 and continuing through T7. See the table of contents for a quick view of all troubleshooting topics.

**\*IMPORTANT NOTE:** To quickly identify an error with your booth, visit the Home screen and look to see if the Settings gear icon is Blue. If the icon is Blue, check any messages and take the recommended action. You can also check any input by going to the Technical > Diagnostic Inputs screen and checking the relevant input value.

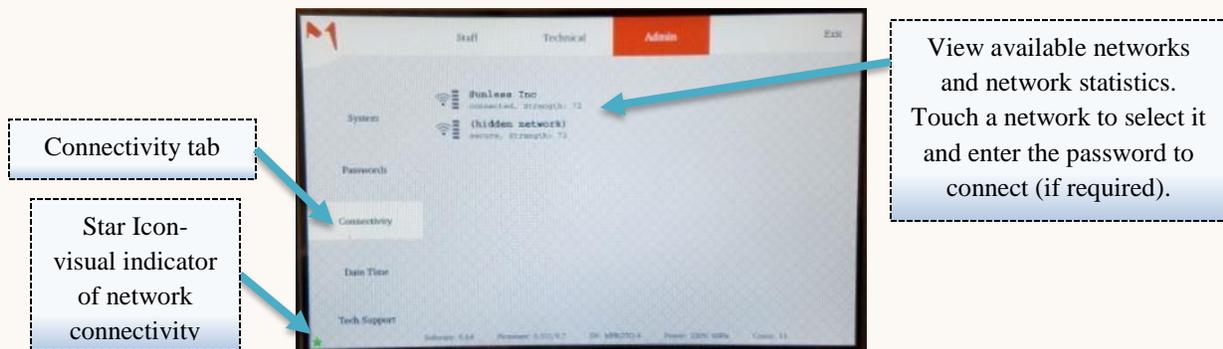
## T1. Internet Connectivity

The Kyss allows for internet connectivity from both wired and wireless sources. The booth is equipped with a heartbeat functionality that will confirm network connectivity by pinging the Sunless server every few seconds. The heartbeat in conjunction with the Star icon will allow you to view the status of network connectivity at any given time. When selecting a network or after making changes, **make sure to wait three minutes for connectivity to be confirmed.**

The Star icon is located in the bottom left of Admin and Staff screens and operates like the MT Connect™ icon on the Home page. A **green Star icon** indicates that the heartbeat is normal and the booth has full network connectivity. A **red Star icon** indicates that the booth has repeatedly failed to ping the server on several outgoing attempts.

If Internet connectivity has previously been established but is now lost, first ensure that the router or modem providing service is operating correctly. If power is on and other devices have internet connection, then proceed to the touchscreen.

On the touchscreen, go to the Admin screen and enter your password. After entering your password for Admin access, select the Connectivity page. The Star icon is visible in the bottom left corner of the screen.



**Solution 1:** If network names are listed in the connectivity page, then the booth is receiving the wireless or wired signal. If using wireless, and some names are listed but not the preferred network, there is likely a problem with the network service or hardware. If the network name is listed, yet the star or MT Connect icons remains red, select the network and ensure the password is correct. **It may take up to three minutes for changes to reflect**, so be patient.

**Solution 2:** If the no wireless networks show up, yet other devices are able to connect to the network, carefully remove the cover around the cartridge receptacle. It should look like the image below. To the right of the cartridge receptacle is a USB port that should contain a small USB receiver. The receiver will flash blue if it is receiving power. If the receiver is not illuminated, remove it and locate the USB extension cord located under the touchscreen. You can check the USB by plugging it into a PC or Mac and seeing if it illuminates. Plug the receiver into the USB extension and see if it flashes. Now check the touchscreen in Admin > Connectivity and see if the network appears.

It may take up to three minutes to acquire a signal.

**Solution 3:** If the other solutions do not identify the problem, attempt to connect via the unused media. If you use wireless, try connecting with a hardwire, and if you use a hardwire, try connecting via wireless.

**A.** To connect wirelessly, make sure the USB receiver is connected. Enter the Admin> Connectivity page and select the wireless network. Enter the network password, if required. Wait at least three minutes to see if communication is successful. If so, there may be a problem with your Ethernet wire or connection.

**B.** If you are using wireless, and the above options fail, try to connect an Ethernet cable to the booth. The female connection for the booth is located behind the touchscreen panel. Connect a Cat 5 or better Ethernet cable to the port and wait at least three minutes to see if communication occurs.



The USB network adaptor is inserted here, behind the cover panel. The USB will flash blue if it is connected

The second USB has an extension cable is connected to the touchscreen. **USE CARE WHEN HANDLING.**



Image of the female Ethernet connection for the booth. Use a male cable with CAT 5 or better (CAT 6 is compatible).

Cat5e TS Ethernet cable- (part number 700338) SOLD SEPERATELY



During troubleshooting, if a component does prove to be faulty, contact tech support at (855) 450-3500 for replacement parts or further support. In the meantime, use the alternate network connection method until the issue may be remedied.

## **T2. Session Not Starting- Cartridge Label Not Displayed**

Once a solution cartridge is inserted in the booth and the receptacle door is closed, the barcode reader should identify the cartridge and display this on the screen to the right of the reservoir indicator. If the name is not appearing, then you may notice some trouble getting the session to begin. The booth will not start a session without a valid cartridge and solution in the reservoir.

