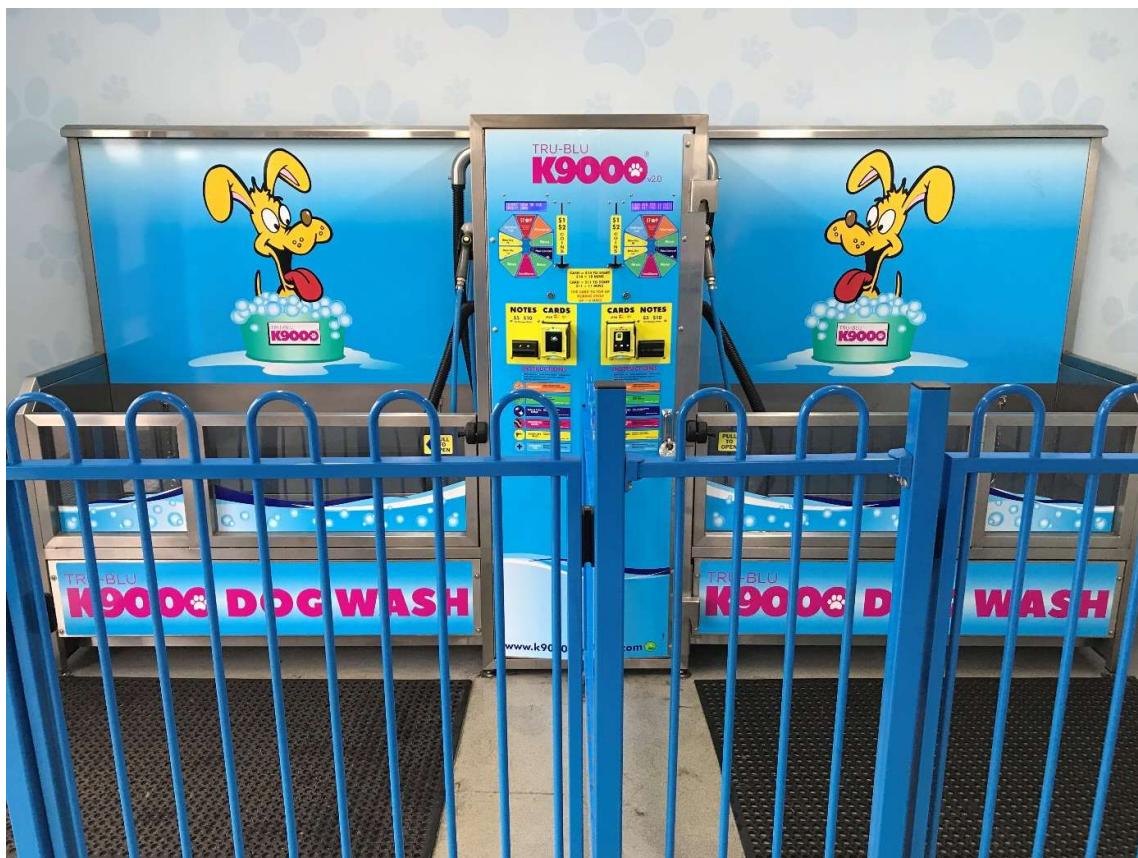




## K9000 2.0 Twin Dog Wash Operators Manual



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## Explanation of symbols used in this manual

	<b>Warning</b>
	<b>Tip</b>
	<b>Important - Take note</b>
	<b>Regulatory Compliance Mark</b>
	<b>Electrical Hazard</b>
	<b>European Conformity</b>

Date	Summary of Changes	Sections Changed/Added	Author/s	Version
13/02/2019	New Manual	All	Phil Worrell	V1.0
21/05/2020	Flushing of pumps New video location General Safety ES Pumps New MSDS Fido's Shampoo Removed GBA	Section 4 various 15.2 15 14.1 16.1 9	Phil Worrell	V2.0

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## **1 K9000 2.0 Twin Inspection and Acceptance on Delivery:**

Inspect the K9000 2.0 Twin on arrival and prior to unwrapping to ensure there is no travel damage. If there is any damage, please contact Tru Blu Dog Wash before accepting delivery.



The K9000 Twin Dog Wash is delivered in two parts with a total weight of approximately 350kg. The larger of the two parts weighs approximately 260kg and measures 2200mm in length, 1850mm in height & 600mm in depth. The smaller of the two parts weighs approximately 90kg and measures 1500mm in length, 1850mm in height & 600mm in depth.



Ensure a qualified operator of the unloading equipment is used to lift or move the Dog Wash.

Each of the two parts of the Dog Wash (Within Australia) are first bubble wrapped and then wrapped in black plastic cargo wrap. They are secured to individual pallets with a tie down strap over the cabinet and 6 screws (4 screws for the smaller part).



Position the Dog Wash while on the pallets near their final location. The larger section of the Dog Wash goes to the left-hand side, with the highest point being the back of the Dog Wash. Take caution removing the plastic and bubble wrap avoid using a knife as it may scratch the stainless steel or decals. With a screw gun remove the screws from the feet and the tie down straps.

A second inspection should be undertaken to ensure no damage has occurred during travel.

## 1.1 K9000 2.0 Twin System Specifications

SYSTEM WITHOUT ON BOARD HOT WATER UNIT				
Power	240V	25 AMP		
WATER Inlet Pressure (Min) 40psi / 275kpa	Hot	1/2" Ball valve		
	Cold	1/2" Ball valve		
WATER Inlet Pressure (Max) 72psi / 500kpa	Hot	1/2" Ball valve		
	Cold	1/2" Ball valve		
COLD WATER Inlet temperature	Minimum	5 Degrees Celsius		
	Maximum	30 Degrees Celsius		
HOT WATER Inlet temperature	Minimum	55 Degrees Celsius		
	Maximum	65 Degrees Celsius		
Factory Set water temperature	35 Degrees Celsius at wash gun			
WATER Maximum Operating Pressure 50psi / 350kpa	Factory set via water regulator			
FILTRATION x2	Primary	Stainless steel mesh filter		
	Secondary	Vinidex DBA Lic. No. WMKA20071		
Back Flow Prevention Device	Connections to be protected by a "high hazard" backflow prevention device. i.e. "RPZ" or Registered "Air-GAP" Recommended Watts 009M3-AUS RP 15 or 20mm AS2845.1 Lic WMKA1335			
WASTE x2	50mm DIA Outlets as well as, a minor trade waste application to be made to the local water regulator (Contact your local water authority trade waste division)			
SYSTEM WITH ON BOARD HOT WATER UNIT				
Power Unit	240V	25 AMP		
Power Hot Water Stiebel Eltron DHB-E 27 AU	415V	40 AMP		
WATER Inlet Pressure (Min) 40psi / 275kpa	Cold	3/4" Ball valve		
WATER Inlet Pressure (Max) 72psi / 500kpa	Cold	3/4" Ball valve		
COLD WATER Inlet temperature	Minimum	5 Degrees Celsius		
	Maximum	30 Degrees Celsius		
Factory Set water temperature	35 Degrees Celsius at wash gun			
WATER Maximum Operating Pressure 50psi / 350kpa	Factory set via water regulator			
FILTRATION x2	Primary	Stainless steel mesh filter		
	Secondary	Vinidex DBA Lic. No. WMKA20071		
Back Flow Prevention Device	Connections to be protected by a "high hazard" backflow prevention device. i.e. "RPZ" or Registered "Air-GAP" Recommended Watts 009M3-AUS RP 15 or 20mm AS2845.1 Lic WMKA1335			
WASTE x2	50mm DIA Outlet as well as, a minor trade waste application to be made to the local water regulator (Contact your local water authority trade waste division)			
DIMENSIONS / WEIGHT				
Dimensions	Length 3700mm / Height 1850mm / Depth 600mm			
Weight	Left Hand Side 260kg – Right Hand Side 90kg (Total weight 350kg)			
APPROVALS				
Risk assessment performed by IAPMO (NATA accredited laboratory)				
IEC 61000-6-3:2006 Electromagnetic compatibility (EMC) – Part 6.3: Generic standards – Emission standard for residential, commercial and light-industrial environments				
AS/NZS 60335.2.75:2005 + Admt 2009 in relation to vending machines AS 60204.1:2005 'Safety of machinery – Electrical equipment of machines, General Requirements'				
IEC 61000-6-1: 2005 Electromagnetic compatibility (EMC) Generic standards. Immunity for residential, commercial and light-industrial environments.				
ATS 5200.101:2005 – Strength of Assembly				
EPA Registered Noise tested rating of 66dba @ 4 meters				
USAGES				
Water usage: 16 to 20 litres per minute, where both units in operation (40-50 litres per single dog wash)				
Average power usage per wash cycle is .76kwh (dependent on hot water source)				

## 2 Installation

The K9000 2.0 Twin Dog Wash (Dog Wash) can be installed either indoor or outdoor.



Caution should be taken when the Dog Wash has been delivered and is being unloaded. The K9000 2.0 Twin Dog Wash is delivered in two parts with a total weight of approximately 350kg. The larger of the two parts weighs approximately 260kg and measures 2200mm in length, 1850mm in height & 600mm in depth. The smaller of the two parts weighs approximately 90kg and measures 1500mm in length, 1850mm in height & 600mm in depth.



Ensure a qualified operator of the unloading equipment is used to lift or move the Dog Wash.

Inspect the Dog Wash when you receive it to ensure there is no damage. If there is any damage, please contact Tru Blu Dog Wash before accepting it.

Each of the two parts of the Dog Wash (Within Australia) are first bubble wrapped and then wrapped in black plastic cargo wrap. They are secured to individual pallets with a tie down strap over the cabinet and 6 screws (4 screws for the smaller part).

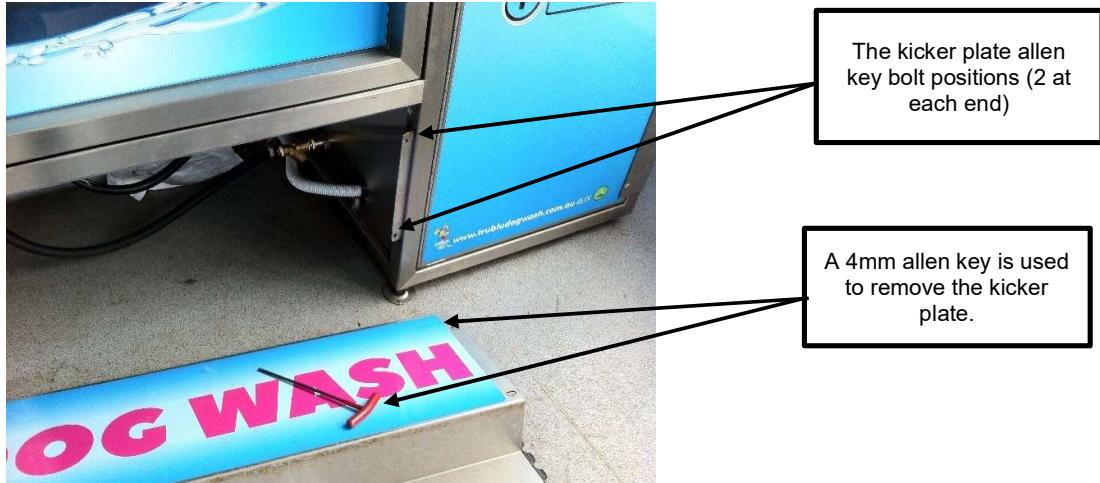


Position the Dog Wash while on the pallets near their final location. The larger section of the Dog Wash goes to the left-hand side, with the highest point being the back of the Dog Wash. Take caution removing the plastic and bubble wrap avoid using a knife as it may scratch the stainless steel or decals. With a screw gun remove the screws from the feet and the tie down straps.

Inside the cabinet you will find an Install Pack, open and verify the parts against the check list. There will also be an operator's manual, product MSDS's and product order forms in a purpose built sleeve within the cabinet.



It is recommended that the front kicker plate be removed from the left-hand tub prior to installation and handling as this will allow safer lifting and the required access during installation. *Care should be taken not to damage the plumbing fittings during lifting and positioning of the unit.*



The kicker plate for the right-hand tub can be found in the tub, it will be wrapped for protection during travel.

It is also recommended that the white film protecting the unit is not removed until after install as this will help prevent any installation damage.

## 2.1 Assembling the Dog Wash

You need to assemble the two parts of the K9000 2.0 Twin Dog Wash using the stainless bolts, washers, nuts and industrial grade silicone which are supplied.

Make sure the assembly occurs as near as possible to the installation point, keeping in mind you will need to work behind the dog wash to join the 2 sections together. Assembly will be easier if the units are on an even surface as we need to align guides into the main cabinet from the wash tub.

Prior to removing the timber framing from the right-hand side wash tub, you will need to place some type of chock or support to take the weight and keep the parts aligned to make for easy assembly.

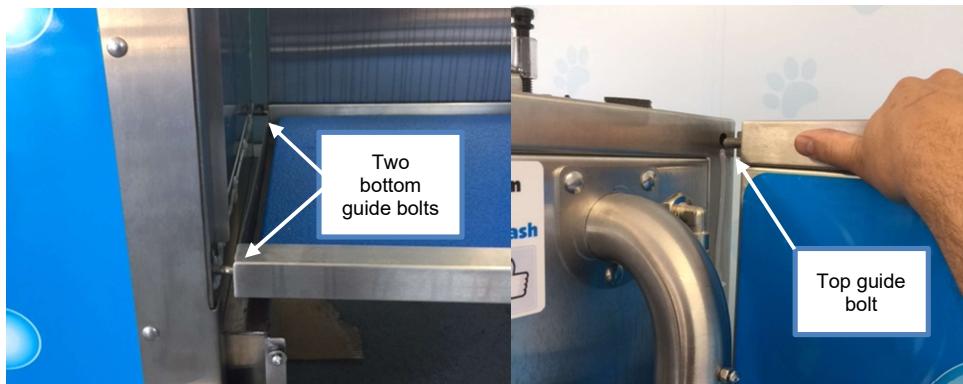


When removing the timber framing you can discard the 2 of the 3 nuts, the bolts are used as guides passing into the main cabinet. You will notice 2 washes attached to the timber frame with a screw these are required in assembly. Now remove the four screws (2 with washers) from the rear of the main cabinet and set these aside as they will be used to join the two parts.

Now that we have the two parts aligned and ready for joining, we need to use the silicone supplied to water proof the join. The silicone is run down from the top rear of the cabinet and along the bottom out to the front (along the seams). Refer to the below photo.



The 3 guide bolts from the wash tub, two at the bottom and one at the top are used to guide the tub into place. Once in position the right-hand tub will sit on the stainless-steel ledge and the three back plates will align with the 4 pre-drilled holes in the main cabinet (these holes had the 4 screws removed earlier).

