

# Duomix Trouble Shooting Tool

## Frequent complaints:

No function at all

Unusual noise

Bad mixing results

Unit stops during the extrusion

Other malfunctions

There are 2 generations of Duomix devices on the market.  
For some questions you will be asked to select the correct version.

Is the green LED on?

Yes

No



Back

# Green LED off

## Possible causes:

- No power.
- Wrong voltage
- Fuse is tripped
- Defective unit (Main circuit board defective)

## Remedy:

- Check power supply. (E.g. use other socket in other room)
- Check whether label shows correct voltage(120V / 230V Unit )
- Replace fuse (See IFU)
- [Contact Renfert to get the unit repaired.](#)



Back

Is the red LED on?

Yes

No



Back

# Red LED on

## Possible causes:

- The lid is not completely closed.
- Distance between magnet and sensor is too big. (damaged lid, magnet)
- Defective circuit board

## Remedy:

- Close the lid completely
- Install the lid or replace a broken lid respectively
- [Contact Renfert to get the unit repaired.](#)



Back

Does the piston / mixing shaft move?

Yes

No



Back

# Piston / mixing shaft doesn't move

## Possible causes:

- Only a clicking noise when the buttons are pressed.
- Pistons move forward for 1.5 seconds only. Then pistons retract ½ inch.

## Remedy:

- Internal fuse tripped out. [Contact Renfert to get the unit repaired.](#)
- Mixing motor either overheated or defective. Wait 15 minutes. If the error doesn't disappear, [contact Renfert to get the unit repaired.](#)



Back

Is the cartridge jammed in the unit?

Yes

No



Back



# Cartridge jammed in the unit

## Possible causes:

- Overload protection switched off the piston motor

## Remedy:

- Switch off the unit for approx. 10 seconds. Then switch on again and press the retract button in order to release the blockage. It might be necessary to repeat this procedure 2-3 times.



Back

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back

Do you hear a grinding noise when  
mixing shaft snaps into mixing tip?

Yes

No



Back

# Grinding noise when mixing

## Possible causes:

- Stiff mixing tip. The hexagon head of the mixing shaft can't engage into the mixing tip.

## Remedy:

- Try another batch of mixing tips.
- The problem can be avoided if the mixing tip is applied after the piston moved forward at least one inch by pressing the extrusion button.



Back

Do you hear a single cracking noise when mixing shaft engages into the mixing tip?

Yes

No



Back

# Cracking noise when mixing shaft engages

## Possible causes:

- No error. Normal noise when mixing shaft engages into the mixing tip after a few seconds.
- Stiff mixing tip

## Remedy:

- No error, but the problem can be avoided if the mixing tip is applied after the piston moved forward at least one inch by pressing the extrusion button.
- Try another batch of mixing tips



Back

Do you hear a rattling noise during the extrusion of material?

Yes

No



Back

# Rattling noise during the extrusion of material

## Possible causes:

- Damaged pressing discs
- Tolerance problem between pressing disc and cartridge.
- Worn reusable cartridge

## Remedy:

- Replace pressing disc (can be done by end user).
- Replace the cartridge.



Back



Do you hear a noise as soon  
as the mixing shaft spins?

Yes

No



Back

# Noise as soon as the mixing shaft spins

## Possible causes:

- Dirty mixing shaft bearing.

## Remedy:

- Clean the mixing shaft in the area where it passes the front of the housing:



Back

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back

Does the mixing tip spin  
when material is pressed?

Yes

No



Back

# Mixing tip doesn't spin

## Possible causes:

- Hexagon tip of the mixer shaft can't engage.
- Mixing shaft drive broken.

## Remedy:

- Try another batch of mixing tips
- The problem can be avoided if the mixing tip is applied after the piston moved forward at least one inch by pressing the extrusion button.
- [Contact Renfert to get the unit repaired.](#)



Back

First inch of material is not properly mixed?

Yes

No



Back

# First inch of material is not properly mixed

## Possible causes:

- Cartridge not bled.
- Wrong alignment between the small and the big pressing discs.

## Remedy:

- Bleed every cartridge before first use and after using it in a different unit.
- [Contact Renfert to get the unit repaired.](#)



Back

Is the mixing tip exploded?

Yes

No



Back



# Mixing tip exploded

## Possible causes:

- Un-welded mixing tips might explode if they are used with putty material

## Remedy:

- Only welded mixing tips must be used for putty material.



Back

Mixing or extruding performance  
is not as expected?

Yes

No



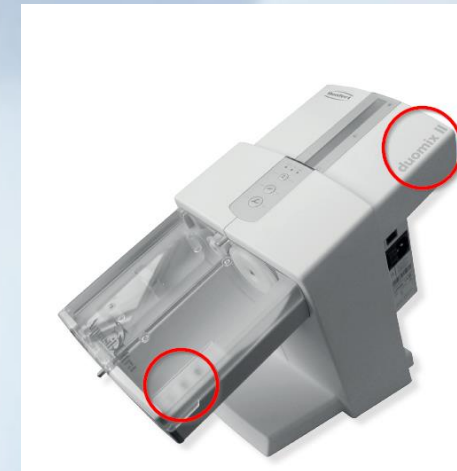
Back

Some errors are specific for the 2  
different Duomix generations

Please choose your Duomix version



Duomix I



Duomix II

# Wrong mixing parameter set

## Possible causes:

- Some cartridges must be mixed with special mixing parameter

## Remedy:

- If a cartridge shows as “Star” or “Diamond” Symbol, make sure that the correct parameter is set by pressing the corresponding button.
- All other cartridges must be used with “ST” parameters



Duomix II only!



