

Sher-Color Web Fluid Management Automated Tinter Installation and Operations Guide

Document Modifications Tracking List

Sherwin Williams ID:	Sher-Color Support Team
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Date	Revision Number	Reason for Revision	Modified By
20180403	Initial	Initial	EDO
20180809	20180809	Section 3, original steps 13, 14, 15, & 16: Remove instructions to copy additional Fluid Management Software from \cswsoftware. Section 1, step 4: modified internet browser requirement from Internet Explorer to Google Chrome	CRZ687
20190627	20190627	Replaced the term Accutinter with Fluid Management	CRZ687
20190718	20190718	Added Required tinter maintenance, Section 8	CRZ687
20190808	20190808	Added list of SW tinters requiring USB adapter, Section 1	CRZ687
20190812	20190812	Updated page 8 with new page shots to install SWDeviceHandler. Updated page 12 to expand instructions to locate and copy files from USB drive to computer	CRZ687
20190826	20190826	Final updates and edit	LEGT2R
20191001	20191001	Replace USB download files with website access for FM Specific drivers. Section 3	CRZ687
20191017	20191017	Added requirement of FTDI Windows Driver for IFC 1500/1600HS model. See Section 3	CRZ687
20210913	20210913	Updated FM Password on page 14	CRZ687

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***Be sure to read and follow
the installation instructions carefully.***



Revision: 08/24/2020

SECTION 1 – INTRODUCTION AND COMPUTER REQUIREMENTS

1. This document provides instructions to install the Sherwin-Williams Fluid Management automated tinter models for the SherColor Web application.
2. Please note the following instructions and illustrations may slightly differ for Windows 7, 8 or 10 or ongoing vendor software installation updates.
3. A **Windows 7 system version or greater** laptop or desktop computer is required,
4. **Google Chrome web browser and internet access** are required for software set-up and operations.
5. Automated tinters currently supported in these instructions are **Sherwin-Williams Fluid Management models**. Your Sherwin-Williams representative can verify your model for you or see table at top of next page.
6. The **Colorant System** currently in use will need to be obtained. Your Sherwin-Williams representative can verify your Colorant System for you.



GEARMO Model: GM-FTDI-A36 3ft. USB to RS-232 Commercial Interface Adapter

7. The above pictured Serial to USB adapter *may* be required to connect the Fluid Management Dispenser to the Windows computer.

Refer to **list at the top of the next page** to determine if your automated tinter has onboard USB connection or requires this adapter for serial-to-USB conversion.

APPROVED FLUID MANAGEMENT TINTERS FOR SHERWIN-WILLIAMS			
Manufacturer	Sher-Color Web	USB Connection	Serial connection
FM	8000DE	x	
FM	8000SFBLU	x	
FM	8000XL	x	
FM	8012BLU	x	
FM	8112BLU	x	
FM	ELITE	x	
IFC	1500HS/1600HS*	x	x
IFC	7012NP		x
IFC	8000SF		x
IFC	8012NP		x
IFC	8112NP		x

*requires FTDI Windows Drivers. See Section 3 for details

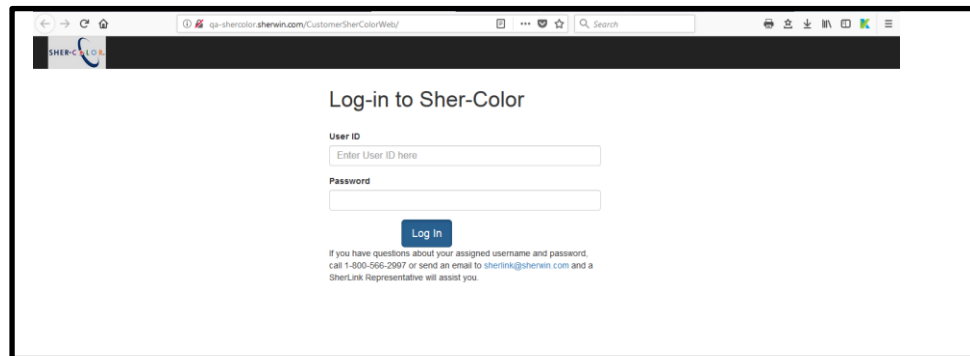
Approved Sherwin-Williams Automated Tinter Models

8. **This software must be carefully installed to operate automated tinting equipment.** The web application cannot be configured for automated tinting equipment *until all installation document sections are completed successfully.*
9. Note any discrepancies or failures as you follow the graphics and instructions. ***Please contact your Sherwin-Williams representative or Sherwin-Williams Sher-Color team with installation, operation, or maintenance questions as you complete this procedure. The Sher-Color team may be emailed at shercolor@sherwin.com.***
10. Allow one and a half hours for installation.

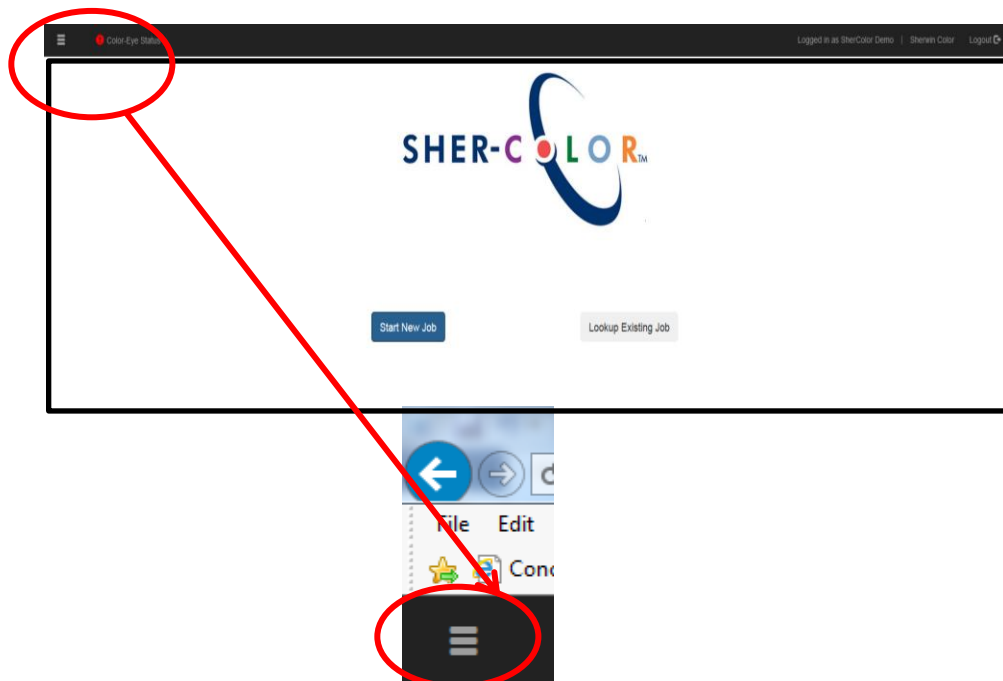
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SECTION 2 – SHER-COLOR WEB DEVICE HANDLER INSTALLATION

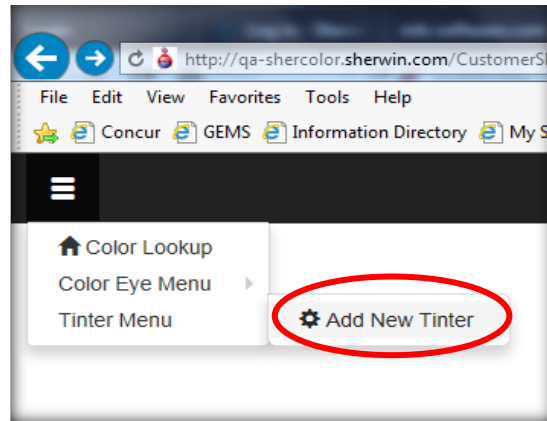
1. This section installs the Sherwin-Williams device handler to allow communications between Customer Sher-Color Web and your Fluid management automated tinter.
2. Open Google Chrome Browser and go to <https://shercolor.sherwin.com>.