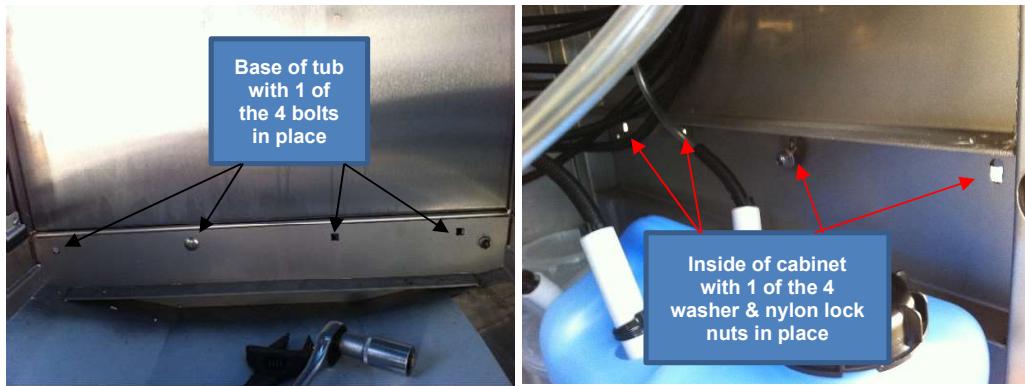


Of the 3 guide bolts, only the front lower bolt is used to secure the tub to the cabinet. Using the 2 washers and 1 of the 3 nuts removed from the timber frame attach the bolt to the cabinet. Washers and nut go inside the cabinet.

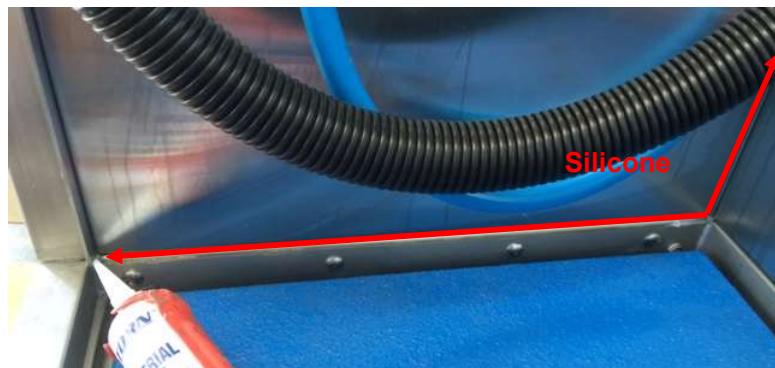
Using the four screws and 2 washers removed from the back of the cabinet use these to attach the back of the right-hand tub to the cabinet. The two screws without washers are top and bottom, while the washers are used in the middle join.



Using 4 of the 5 supplied coach bolts, flat washers and nylon lock nuts (1 spare) attach the base of the wash tub to the main cabinet.



Now that the K9000 2.0 Twin Dog Wash is assembled you need to silicone the inside of the tub where it has been attached to the cabinet.



## 2.2 Levelling and Positioning the Dog Wash

The Dog Wash needs to be placed in a level horizontal position to operate correctly. There are 6 adjustable feet and 2 mounting feet, place a level along the back of the Dog Wash and adjust the feet according to get the Dog Wash Level, place the level along the top of the cabinet running back to front to make sure it is not tilting forward or backwards.



**ENSURE** all doors open and close freely before securing the Dog Wash! Once the Dog Wash is level, use the supplied spacer washes and anchor screws to secure the Dog Wash to the ground.



## 2.3 Connecting the Water Supply and Waste connection to the Dog Wash.

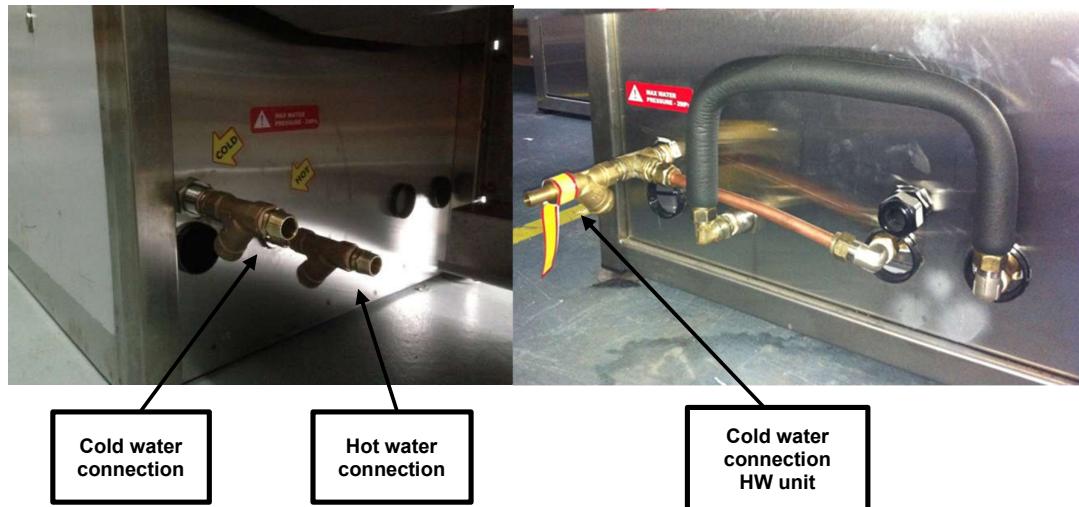


Before connecting the Dog Wash to Water and Waste ensure local regulations are considered. Please refer to the installation manual for more detail.

### 2.3.1 Connecting the Water Supply

Flush the pipes prior to connecting to the DOG WASH. Maximum allowable inlet water pressure is 72psi (0.5mpa / 500kpa).

The picture at left shows the hot and cold-water entry points for a K9000 2.0 Twin without an on-board hot water unit. While the picture on the right shows the water entry point for a K9000 2.0 Twin with an on-board hot water unit.

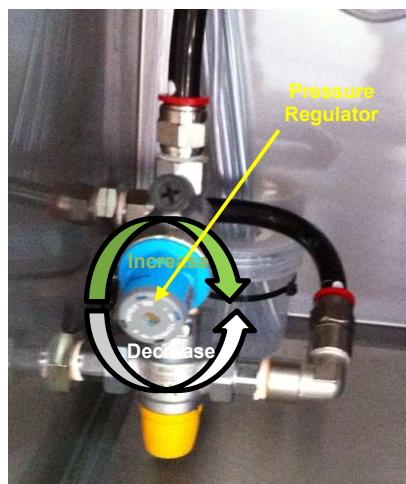


### 2.3.2 Adjusting the Water Pressure

**!** Once connected the regulator can be adjusted to ensure the Dog Wash has water pressure of 50 psi (0.35mpa / 345kpa). *Ensure that the waste has been connected prior to testing, refer section 2.3.2*

The below pictures show the pressure gauge for each tub and pressure regulator for the dog wash (both tubs). You will also see a water pressure setting sticker confirming the settings.

The pressure is increased by turning the screw clockwise or decreased by turning the screw counter clockwise.



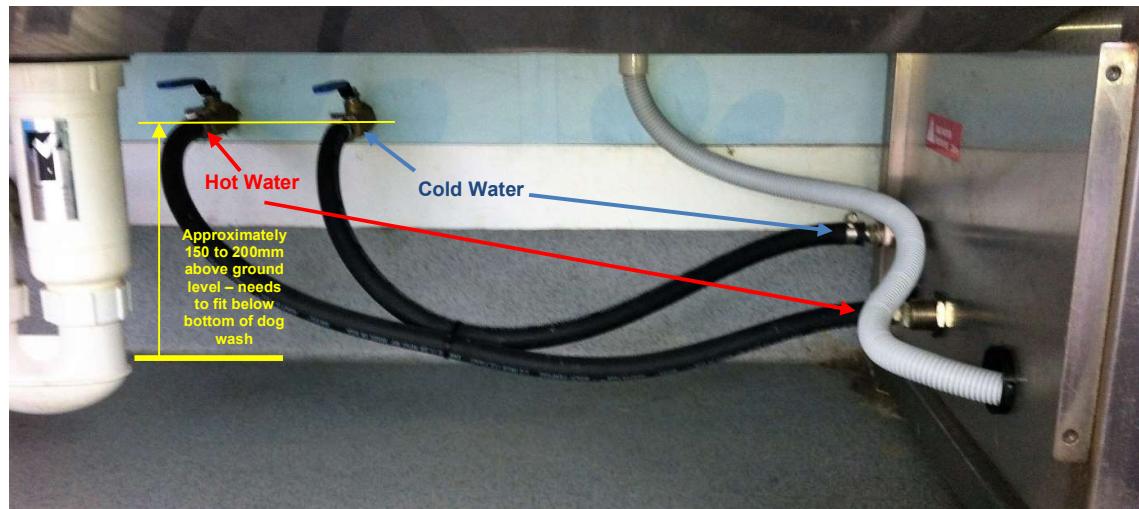
### 2.3.3 Hot Water

Hot water can be sourced from the site or the dog wash can include an on-board hot water service.

#### 2.3.3.1 Site Supplied Hot Water

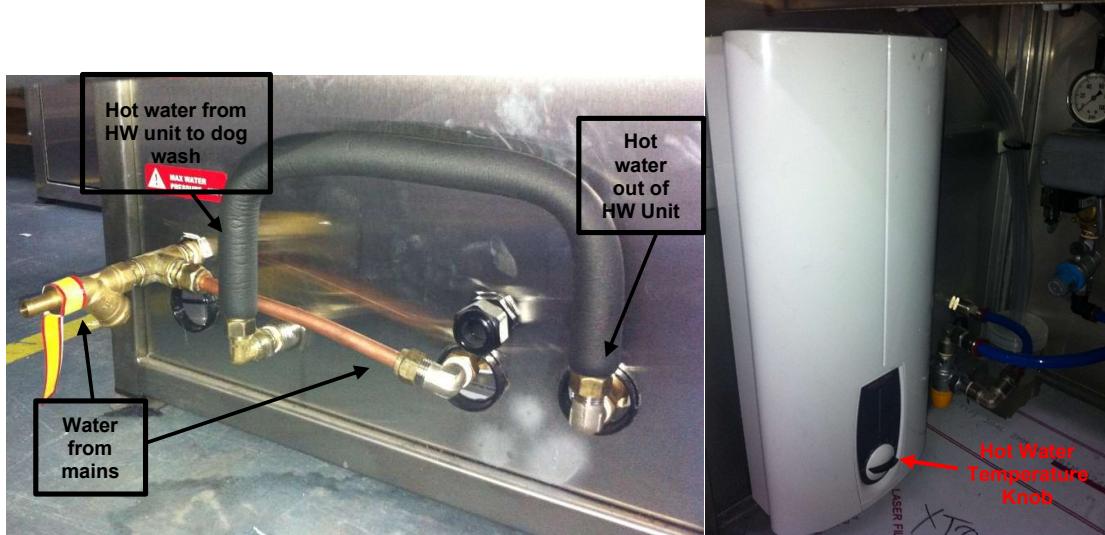
Shown below is a K9000 2.0 Twin that was installed at a site that supplied HOT water, and as such the unit did not require to have an on-board hot water service.

*\*Please consult with Tru Blu Dog Wash to ensure your existing hot water supply is adequate.*



### 2.3.3.2 On Board Instantaneous Hot Water Unit

Below left is a photo of the water fittings for the hot water unit leading in and out of the service. The picture on the right is the actual Stiebel Eltron DHB-E 27 AU hot water unit which is fitted inside the dog wash cabinet, bottom left.



#### 2.3.3.2.1 Initial Start Up of the Stiebel Eltron DHB-E 27 AU Hot Water Unit

The initial start-up of the Stiebel Eltron should be conducted by an electrician referencing the Stiebel AU Operation and Installation guide.

The below is an extract showing how to activate the safety pressure limiter for flow pressure using the reset button. For detailed instructions refer to the Stiebel Eltron AU Operation and Installation guide.



Electrical hazard

**Power is to be turned off**



**Turn water on**



**Take the front cover of the Stiebel Eltron to expose the reset button.**

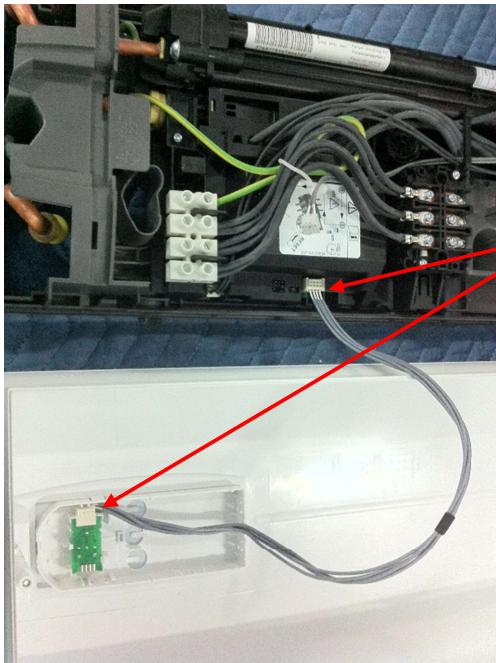
Pictured left is the Stiebel Eltron with the cover removed. The close up below is highlighted to assist locating the reset button.

The below is a close up of the reset button.



**Activate the safety pressure limiter for flow pressure by firmly pressing in the reset button (the appliance is delivered with the safety pressure limiter disabled).**

Picture left shows the reset button being pressed down using a small screw driver



**Push the temperature selector plug into the "set temperature" PCB.**  
The plug is already attached to the cover it needs to be "plugged" into the base.

Picture left shows the reset button being pressed down using a small screw driver

**Re-Fit the Stiebel Eltron cover and secure with supplied screw.**



Electrical hazard

**Power can now be turned on.**



*For detailed instructions refer to the Stiebel Eltron AU Operation and Installation guide supplied with the K9000 dog wash.*

## 2.3.4 Connecting the Waste

### 2.3.4.1 Existing Sites

Shown below is a K9000 2.0 Twin that has been installed into an existing room. The two 50mm connection points were run through the back wall to an existing waste point (*Note: only 1 of the 2 waste points shown in photo*). Other possibilities are to run the two 50mm connection points along the walls to an existing waste point/s.

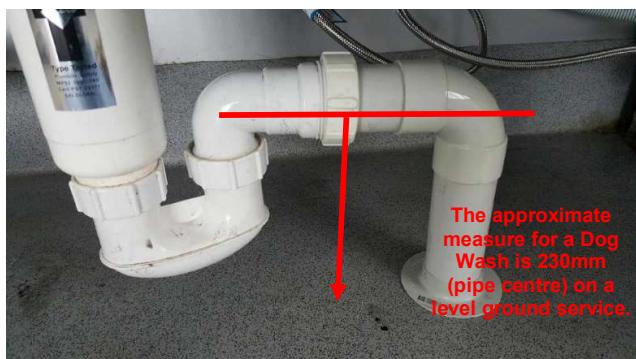
The connections are made to the 50mm waste using the two P-traps supplied in the install kit.



### 2.3.4.2 New Sites

Shown below is a K9000 2.0 Twin that has been installed at a new site where the site has allowed for the waste points as part of construction (*Note: only 1 of the 2 waste points shown in photo*). Note, new sites may also utilise external waste points, and run the connections through or along the walls.

The connections are made to the 50mm waste using the two P-traps supplied in the install kit.



