

Most Common Problems with the Prime



▲ WARNING! ▲
BURN HAZARD
THE FRONT NOZZLE REACHES HIGH TEMPERATURES
DO NOT TOUCH EVEN AFTER TURNING OFF

Version notes and Updates		
Version 1.0	Initial release of manual	03/17/2025
Version 1.1	Return Valve Correction	07/29/2025

The output of the unit is either low, not steady, or nothing at all.

Common Misconception	The pump is broken. The heater is blocked.
Most likely the problem	There is a clog in the tank filter.
How to diagnose the problem?	The pump is making a loud ticking noise. When unplugging the tube on the tank, the fluid does not come out with gravity alone. “Please see pictures below.”



The fluid is slowly dripping out of the filter.

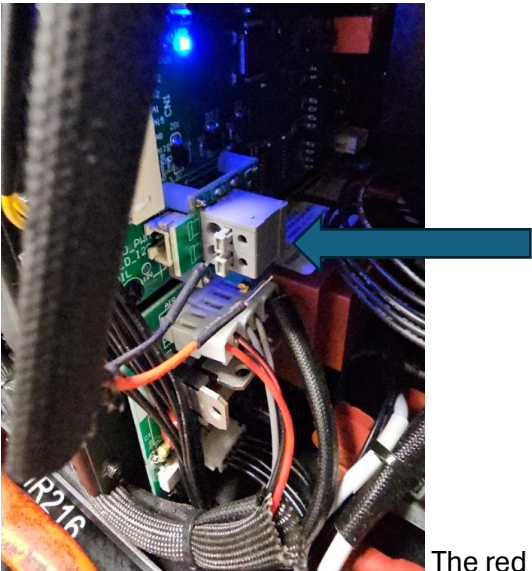


The fluid is coming out in a nice even flow.



After pulling out the filter, clean it out.

The unit says error above the % reading	
Most likely the problem	The Temperature wires are loose or disconnected
How to diagnose the problem?	Checking Internal Wiring: <ul style="list-style-type: none">• With the rear of the unit facing you, remove the left side panel.• Inspect the internal wiring to confirm that the black and red wires are securely connected as illustrated in the provided image.



The red wire goes positive and black goes negative.

Is the heater even clogged?

How to diagnose the problem?

Accessing the Heater:

- Locate the rear of the unit.
- Remove the left side panel.

Flushing the Heater:

- Fill a syringe with water-based fog fluid.
- Connect the syringe to the heater's inlet port (refer to the provided image for location).
- Position a container beneath the heater's outlet port to collect drained fluid.
- Slowly and gently push the fog fluid through the heater. (Minimal force should be required.)

Interpreting Results:

- **Fluid Flow Observed:** If fluid passes through the heater, the reason for no output is caused by something else.
- **No Fluid Flow Observed:** If fluid does not pass through the heater, the heater itself is clogged.



Is the heater clogged?

How to diagnose the problem?

Access the Heater:

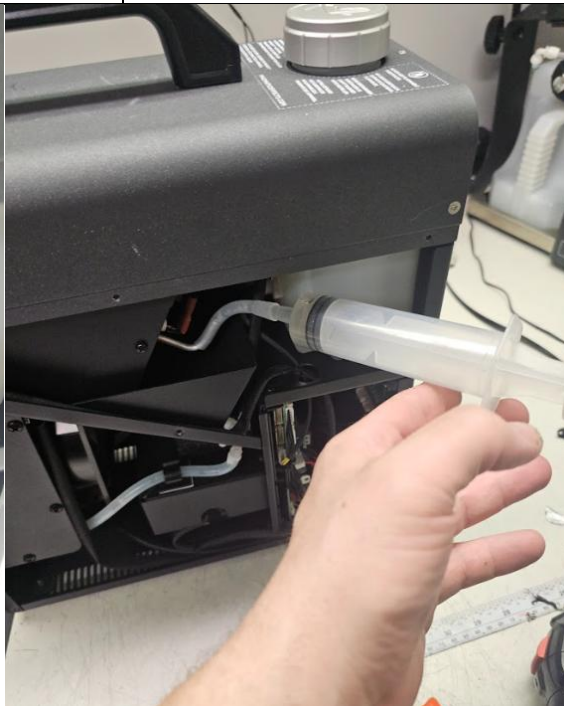
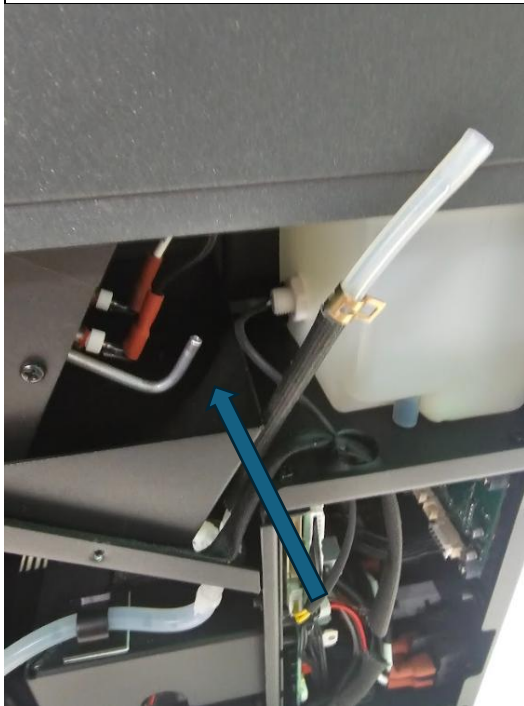
- Locate the back of the unit.
- Remove the left side panel.