3. The **Customer Sher-Color Web Login** page displays. Type in your login User ID and Password, then click the **Log In** button.



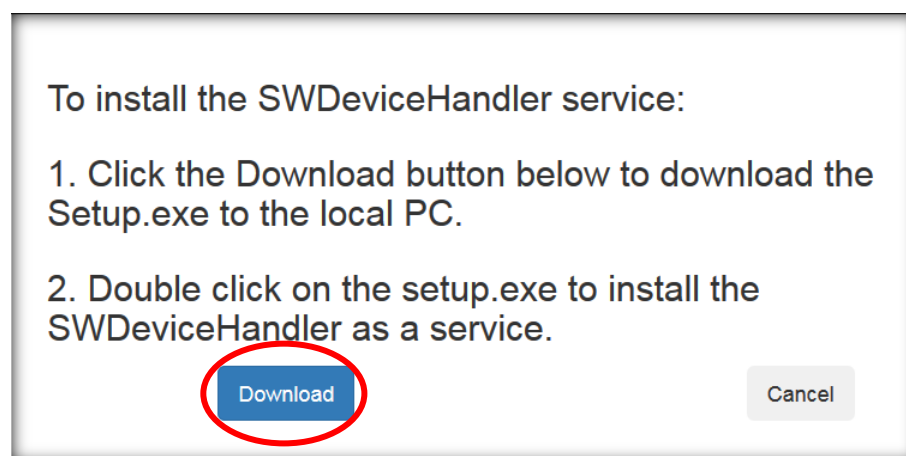
4. The **Sher-Color Main** page displays. Click on the **Menu** icon in the upper left corner of the web page.



5. Mouse over the **Tinter Menu**, then click the **Add New Tinter** menu choice.



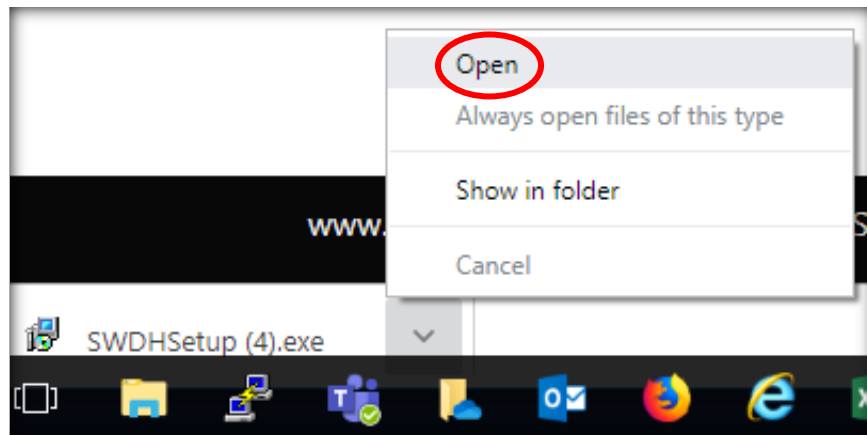
6. The **Configuration Error** dialog box opens after a short time. This displays when device handler software installation is required. Click on the **Install** button.



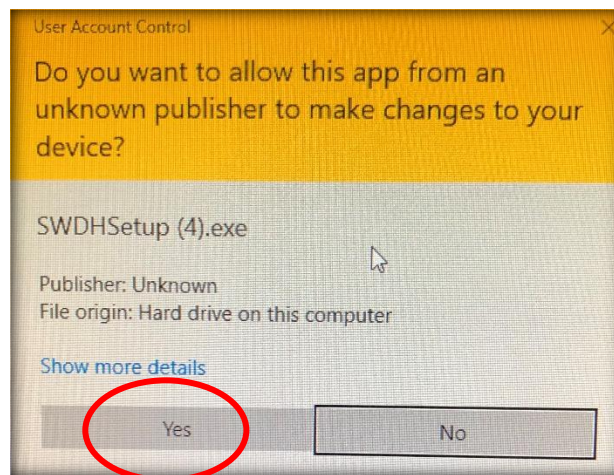
7. The Sherwin-Williams **SWDeviceHandler** service web page displays. Click the **Download** button.



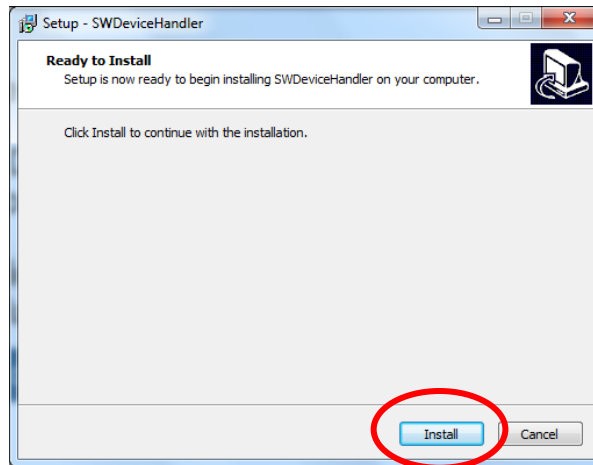
8. The **Download activity** dialog box displays at the bottom left corner of the computer. Click the **UP arrow**.



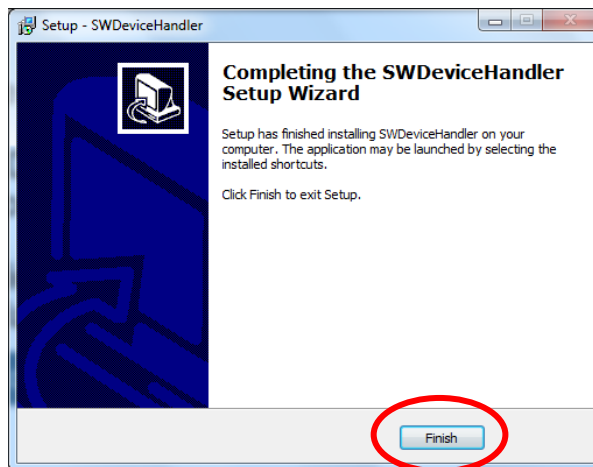
9. A pop-up menu will display. Click the **Open** menu choice.



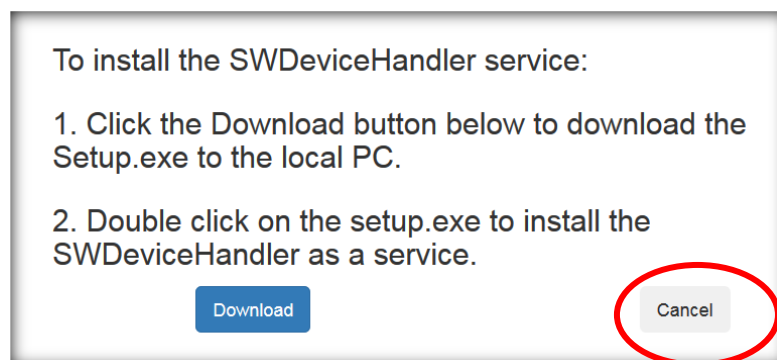
10. The **User Account Control** dialog box then displays. Click the **Yes** button to continue the software installation.



11. Click the **Install** button when the **Setup – Ready to Install** dialog box displays.



12. Click the **Finish** button when the **SWDeviceHandler Setup Wizard** completes the software installation.



13. Click the **Cancel** button when the **Sherwin-Williams SWDeviceHandler service web page** displays. Program returns to the **SherColor Main** page.