### 2.3.5 Back Flow Protection Device

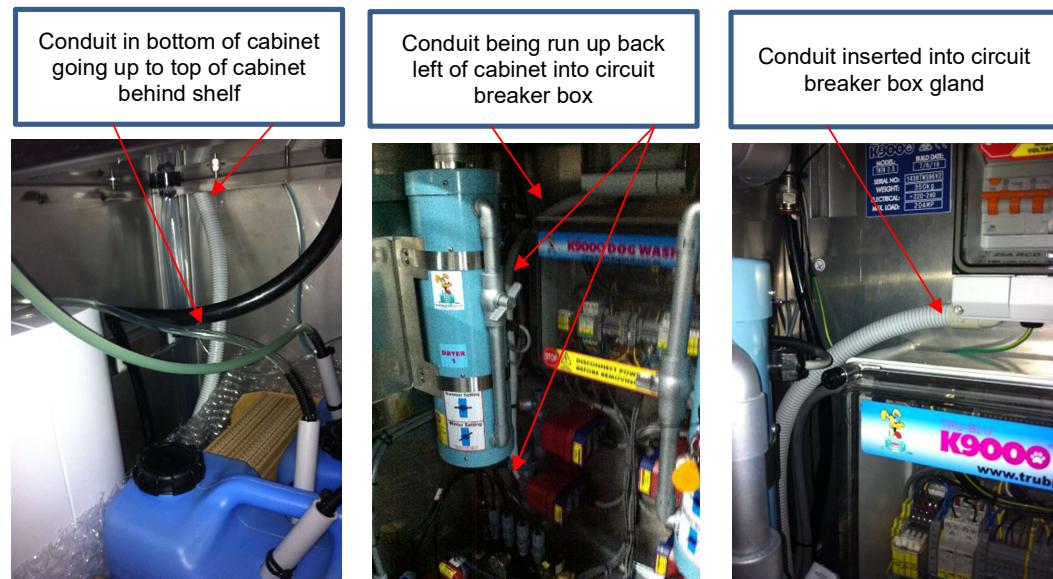
Connections need to be protected by a “high hazard” backflow prevention device. The below picture highlights the use of a reduce pressure backflow preventer (“RPZ”). Refer to appendix 14.2.1, Plumbing Schematic Individual Protection drawing.



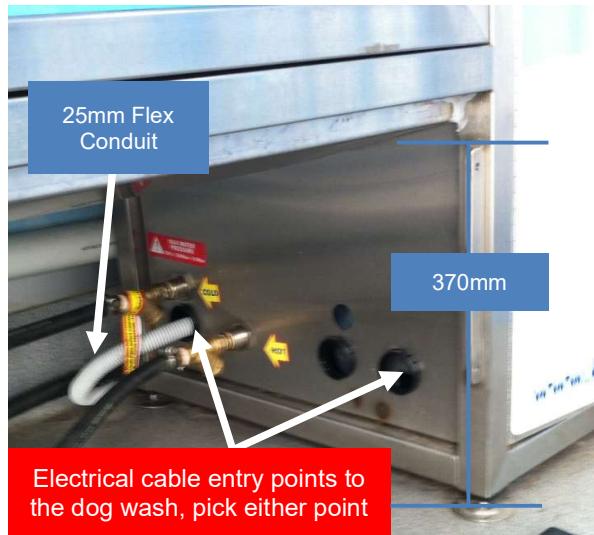
## 2.4 Connecting the Power – For Your Electrician



The pictures below show the main electrical cable inside the cabinet. It enters through the gland underneath the dog wash close to the ground. Run the power cable in 25mm flexible conduit as there is a socket already installed in the bottom of the main circuit breaker box shown. Leave 1500mm in length after you have reached the bottom gland.



The below picture shows the main electrical cable entry point into the dog wash. Once you have run the cable and conduit to this point, leave another 1500mm for the termination inside the cabinet



Where the unit incorporates the Stiebel Eltron Instantaneous Hot Water Unit this will also need to be wired into the gland by an electrician following the Hot Water Units installation process.



Dog Wash Unit	Protection Required	Max Current
K9000 2.0 Twin	25 AMP	25 AMP
K9000 2.0 Twin Hot Water Unit*	40 AMP 3 Phase	38.9 AMP

\*Note: This is in addition to the K9000 2.0 Twin power supply requirement, but only when a hot water unit is installed in the K9000 2.0 Twin Dog Wash. Refer to the Operation and Installation booklet for the Stiebel Eltron instantaneous water heater for full details.

## 2.5 Completing the Installation

Now that the K9000 2.0 Twin has been installed you can now refit the front kicker plates removed earlier to allow the installation to proceed and peel the protective white film from the unit. You are now ready to commission the K9000 2.0 Twin.

## 3 Commissioning the Unit

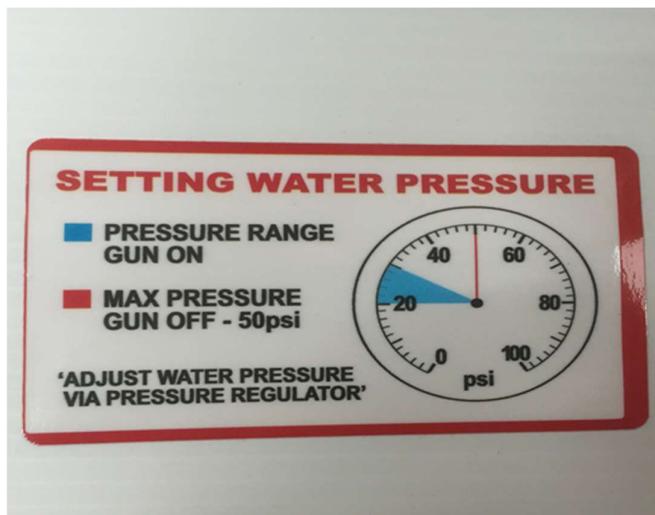
The K9000 2.0 Twin is delivered with sufficient product for approximately 100 washes and it is recommended that commissioning the unit occurs after installation.

Commissioning the unit requires the following tests to be undertaken;

- Override key wash (refer section 11)
- Insert Coins
- Insert Notes (if applicable)

During the tests check the following;

- water pressure gauge: when pressure gun is being utilised the pressure range should be between 20 & 30 psi and when gun is off the psi should be in the range 40 to 50 psi. Refer section 2.3.2 re regulation of water pressure.



- water temperature, should be cool at a 40cm distance from the wash gun, refer section 6 for water temperature adjustment.

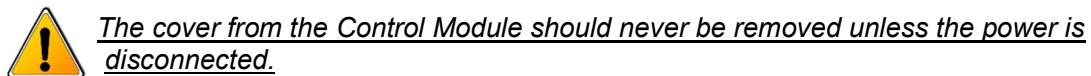
## 4 Main Board Components

### 4.1 Dog Wash Main Board with Iwaki EJ Series Pumps

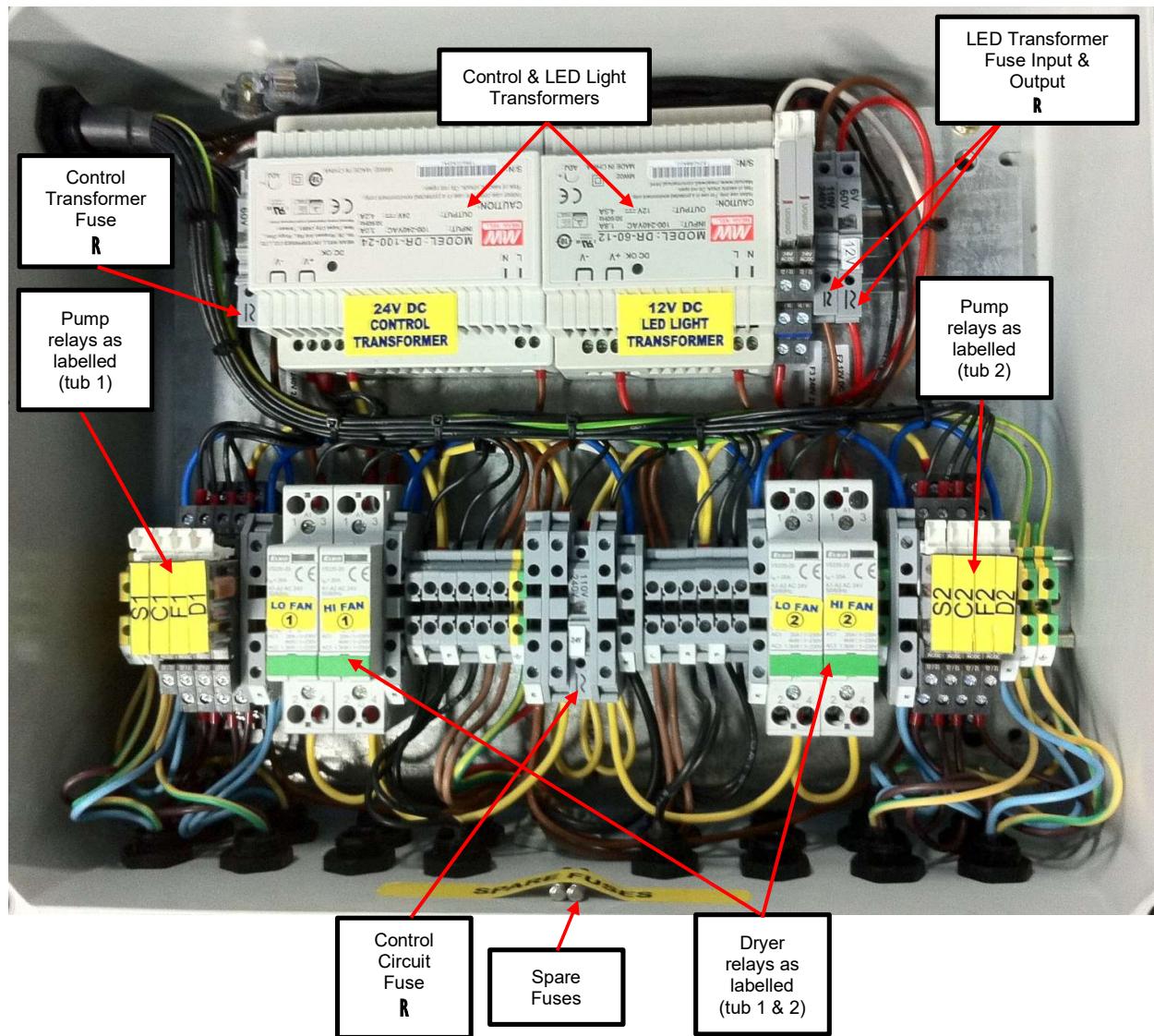


#### 4.1.1 Control Module

The Control Module contains the fuses, circuit breakers, transformer, relays etc.



The below picture has the main components of the Control Module labelled. It should be noted that there is a red LED light on each of the 4 fuses and if these are lit then the fuse has blown.



#### 4.1.2 Product Dosing Pump Factory Settings (Iwaki EJ & ES Series Pumps)

Settings are guidelines/recommendations for Fido's or other approved high-quality concentrated products:

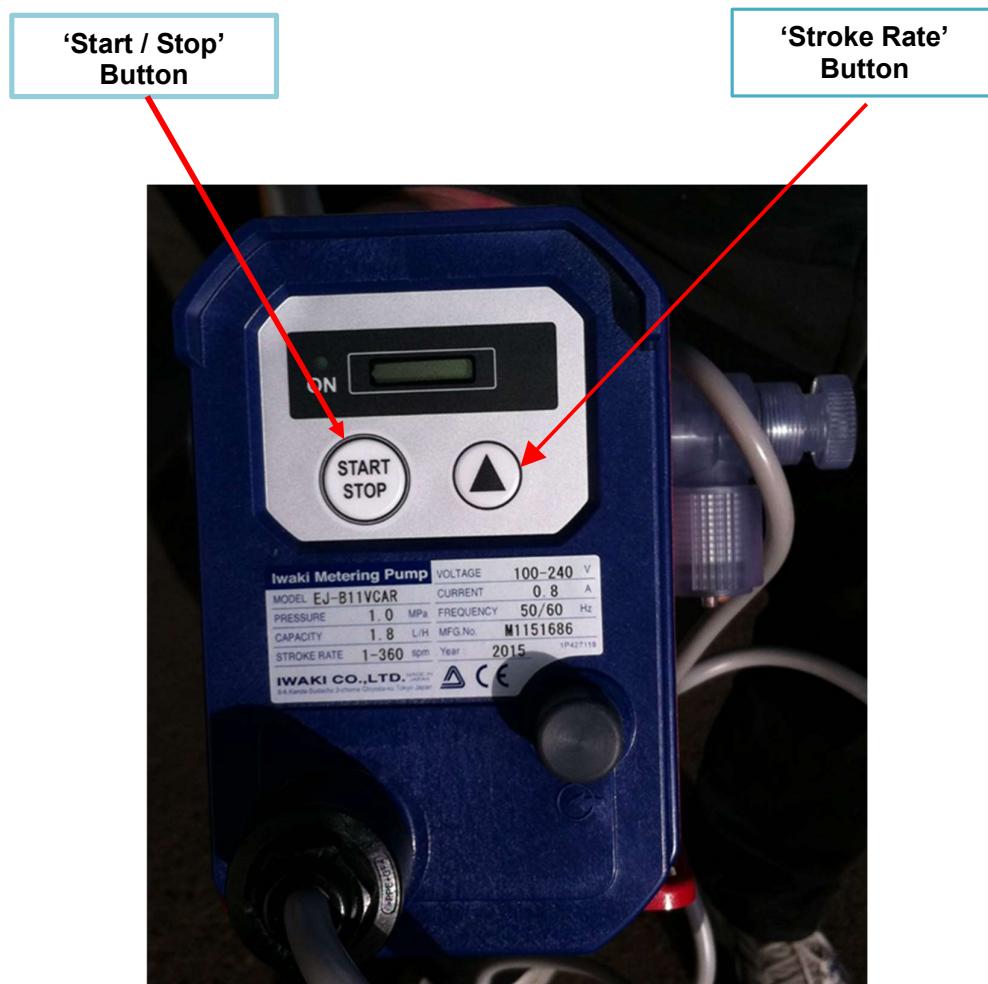
- Shampoo: 200 SPM\*
- Condition rinse: 180 SPM\*
- Flea & Tick rinse: 80 SPM\*
- Tub disinfectant: 120 SPM\*
- Flea shampoo (export only): 180 SPM\*

\*Note: Strokes Per Minute

##### 4.1.2.1 Iwaki EJ Series Pump

To adjust settings, depress the up arrow\* to the recommended SPM rate, as detailed above.