Flush the Heater:

- Fill a syringe with fog fluid.
- Connect the syringe to the heater's inlet port (as shown in the provided picture).
- Place a cup under the heater's outlet port to collect drained fluid.
- Gently push the fog fluid through the heater. (Minimal force should be required.)

Results:

- Fluid goes through the heater, then the heater is fine.
- Brown liquid comes out. Move to the next section for cleaning.
- Can't push liquid through? Move to the next section for cleaning.



Is the heater dirty or completely clogged?

How to Clean the unit when brown fluid is coming out.

WARNING: Keep unit turned off

Brown fluid came out the outlet Tip

- Instead of using fog fluid in the syringe, prepare a 50/50 mixture of white distilled white vinegar and distilled water. A 50/50 mix is sufficient; stronger concentrations are not necessary. Place a cup in front of the nozzle to collect fluid.
- Begin slowly pushing the liquid through the unit until discolored fluid drips from the front nozzle into the cup.
- Allow the cleaning fluid to remain inside the unit for 5 to 10 minutes.
- After the allotted time, completely flush the remaining cleaning fluid from the unit.
- Refill the syringe with distilled water and push it through the unit until the discolored fluid is no longer visible.
- As a final step, add water-based fog fluid back into the unit as a lubricant.

WARNING: "Never allow the vinegar mixture to remain inside the unit for an extended period. It will damage the internal tubing."

- How to Clean the unit when the heater is completely blocked up.
- **WARNING: Keep unit turned off**



- **Preparation:** Instead of fog fluid, fill a syringe with pure white distilled vinegar. Due to the severe blockage, a stronger concentration is necessary.
- **Dual Syringe Setup:** Attach a second, empty syringe to the outlet nozzle. Ensure this syringe is fully depressed before attachment. This second syringe will be used to create suction, assisting the primary syringe's pushing action.
- **Alternating Pressure:** Perform alternating pushes and pulls with the two syringes. Gently push the vinegar-filled syringe while simultaneously pulling on the empty syringe. Repeat this process, applying slight and controlled pressure.
- **WARNING:** Avoid excessive force, as it can dislodge the internal tubing, causing vinegar to spray. Exercise caution.

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| | <ul style="list-style-type: none">• Process Duration: This process may require up to 10 minutes of alternating pressure before fluid begins to be drawn into the suction syringe.• Clog Dislodging: Continue the alternating pressure until the blockage is dislodged. <p>Post-Dislodging Cleaning:</p> <ul style="list-style-type: none">• Remove the suction syringe from the outlet nozzle.• Place a container beneath the outlet nozzle to collect expelled fluid.• Push the remaining vinegar solution through the heater.• Allow the vinegar to remain inside the heater for 5 to 10 minutes.• Thoroughly flush the vinegar from the heater with distilled water until the expelled fluid is clear.• As a final step, introduce water-based fog fluid into the heater as a lubricant.• Final Warning: Never allow the vinegar to remain inside the heater for an extended period, as it can damage the internal tubing." |
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Is the unit outputting too fast after installing a new pcb?

How to correct this problem?

1. Entering the Secret Menu:

- Power on the unit.
- Observe the Magmatic Logo display (Picture A).
- Immediately after the logo appears, tap the screen in the following sequence:
 - Top left corner
 - Top right corner
 - Bottom right corner
 - Bottom left corner (Picture A)
- If the sequence is entered correctly, the Secret Menu will appear (Picture B).