**Solution 1:** Look at the red light directed toward the barcode on the cartridge (remember that the barcode faces toward the right and the groove in the back when inserting the cartridge). The red light emits from the barcode reader. Once the reader identifies the barcode, the **light will flash red**. If the reader does not recognize the barcode, it will display a **constant red light**. If the light is flashing red, open the receptacle, make sure the cartridge is inserted correctly, and close again. See if the solution name appears on the screen now.

**Solution 2:** If the red light from the barcode reader is a solid red light (constant with no blinking), open the cartridge receptacle and check the cartridge. Ensure that the cap and cartridge were both pierced and that all solution drained from the cartridge. If the cartridge drained appropriately, inspect the barcode for imperfections, scratching of the barcode, or a label covering the barcode. The reservoir icon on the Home screen will also reflect the level of solution. If no obstruction to the barcode is present and the, proceed to the staff screen to check for messages. See Appendix 1 for more on faults.

## **T3. Rinse Down Process Not Starting**

Aside from at the end of a session, there are other times when you will use the rinse feature. Using the Staff > Tools screen you can run a manual rinse for use in maintenance and cleaning, or you may be running a test session (as in a monthly maintenance step). As a safeguard to ensuring a person is not present in the booth when the rinse starts, the door must be opened and closed (to indicate a person exiting the booth). Although the audio prompt will ask you to close the door, the Rinse will still start from manual controls (Staff > Tools, then toggle Rinse) with the door open.

**Solution 1:** Especially in a testing situation, it may be that the door has not met the safeguard conditions. Open the door and close the door to begin the process. If the audio prompt to close the door is playing, make sure that the door is closed properly and that there are no obstructions prohibiting the door from closing. Ensure that the top of the door is lined up with the sensor on the door frame. If the door appears correctly shut and the audio prompt still requests the door to be closed, go to the Technical > Diagnostic Inputs page, enter the Technical password, and check both the right and left door values. If both are closed, proceed to the next step.

**Solution 2:** If the rinse does not start after ensuring the door is closed, check the Home screen for messages (Blue Settings gear icon on Home screen indicates a message). If a message is identified, take any necessary action, and try again. If the problem persists after addressing any existing messages, check the Technical > Diagnostic Inputs page, enter the Technical password, and check the values for the “Drain Float” and “Emergency Float”. If either is high, try to manually drain the sump using the Staff > Tools page and selecting drain. If this fails to empty the drain, see section T4. Sump Not Draining.

## T4. Sump Not Draining

You may become aware of the sump not draining by several different methods. Faults 209 and 210 will provide messages regarding the sump basin not being emptied (see Appendix 1 for a complete list of Faults), or you may happen to notice liquid not draining after a rinse or after cleaning the booth.

**Solution 1:** Make sure the cutoff valve to the sewer is open to allow water to exit the sump. If the cutoff to the sewer is closed, the sump pump will not be able to remove any water. Open the cutoff, and try to drain once more. You can manually activate the drain from the Staff > Tools page. You can also check the current state of the sump floats from the Technical > Diagnostic Inputs page. The technical page will require a password.

**Solution 2:** If the sump is still not operating correctly, navigate to the Technical > Diagnostic Outputs, enter the Technical screen password, and manually activate the drain. You will be able to see if the drain activates here. If there is no change, there may be an obstruction blocking the sump basin or the hose. Close the cutoff valve and unhook the hose from the sewer outlet first. Lower the hose or pour a small cup of water into the hose and see if the water will flow. If the water flows, there may be an obstruction in the sump basin. Material may have fallen from a booth user and accumulated into the sump basin. Failing to perform maintenance at the regularly scheduled intervals may also lead to clogging. Follow the steps shown on **page 32** for “Clean the Pump Switch Plate and Sump Basin” and follow the instructions. Remove any debris or obstructions found in the sump basin.

## T5. Adjusting the Air Pressure

There are two main reasons you may notice a deviation in the recommended compressor PSI: inefficient tanning results from too much or too little air pressure or from performing regular maintenance and inspections of your unit. In either regard, proceed to the Technical > Diagnostic Outputs page and enter your Technical screen password.



Press the Turn On button for the compressor and check the specs displayed to the right. The PSI value is ideally 19.5 PSI, but in the range of 18.5 to 20.5 is acceptable. See Appendix 2 for more on tolerances.

If the compressor PSI deviates from the specified tolerance, the bleed-off valve will need to be adjusted accordingly.



Bleed-off Valve

External Compressor Filter

Compressor

The compressor (shown at left) is located toward the base of the booth in the same column as the touchscreen. Remove the panel to access the compressor.

Adjust the bleed-off valve to regulate the compressor PSI. If the pressure is **HIGH** (above 20.5 PSI), open the valve more to reduce the pressure and allow more to escape. If the pressure is **LOW** (below 18.5 PSI), close the valve more to increase pressure. Adjust in increments so you do not over compensate. Check the **Technical > Diagnostic Outputs** page again, and adjust until the compressor PSI is within the tolerance range.

Regulate the PSI here using the black cap. The silver locknut holds the cap in position.



To adjust the air compressor, open either the **Staff > Tools > Purge** option **OR** the **Technical > Diagnostic Outputs > Compressor** option (both show PSI value). Use this to monitor the current PSI output from the compressor. To alter the PSI, adjust the black cap with your fingers, allowing the silver locknut to move freely. While adjusting the black cap, trigger the touchscreen to view the PSI output using either screen mentioned above. Once it is within the target range (18.5-20.5, ideally 19.5), firmly hold the black cap to retain its position and hand tighten the silver locknut down to the base (as shown in image).