14. The **Sherwin-Williams SW Device Handler software** installation is completed.
15. Close any open Windows Explorer windows or web browser pages.
16. Continue the installation process in ***Section 3 – Fluid Management Software Installation***.

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SECTION 3 – FLUID MANAGEMENT HARDWARE AND SOFTWARE INSTALLATION

1. The following instructions install the Fluid Management manufacturer's software required for tinter operations in the Sher-Color Web application.
2. The Fluid Management tinter must be powered up for software communications to continue.
3. **Section 2 - Sher-Color Web Device Handler Installation** must be completed successfully **before** beginning this installation section.



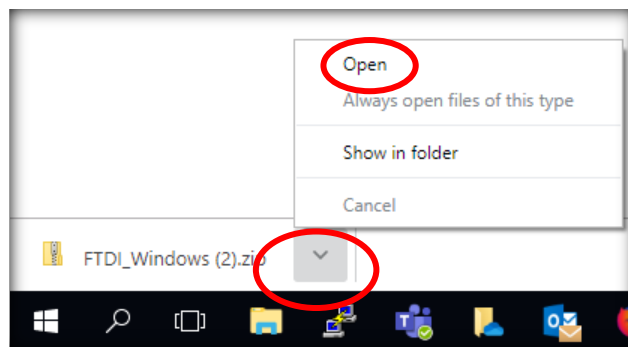
GEARMO Model: GM-FTDI-A36 3ft. USB to RS-232 Commercial Interface Adapter

4. A **USB-to-serial adapter** (a.k.a. dongle, pictured above) may be required for tinter communications cable conversion. Refer to list in [Section 1](#) of this document for specific tinter requirements.
 - If your **automated tinter communication cable** has a **USB connector**, go to [step 17 on page 14](#). **No adapter is required.**
 - ****EXCEPTION** IFC 1500/1600HS TINTER REQUIRES FTDI WINDOWS DRIVER, BUT DOES NOT REQUIRE THE USB TO SERIAL CONNECTOR**
 - If **serial connector**, continue with next step to install the required adapter. Your Sherwin-Williams representative will assist you to procure an adapter.
5. Software drivers will be required for the adapter.
6. Open a Google Chrome Browser window and go to <https://www.gearmo.com/>
7. Once at the web site, click on the **Magnifying Glass** icon to perform a product search.
8. Enter **GM-FTDI-A36** in the search field and then press **Enter** key.

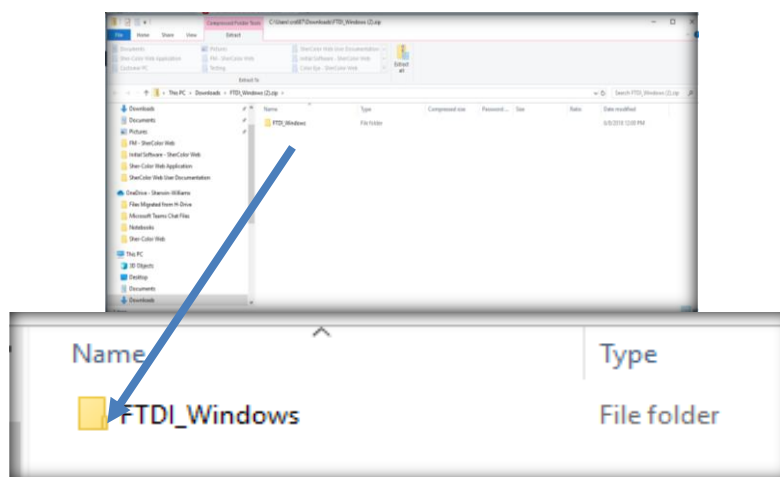
9. The next screen will display a photo of the **GM-FTDI-A36** adapter. Click on **Manuals and Driver Downloads** choice.



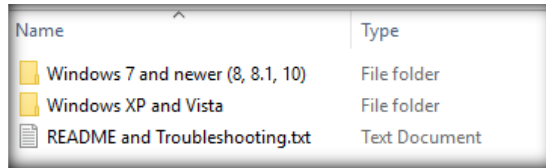
10. Click on **FTDI Windows Drivers** link Supports Windows 7/8/8.1 & Windows 10 version required for Customer Sher-Color Web.



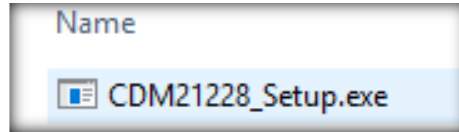
11. The Download activity dialog box displays at the bottom left corner of the computer. Click the **arrow** and click the **Save** choice if available. Windows systems generally automatically save the file in the download folder.



12. Locate the zip file in the **C:\Users\<your computer login user i.d.>\Downloads** folder. Double click on the **FTDI_Windows** folder.



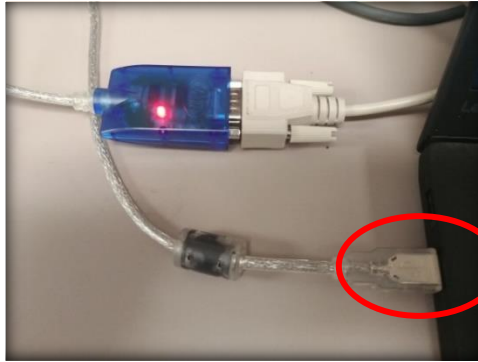
13. Locate and click on the Folder with **Windows version 7 and newer (8, 8.1, 10)** folder.



14. The above file will display. Double click on **CDM21228_Setup.exe** to begin downloading the drivers.
15. Follow the on-page instructions to complete the installation of the drivers.
16. If the tinter is an IFC 1500/1600HS, the download of the FTDI Windows Driver is complete. Go to Step 19.



17. After the drivers have been installed, connect the adapter serial end to the automated tinter serial cable. **(the 1500/1600HS models will not require the physical adapter)**

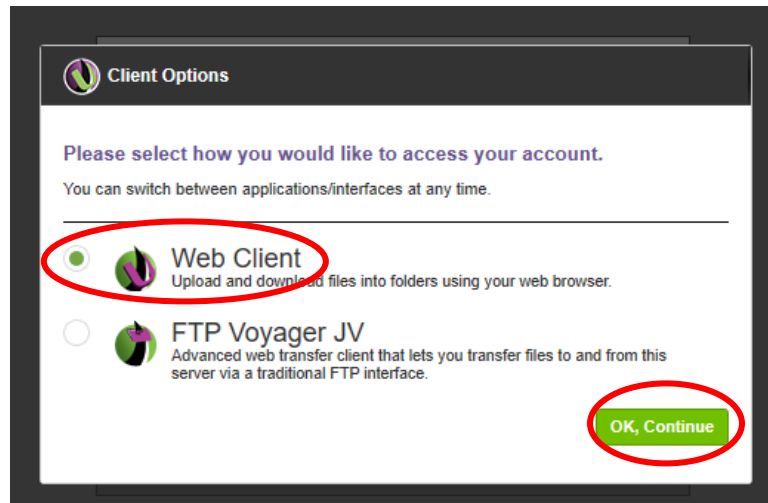


18. Connect the automated tinter USB cable (no adapter) or serial cable with adapter USB end to a computer USB port. A red light on the adapter indicates the connection is successful. Contact your Sherwin-Williams representative if the adapter red light is not lit.
19. The next step is to copy the Fluid Management automated tinter software to your computer.
20. Open an internet browser window and input <http://ftp.fluidman.com> If the link does not open, copy the link and paste it in a Google Browser window.