*\*Note: The pump must be in operation when making adjustment. The arrow will only increase the SPM, so to reduce the rate you must fully increase the rate to 360, then depress the start/stop button twice and the SPM will reset to 1, you can then increase to the required rate.*

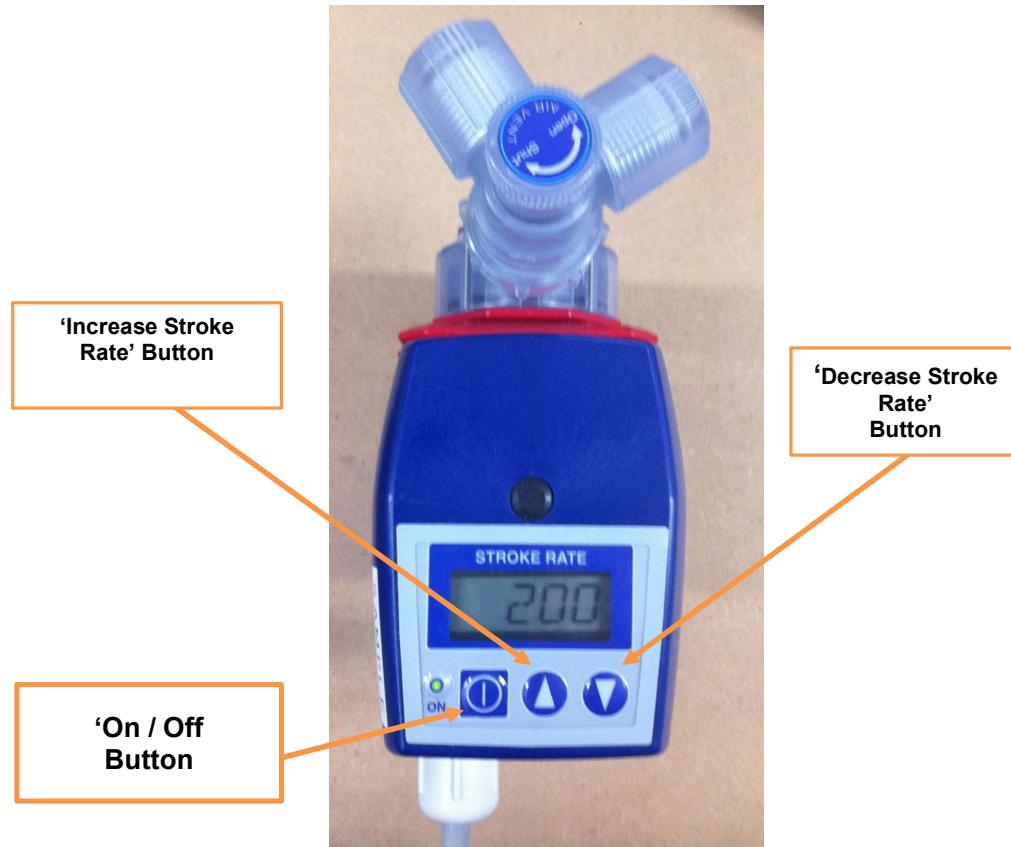


#### 4.1.2.2 Iwaki ES Series Pump

To adjust settings, press either the up or down arrow until the recommended SPM rate is displayed, as detailed in section 4.1.2 above.

Should you be using another approved product please contact Tru Blu on 03 5562 9088 for settings.

*\*Note: The pump must be in operation when making an adjustment. The ES Series pump allows the operator to either increase or decrease the SPM as it has both up and down buttons. Once the rate is displayed it is saved.*



#### 4.1.3 Bleeding Product Dosing Pumps (Iwaki - EJ or ES Series Pumps)

The need to bleed product dosing pump will arise when products have run out or in some case when products have been replaced and air has become trapped in the tube.

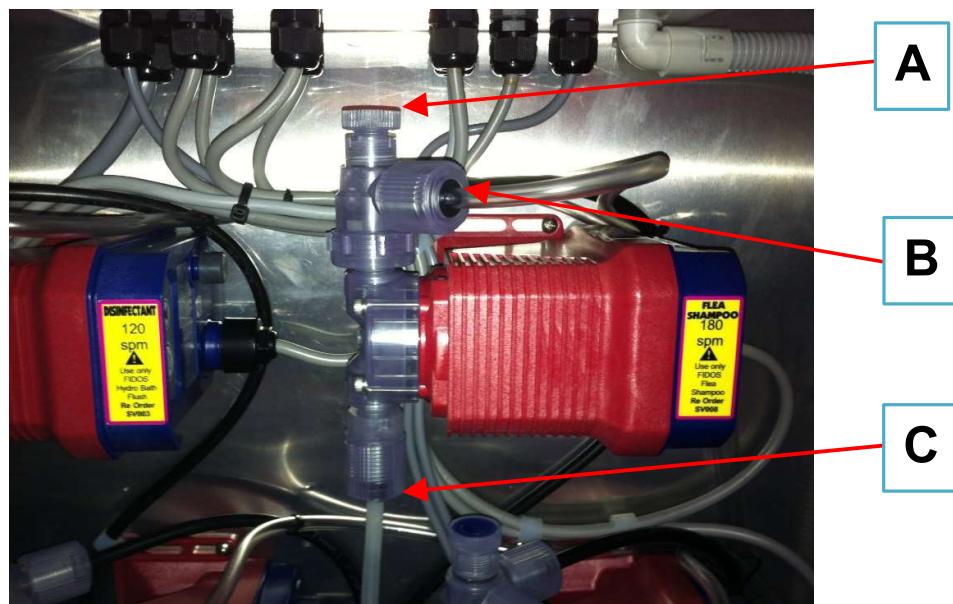
Bleeding procedure:

1. Select the product you wish to bleed by pushing the number associated with the product on the key pad e.g. 1 for shampoo, 2 for rinse etc
2. Release bleeder valve (item A below) by turning anti-clockwise as shown below; 3 turns maximum.
3. Once product reaches the clear waste tube (item B below) re-tighten the bleeder valve by turning clock-wise;
4. After process is complete visually inspect the suction line for air pockets, if air pockets are present repeat the process.

NOTE: After pump has been bled, there will be a distinctive change in the sound of the pump (pump will sound quieter).



If there are problems bleeding heavier concentrates rattle the suction line (item C below), and/or squeeze it to assist with shifting the product up into the pump head.

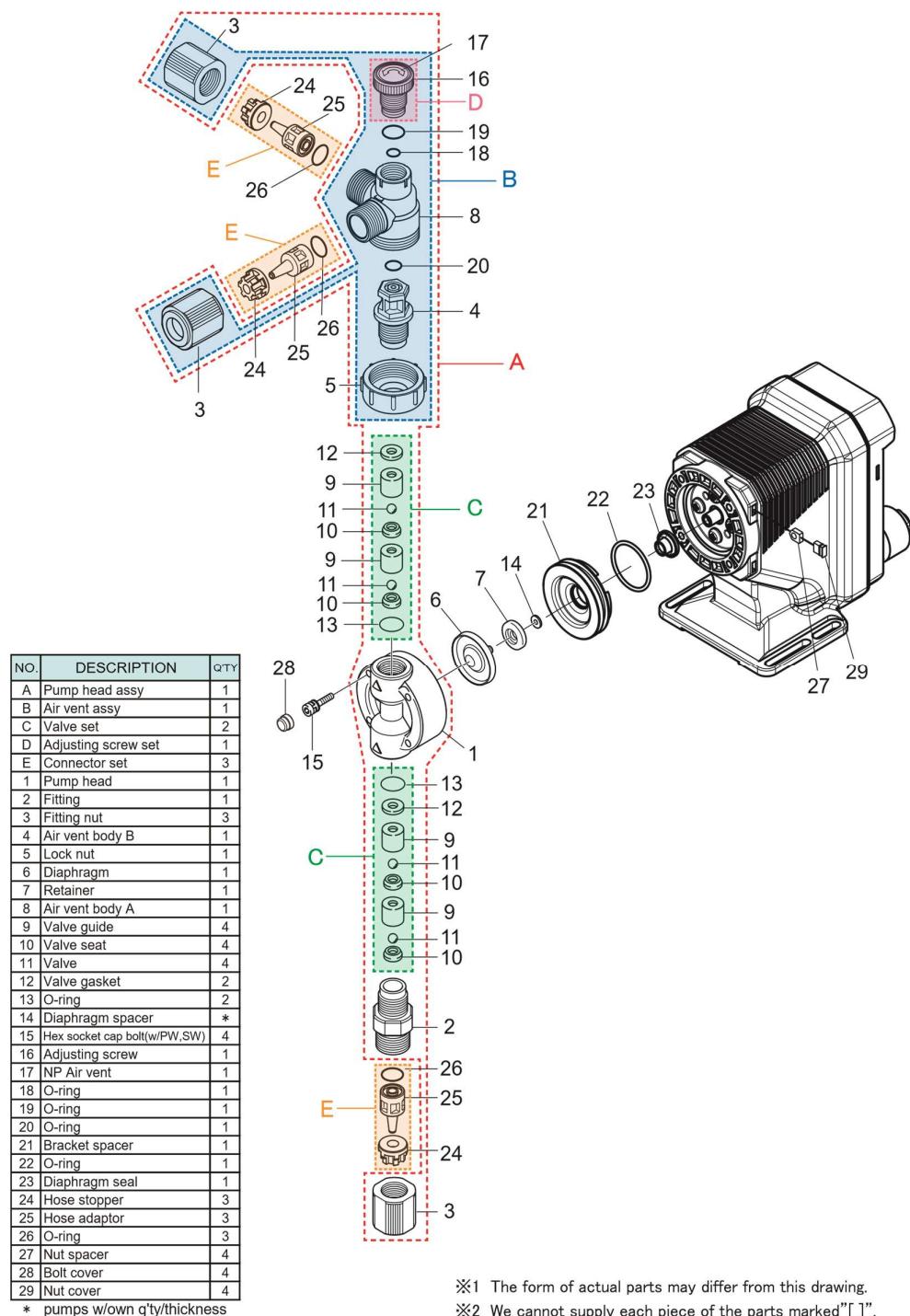


#### 4.1.4 Iwaki Dosing Pump Exploded Views

This section has diagrams of both the EJ & ES Series pumps completely dismantled. Do not dismantle pumps beyond the extent shown in this instruction manual.

##### 4.1.4.1 Iwaki Dosing Pump – EJ Series Exploded View

The pump in the diagram below is completely dismantled. Do not dismantle the pump beyond the extent shown in this instruction manual.

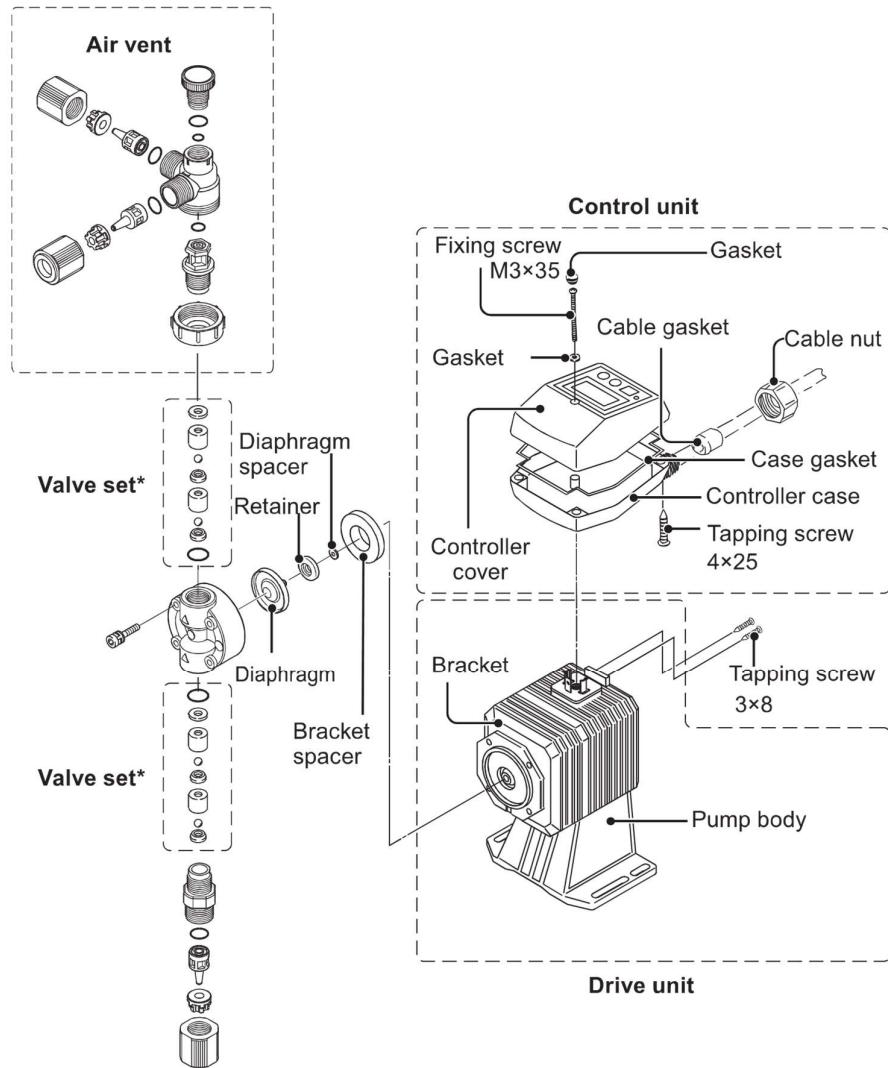


#### 4.1.4.2 Iwaki Dosing Pump – ES Series Exploded View

The ES Series pump in the diagram below is completely dismantled. Do not dismantle the pump beyond the extent shown in this instruction manual.

##### Exploded view

##### Pump head, Drive unit & Control unit



## 5 Approved Products



**The only products that are approved for use in the Tru Blu K9000® Twin Dog Wash are Fido's products produced in Australia by Mavlab Pty Ltd ([www.mavlab.com.au](http://www.mavlab.com.au)) and those registered as a "veterinary chemical product" by the Australian Pesticides and Veterinary Medicines Authority (APVMA) for use on dogs.**

The Australian Pesticides and Veterinary Medicines Authority (APVMA) contact details are:

Office: 18 Wormald Street, Symonston, ACT, 2609, Australia  
Office hours: 9.00am - 5.00pm Mon - Fri EST  
Mailing address: APVMA, PO Box 6182, Kingston, ACT, 2604, Australia  
Email: [contact@apvma.gov.au](mailto:contact@apvma.gov.au)  
Phone: +61 2 6210 4701  
Web: [www.apvma.gov.au](http://www.apvma.gov.au)

**Q: How do I check the current registration status of a chemical product?**

**A:** Your supplier can check the registration status of chemicals, or you can access the information on the database of all registered agricultural and veterinary products in Australia from the Public Chemical Registration Information System – PUBCRIS, accessed through the APVMA website.

**Q: How do I know if a product has been registered?**

**A:** The APVMA (known before March 2003 as the NRA) allocates a unique registration number which is printed on the bottom of the product label. The APVMA uses this approval number to verify the registration status of products. The words "NRA Approval No." always appears in front of the number. The last four digits tell you when the product was last assessed by the APVMA. However, some older chemical products may not have an NRA number. In this case, ask your supplier to check that the product you want is registered.