Black Cap- hold in position while tightening silver locknut

Silver Locknut- hand tighten down to base to retain position

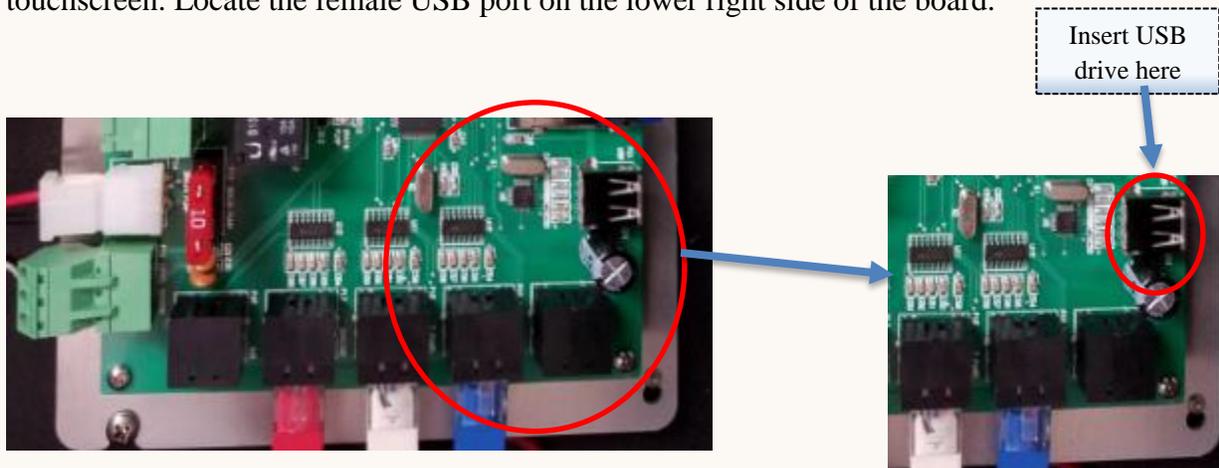


## T6. Updating Software via USB

Software improvements are periodically available to update the functionality and capability of the booth. While the booth will ship with the most up-to-date version available, updates may be made available overtime. The Kyss has two software elements: those for the controls and those for the touchscreen. Both files can reside on a single USB stick. In the future, updates will be made available Over the Air (OTA). In the meantime, the process can be performed very easily with a single USB stick, with no complicated directions or knowledge of the files required.

### Updating the Booth Firmware

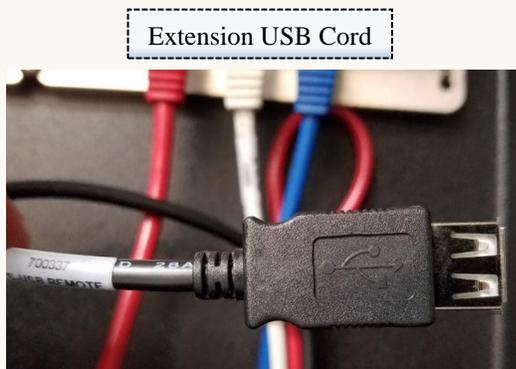
To update the booth firmware, remove the panel to locate the upper circuit board above the touchscreen. Locate the female USB port on the lower right side of the board.



Power OFF the booth. Insert the USB drive into the female port, then power the booth ON. The firmware update will only take a few moments, and you will hear the sump activate as verification of the upgrade. Allow one minute after hearing the noise, and remove the USB drive. Power cycle the booth (turn OFF, wait 10 seconds, then turn back ON), and you are finished. That simple.

### Updating the Touchscreen Software

The same USB drive containing the firmware can also contain the touchscreen software. Also, a very simple process, with the covering panel still removed, locate the extension USB cord.



Insert the USB drive into the extension USB cord with the booth ON. Proceed to the Staff > Settings page and enter the password. With the USB drive inserted, press the "Update from USB" button on the right side of the screen. Wait until the screen reloads and remove the USB when completed.

Power cycle the booth once finished (turn OFF for 10 seconds, then turn back ON). Now you are finished with the newest software.



Press the “Update via USB” button in the Staff > Settings page. Newer versions of the software may use the “Update via OTA” which does not require the USB.

## T7. Audio and SD Card Faults

Whether you notice an audio track has failed to play, voice prompts have reduced quality, or receive a Fault 212 (see Appendix 1 for a full listing of faults), you may need to check your SD card. All audio and voice prompts for the booth are stored on a single SD card. As with any digital storage media, degradation can occur over time. However, removing and replacing the SD card is extremely easy due to a special access hatch. The SD card is housed on the board located above the touchscreen display.

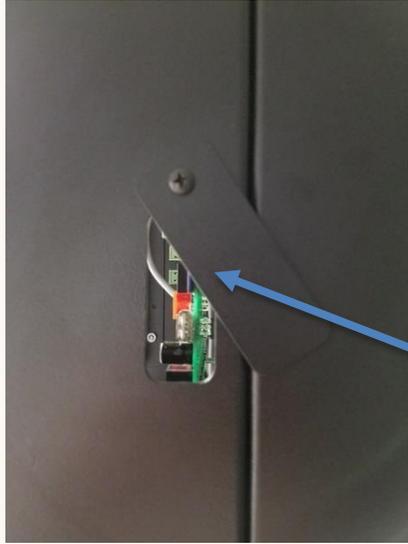


Location of SD card slot- accessible from an external access hatch.

