

# FILLMASTER<sup>®</sup> AUTO

## USER GUIDE



**ZERO-TIME FLAVORING**  
**FAST, ACCURATE RECONSTITUTION**

# Welcome!

Efficiency, quality, and a better customer experience. The Fillmaster Auto dispenser combines the best features of FLAVORx® and Fillmaster® to bring you a powerful, one-of-a-kind fully automated system.

The Fillmaster Auto streamlines the reconstitution and flavoring process saving you and your pharmacy staff time. Whether this is an upgrade to your present Fillmaster/ FLAVORx system or a completely new reconstitution & flavoring system, the Fillmaster Auto will change the way you dispense and flavor forever.

**For detailed training videos, please visit:**

<http://www.flavorx.com/fillmaster-auto-installation-instructions>



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## Introduction

Every second counts in today's fast-paced, work flow-optimized pharmacy environment. The Fillmaster Auto reduces the time it takes to reconstitute a medication and completely eliminates the time it takes to custom-flavor liquid medications.

Now that you have a Fillmaster Auto in your pharmacy you can integrate the Fillmaster Auto completely into your work flow. Your pharmacy can enjoy all the benefits of the flavoring service, without spending another second on the process. Maximizing productivity can mean greater profit, the potential to fill more prescriptions and minimizing errors. Now let's get started!



# Parts, Digital Touch Screen & Display

All of the following pieces should be included in your Fillmaster Auto package. If anything is missing, please contact us at 1-888-284-7873.

- (1) **Fillmaster Auto Dispenser**
- (1) **NDC Database (SD Card)**
- (1) **Power Supply**
- (1) **Installation Hardware**
- (1) **FLAVORx Marketing Materials**



**FILLMASTER**  
**AUTO**

The logo features the word "FILLMASTER" in a bold, blue, sans-serif font. Below it, the word "AUTO" is written in a larger, orange, sans-serif font. Two horizontal lines, one blue and one orange, separate the two words.

*Touch "Scan" to turn on the scanner on the left side of the machine. Once activated, scan NDC on medication*



*Touch "NDC" to type in the full 11 digit NDC*



*Touch "Menu" to find more screens to help you learn more about the Fillmaster Auto*

## Operation

## Getting started with your Fillmaster Auto

### Getting Started

1. Flush filters before first use. For Reverse Osmosis systems: Flush the first tank of water. See install guide for complete instructions.
2. Plug in machine for power, turn on/off switch to “ON” position. Both are located under the top cover.
3. Secure SD card in the slot. Slot is located under the top cover towards the back (machine will come with SD partially inserted but only operates if SD card pushed in completely).
4. Be sure that the water supply is turned on at all valves.
5. Attach the dispensing tip.
6. Purge the dispenser. To begin purge, press “Menu” on the touch screen, then select “Manual Operation” and manually enter 100ml. Collect water and repeat until water runs clear. Repeating is common.
7. Calibrate the unit. See instructions on how to calibrate the unit.
8. Install flavor bottles in machine. See instructions below on how to install bottles.

### How to Calibrate

1. Press “Menu” on the touch screen.
2. Select “Calibration.”
3. Place a graduated cylinder under dispensing tip and enter in amount measured. Repeat until 50mL is measured.

### How to Install Flavor Bottles

1. Press “Menu” on the touch screen.
2. Select “Replace Bottle.”
3. Choose the flavor you would like to replace and follow the instructions on the screen (enter in expiration date, lot #, & confirm).
4. Once confirmed, the door will open. Insert bottle in corresponding slot.  
*Note: Make sure cap is aligned with groove in slot.*
5. Wait until you hear the bottle click in and repeat with other flavors.

## Operation

### Daily Operation Steps

**Note: Please do not cover the barcode with the prescription label.**

#### Reconstitution & Flavoring



1. Press the "Scan" button.
2. Scan the UPC barcode on the medication bottle and confirm the drug name, strength & volume (the scanner is found to the left of the keypad and only lights up when the scan function is activated).
3. Press "Recon + Flavor" on the touchscreen to reconstitute and flavor.
4. Select the flavor of choice and confirm the selection.
5. Press "OK" to begin the reconstitution and flavor process. The flavor is added with the first half of water. Shake well to mix.
6. Press "OK" again to add the second half of water.