### Approved Fido's products

1. K9000 Shampoo (Registration not req'd)  
FIDOS K9000 Clear Bottled Every Day Shampoo  
MSDS (see MSDS attached)
2. Conditioner (Registration not req'd)  
FIDOS K9000 CLEAR Bottled Crème Conditioner  
MSDS (see MSDS attached)
3. Flea & Tick (APVMA No. 37433)  
FIDO F Rinse Concentrate  
MSDS (see MSDS attached)
4. Disinfectant (APVMA No. 57855)  
Fido Hydro Bath Flush  
MSDS (see MSDS attached)

### Important

The use of non-approved products may be harmful to the dog. Damage may also be caused to the Tru Blu dog wash equipment and possible voiding of the units warranty.

## 6 Water Temperature

In some instances, operators may wish to increase or decrease the water temperature slightly to compensate for seasonal changes. The water temperature is set prior to the water being funnelled to each gun so there is only one temperature change required. Both guns will have the same water temperature.

### 6.1 K9000 2.0 Twin with Site Supplied Hot Water

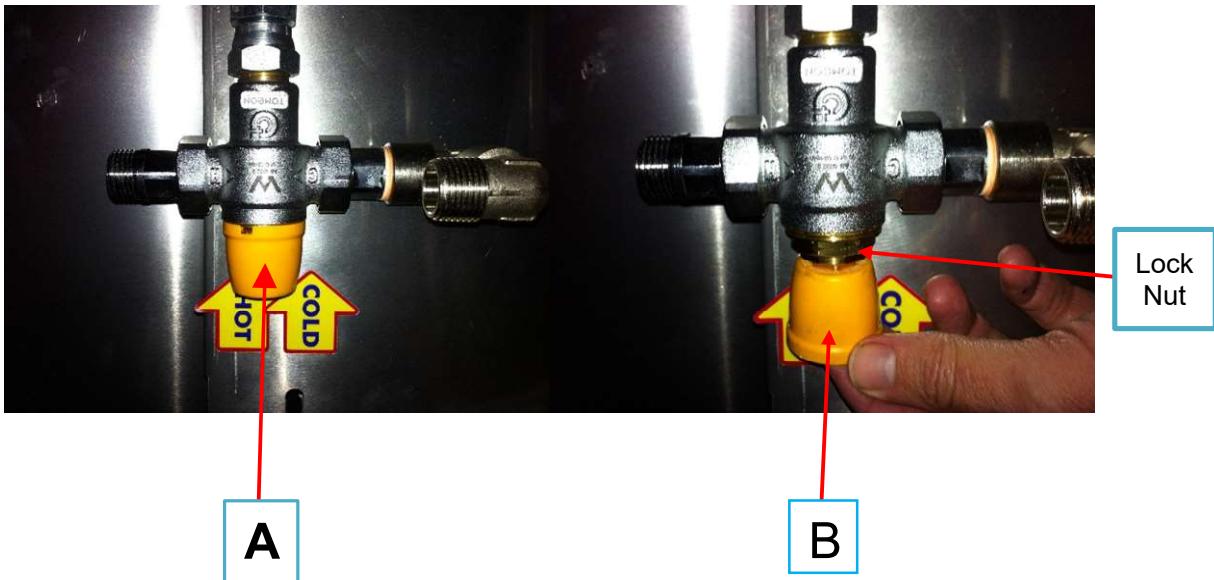
Where hot water is supplied by the site a temperature valve is fitted to allow adjustment of the water temperature.

The temperature valve mixes the hot and cold water to a safe temperature. The base setting is 35° Celsius.

Adjustment procedure:

1. Remove amber safety cap from the end of valve (picture A).
2. Undo the brass lock nut.
3. Using the amber safety cap rotate clock-wise to decrease temperature and anti-clockwise to increase temperature (picture B).
4. Re tighten the lock nut.
5. Refit amber safety cap.

NOTE: Temperature will change with the slightest adjustment. Care should be taken not to over-adjust. If in doubt check water temperature with a thermometer and DO NOT EXCEED 38°.



## 6.2 K9000 2.0 Twin with On Board Hot Water Unit

Where the K9000 2.0 Twin has a Stiebel Eltron DHB-E 27 AU hot water unit on board there are two ways to adjust the water temperature.

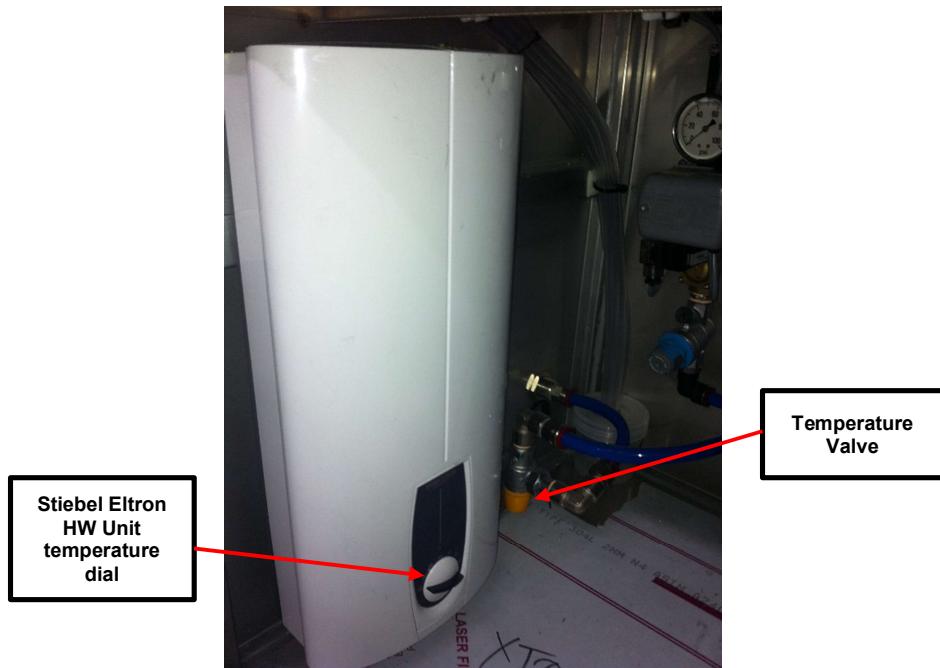
1. Using the dial on the Stiebel Eltron hot water unit, or
2. Using the temperature valve fitted to the dog wash.

The preferred option is to use the dial on the hot water unit, refer to the Stiebel Eltron user/installation guide.

**NOTE:** Temperature will change with the slightest adjustment. Care should be taken not to over-adjust. If in doubt check water temperature with a thermometer and **DO NOT EXCEED 38° Celsius**. *Water temperature should be measured approximately 30cm from the gun nozzle.*

The below photo shows the units' water temperature dial and its temperature valve.

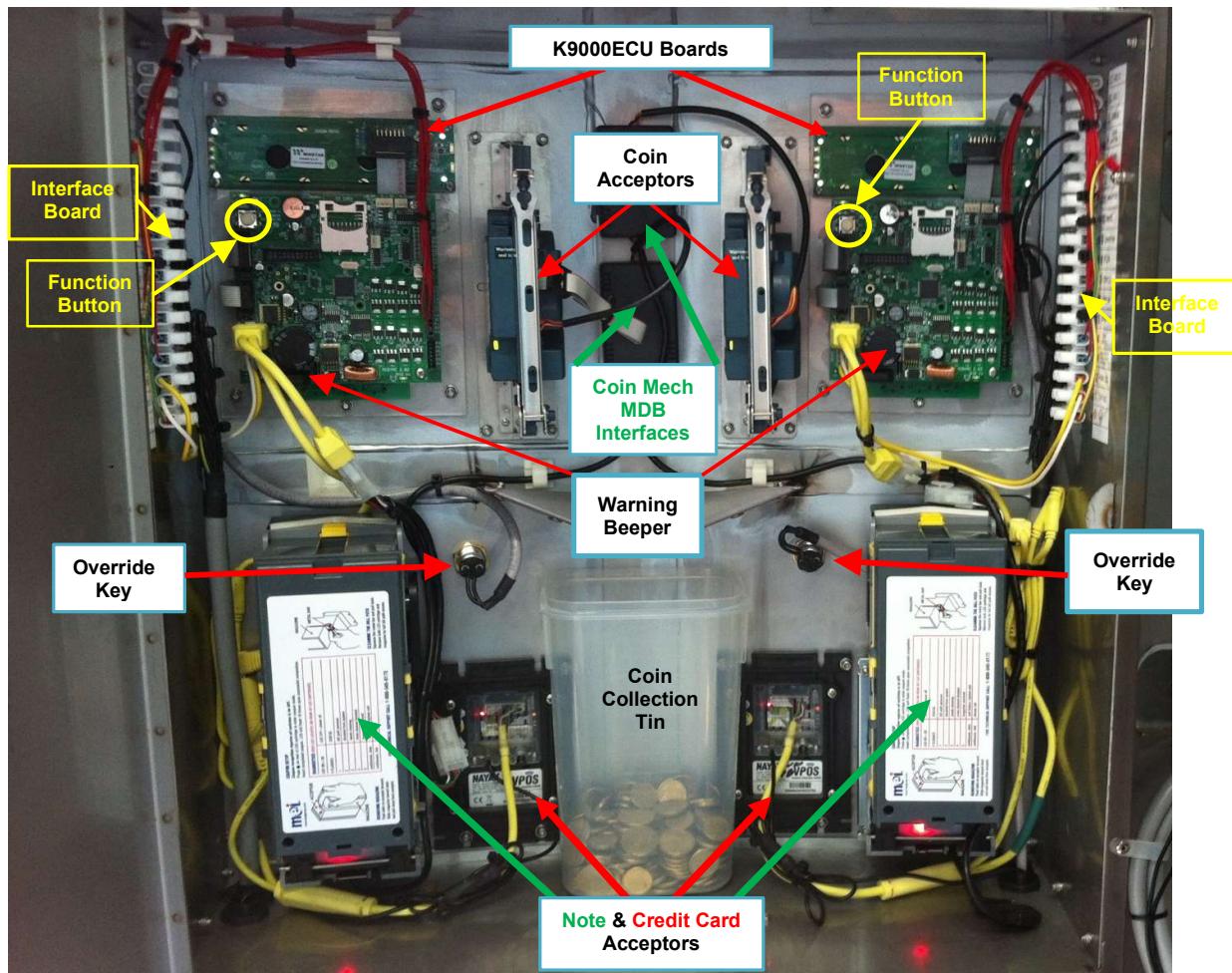
**NOTE:** The Stiebel Eltron temperature dial is set to 55° Celsius at the factory. The temperature valve mixes the hot and cold water to a safe temperature.



Should you need to adjust the water temperature further then the temperature valve can be used, refer to section 6.

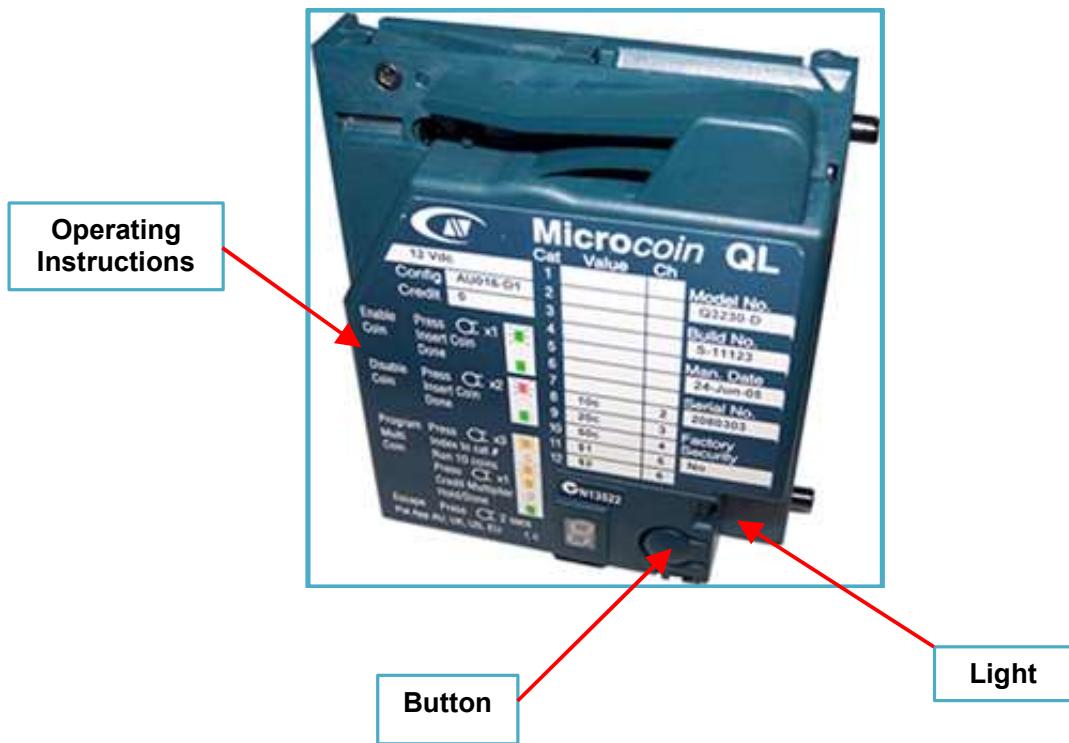
## 7 Cash Box Components

### 7.1 Coin, Note & Credit Card Box with highlighted components



## 7.2 Coin Acceptor – Coin Activation

If the coin acceptor does not accept a coin, then it may be because the line for that particular coin is switched OFF. I.e. coin is disabled. To turn a line ON and to enable a coin, press the button once, (light will flash green) then drop the coin in. Coin should now work. To disable a coin, press the button twice, (light will flash red) then drop the coin in, coin will now not work.



Service agent refer to -

Microsystems Controls Pty Ltd  
Unit 6, 11 Robertson Place  
South Penrith NSW 2750  
Ph. 61+2 4731 6655  
[sales@microcoin.com](mailto:sales@microcoin.com)

**Coin activation Cont'd...**

- The Microcoin QL-Timer can be programmed using its On-Board Programming facility (OPB).
- Each OBP feature can be accessed by a series of button presses, using the OBP programming button, which is located below the LED indicators.
- Please use a **firm** and **rapid** button press to access each Mode. You will be shown a unique "M" LED flash sequence to indicate the selected Mode.