The SD card is stored on the same board as the USB port for updating firmware. There is no need to remove any covers or panels- the SD card has its' own access hatch!

The SD card access hatch is located on the panel above the top heater filter and above the compressor filter.





Simply slide the latch open to access the SD card without removing any covers! Replace the card in the same manner.

## **Appendix 1: Faults**

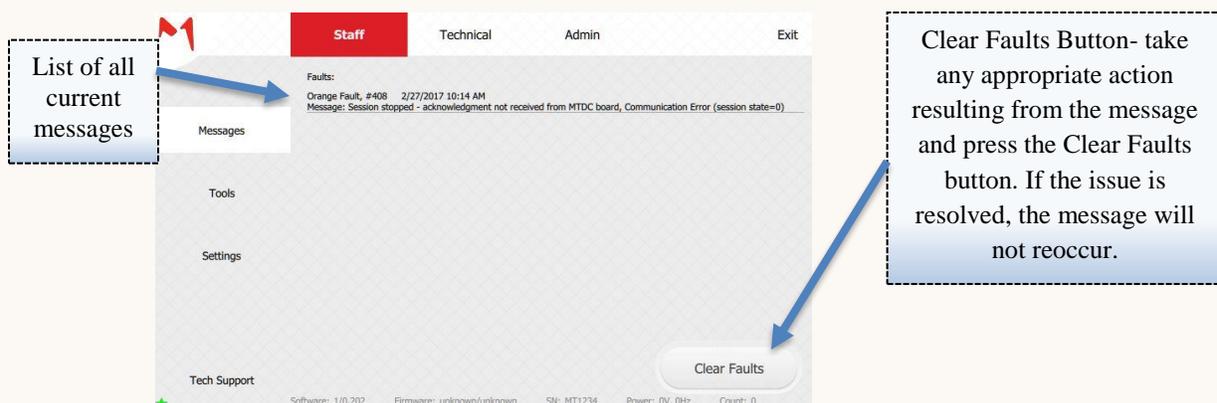
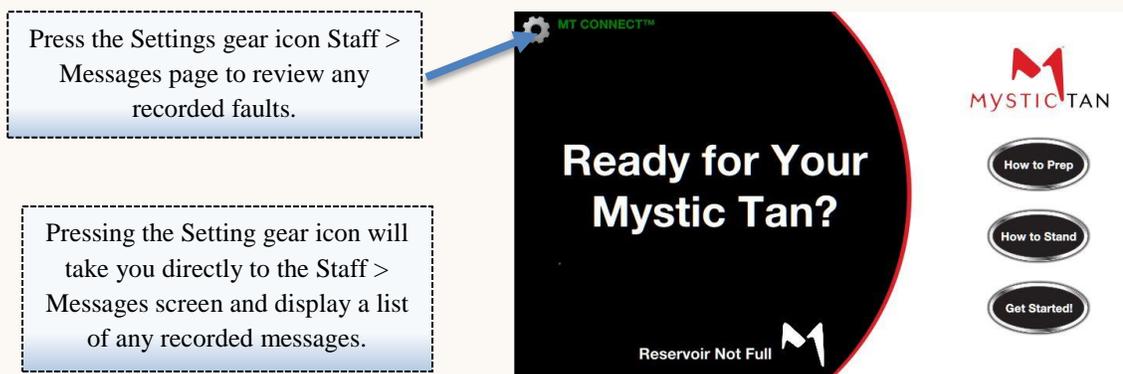
Faults are designated by the occurrence of an unintended or unsatisfactory event within the booth's operation. Faults can result from hardware, software, or user actions. Faults vary greatly in severity and consequence. Some faults are simply registered to inform the technicians, while others will cause the booth to halt operation until the issue is addressed.

### **Identifying a Fault in the Booth**

When an unexpected operation occurs, the booth lists it as a fault of varying severity based on the consequence of the issue occurring. The most important action is to alert the staff to an issue. The booth is equipped with multiple notification capabilities to ensure that the message is delivered to the appropriate individuals so that a rectifying action may be taken. There are three main means of notification regarding a fault: The Gear icon on the Home screen turned blue to indicate a message, the email notifications, and the booth reporting an error to Sunless Inc. technical support. Each of these is discussed below.

#### **Message Indicator on Home Screen**

When a fault is detected, a message regarding the issue is created in the Staff > Messages page (default Staff page). Whenever a message is created, the Settings icon on the Home screen turns blue. Always check any messages when the icon appears blue.



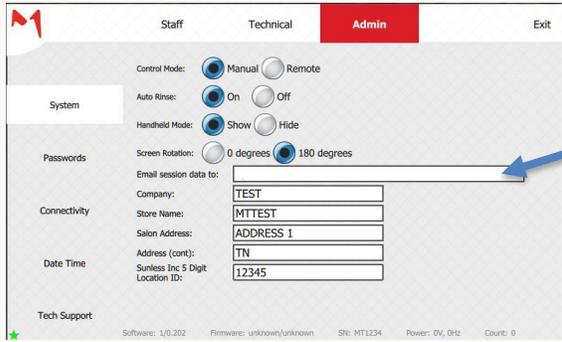
In the message above, the booth shows an orange fault (Fault severity explained below). In this case, solution may still reside in the reservoir, but no additional action is required. Press the

## Email Notifications

The booth can also be set up to notify staff or technicians of Faults via email in real time. Once a Fault is recorded, the booth will send an email informing the determined parties of the issue.