#### Reconstitution Only



1. Press "Scan" on the touch screen.
2. Scan the UPC barcode on the medication bottle and confirm the drug name, strength & volume.
3. Press "Recon only" on the display to reconstitute.
4. Press "OK" to begin the reconstitution process.
5. Press "OK" again to add the second half of water.

*Note: To enter water amounts manually for reconstitution, Press "Menu" on the home screen, select "Manual Operation, and manually enter in the amount of water in mLs.*

#### Flavoring Only



1. Press 'Scan' on touch screen.
2. Scan the UPC barcode on the medication bottle and confirm the drug name, strength & volume.
3. Press 'Flavor Only' on the display for flavoring instructions.
4. Enter volume (mL) to mix.
5. Select the flavor of choice and confirm the selection.
6. Press "OK" button to dispense flavor.

To learn more about the Fillmaster Auto watch demo videos at:  
[www.flavorx.com/fillmaster-auto-installation-instructions](http://www.flavorx.com/fillmaster-auto-installation-instructions)

## Helpful Tips



### Flavoring

- When dispensing, Do NOT insert the dispensing tip directly into the bottle of medication.
- To select a flavor, press the picture of the flavor desired. Flavors that are recommended as “best matches” will be indicated (only the illuminated flavors will work for that medication).
- You can flavor commercially prepared medications or OTCs. NDCs for these products will be recognized by the system and will give you the option to flavor only.
- If a medication has already been flavored with FLAVORx, in most cases you can re-flavor it with another flavor if the customer requests it. Please contact FLAVORx Technical Support at 1-800-884-5771, ext. 452 for specific re-flavoring instructions.

### Scanning

- Hold the barcode about 4-6 inches away and parallel to the window on the scanner and move it side to side.
- Do NOT cover the barcode on the stock bottle with the prescription label.
- Check the display screen to confirm the drug.
- To enter NDC numbers directly without scanning, press “NDC” on the touch screen and enter all 11 digits of the NDC.



## Menu Guide



Allows you to calibrate the machine to dispense to the tenth of an mL.



To replace a flavor or open the door where flavors are located.



Learn how much flavor is left in each bottle.



Turns audio on or off.



Manually dispense water & flavors in mLs.



Learn more about the machine and go through demos.



Turn screensavers on & off when machine is not in use.



Turn automatic dispenses on & off



Set a reminder to tell you when to change tips or calibrate machine.



Fillmaster Tech Support:  
1-800-284-7873  
Web Support:  
[info@fillmastersystems.com](mailto:info@fillmastersystems.com)



Returns all settings back to factory specifications.



Indicates which software and database version the machine is currently running.

## Troubleshooting & Maintenance

### Error

**Medication NDC not found.  
Call FLAVORx at 800-884-5771.**

**Solution:** The NDC for this drug is not in our database.  
Call FLAVORx for immediate assistance at 1-800-884-5771.

### Error

**No water detected.  
Processed canceled.  
Call Fillmaster technician at  
888-284-7873.**

**Solution:** Water is not reaching the machine. Check the supply line for kinks and make sure that all the valves are turned on.

### Maintenance Care

- Calibrate the Fillmaster Auto **monthly**.
- The recon area should be cleaned regularly with soap and water. The flavor door should be cleaned with a lint free towel.
- Rinse the removable dispensing tip daily.
- Replace dispensing tips **monthly**, or **weekly** depending on usage

## Fillmaster Auto Total Care Plan

Our Total Care Plan has you covered with FillPure®, our water quality assurance program that provides customers with annual pharmacy service visits to perform Reverse Osmosis system filter changes, water quality tests, and routine maintenance of filtration and dispenser systems. FillPure provides customers with a high level of visibility into the pharmacy water system with 24/7 customer phone support, digital reporting, access to the FillPure Portal, data analysis, and service of the most innovative digital dispensers that are available in the market today. You get all of this, plus everything that comes with being a FLAVORx Certified Pharmacy.