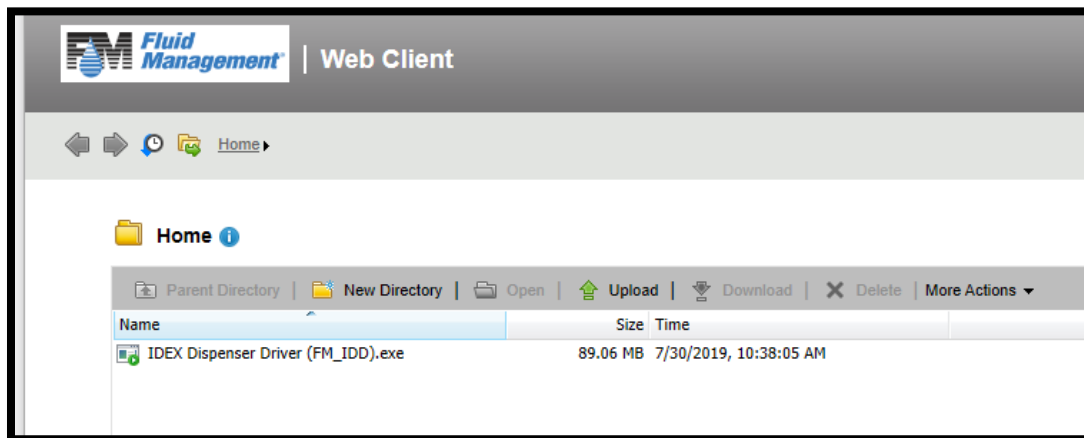
Input **Sherwin** in Login ID field

Input **SW2021idd** in the Password field:

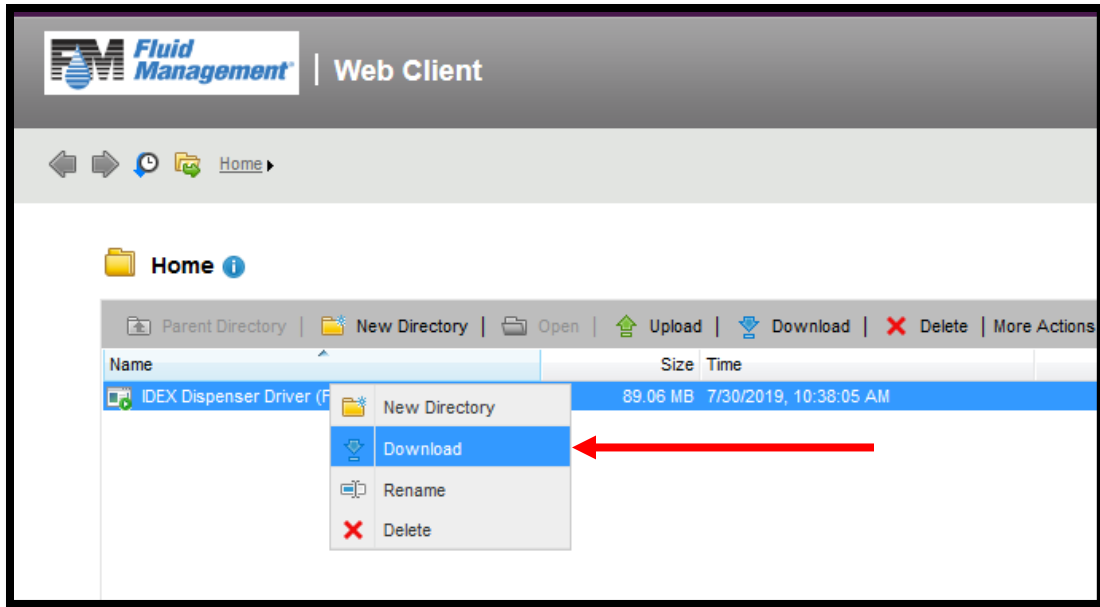
Then press <**Login**>



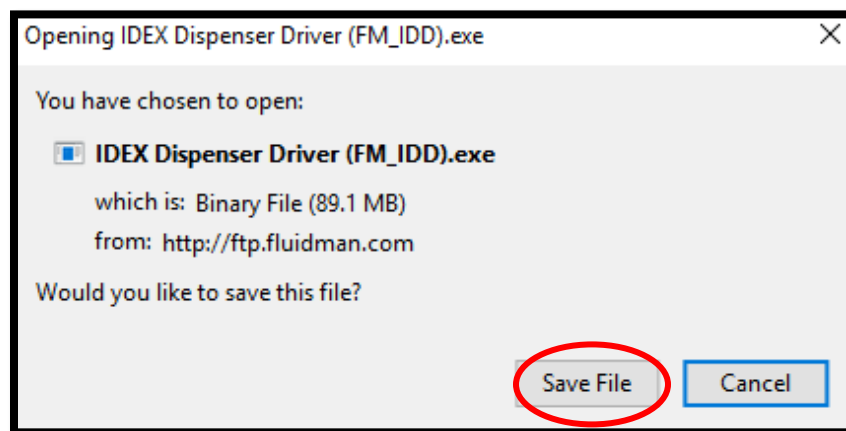
21. Click on Web Client and then press <OK, Continue>



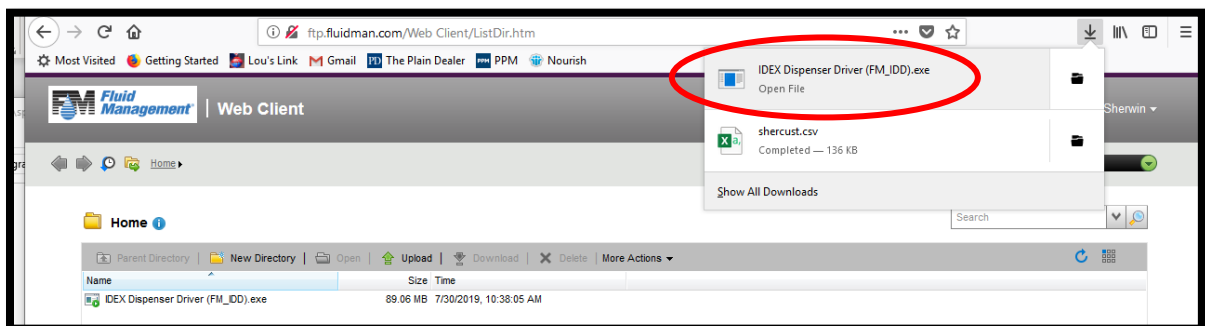
22. The next screen will display the **IDEX Dispenser Driver (FM_IDD).exe** file to be downloaded.



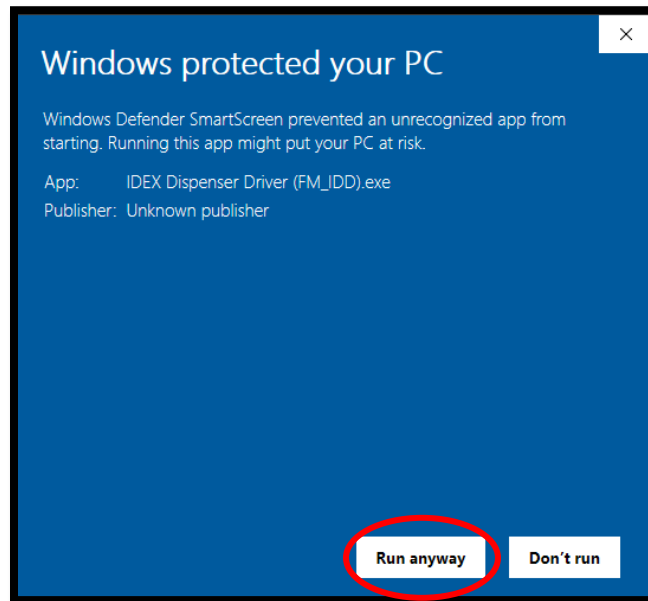
23. Click on the line to highlight it, and then right-click with the mouse to display the drop-down menu. Select **Download**