**For the Email Notification feature to operate correctly, the booth must have Internet connectivity and the appropriate email addresses added in the Admin > System page (default page for Admin screen). The booth will allow up to two email addresses to be notified.**

To add email addresses for notification, go to the Admin > System page. You must enter the Admin password to access any Admin settings. The booth will support up to **two (2)** email addresses. If two are used, they should be separated with a comma only.



Email addresses are added here. If the field is left blank, only Sunless Inc. tech support will be notified.

If using ONE email address, simply enter the address as **example@email.com**

If using TWO email addresses separate with a comma as shown **address1@email.com, address2@email.com**

**NO MORE THAN TWO EMAIL ADDRESSES CAN BE USED**

Emails will display the sender as:

**noreply6500@mg.sunlessinc.com**

As the name implies, do not reply. This is an unmonitored email. If you have questions or need further technical support, contact technical support at (855) 450-3500.

**\*If you do not notice the emails appearing in your Inbox, be sure to check your Junk, Spam, or Clutter folders. \***

## Fault Severity

Faults are divided into three categories based on the severity of the fault: blue, orange, and red.

**Blue Faults** are often indicators of requiring a minor adjustment or a notice to staff or technicians to inspect a setting or component. A blue fault can be as simple as closing the door. The booth will remain tolerant to blue faults during a session, and these will only cause minor inconveniences during operation or suggest a diagnostic test in the Technical > Diagnostic Outputs page. The booth is often tolerant to Blue Faults and will continue the session, albeit some functions may be degraded or components cut off.

**Orange Faults** are more severe than Blue faults, and these issues MAY cause the booth to end the session. Orange faults typically require some action or attention to particular details, such as solution remaining in the reservoir so that you do not overfill or to notify you that a session was

manually ended. Orange faults may result from failure to perform routine maintenance, incorrect usage, improper draining, or internal communication errors.

**Red Faults** are indicators of some component or action that caused the booth to end its current operation. Red Faults can cause a session to end abruptly or not start once queued. Red faults almost always require special attention or an action to be taken. Red faults can be provoked by failure to perform routine maintenance, component failure, or unintended operations.

## Fault Codes and Descriptions

Each fault that is registered with the booth has a unique ID associated with it. Below is a comprehensive list of all booth codes, as well as a description on the issue.

### Blue Faults

<b>Fault Code</b>	<b>Display Message</b>	<b>Description</b>
201	Heater time out - Start sensor not pressed within 10 minutes after enable	After the flashing start sensor is idle for ten minutes, the heaters turn off, followed by the heater and exhaust fans.
202	Heater Fan current exceeds 1.0 amps	Heaters and heater fans will be turned off. Fan is running too slow or not running. <ul style="list-style-type: none"> <li>• Turn on Heater fan in Technical/Diagnostics</li> <li>• If it does not run, check fuse, replace if blown</li> <li>• If it does run, check AC voltage at fan. Should be &gt;208 Volts AC</li> <li>• If Low voltage replace cable or AC board</li> <li>• If voltage at the fan is 208 or higher, replace fan</li> </ul>
203	Heater Fan current is too low (< 0.1 amps)	Heaters and heater fans will be turned off. <ul style="list-style-type: none"> <li>• Turn on Heater fan in Technical/Diagnostics</li> <li>• If it does not run, check fuse, replace if blown</li> <li>• If it does run, check AC voltage at fan. Should be &gt;208 Volts AC</li> <li>• If Low voltage replace cable or AC board</li> <li>• If voltage at the fan is 208 or higher, replace fan</li> </ul>
204	Top Heater max. current is exceeded (8 amps for 115v and 5 amps for 230v)	Top heater will cut off during any point it exceeds the maximum current. <ul style="list-style-type: none"> <li>• Check voltage at the wall</li> <li>• Make sure voltage setting on the machine is set to closest voltage at the wall</li> </ul>
205	Bottom Heater current is exceeded (8 amps for 115v and 5 amps for 230v)	Bottom heater will cut off during any point it exceeds the maximum current. <ul style="list-style-type: none"> <li>• Check voltage at the wall</li> </ul>

		<ul style="list-style-type: none"> <li>• Make sure voltage setting on the machine is set to closest voltage at the wall</li> </ul>
206	Top heater has low output during session - current below 0.5 amp	<p>Top heater current is low, which will reduce heater performance.</p> <ul style="list-style-type: none"> <li>• Check heater fuse on AC board</li> <li>• If fuse is good check AC power at heater</li> <li>• If no power replace AC board or cable</li> <li>• If power is good at the heater, replace heater</li> </ul>
207	Bottom heater has low output during session - current below 0.5 amp	<p>Bottom heater current is low, which will reduce heater performance.</p> <ul style="list-style-type: none"> <li>• Check heater fuse on AC board</li> <li>• If fuse is good check AC power at heater</li> <li>• If no power replace AC board or cable</li> <li>• If power is good at the heater, replace heater</li> </ul>
208	Cannot rinse - the door is open	<p>Close the door for the rinse cycle to begin.</p> <ul style="list-style-type: none"> <li>• Check Diagnostic Inputs under the Technical tab.</li> <li>• If door does not read closed when the door is closed, check door magnets</li> <li>• If door magnets are present, check magnet positioning and door switches on roof</li> </ul>
209	Drain pump fault - pump not emptying the sump	Drain not emptying sump basin. Rinse will not start while to basin is full see section T4.for help.
210	Cannot rinse - emergency float is high	The sump basin is too full. Rinse cycle will not start. See section T4 for more help.
211	Rinse was stopped due to door opened	Door was opened during the rinse cycle, so rinse cycle was halted.
212	Audio Error - SD card message problem	Booth not reading SD card properly. Session will run without audio. See section T7 for help.
213	Top heater malfunction during idle	Occurs when current exceeds 0.2 amps while idle. Top heater cut off.
214	Bottom heater malfunction during idle	Occurs when current exceeds 0.2 amps while idle. Bottom heater cut off.