2. Enabling Fogval Adjust:

- Within the Secret Menu, navigate to and select option 4, "Fogval Adjust."
- Change the setting from "off" to "on."
- Press the "return" button (bottom left of the menu) to return to the Prime's main menu (Picture D).

3. Accessing Fogval Adjust in the Personality Menu:

- Navigate to the "Personality" menu.
- A new option, "8. Fogval Adjust," will now be available at the bottom of the menu.

4. Adjusting Pump Speed (Fogval Adjust):

- Select "8. Fogval Adjust."
- This menu allows adjustment of the pump speed within a range of +30 to -30.
 - **Note:** Most units operate optimally within the range of -15 to -25.
- Adjust the pump speed to achieve smooth fluid flow and prevent under-atomized fluid expulsion.
 - **WARNING:** Setting the pump speed above -5 may cause the unit to eject hot, un-atomized fog fluid, posing a burn hazard.

Pic A.



Pic B.



Pic C.



Pic D.

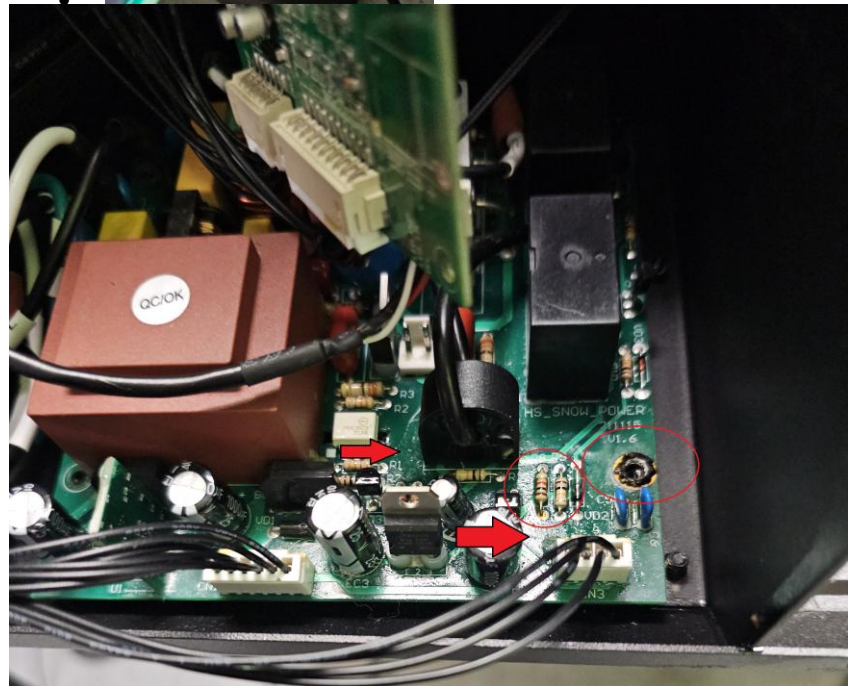


Is the unit's software version, LCD version, or DMX stuck at 0 ?

How to diagnose the problem?

Open both sides of the unit

- Once the unit is open, proceed to inspect both the pcb and psu of the unit.
- Look for any type of liquid that has gotten in on the boards. You can also inspect for any type shorted chips or burn marks.



Items Used

[Amazon.com: 12Pack 60ml Syringe for Liquid - Large Plastic Syringes Without Needle for Jello Shots Food Thick Liquids and Irrigation Water, Lip Gloss Filling, Feeding Dogs Meds, Measuring \(12 Pack 60 ml / cc \) : Industrial & Scientific](#)



<https://www.amazon.com/Heinz-Vinegar-Distilled-White-32/dp/B0029JPX34?th=1>



Fluid is being sent back into the container of the unit

The tubing system was designed to stop pressure from building up if the heater gets blocked. Normally, this pressure would cause the tubing to either split or tubing to pop off a fitting, leading to fluid spilling everywhere inside. This, in turn, could cause a short circuit or an overall bigger problem.

While looking at the backside of the unit, open the leftside

- Once the unit is open, proceed to inspect the tubing.
- If the tube looks like the following, then It's the old style that was upgraded.



Correct the problem

- Swap out the old unidirectional valve for the newer style one which can currently be found here.

RETURN FLUID UNIDIRECTIONAL VALVE

SKU

Z-WIX100KPAZZZ



https://parts.adj.com/catalog/product/view/id/22250/?parent_id=20435

The unit should look like the following.