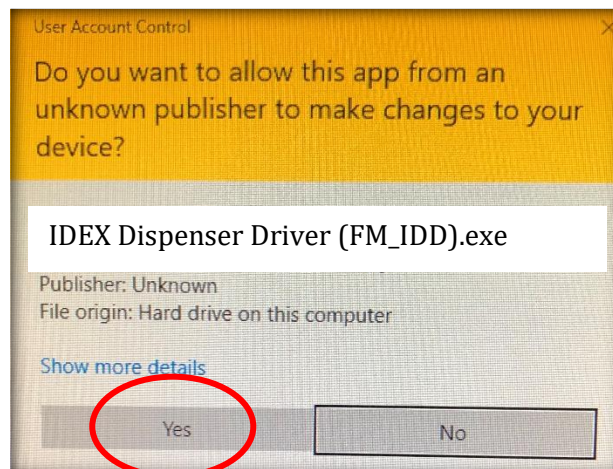
24. Click on <**Save File**> to save the file to the Downloads folder of the computer.



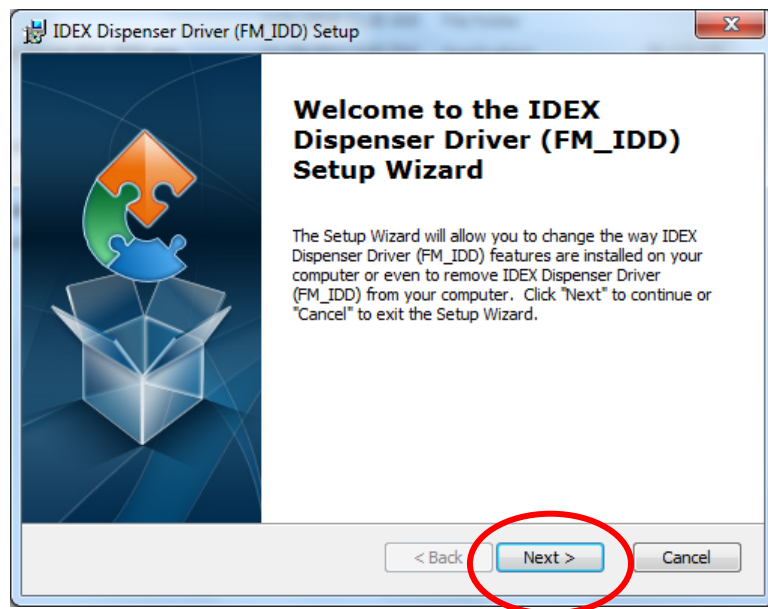
25. Locate the file in the Download folder, or the Download icon at the top of the computer screen. Click on the file to open it.



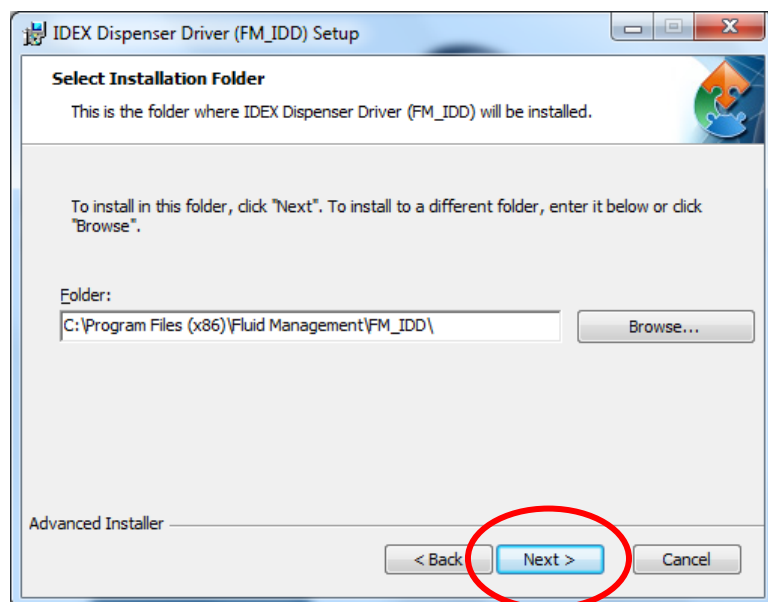
26. The FM Driver file is a very specific file and may not be recognized by some Windows operating systems. The figure above is an example of what may be encountered. Click on the "Learn More" button if available, and then click <Run anyway> to continue



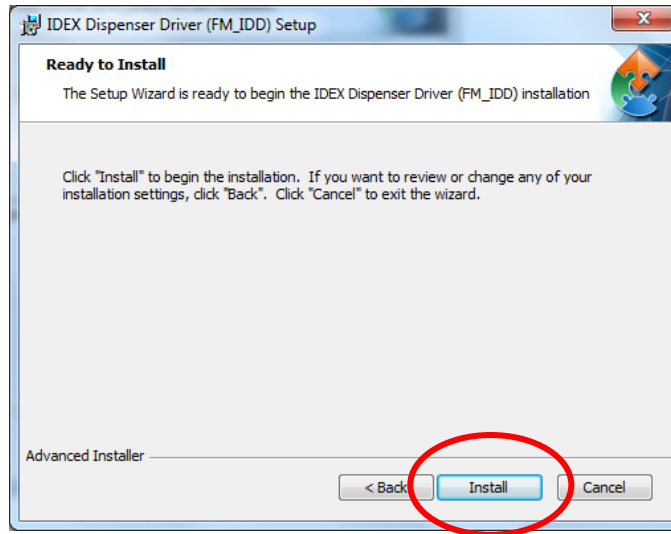
27. Click **Yes** button in the Windows **User Account Control** dialog box to start software installation.



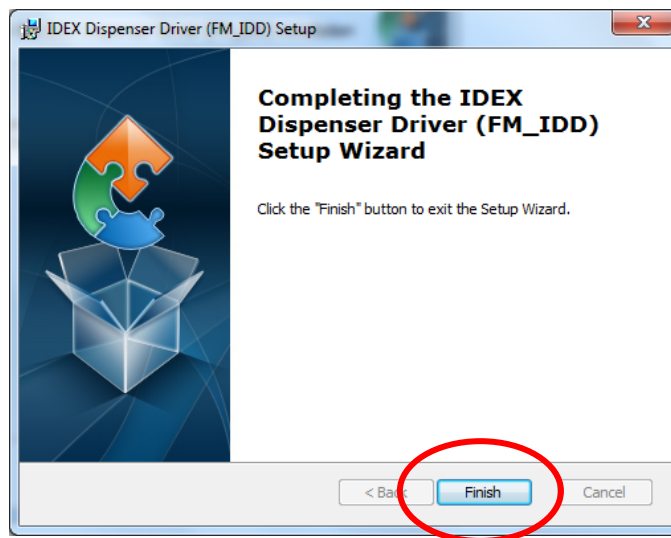
28. Click the **Next** button on the displayed **Setup Wizard**. If prompted, install the Visual Studio files, but you will not need the .Net FrameWork files.



29. Click **Next** button in the next window of the **Setup Wizard** dialog box.



30. Click the **Install** button in the **Driver Setup** dialog box. Wait for the installation to finish running on its own.