Feature	Description	Visual Indicators
<b>Enable Coin</b>	Press button once. LED flashes <b>GREEN</b>	 1 2 3
	Pass the coin to be enabled through the QL. If successful, LED will go steady <b>GREEN</b>	 1 2 3
<b>Disable Coin</b>	Press button twice. LED flashes <b>RED</b>	 1 2 3
	Pass the coin to be disabled through the QL. If successful, LED will go steady <b>GREEN</b>	 1 2 3
<b>Program Multi Coin</b>	Press button 3 times LED flashes <b>ORANGE</b>	 1 2 3
	Press Button to get to required Cat number Displayed on side of unit	(1 – 12)
	Pass 10 Coins through the QL LED flashes <b>ORANGE</b>	
	After the 10 <sup>th</sup> coin or token has passed through LED will go steady <b>ORANGE</b>	
	Display should now show number "1" This is the credit multiplier, Number 1 = 1 pulse = \$1 If programming a Token to = \$10, press button until Display shows "0"	1
	Press & Hold Button, LED will go steady <b>GREEN</b>	

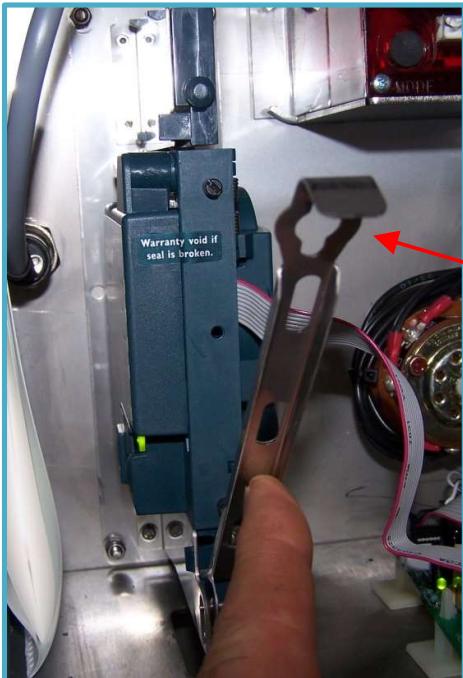
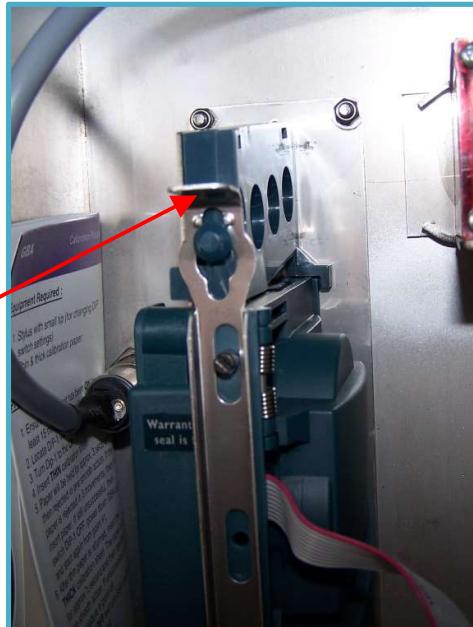
### 7.3 Coin Acceptor – Removal



**Always disconnect power before removal of unit**

Open the rear door of the customer control unit, the coin acceptor is mounted on the left-hand side. Shown on right is the stainless-steel vertical clip that holds the coin acceptor in place. Push upwards on this bracket and it will slide a short distance.

**Press upwards  
at this point**



Once the bracket slides up slightly, pull it backwards towards you. This bracket is hinged on the bottom and will simply pivot. See photo on left.

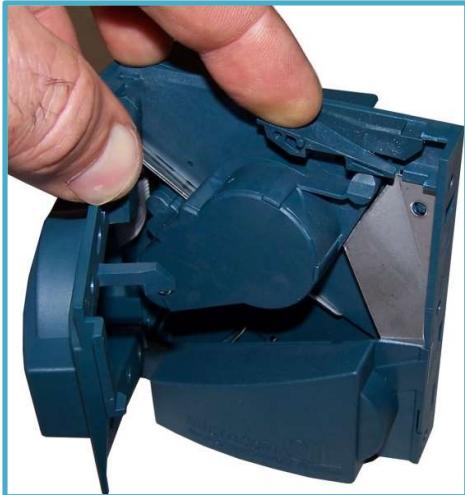


With bracket down, the coin acceptor will slide from its mount. Disconnect the small ribbon cable form the interface board as shown on right.

## 7.4 Coin Acceptor Cleaning

Once the coin acceptor has been removed, it can be opened for cleaning.

The coin acceptor is opened as shown on the right, the side that opens is spring loaded, and will close it self when released.



Open the side completely as shown on the left. This will allow ease of cleaning.

Using a soft damp cloth, wipe the inside area that you can see in photo on right.

**Important**

Do not use harsh detergents.

Once the unit has been cleaned, it is a simple case of re-inserting the unit in the reverse order that was shown on previous page.



## 8 Note Acceptor (Mei)

### 8.1 Note Acceptor Fault Codes

The MEI note acceptor has built in diagnostics; this comes in the form of a flashing indicator light. The type of fault can be determined by the number of times this indicator light flashes. Below is the table to reference when trying to determine what fault the MEI note acceptor has. The label below is also stuck to the back of the note acceptor magazine.



The magazine that holds the notes must be clipped into its normal position to ensure you get an accurate fault code.

If the magazine is removed or dislodged in any way, the only fault code that you will receive will be No 5, magazine removed.

Fault code indicating light

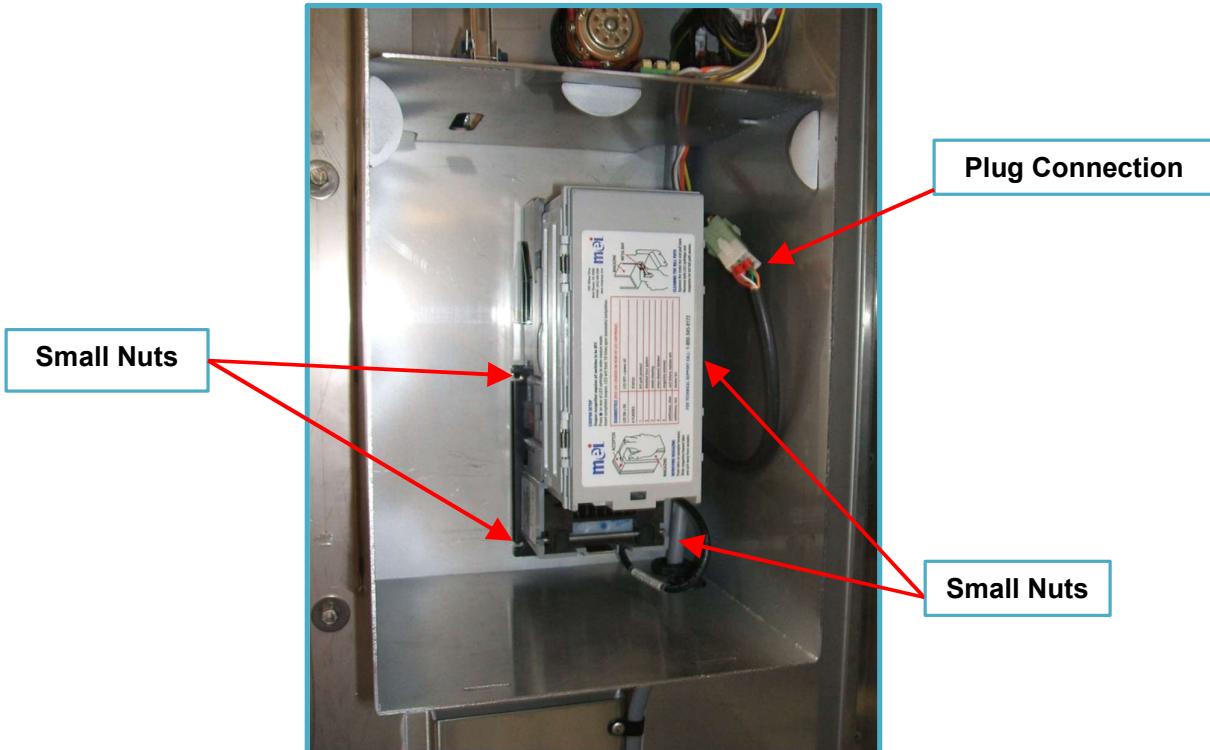


## 8.2 Note Acceptor Removal



**Always disconnect power before removal of unit**

To remove the note acceptor for either cleaning or servicing, there are four small nuts that need to be undone to slide the unit out of the back of the customer control unit. These nuts will need to be removed fully to allow the unit to come free. Once the unit is free from the mounting studs, unplug the cable from the right-hand side looking from rear.



### MARS DIP SWITCH SETTINGS FOR TRU BLU DOG WASH

Set Switches 1, 2, 3, 5, 6 to "ON"

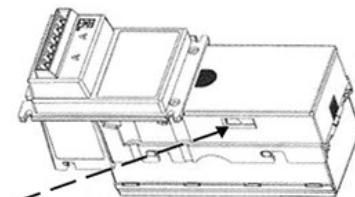
Set Switches 4, 7, 8 to "OFF"

Switch	6
Harness Enable	OFF
Always Enable	ON
Switch	7
1 Pulse Per Dollar	OFF
4 Pulse Per Dollar	ON
Switch	8
Gaming/Retail Inter Vending Interface	OFF
	ON

ON OFF

Switch	1	2
Bill Acceptance 1 way	ON	OFF
Bill Acceptance 2 way	OFF	ON
Bill Acceptance 4 way	ON	ON
Switch 3		
High Security	OFF	High Acceptance ON
Switch	4	5
Accept OFF Reject ON	\$10	\$20

8 7 6 5 4 3 2 1



### 8.3 Note Acceptor Cleaning

If the note acceptor shows signs of decreased performance, it may be in need of cleaning.

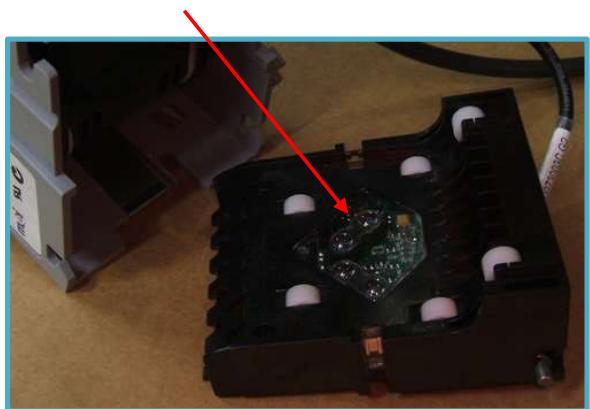


To remove the stacker from the note acceptor, press the blue catch forward and slide the rear compartment up.



To remove the lower sensor block, raise the locator pin shown above and slide the sensor block out

Remove unit and clean with a slightly moist cloth. Pay special attention to the optical lights. Do not use harsh solvents.



## 9 Dryer

### 9.1 By-Pass Dryer - Operation (Summer/Winter)



NOTE: Set for summer operation when the weather is consistently warm and above 30deg C (86deg F)  
Set for winter operation when the weather is colder and you want the dryer to blow warmer air.  
In some warmer climates, it may not be necessary to alter this tap to the winter position.  
Do NOT operate the dryer in the WINTER position during hot & warm weather; this will cause distress to the dog



Set the Dryer bypass tap to the position as shown for **SUMMER** operation.

Set the Dryer bypass tap to the position as shown for **WINTER** operation. The tap is set at an angle of 45 degrees to the pipe



## 9.2 Heated Dryer - Operation (Heat Settings)

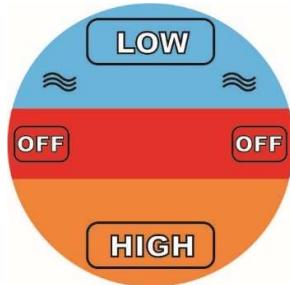
The K9000 2.0 dog wash comes equipped with an adjustable blower heat setting for drying dogs. This is controlled by a toggle switch.



Heat  
Toggle  
Switch

### HEAT SWITCH

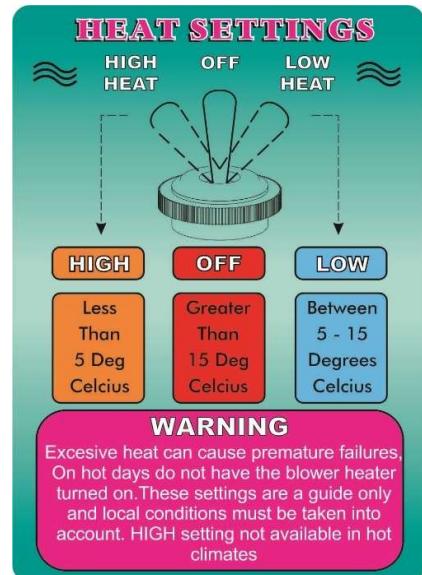
This toggle switch is marked with the sticker shown on the right. The setting of this switch is dependent on the temperature range the dog wash unit is being operated in. i.e. the temperature of the day.



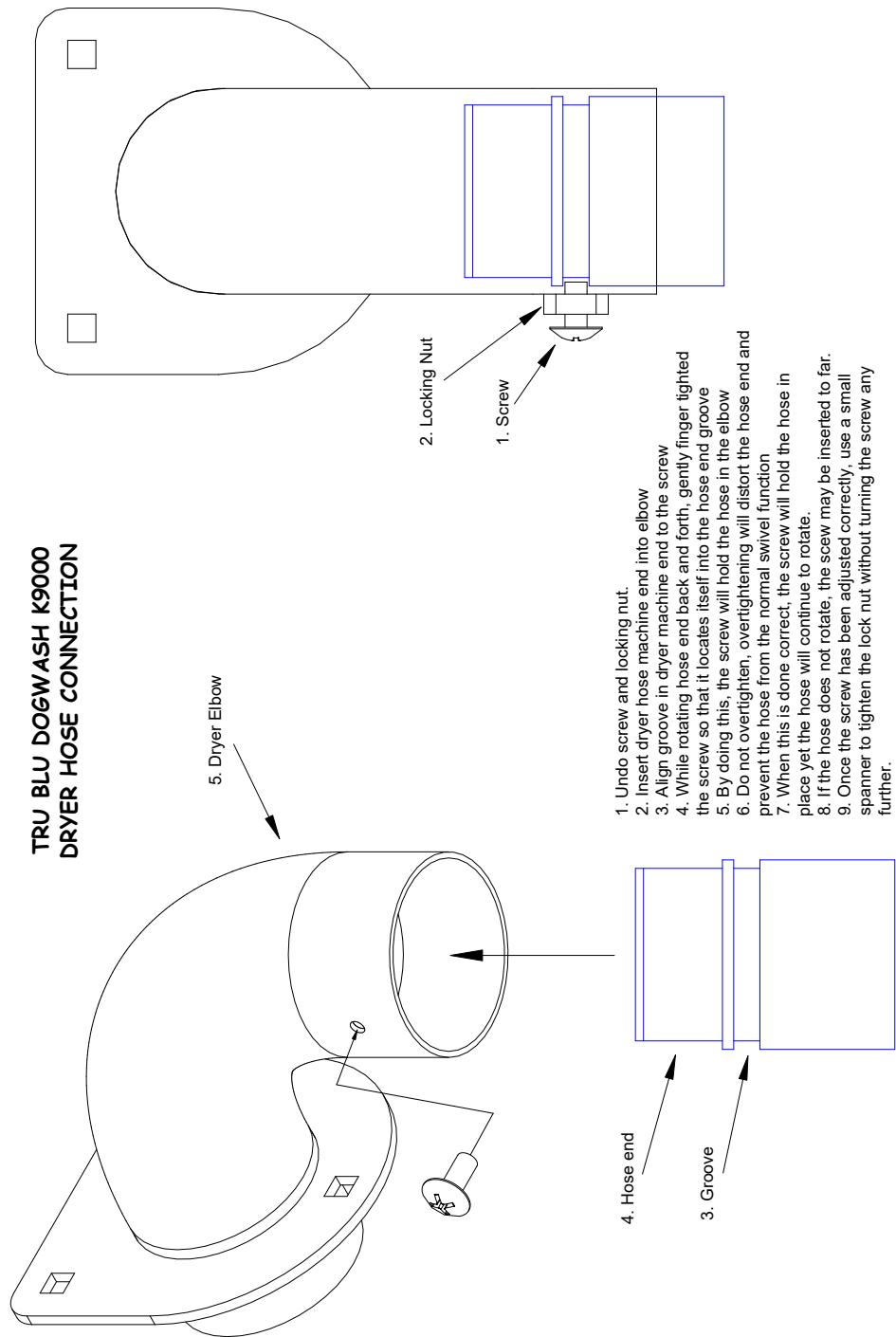
### HEAT SWITCH SETTINGS

Using the picture shown on the right, set the heat switch to the appropriate position, taking into consideration the temperature range that the dog wash is operating in. The sticker shown on right is also stuck onto the K9000 2.0® dryer. Use HIGH when it is less than 5 deg, use LOW when it is 5 – 15 deg and use the OFF position when the temperature is greater than 15 deg.