## Orange Faults

<b>Fault Code</b>	<b>Display Message</b>	<b>Description</b>
403	Liquid remaining in reservoir AFTER purge- (current reservoir level)	<p>Displays the current volume in reservoir after a purge based on a scale of 1 -19. Ignores values of 2 or below.</p> <ul style="list-style-type: none"> <li>• Run a purge and watch the nozzle</li> <li>• If it sprays solution, check and clean flow system (puncture pin, restrictor block)</li> <li>• If it does not spray solution, replace reservoir float</li> </ul>

404	Session cancelled with liquid remaining in reservoir- (current reservoir level)	Displays the current volume in reservoir (scale of 1-19) after a session was manually cancelled. Ignores values 2 or below. <ul style="list-style-type: none"> <li>• Purge solution out before inserting new cartridge</li> <li>• Or run another session to empty reservoir</li> </ul>
405	Low air pressure (below 17.5 psi)	Air pressure drops below the minimum level, can affect performance. See section T5 for help.
406	High air pressure (above 22.5 psi)	Air pressure above maximum level, can affect performance. See section T5 for help.
407	Session cancelled manually	Shows that a session was manually canceled by user.
408	Session stopped - acknowledgment not received from MTDC board	Internal communication error. No communication before timeout. Returns to Home screen.
409	Reservoir overfilled- (current reservoir level)	Reservoir volume exceeds level 14. Do not add more solution. Purge to reduce volume if value is 18+.
410	Liquid remaining in reservoir BEFORE purge- (current reservoir level)	Displays current volume in reservoir before a purge on a scale of 1-19. Ignores values of 2 or below.

## Red Faults

Fault Code	Display Message	Description
101	Vertical motor home switch not detected	Vertical motor not finding the home position sensor. Session will be canceled. <ul style="list-style-type: none"> <li>• Go to Technical/Diagnostic Outputs and turn Vertical Motor On</li> <li>• If the motor is running, is the nozzle moving up and down?</li> <li>• If the nozzle is not moving up and down, check vertical motor set screw</li> <li>• If the nozzle is moving up and down, watch the screen where it says Home Switch</li> <li>• If you see it turn from Not Home to Home, monitor situation home switch is working</li> <li>• If it does not turn from Not Home to Home, check vertical motor cam arm set screw, may be loose.</li> </ul>
102	Vertical motor current over maximum mA during enable	Session cancelled to avoid overcurrent to vertical motor. <ul style="list-style-type: none"> <li>• Motor is struggling to move</li> <li>• Check for obstructions creating drag on the motor</li> <li>• Check voltage (24V DC)</li> <li>• If voltage is good and no obstructions, replace motor.</li> </ul>
103	Horizontal motor current over maximum mA during enable	Session cancelled to avoid overcurrent to horizontal motor. <ul style="list-style-type: none"> <li>• Check Voltage to the motor (24V DC)</li> <li>• If voltage is good check for obstructions or tubing hanging up</li> </ul>

		<ul style="list-style-type: none"> <li>• If no obstructions, replace horizontal motor</li> </ul>
104	Vertical motor current below minimum mA during enable	<p>Vertical motor current under powered. Session will be cancelled.</p> <ul style="list-style-type: none"> <li>• Check Vertical Motor fuse on DC board</li> <li>• Check voltage at motor (24V DC)</li> <li>• If you have voltage at the motor, replace motor</li> <li>• If no voltage at the motor, check voltage coming off the board</li> <li>• If Voltage at the board, replace cable</li> <li>• If No Voltage at the board, replace board</li> </ul>
105	Horizontal motor current below minimum mA during enable	<p>Horizontal motor current under powered. Session will be cancelled.</p> <ul style="list-style-type: none"> <li>• Check Vertical Motor fuse on DC board</li> <li>• Check voltage at motor (24V DC)</li> <li>• If you have voltage at the motor, replace motor</li> <li>• If no voltage at the motor, check voltage coming off the board</li> <li>• If Voltage at the board, replace cable</li> <li>• If No Voltage at the board, replace board</li> </ul>
106	Session auto-cancelled - Start sensor not activated within 16 minutes after enable	<p>Start sensor idle for 16 minutes after queuing a session. The session will be cancelled.</p>
107	Air compressor current exceeded	<p>Compressor current is above maximum of 7 for 115v or 3.5 for 230v. Session will be cancelled.</p> <ul style="list-style-type: none"> <li>• Check wall voltage during session</li> <li>• If it's below 208 V AC during session, electrical needs to be brought up to spec</li> <li>• If it's above 208 V AC during session, go to Technical/Diagnostic Outputs and turn on Compressor</li> <li>• If it does not run or sounds irregular, replace compressor</li> </ul>
108	Air compressor current too low	<p>Compressor current is below 1.8 amps AND air pressure is below 16 PSI. Session will be cancelled.</p> <ul style="list-style-type: none"> <li>• Check compressor fuse on AC board, replace if bad</li> <li>• Check for AC Voltage at the compressor</li> <li>• If Voltage is good, replace compressor</li> <li>• If no voltage at the compressor, check voltage at board</li> <li>• If no voltage at the board, replace board</li> <li>• If voltage is coming off the board, replace compressor</li> </ul>
109	Unable to communicate with AC board to set outputs	<p>Internal communication error. Session will be cancelled after communication lapse exceeds timeout.</p>

## Appendix 2: Technical Diagnostic Output Tolerances

The Technical > Diagnostic outputs screen provides significant data about the various booth systems during operation. Below are the recommended range tolerances for the various systems. If a displayed value deviates from the range shown, there could be a problem with the component. Remember that the Drain Pump and the Exhaust Fan cannot run at the same time.