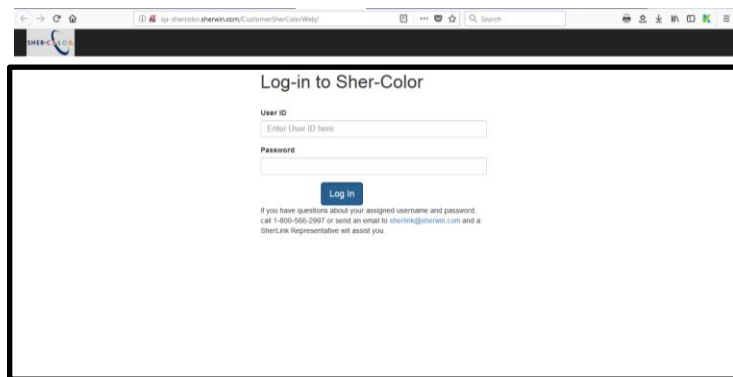


31. The **Completing the IDEX Dispenser Driver Setup Wizard** dialog box displays. Click the **Finish** button to complete the automated tinter driver installation.
32. Close any open Windows Explorer windows or web browser pages.
33. Continue the installation process in **Section 4 - Fluid Management Automated Tinter Configuration**.

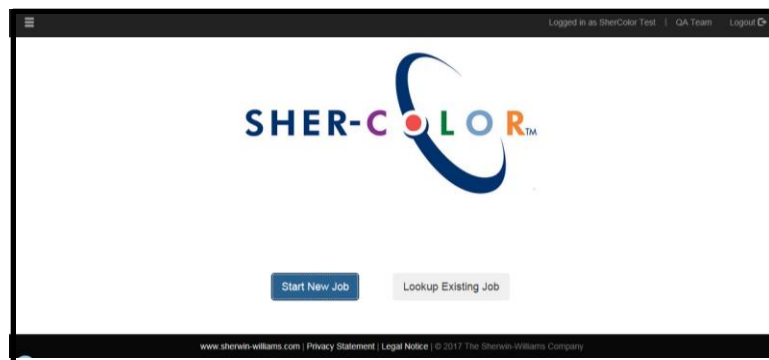
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SECTION 4 – FLUID MANAGEMENT AUTOMATED TINTER CONFIGURATION

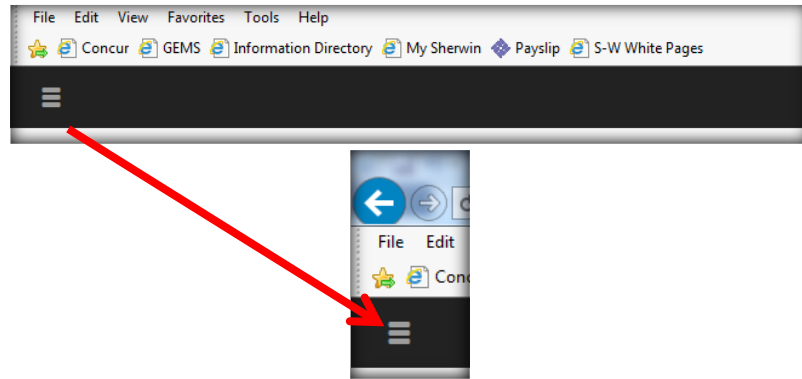
1. The following instructions configure the Fluid Management automatic tinter software for the Sher-Color Web application.
2. **Section 2 & 3 – Sher-Color Web Device Handler Installation and Fluid Management Hardware and Software Installation** must be completed successfully before beginning this configuration section.
3. The Fluid Management automated tinter must be powered up and ready for operations prior to this configuration.



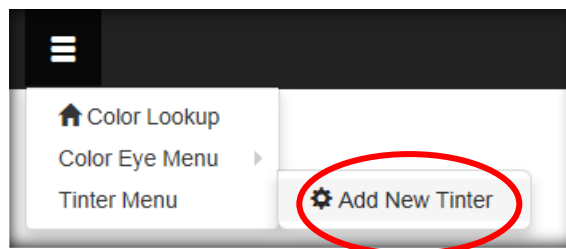
4. Open Google Chrome internet browser and go to <https://shercolor.sherwin.com>.
5. The **Sher-Color Web Login** page displays. Type in your login User ID and Password, then click the **Log In** button.



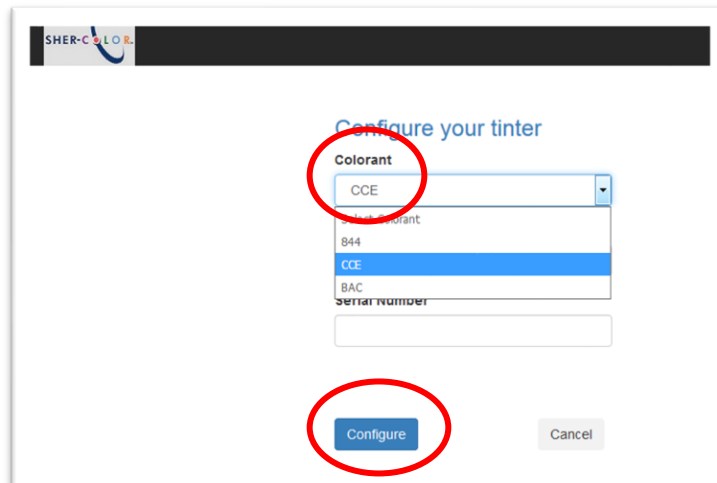
6. The **Sher-Color Main** page displays. Ignore errors as configuration will resolve most errors.



7. Click on the **Menu** icon in the upper left corner of the web page.



8. “Mouse Over” the **Tinter Menu**, then click the **Add New Tinter** menu choices.



9. The configure your tinter web page displays with the CCE colorant system as default.

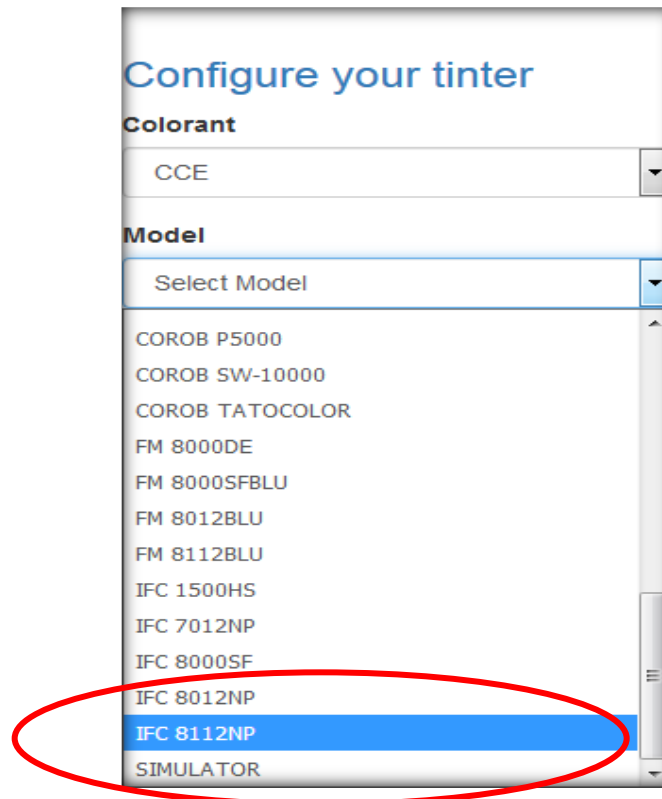
- CCE Colorants - Click **Configure** button to accept the **CCE** default.
- BAC or other colorants - Click the dropdown menu arrow in the **Colorant** dropdown box. Click on your colorant system choice. Click **Configure** button.
- Most sites will use the CCE colorant choice. Consult your Sherwin-Williams representative to determine the right colorant system for your products.

10. It is **critical to configure the correct automated tinter model and serial number** in the next step. Follow these steps if you do not have this information on a Fluid Management manufacturer's document.