**HIGH SETTING NOT AVAILABLE IN HOT CLIMATES**



### 9.3 Dryer Hose Connection



## 10 Override Key (Wash down Key)

The K9000 2.0 Twin is equipped with "OVERRIDE KEY's", one for each wash tub. Four keys are supplied which can be used on either tub.

The operation of this key enables the owner/attendant to operate the wash down facility without inserting any money.

During this wash down function, all selections on the Key Pad are available except the Blow Dry Hi & Lo functions.

This wash down function is not to be used for washing dogs.

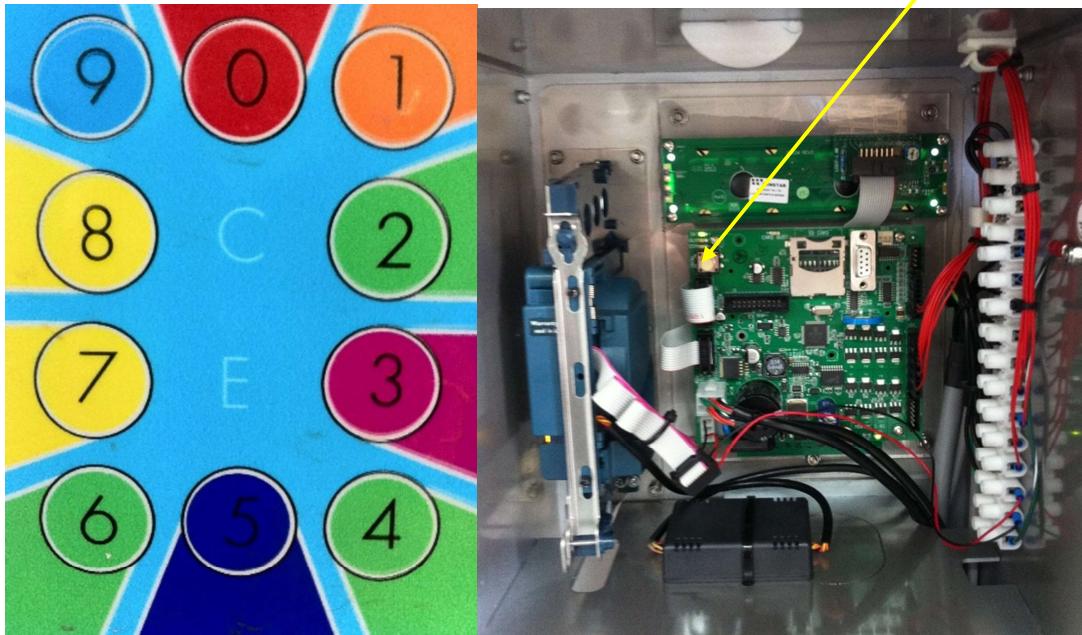
**Important**

**Remove key after wash down is complete.**



## 11 Dog Wash K9000ECU Board Operating & Service Menu Programming Instructions

The K9000ECU board functionality is updated via the Key Pad after pressing the white button on the K9000ECU Board and holding until a long beep is heard (2<sup>nd</sup> beep). The K9000ECU Board is located in the Top Cash Box.



There are 6 Service Menus available for selection once the white button has been pressed:

- 1 = PROGRAM MODE *user parameters such as time, minimum \$ start up etc*
- 2 = TEST *for testing functions without inserting money*
- 3 = AUDIT *displays machines revenue, time each product used etc*
- 4 = INFO *displays K9000ECU Board information, model, version etc.*
- 5 = IMPORT *Factory use only*
- 6 = EXPORT *Factory use only*
- C = EXIT

Use the key pad to select the menu required or press C to exit the Service Menus.

The navigation processing within each menu is the same; press 2 to go to the next item, 5 to return to the previous item or C to Exit the menu.

Each item, within each menu uses the same process to be changed/added.

### 11.1 Service Menus

The following section lists each of the available Service Menu's along with an explanation and sample of the values of each item within those Menu's.

All site settings are pre-programmed as part of the manufacturing of the K9000 2.0.

### 11.1.1 Service Menu 1: PROGRAM MODE

The navigation processing within each menu is the same; press 2 to go to the next item, 5 to return to the previous item or C to Exit the menu.

Remember each item uses the same process to be changed/added, refer to section 10.

*Values in blue are examples*

Press 1 To enter PROGRAM mode



- 1: DAY DATE AND TIME *THU 14/12/17 (24HR) 14:33:20*
- 2: CASH START \$ (*Minimum Cash Start-up Cost*) **10**
- 3: CASH START MINUTES **10**
- 4: CASH TOP UP \$ (*Minimum Cash Top-up Cost*) **1**
- 5: CASH TOP UP SECONDS **90**
- 6: CARD START \$ (*Minimum Card Start-up Cost*) **11**
- 7: CARD START MINUTES **11**
- 8: CARD TOP UP (*Card Top Up Amount*) \$ **4**
- 9: CARD TOP UP SECONDS **360**
- 10: GRACE TIME (*Seconds the machine will allow top ups to be made after the time has elapsed, this is also the time permitted for free disinfecting the tub*) **30 seconds**
- 11: MAXIMUM CREDIT (*Maximum amount of credit permitted*) **\$50.00**
- 12: MAX PAUSE TIME (*Maximum pause time per wash*) **30 seconds**
- 13: WARN TIME (*Time warning buzzer is activated prior*) **60 seconds**
- 14: START PAUSE TIME (*Number of times pause available*) **2**
- 15: LIGHT TIMER (0=OFF) (*Light time activated after wash complete, count in seconds*) **60**
- 16: LIGHT ON TIME 1 (*1<sup>st</sup> Time light comes on*) **05:00 (5am)**
- 17: LIGHT OFF TIME 1 (*1<sup>st</sup> Time light goes off*) **08:00 (8am)**
- 18: LIGHT ON TIME 2 (*2nd Time light comes on*) **18:00 (6pm)**
- 19: LIGHT OFF TIME 2 (*2nd Time light goes off*) **23:59 (11:59)**
- 20: OVERRIDE OPTIONS (*Options available via override key, i.e. to select shampoo press 1, disinfectant press 2, blow dryer low press 7, to remove an option just select option displayed i.e. blow dryer low press 7*) **RI (rinse) DI (disinfect)**
- 21: DOOR MON1 START TIME **00:00**
- 22: DOOR MON1 END TIME **00:00**
- 23: DOOR MON2 START TIME **00:00**
- 24: DOOR MON2 END TIME **00:00**
- 25: DOOR MONITOR 2 PULSE SECONDS **0:0**
- 26: HOLD C&E TO CLEAR CREDIT (s) (*To clear time remaining*) **0**
- 27: ASSET NUMBER (*Your machine asset/build number*) **9001**
- 28: MDB DEVICES= AUTO DETECT (*Runs process to identify MDB devices such as credit card, Note reader etc*)
- 29: MDB AUTO DETECT (s) (*Time (seconds) MDB detection will run for. A limit is set so search will stop if not all devices available*) **15**

### **11.1.2 Service Menu 2: TEST**

The navigation processing within each menu is the same; press 2 to go to the next item, 5 to return to the previous item or C to Exit the menu.

Press 2 To enter TEST mode

E = RUN TEST

Press 2 again to display tests available for selection and <E> to access the tests.

1: TEST OUTPUTS <E> TEST OUTPUTS MAKE A SELECTION

This allows you to test all functions of the dog wash, **but it is critical that the wash gun is on prior to and while running any product through the pumps. If this does not occur extreme pressure will build up and will cause damage.**



2: TEST SWITCH INPUTS <E> SOLD OUT SW1 SW2

1YYYYYY6 N N

This switch tests advise if the Door Switch (1<sup>st</sup> Alpha Character), Flow Switch (2<sup>nd</sup> Alpha Character) and Test Over Ride Key (3<sup>rd</sup> Alpha Character) circuits are open (Y = off) or closed (N = on). In the above example all 3 switches are open (off).

3: TEST BUTTONS <E> This allows you to select each button on the menu and display the value on the screen if you select a button and nothing is displayed this means the button is not functioning.

### **11.1.3 Service Menu 3: AUDIT**

The navigation processing within each menu is the same; press 2 to go to the next item, 5 to return to the previous item or C to Exit the menu.

The Audit Menu items either count numbers, dollars or time for each item. Please note you may not use all items available for the audit process.

Press 3 To enter AUDIT mode

- 1: ITEMS SOLD 0 (*Payments Made*)
- 2: TOTAL SOLD \$0.00
- 3: ITEMS FREE 0
- 4: TOTAL FREE \$0.00
- 5: ITEMS TOKEN 0
- 6: TOTAL TOKEN \$0.00
- 7: ITEMS CASHLESS 0
- 8: TOTAL CASHLESS \$0.00
- 9: TOTAL COINBOX \$0.00
- 10: TOTAL NOTES \$0.00
- 11: RINSE M:SS 0.00
- 12: SHAMPOO M:SS 0.00
- 13: CONDITIONER M:SS 0.00
- 14: FLEA M:SS 0.00
- 15: DISINFECT M:SS 0.00
- 16: DRY LOW M:SS 0.00
- 17: DRY HIGH M:SS 0.00
- 18: OVERRIDE M:SS 0.00
- 19: FAULT HISTORY (E=Detail)
- 20: DOOR ACCESS TIMES (E=Detail)
- 21: LAST RESET 00.00 XX/XX/XX

### **11.1.4 Service Menu 4: INFO**

The navigation processing within each menu is the same; press 2 to go to the next item, 5 to return to the previous item or C to Exit the menu.

The information menu displays specific information about your dog wash, this information is factory set and can assist with diagnosis of your dog wash should there be an issue or if you are seeking a part.

- 1: MODEL (*Model of the K9000ECU Board*) **MDBVMC-DOG**
- 2: FIRMWARE (*Version of the program/code on the K9000ECU Board*) **2.17E**
- 3: SERIAL NUMBER (*Serial number of the K9000ECU Board*) **IDS001007105**
- 4: ASSET NUMBER (*Build number of the dog wash*) **1366**
- 5: MDB DEVICES = (*List of the devices available for payment*) **Coin, Note, Card etc.**

### **11.1.5 Service Menu 5: IMPORT**

NOT YET IN USE

### **11.1.6 Service Menu 6: EXPORT**

NOT YET IN USE

## 12 Floor Lifting Tool

The following procedure is to be used for the lifting of the floors in the Dog Wash.

### Floor Lifting Tool

The tool shown opposite is to be used for lifting the dog wash floor when needed. It is also required that "rigger" gloves be worn when performing this task.



To lift the dog wash floor, open the dog entry door, using the tool as shown above, slide the hooked end under the front edge of the floor and slide sideways until the hooked end locates into one of the notches in the front edge, then lift.

Once the floor has been lifted sufficiently, grasp the floors front edge with your free hand and release the tool. Ensure that you are wearing proper protective gloves, *rubber gloves are not sufficient*. If you wish to wear rubber gloves, ensure that you wear a pair of "rigger" gloves as well (double glove).



## **13 Operator Maintenance**

The DOG WASH can operate in temperatures from 5-40 degrees Celsius if you experience temperatures outside of this range check with your plumber for appropriate insulation.

To Gain access to the cabinet, unlock the pad lock and open the door by using the handle. Use the override key supplied to access the dog wash functions. The below Maintenance Schedule needs to be implemented to ensure the dog wash runs at its best and complies with the warranty.

### **13.1 Maintenance Schedule**

#### **\*DAILY:**

- Clean Dog Wash area and rinse unit with wash gun.

#### **\*MONDAY & FRIDAY:**

- Collect money and record timer reading.
- Lift floor platform, remove hair from filter screen and rinse with wash gun. If the dog wash is indoors, perform this action every 25 dogs.
- Open cabinet, check soap levels and change if required.
- Check for air in product lines, bleed if necessary.

#### **\*WEEKLY:**

- Clean down stainless steel with INOX (WD spray), wipe with rag. Do not use abrasive cleaning products.

#### **\*MONTHLY:**

- Clean dryers, remove excess hair from bottom of foam filter, clean all surfaces (includes top & bottom).
- Clean coin mechanisms.
- Clean note validators.
- Check dog restraints in each tub (chains, attachments & fittings).
- Check tub door latches.
- Flush both drains, refer to cleaning section for instructions.

#### **3 MONTHLY:**

- Clean dryers, remove excess hair from bottom of foam filter, clean all surfaces (includes top & bottom).
- Clean coin mechanisms.
- Clean note validators.
- Check dog restraints in each tub (chains, attachments & fittings).
- Check tub door latches.
- Flush both drains, refer to cleaning section for instructions.
- Empty product overflow bucket.

- Check condition of product line tubes (black & clear), no kinks, tube in product tubs touch the bottom etc.
- Check wash gun operation, head rotation and swivel.
- Check each of the dryer clamps, tighten as necessary.
- Check dryer hose swivel.