The target value is the ideal operating value. Values within the low to high range are acceptable.

<b>Compressor Specs</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Compressor Amperage	2.2 A	2.7 A	3.1 A
Air Pressure PSI	18.5	19.5	20.5

<b>Top Heater Specs*</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Top Heater CT A	2.2	2.6	3.0

<b>Bottom Heater Specs*</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Bottom Heater CT A	2.2	2.7	3.0

<b>Heater Fan (spike)*</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Fan Amperage	0.35	0.42	0.48
<b>Heater Fan (operating)*</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Fan Amperage	0.25	0.30	0.34

\*NOTE ON FAN VALUES: Fan Heaters spike in the first moment of operation, and then level out to a constant value. The spike value accounts for the first seconds of operation, and should then drop to the operating value.

**Exhaust Fan-** Value is either OFF (0) or ON (1). During ON the Exhaust Fan should run.

**Wash Solenoid-** Value is either OFF (0) or ON (1). Activation should toggle between states.

**Start Lamp-** Value is either OFF (0) or ON (1). During ON the start sensor should illuminate. In the ON state, the start sensor does not blink.

**Drain Pump-** Value is either OFF (0) or ON (1). During ON the Drin Pump should run.

<b>Vertical Motor (spike)**</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Vertical Motor mA	0.06	0.08	0.09
<b>Vertical Motor (operating)**</b>	<b>Low Value</b>	<b>Target Value</b>	<b>High Value</b>
Vertical Motor mA	0.04	0.05	0.06

\*\*NOTE ON MOTOR VALUES: Motor values will spike in the first moment of operation, and then level out to a constant value. The spike value accounts for the first seconds of operation, and should then drop to the operating value.

The swivel motor has a much larger operating range than the vertical range and will vary during operation. This is denoted by a low, target, and high range as opposed to a set value.

Swivel Motor (spike)**	Low Value	Target Value	High Value
Swivel Motor mA	0.12	0.16	0.19
Swivel Motor (operating)**	Low Range	Target Range	High Range
Swivel Motor mA	0.05-0.11	0.07-0.14	0.08-0.16

## Appendix 3: Quick Start Staff Guide

There is a wide selection of Myxer additives to enhance your tan. **Accelerators** help to boost the time it takes for the tan to fully develop by balancing the skin's pH levels. **Bronzers** provide an immediate color to the tan, without having to wait on the effects of DHA. **Scents** allow you to customize the aroma of your spray tan. A small sample is below, but be on the look-out for new varieties and limited edition specials at <http://mystictan.com/in-salon/> or find more options online at <http://sunlessinc.com/> for any sunless need.

A familiarity with the features and operations is essential for long term sustainability of the unit, but if you just want to run a quick session, this is the section to get you started.

### Select a Solution and Myxer

Select a solution to be applied. For more information on the best solution for a particular skin type, or any other questions on solutions, lotions, or additives, visit <http://mystictan.com/in-salon/> or call (888) 974-9977 for more information.



-  **LUMINOUS LIGHT**  
1-3 shades darker than your natural skin tone.
-  **MAGICAL MEDIUM**  
2-4 shades darker than your natural skin tone.
-  **DAZZLING DARK**  
3-5 shades darker than your natural skin tone.



Choose from an extensive list of additives that may be added directly into the cartridge. Unscrew the black plastic lid, open the additive pouch and pour it into the cartridge. Screw the black lid back onto the cartridge and you are ready to go.



## Bronzer

-  **SUN-KYSSE**  
with warm, red undertones
-  **MOCHA-KYSSE**  
with warm, brown undertones
-  **HONEY-KYSSE**  
with warm, golden undertones
-  **ISLAND-KYSSE**  
with cool, violet undertones

## Scents

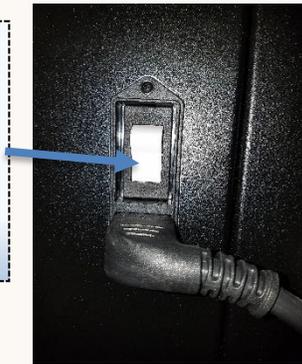
Add an aromatic experience to the Mystic Tan session, leaving skin with a light and refreshing fragrance.

-  **WARM VANILLA**
-  **FRESH**
-  **COCONUT LIME**
-  **SPORT**

## Prepare the Booth

While preparing the solution, or after it is prepared, start the booth to begin the warm up cycle so the tanner has a comfortable and inviting environment when entering.

If the booth is powered off, press the white start switch located next to the power cord on the booth to turn it ON.