- The model i.d. and serial number may be found on the serial number plate or sticker on your Fluid Management tinter. Note the serial number if available.
- If you cannot locate the serial number, write in a serial number with the following format. MMDDYYHHMM, where MM=month, DD=day, YY=year, HH=hour, and MM=minute.
- Write in your automated tinter model and serial number here:

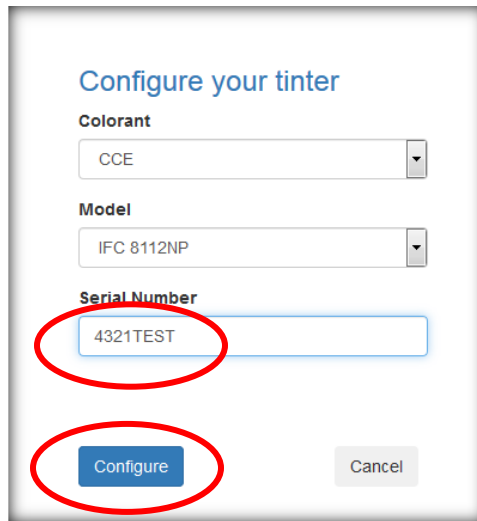
Model _____

Serial Number _____

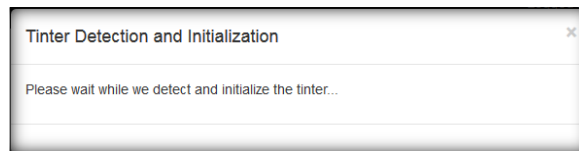


11. Click the dropdown menu arrow in the **Model** dropdown box. Click on the tinter model identified at your site. In this example, the IFC 8112NP model will be used for this configuration.

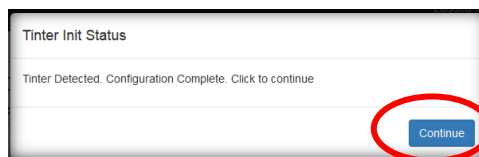
If you cannot find an exact matching model i.d. in the set-up dropdown box or you are unsure of the tinter model, contact your Sherwin-Williams representative for assistance.



12. Input your tint dispenser's serial number in the **Serial Number** input box. An accurate serial number will assist in future troubleshooting and servicing of your tinter
13. Click the **Configure** button to continue set-up (see picture above).



14. The **Tinter Detection and Initialization** message box displays. This process may continue for a minute.

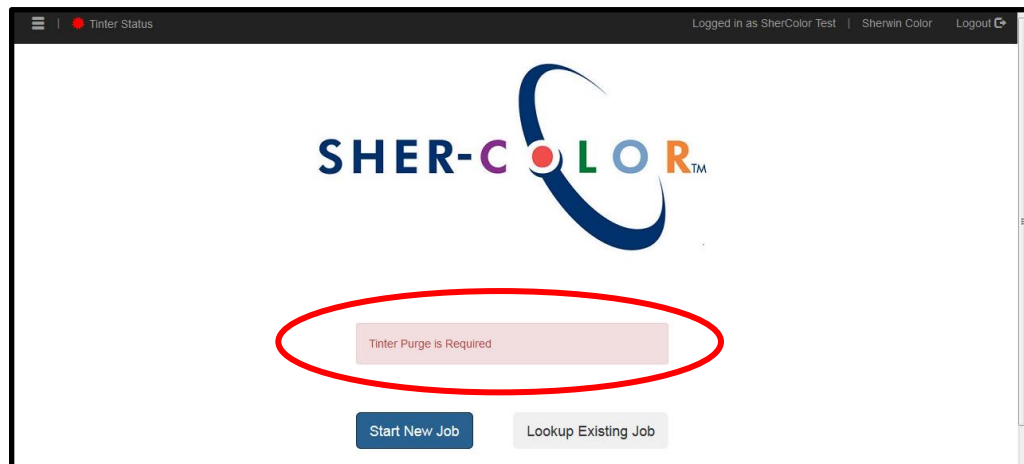


15. The **Tinter Init Status** web page displays. The message will display this Tinter Detected Configuration Complete message upon successful configuration completion. If status is otherwise indicated, call your Sherwin-Williams representative for further assistance.
16. Click the **Continue** button to proceed to the Sher-Color Main web page.
17. Continue the tinter operations process in **Section 5 - Fluid Management Automated Tinter Purge**.

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SECTION 5 – FLUID MANAGEMENT AUTOMATED TINTER PURGE

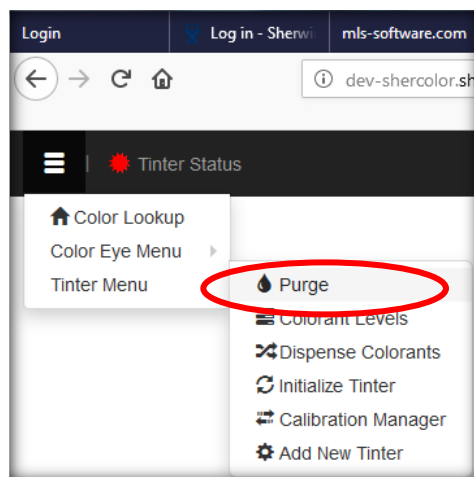
1. The **FLUID MANAGEMENT AUTOMATED TINTER REQUIRES DAILY PURGE, NOZZLE and SPONGE CLEANING** to ensure that the dispense head and lines are not blocked with dried colorant.



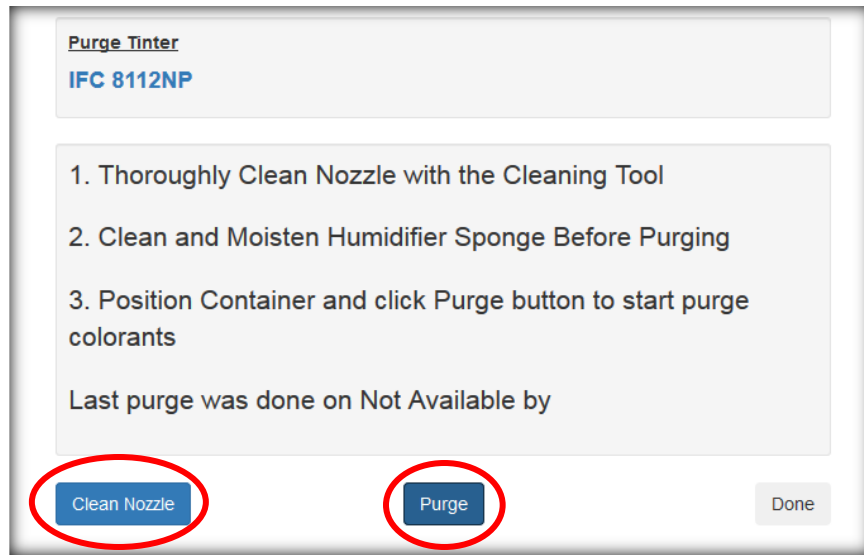
2. Proceed to the Sher-Color Main web page (login as required). A **Tinter Purge is Required** message bar displays, indicating that a tinter purge is required.



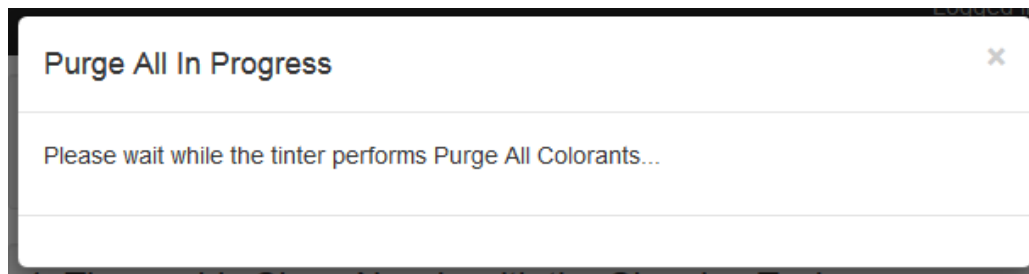
3. Click on the **Menu** icon in the upper left corner of the web page.