*At the completion of the 3 monthly maintenance update the maintenance record, section 17 of this manual.*

#### **6 MONTHLY:**

- Clean dryers, remove excess hair from bottom of foam filter, clean all surfaces (includes top & bottom).
- Clean coin mechanisms.
- Clean note validators.
- Check dog restraints in each tub (chains, attachments & fittings).
- Check tub door latches.
- Flush both drains, refer to cleaning section for instructions.
- Empty product overflow bucket.
- Check condition of product line tubes (black & clear), no kinks, tube in product tubs touch the bottom etc.
- Check each of the 4 dryer clamps, tighten as necessary.
- Check dryer hose swivel.
- Replace Wash Gun
- Check wash gun hose assembly

*At the completion of the 6 monthly maintenance update the maintenance record, section 17 of this manual.*

#### **YEARLY:**

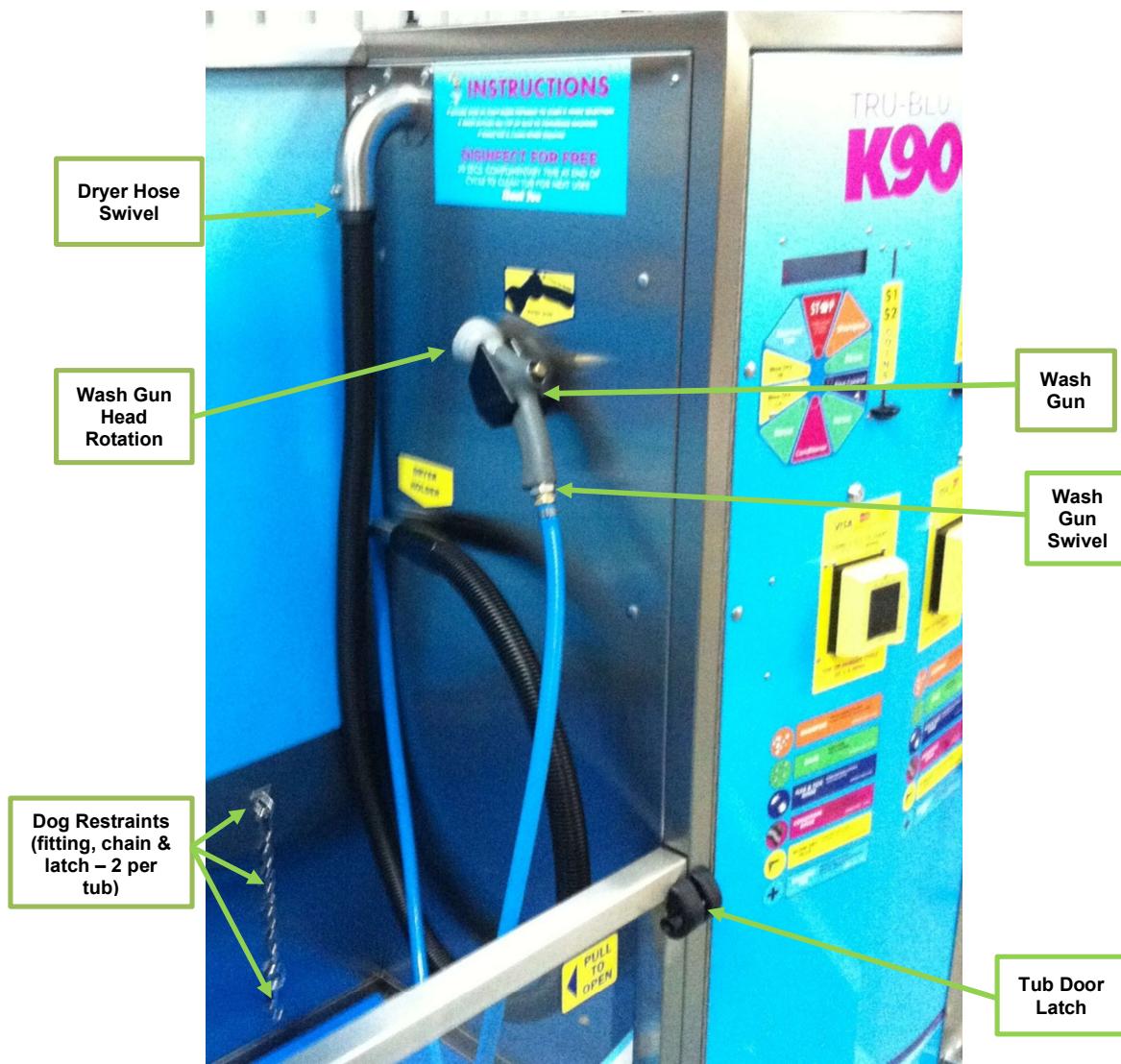
- Clean dryers, remove excess hair from bottom of foam filter, clean all surfaces (includes top & bottom).
- Clean coin mechanisms.
- Clean note validators.
- Check dog restraints in each tub (chains, attachments & fittings).
- Check tub door latches.
- Flush both drains, refer to cleaning section for instructions.
- Empty product overflow bucket.
- Check condition of product line tubes (black & clear), no kinks, tube in product tubs touch the bottom etc.
- Check each of the 4 dryer clamps, tighten as necessary.
- Replace Wash Gun
- Check wash gun hose assembly, replace if necessary.
- Replace Dryer hose assembly
- Using warm water flush out flush out all 8 pumps, suction lines, foot valves and the actual product containers, replace as necessary.
- Yearly service to be carried out by authorized Technician.

At the completion of the yearly maintenance update the maintenance record, section 17 of this manual.

\*Note: No service replaces another meaning that if one service falls due at the same time as another, then both should be carried out. i.e. The Daily, Monday & Friday, Weekly and Monthly maintenance schedules could all be due and occur on the same day.

### 13.2 External Maintenance Items

The following pictures highlights some of the external parts of the dog wash requiring maintenance.



### 13.3 Dryer Maintenance

Both dryers need to be cleaned by hand each month to remove any hair that may have collected. Ensure you clean the bottom off the dryer as the foam filter is at the base of the dryer.



This picture highlights the 4 foam filters located at the base of the dyer that requiring cleaning

The internal dryer clamps for both dryers should be checked every 3 months to ensure that the dryer hoses do not become loose. If either connection is found to be loose use a screw driver to tighten the screws that hold it in place.



Please note heated dryers only have the one clamp but have a screw that needs to be tightened.

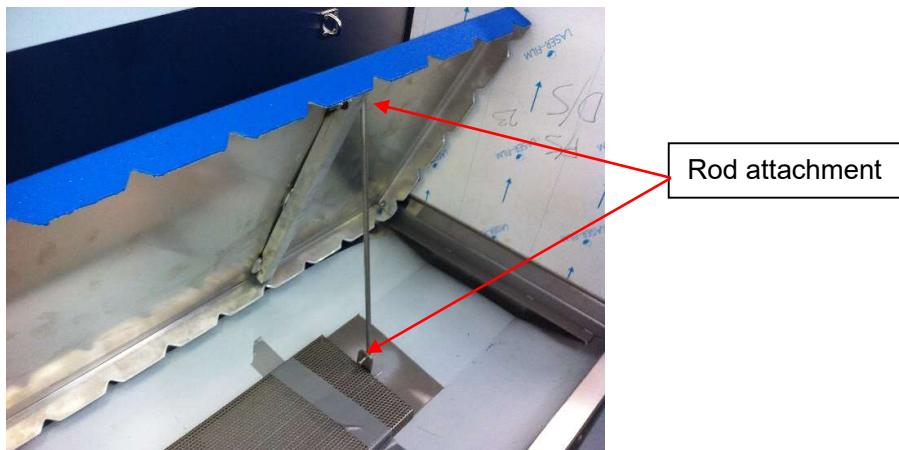


## 13.4 Cleaning

- Put on suitable protective clothing, gloves, apron, and protective glasses.
- Use the wash down key to turn the machine on, select the rinse option on the Key Pad and wash the tub area of the dog wash using the dog washing gun, rinse all the excess under the edge of blue floor and turn the gun off.
- Lift the tilt floor and hold in place with the support rod attached under the floor.



Caution should be taken when raising the floor as there are pinch points between the floor and the base of the unit. Ensure tool used (refer section 13).



- Do not remove any filters yet. Using a small plastic scoop, gather and remove the excess hair that has collected under the tilt floor area and dispose into rubbish bin. Do not flush this down any drains.
- Using the *handle* lift and remove the stainless-steel filter in the middle of the floor area, clean this of any hair or solids. Put this filter to one side.

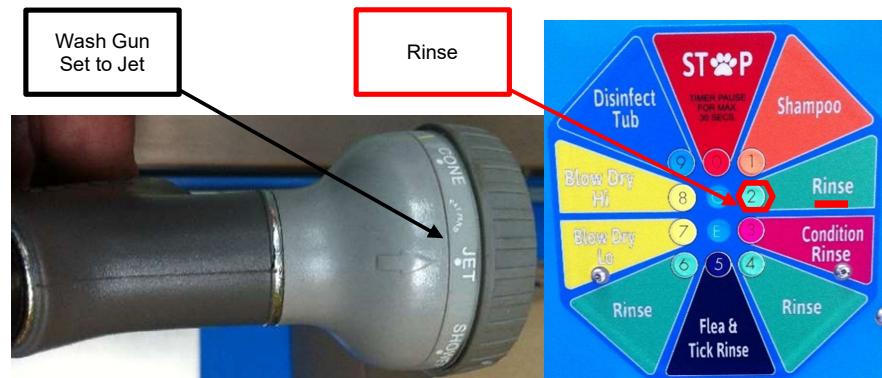


Warning the stainless-steel filter can have sharp edges, "rigger" gloves need to be worn to protect against injury. If required, you can wear rubber gloves underneath the "rigger" gloves.

- Turn the wash gun back on and wash anything that remains in the under-floor area down the drain in the middle of the floor area, take note to wash the bottom side of the blue tilt floor. Turn gun off.
- Now remove the cylindrical filter from the drain in the middle of the floor. This simply pulls out, and has a small lip to enable removal. Empty contents into the rubbish; do not flush down any drains.



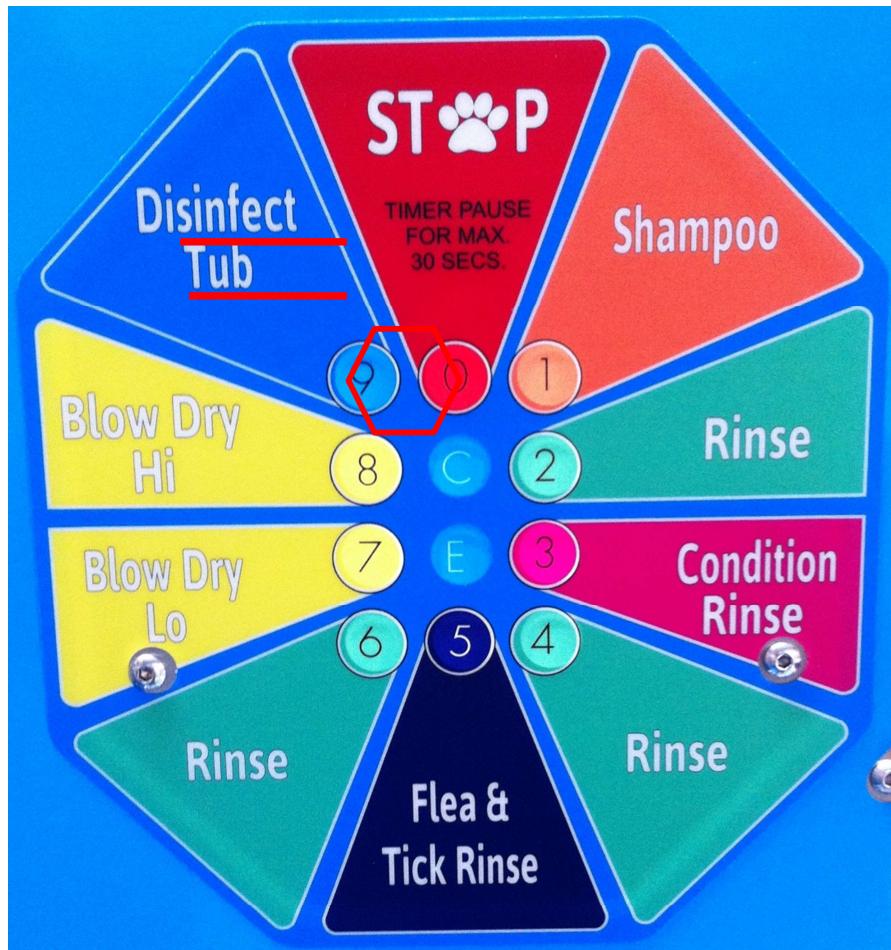
While the filter is removed, place the wash gun in the drain, set the wash gun to "JET", Key Pad selection to RINSE and flush the drain. Run the water gun for 20 seconds, if there are issues with the water draining away you may need to contact your plumber. Replace the cylindrical filter, and put the stainless-steel filter back into position.



Place the wash gun in the drain press on button, you don't need to hold the gun place



- Turn the wash gun back on, select the disinfect option (option 9) on the Key Pad and wash the under-floor area, return tilt floor to the down position. While still on disinfect, wash down the tub area of the dog wash. Turn gun off, remove wash down key and select the stop option on the Key Pad.



- Using soft cloth, wipe over the control panel and operator area of the dog wash. Do not use abrasive solvents.
- Clean the stainless steel by wiping down with soft cloth and INOX or WD40 spray. Do not use abrasive cleaning products and wipe down in the direction of the brushed finish.

## 14 General Information

It is not recommended that any person with an open wound wash a dog unless suitable protection is worn, for example if the wound is on the hand then latex or rubber gloves be worn.

It is also recommended that if a dog has broken skin it should not be washed.

### 14.1 Canine parvovirus



#### Keeping your dog wash clean.

The canine parvovirus is extremely virulent and contagious and is spread from dog to dog by direct or indirect contact with their faeces. The virus is extremely hardy and has been found to survive in faeces and other organic material such as soil for over a year. It survives extremely cold and hot temperatures. The only household disinfectant that kills the virus is bleach. Canine parvovirus will not infect humans.

If when carrying out your routine cleaning of your dog wash you discover dog faeces in or around the area, we suggest this be removed and the area disinfected with a household bleach product.

This is a very small piece of information regarding the canine parvovirus, we would strongly recommend that you familiarise yourself with more detailed information relevant to your location & situation. Useful links for further information are listed below.

[http://en.wikipedia.org/wiki/Canine\\_parvovirus](http://en.wikipedia.org/wiki/Canine_parvovirus)

<http://www.peteducation.com/article.cfm?c=2+1556&aid=467>

### 14.2 Instruction “How to Videos”

The Tru Blu K9000 website has a list of helpful videos to complement this manual, the link to the Tru Blu K9000 website is <https://trubludogwash.com.au/resources/helpful-videos/>

Videos Include:

- Your K9000 Arrives
- Introduction and Commissioning
- K9000 Dog Wash Routine Maintenance
- Setting Up Suction Lines
- How to bleed the pump on a K9000 Dog Wash
- How to bleed the new style pump
- Driving the K9000 2.0 Menu
- How to program the Timer on your Dog Wash
- How to Program the tokens on your Dog Wash

- How to change the soap on the K9000 Dog Wash
- How to change a wash gun on the K9000 Dog Wash
- How to look after the stainless steel on your K9000 Dog Wash
- How to clean your K9000 Dog Wash

## 15 MSDS Attachments

### 15.1 Material Safety Data Sheet (MSDS) Fido's Everyday Shampoo



TB-MSDS-025 Fido's  
Everyday Shampoo D

### 15.2 Material Safety Data Sheet (MSDS) Fido's Crème Conditioner



TB-MSDS-026 Fido's  
Creme Conditioner Su

### 15.3 Material Safety Data Sheet (MSDS) Fido's Fre-Itch Rinse Concentrate



TB-MSDS-029 Fido's  
Fre-Itch Rinse Concentr

### 15.4 Material Safety Data Sheet (MSDS) Fido's Hydrobath Flush



TB-MSDS-028 Fido's  
Hydrobath Flush Sum