### Fillmaster Auto Total Care Plan includes:

- Full System Repair/ Replacement Warranty
- Filters for Water Purification
- Updated Reconstitution and Flavoring Data Cards
- **All the Benefits of FLAVORx Certification:**
  - License to use FLAVORx Proprietary Formulations
  - Access to our Online Formulary
  - 24/7 Technical Support
  - Online Pharmacy Locator Listing
  - Marketing Support
  - Seasonal Promotions Support
  - Pediatrician Detailing Materials
  - New Replacement Dispensing Tips



### Important Phone Numbers

Maintenance & Repair:	1-888-284-7873
Flavoring Support:	1-800-884-5771 x452
Missing NDC Data:	1-800-884-5771 x452
Flavoring Supplies:	1-800-884-5771 x453
You can also email:	info@fillmastersystems.com

# FLAVORx



## Because You Care

FLAVORx helps you provide a customer experience that goes above and beyond the customer's expectations. Use FLAVORx as a tool to help you better engage with parents, and make medicine-time a lot easier. FLAVORx helps improve adherence and allows you to give your customers a superior service that keeps them coming back to your store for all their health care needs.

## FLAVORx

- Pediatric adherence rates are typically around 60%. When medications are custom-flavored using FLAVORx, adherence rates improve to 90%.
- Custom flavoring provides a unique way to engage with customers and promotes extraordinary customer experiences at the pharmacy, especially with parents of young children.
- Many children struggle with taking liquid medications and you may not even know it. Be sure every member of your team is offering a choice of taste each time they interact with a customer who is having a liquid prescription filled, or is purchasing an over-the-counter liquid medication.

### Studies show...



#### 79% of children

complained about bad tasting medication or taste that is “too yucky.”



#### 7 in 10 parents

report a moderate to severe struggle giving a child medicine because of how it tastes.

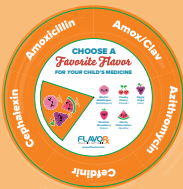
### Just ask...

The best way to start the conversation about flavoring is to ask:

**“How would you like your medicine to taste?”**

# FLAVORx Promotional Tools

Customizing the taste of medication is another opportunity to engage with your customers. It is a great way to build customer loyalty and satisfaction. Use these marketing tools to help you connect with your pharmacy customers.



## The Flavor Wheel

is a fun and interactive tool to share with your customers. Simply find the medication and spin the wheel to show the recommended flavors a customer can pick from. The wheel can make the process of choosing a customized taste faster and easier for the customer and you.



## Menu Pads

list available flavors on this easy to tear pad. Let the customer choose a custom flavor and attach the sheet to the prescription. This is a great reminder to flavor the medication when it is time to reconstitute. Alternatively, you can place a blank menu tear sheet in all bags for liquids or recons to be picked up so that the associate working the pick-up is reminded to offer FLAVORx.



## FLAVORx Lollipops

are sugar-free and are a great way to “sample” the flavors available with FLAVORx. When you are in the front-end of the store, offer a lollipop to customers to start a conversation about the flavoring service you offer.

## Key Takeaways

### The Fillmaster Auto can...

#### **Scan the NDC/UPC barcode**

on the medication bottle instead of requiring you to manually type it in. Push the “SCAN” button on the front of the machine to begin.

#### **Provide a flavoring recipe**

for over 7,000 medications.

#### **Reconstitute medications**

whether you are flavoring them or not.

# FILLMASTER<sup>®</sup> AUTO

[www.flavorx.com/pharmacies/products/Fillmaster-Auto](http://www.flavorx.com/pharmacies/products/Fillmaster-Auto)

# FLAVOR<sup>x</sup>

HEALTHY KIDS • HAPPY FAMILIES

[www.flavorx.com](http://www.flavorx.com)



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