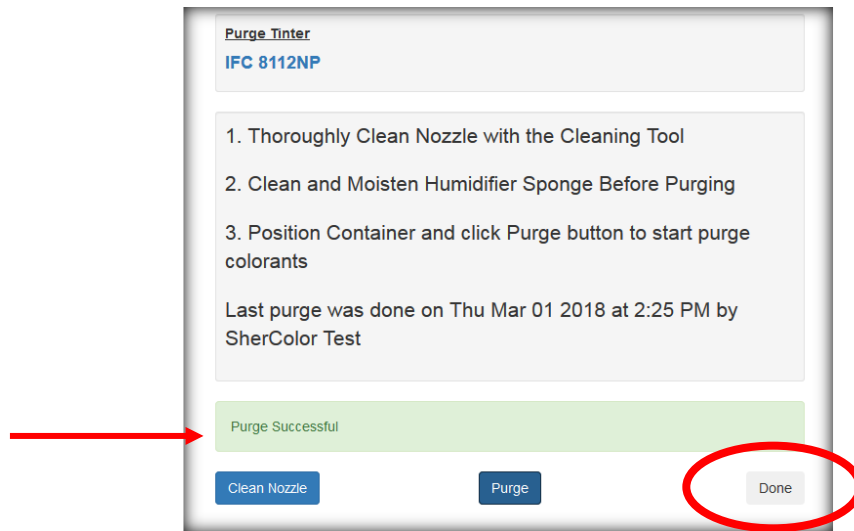
4. Mouse over **Tinter Menu**, and then click the **Purge** menu choice.



5. The **Purge Tinter** web page displays.
6. **Best practices require cleaning the automated tinter dispense nozzle each day.** Click on the **Clean Nozzle** button. The nozzle cover opens. Clean and moisten the humidifier sponge per manufacturer's instructions.
7. Position a **colorant collection container** under the tinter dispense head. Purge requires a small amount of colorants dispense to clear the dispense head. A container is kept for these dispenses.
8. Click the **Purge** button (see figure above).

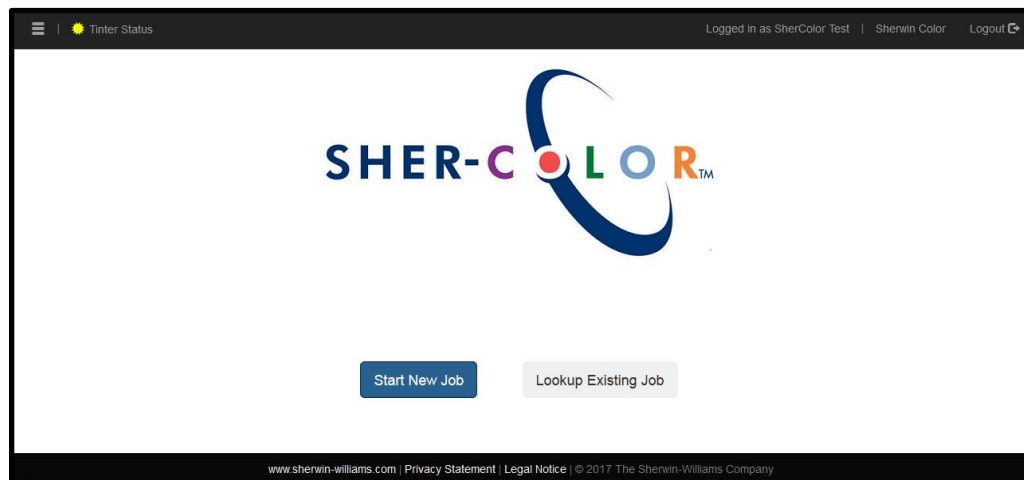


9. The **Purge All in Progress** message box displays. This process may continue for a minute or two as a small amount of each colorant in the automated tinter is dispensed.



10. The **Purge Tinter** web page displays when the purge operation is complete.

11. Click on the **Done** button to exit the purge operation (see picture above).



12. The **Sher-Color Main** web page displays.

13. Many automated tinters require calibration for accurate paint tinting. Continue the tinter operations set-up process in **Section 6 – Calibration Files**.

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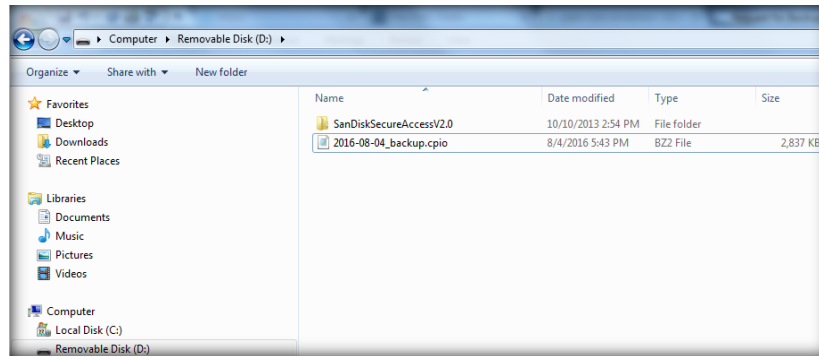
SECTION 6 - CALIBRATION

1. Most Fluid Management automated tinters require calibration prior to operation.
2. International Customers – The Sher-Color support staff will assist you with tinter calibration arrangements.
3. If you are an existing Sherwin-Williams converting from S-W computer to Customer Sher-Color Web application, the Sher-Color support person will assist as follows:
 - Arrange for a Sherwin-Williams Color Resources technician to visit your site to calibrate the automated tinter. This is best practice when your automated tinter has not been serviced within the past year or calibration and saved formulas cannot be copied from an older S-W computer (must be Lenovo 10FX model or newer computer to copy).
 - Transfer calibration files from the existing S-W computer to the Customer Sher-Color Web program (is not a Lenovo 10FX model or later computer).
 - Copy the named backup.cpio file from the USB drive to your business computer and email the calibration files and saved formulas to shercolor@sherwin.com.
4. If you are a new Sher-Color Web customer, a Sher-Color support person will arrange for a Sherwin-Williams Color Resources technician to visit your site to calibrate the automated tinter.

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SECTION 7 – SEND CALIBRATION AND FORMULA FILES

1. This section describes performing a backup on an existing Sherwin-Williams computer using the on-page options and email the file to Sherwin-Williams.
2. Click on **[SOURCE]** button on the lower left corner of the page. A menu will display. Click the **[Backup]** menu choice.
3. **Type y (yes) at the "Would you like to start a manual backup? (y/n)" prompt.** Press the Enter key. The "Starting Backup" message displays and the computer backup procedure starts. Formula backup takes 1 to 5 minutes.
4. Press **Enter** key at the "Backup Complete. Press any key to exit."
5. Remove the **USB** drive and insert it in a Windows computer. The next steps will make a copy of the backup file and place it on the Desktop of the Windows computer.
6. Go to the **START** button of the computer and select **Computer and the USB drive** to view the contents of the USB key.
7. Look for the file with the file name. For example, the file **2016-08-04_backup.cpio** is the backup file in the example below.



8. Using the computer mouse, click on the file name, hold down the left mouse button then click and drag the file to **copy** to your computer desktop.
9. Send **email** with the file as an attachment to shercolor@sherwin.com.
10. **Reinsert the USB drive** into the Sher-Color computer for daily backups to resume.
11. The **Sher-Color support team** group will load the information provided to your Sher-Color Web account.

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