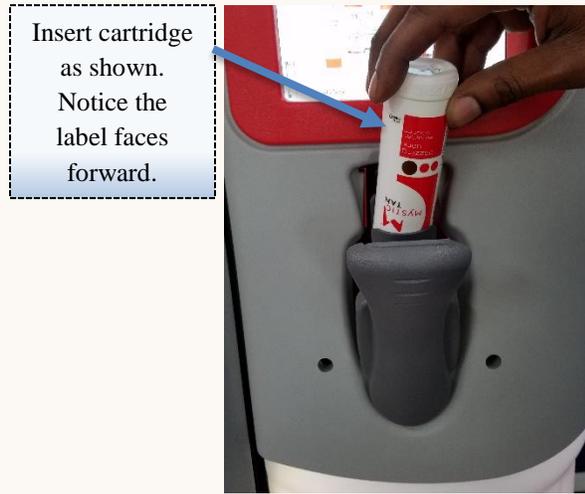


Once the booth is powered ON, press the "Get Started" button to begin the warm-up cycle.

While the booth is preparing, place the sealed cartridge into the receptacle upside-down. The back of the cartridge with the groove will face toward the back, and the front graphic will face toward the front. Once inserted, push the receptacle closed. The black cap will be punctured and a flow vent will be pierced in the side.



**DO NOT PLACE HANDS IN THE CARTRIDGE RECEPTACLE!**  
The cartridge receptacle has an internal needle which can pierce skin.



The barcode reader will identify the solution in the receptacle and display the solution name to the right of the solution level

As the cartridge empties, the solution will flow toward the solution reservoir. The solution level indicator on the Home screen will also fill to reflect the volume in the reservoir.

Reservoir Not Full

MYSTIC TAN

How to Prep

How to Stand

Get Started!

## Start the Session

Once the booth has reached temperature, the solution cartridge is added, and solution is in the reservoir start switch will begin flashing green inside the booth. The user simply needs to enter the booth, close the door, stand on the two footpads, and wave a hand in front of the flashing sensor.



**\*NOTE:** The flashing start sensor will time out after 16 minutes of inactivity and the session will be cancelled. Don't panic. Simply press the "Get Started" button to pick up where you left off.

Once the session begins, the voice prompts will guide the user through the tanning process. The process has only two stances: a front spray and a back spray. During both stances, the user will stand on the designated foot pads and follow the prompts.

The first stance will be facing toward the spray nozzle with arms extended out.

After the front stance, the booth will prompt the user that a dry cycle is beginning.

The user will turn around and face away from the spray nozzle for the back session.

After the back spray, the voice prompt will inform the user of the final drying session.

After drying, the user should exit the booth and shut both doors.

**\*IMPORTANT NOTE ON THE RINSE CYCLE:** Following the spray session, the booth will begin an automatic rinse cycle (see page 18 on The Admin System Page if this feature is not activated). The rinse cycle features a safety condition to ensure a user is not in the booth when the rinse cycle begins. The door must be OPENED and CLOSED (signifying an individual exiting the booth) for the rinse cycle to begin. If the door is not closed after exiting, the rinse will not begin.

## Appendix 4: Maintenance Checklists

DO NOT ATTEMPT THESE ACTIVITIES WITHOUT FIRST REFERRING TO THE MANUAL FOR SPECIFIC INSTRUCTIONS IN EACH CATEGORY. **FAILURE TO FOLLOW INSTRUCTIONS CAN LEAD TO INJURY OR DAMAGE TO THE BOOTH.**

Checklists are on the following pages.



Daily Maintenance Checklist

Week of: ____/____/____	SUN	MON	TUES	WED	THUR	FRI	SAT
<b>Daily Maintenance Activities</b>							
Purge lines with warm water							
Check air pressure: target 19.5 PSI							
Remove and clean exhaust filter							
Replace filter with dry spare; close latches							
Rinse drain filter cover in sink							
Wipe out sump reservoir							
Manual rinse for inside of booth							
Wipe down with mild cleaner and water							
Drain any remaining water from sump							
Cut off water supply to booth							
Visually inspect for leaks or damage							
Leave booth doors open							

**DO NOT ATTEMPT THESE ACTIVITIES WITHOUT FIRST REFERRING TO THE MANUAL FOR SPECIFIC INSTRUCTIONS IN EACH CATEGORY. FAILURE TO FOLLOW INSTRUCTIONS CAN LEAD TO INJURY OR DAMAGE TO THE BOOTH.**

Sunless, Inc. Technical Support:  
 1.855.450.3500  
[www.sunlessinc.com/techsupport](http://www.sunlessinc.com/techsupport)



Weekly and Monthly Maintenance Checklist

Month of: _____	Week 1	Week 2	Week 3	Week 4	Week 5
<b>Weekly Maintenance Activities</b>					
Ensure all daily activities are completed					
Remove and clean top exhaust filter					
Reinsert dry top exhaust filter					
Inspect all filters for wear or damage					
Inspect hoses/ connections for leaks or wear					
<b>Monthly Maintenance Activities</b>					
Ensure all daily activities are completed					
Ensure all weekly activities are completed					
Clean any residue from panels					
Carefully remove bottom float switch plate					
Clean floats and sump basin					
Clean and dry heater (2) and compressor filters					
Run test session to ensure performance					
Perform Diagnostic Output check (Appendix 2)					
Activate a Manual Rinse and Drain of booth					

**DO NOT ATTEMPT THESE ACTIVITIES WITHOUT FIRST REFERRING TO THE MANUAL FOR SPECIFIC INSTRUCTIONS IN EACH CATEGORY. FAILURE TO FOLLOW INSTRUCTIONS CAN LEAD TO INJURY OR DAMAGE TO THE BOOTH.**

Sunless, Inc. Technical Support:  
 1.855.450.3500  
[www.sunlessinc.com/techsupport](http://www.sunlessinc.com/techsupport)