



USER GUIDE



**FAST AND ACCURATE
RECONSTITUTION & FLAVORING**

Welcome!

Efficiency, quality, and a better customer experience. The Fillmaster Pro dispenser combines the best features of FLAVORx® and Fillmaster® to bring you a powerful, integrated reconstitution and flavoring system.

The Fillmaster Pro 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 Pro will change the way you dispense and flavor forever.



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Introduction

The user-friendly Fillmaster Pro allows you to reconstitute and flavor medications in less than a minute. Scan the NDC barcode to queue up how much water you need to dispense. The Fillmaster Pro also lets you know what flavors are recommended for a particular medication and provides flavoring instructions on the screen. The proprietary database contains over 7,000 unique NDC's.



Parts, Digital Touch Screen & Display

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

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



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



Touch "NDC" to manually type in the NDC number



Touch "Menu" to find additional screens to help you learn more about the Fillmaster Pro™

Operation

Getting started with your Fillmaster Pro

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. Install SD card before powering on device. Secure SD card in the slot. Slot is located under the top cover towards the back.
3. Plug in machine for power and turn on power switch. Both are located under the top cover.
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 “Dispense Water” which allows you to enter 100mL. Collect water and repeat until water runs clear. Repeating is common.
7. Calibrate the unit. See instructions below on how to calibrate the unit.

How to Calibrate

1. Press “Menu” on the touch screen.
2. Select “Calibration.”
3. Place a graduated cylinder under dispensing tip and follow directions shown on screen.

Operation

Daily Operation Steps

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

Reconstitution & Flavoring



1. Press "Scan" on the touch screen.
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. Place bottle under dispensing tip. Be sure to break the bottle detection sensor.
6. Press "OK" to begin reconstitution, the first half will dispense.
7. Press "OK" again to add the second half of water.
8. Once water is added, follow directions on screen to customize the taste of the medication.

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. Place bottle under dispensing tip. Be sure to trigger the bottle detection sensor.
5. Press "OK" to begin the reconstitution process.

Note: To enter water amounts manually for reconstitution, Press "Menu" on the home screen, select "Dispense Water," 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 the volume of medication being dispensed.
5. Select the flavor of choice and confirm the selection.
6. Recipe will appear on touch screen, follow directions.

Helpful Tips



Flavoring

- When dispensing, Do NOT insert the dispensing tip directly into the bottle of medication.
- To select a flavor, press the icon of the flavor desired. Flavors that are recommended as “best matches” will be indicated.
- You can flavor commercially prepared medications or OTCs.
- If a medication has already been flavored with FLAVORx, you can re-flavor it with another flavor in most cases if the customer requests it. Please contact FLAVORx Technical Support for specific re-flavoring instructions.

Scanning

- Hold the barcode about 3 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.



Turns audio on or off.



Fillmaster Tech Support:
1-888-284-7873
Web Support:
info@fillmastersystems.com



Dispense water in mLs.



Learn more about the machine and go through demos.



Set a screensaver to appear when machine is not in use.



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



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.
Process cancelled.
Call Fillmaster® technician at
888-284-7873.**

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

Maintenance Care

- Calibrate the Fillmaster Pro monthly.
- The Fillmaster Pro should be cleaned regularly with mild soap and a damp cloth.
- Rinse the removable dispensing tip daily.
- Replace dispensing tip monthly.

Fillmaster Pro Total Care Plan

Our Total Care Plan has you covered. If something goes wrong with your device, we'll send a replacement part or the whole unit at no additional cost. We automatically send filters for water purification or you can sign up for our FillPure™ program and we will come do it for you! And, since new medications come on the market all the time, we provide updated data cards on an annual basis. You will get all of this, plus everything that comes with being a FLAVORx Certified Pharmacy.

Fillmaster Pro 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
 - 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 choose 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 Pro can...

Scan the NDC/UPC barcode

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

Provide flavoring recipes

to over 7,000 medications.

Reconstitute medications

whether you are flavoring them or not.



www.fillmastersystems.com



www.flavorx.com



www.fillpure.com

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