

# Fillmaster<sup>PLUS</sup>

DIGITAL RECONSTITUTION & FLAVORING

## USER GUIDE



## **WELCOME:**

Fillmaster PLUS makes quick work of both reconstituting and flavoring liquid medications. This machine provides your pharmacy with purified water that allows you to reconstitute with extreme accuracy. Fillmaster PLUS also puts your pharmacy on the forefront of flavoring and medicinal compliance technology.

**For detailed training videos visit  
[www.fillmasterplus.com](http://www.fillmasterplus.com)**

## INTRODUCTION:

At the touch of a button you can reconstitute and get flavoring formulations for thousands of drugs. Simply scan the stock barcode on the drug and decide whether you want to reconstitute, flavor or both!

The user-friendly display, keyboard and bar code scanner allow you to dispense water and flavor medications in a fraction of the time it would take conventionally. This saves you time and reduces the risk of dispensing errors, while providing a wonderful service.

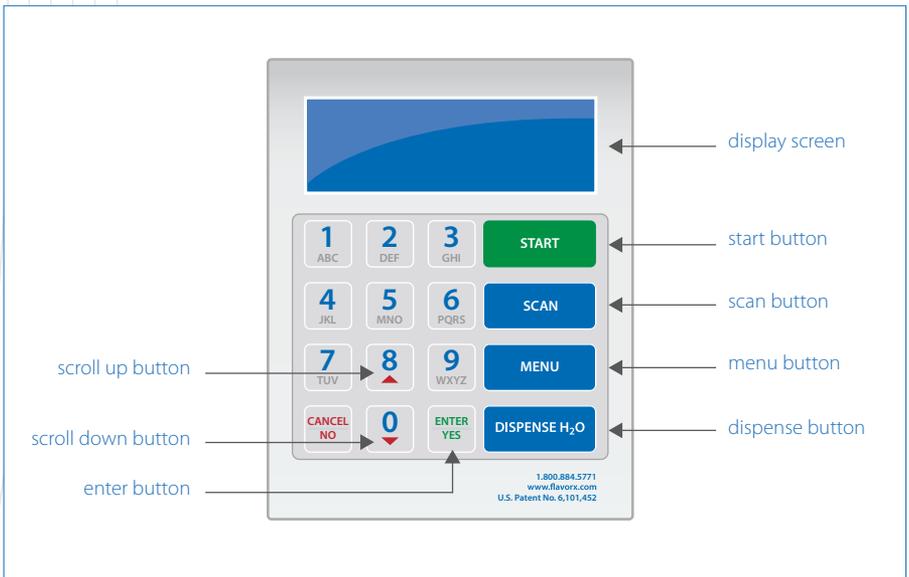
## NDC DATABASE (SD CARD):

Updating the software is as simple as inserting a new SD Card into the software update slot located above the scanner on the left side of the machine.

## KEYPAD AND DISPLAY:

Please reference figure A below for the components of your keypad and display.

Figure A



## GETTING STARTED:

1. **Secure SD card in the slot on the left side of the unit (machine will only operate if SD is properly inserted)**

2. **Be sure that the water supply is turned on at all valves**

3. **Attach the dispensing tip**

4. **Purge the dispenser**

To begin purging the machine press "Menu" and place a graduate or cup under the dispensing tip. Press "9" then "Enter" to begin purge.

5. **Calibrate the unit**

To begin Calibration of the machine press "Menu". Select "3" for Calibration. Insert a 100ml graduated cylinder under the dispensing tip.

Press "Dispense" for Water Calibration. Press "Dispense" again to begin the water flow.

Enter the amount of water dispensed to

the nearest tenth of an ml. Press "Enter" to confirm.

The machine will calibrate itself based on your measurement. The machine will reset itself. Repeat the process to ensure accuracy at 50mL.



### EXPERT ADVICE:

The calibration process requires a 100ml graduated cylinder!

**VISIT [WWW.FILLMASTERPLUS.COM](http://WWW.FILLMASTERPLUS.COM)  
FOR DETAILED TRAINING VIDEOS**

## DAILY OPERATION:

**For automated operation, press “Scan” on the keypad and then scan the drug**

Press “Yes” to confirm drug. Select from

1. Reconstitute
2. Flavor
3. Both

**For manual operation select “1” for H2O from the Home Screen**

Key in the amount of H2O desired and press “Enter”. Confirm the amount of H2O was entered correctly. Press “Dispense” to begin dispensing.

### Helpful Hints

Do not put the dispensing tip into the bottle of medication.

Leave the stock barcode exposed for proper NDC scanning.

To select a flavor press the button with the picture of the flavor desired, located just above the blue lights (only the lit flavors will work for that medication)

To select a combination flavor such as “Grape Bubblegum” press “1” for “list” when prompted to select a flavor.

## SCANNING TIPS:

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 store’s label.

Watch the display screen to confirm the drug.

## MENU:

### 1. Support

Support Numbers:  
Fillmaster Tech Support  
(800) 884-5771 x248  
Web Support:  
[www.fillmasterplus.com](http://www.fillmasterplus.com)

### 2. Version Info

Indicates which software and database version the machine is running.

### 3. Calibration

Allows you to calibrate the machine to dispense to the tenth of an ml (This process requires a 100ml graduate).

### 4. Mute Audio

Turns audio on or off.

### 5. Set Defaults

Returns all settings back to factory specifications.

### 6. Simulate H2O

Used to demonstrate the product without dispensing water.

### 7. Set Date/Time

Allows you to set the date & time of the units internal clock.

### 8. Purge System

Removes air bubbles from the supply lines.



#### EXPERT ADVICE:

For video tutorials visit  
[www.fillmasterplus.com](http://www.fillmasterplus.com)

## TROUBLESHOOTING:

### Error Message on Screen

PROBLEM: NO WATER DETECTED

1. RETRY OPERATION
2. CANCEL OPERATION
3. PURGE SYSTEM

### Solution

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

### Error Message on Screen

NDC NOT FOUND  
CALL 1-800-884-5771 X248  
TO UPDATE NDC

### Solution

The NDC for this drug is not in our Database. Call FLAVORx for immediate assistance at 1-800-884-5771 x248.

## DRAWER STORAGE:

Two drawers are located at the base of your Fillmaster PLUS (These are ideal for housing backup flavors as well as adapt-a-caps and syringes).

## CARE AND MAINTENANCE:

Calibrate the Fillmaster PLUS monthly.

The keypad and housing of your Fillmaster PLUS should be cleaned regularly with mild soap and a damp cloth.

Rinse the removable dispensing tip daily.

Replace the cap and syringe with each new flavor bottle.

## IMPORTANT PHONE NUMBERS

For Fillmaster PLUS Maintenance & Repair:  
1-800-884-5771 x452

For Flavoring Support:  
1-800-884-5771 x452

For Missing NDC Data:  
1-800-884-5771 x248

For Flavoring Supplies:  
1-800-884-5771 x453

You can also email:  
[support@fillmasterplus.com](mailto:support@fillmasterplus.com)



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**Fillmaster Systems, LLC**

PO Box 711537 Santee, CA 92072-1537 | [www.fillmasterplus.com](http://www.fillmasterplus.com)