Back

Are the results bad although  
the tip spins correct?

Yes

No



Back

# Bad mixing results

## Possible causes:

- Wrong mixing tip used.

## Remedy:

- Use only the mixing tips provided by the material manufacturer to the used material



Back

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back

Do pistons move forward for 1.5 seconds only, then retract ½ inch?

Yes

No



Back



Pistons move forward for 1.5 seconds only.  
Then pistons retract ½ inch

Possible causes:

- Unit detects an overload of the mixing motor.
- Cured material inside the mixing tip.

Remedy:

- Wrong or stiff mixing tip.  
Try another batch of mixing tips.
- Replace the mixing tip before every extrusion.



Back

Do the pistons stop and start  
to retract completely?

Yes

No



Back

# Pistons stop and retract completely

## Possible causes:

- Empty or clogged cartridge

## Remedy:

- Use a new cartridge
- Check whether cartridge is cured because of cross contamination



Back

Does the unit switch to lower  
extrusion speed?

Yes

No



Back

# Unit switches to lower extrusion speed

## Possible causes:

- Unit detects a high viscous material and reduces the speed in order to avoid an overload.
- Grease is missing on the spindles or inside the gearbox

## Remedy:

- Only happens with high viscous material or if the material is too cold. (Check user manual for correct material temperature)
- [Contact Renfert to get the unit repaired.](#)



Back

Does the unit stop during extrusion?

Yes

No



Back

# Unit stops during extrusion

## Possible causes:

- Cartridge got bent by extrusion force and opened the lid slightly. (Red LED flashes)

## Remedy:

- Close the lid by hand until the red LED disappears and retract the pistons.



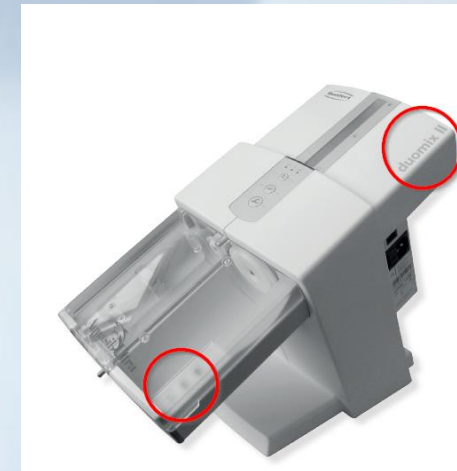
Back

Some errors are specific for the 2  
different Duomix generations

Please choose your Duomix version



Duomix I



Duomix II



Does the unit reduce speed when  
pistons reach upper end of the cartridge?

Yes

No



Back

# Unit reduces speed when pistons reach upper end of the cartridge

## Possible causes:

- Calibration is not correct

## Remedy:

- Calibrate the unit.
  - Remove cartridge
  - Retract pistons completely
  - Switch off the unit
  - Press all 3 buttons simultaneously and switch on the unit. Keep the buttons pressed until you hear 3 beeps
  - Release the buttons
  - Press the retract button until a beep can be heard.
  - Now press one of the extrusion buttons until you can hear a long beep.
  - Calibration is done.
  - Switch off and on the unit to return to normal operation

Duomix I only!



Back

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back

Does material drip after extrusion?

Yes

No



Back

# Material drips after extrusion

## Possible causes:

- The lid was opened before the unit retracted.

## Remedy:

- Close the lid and retract the pistons manually.



Back

Does the front of the unit  
slightly bend when pressing  
high viscous material?

Yes

No



Back

Front of the unit slightly  
bends when pressing high  
viscous material

Possible causes:

- Unit presses with maximum force.

Remedy:

- Normal behavior. Not a problem



Back

Is the tubular bag (for reusable cartridge) exploded?

Yes

No



Back



# Tubular bag (for reusable cartridge) exploded.

## Possible causes:

- Pressing discs are worn or damaged. A gap between disc and cartridge can damage a tubular bag easily.

## Remedy:

- Replace pressing discs (can be done by end user).



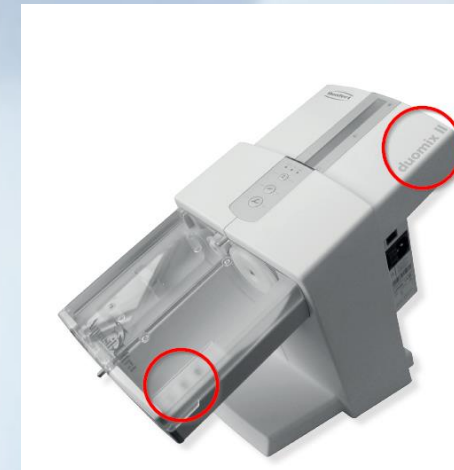
Back

Some errors are specific for the 2  
different Duomix generations

Please choose your Duomix version



Duomix I



Duomix II

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back

Does the unit seem to work normal, but doesn't extrude material?

Yes

No



Back

# Unit seems to work normal, but doesn't extrude material

## Possible causes:

- Filling level memory was not reset because the lid was opened and cartridge changed without pistons being in home position.

## Remedy:

- Completely retract the piston until the relay inside clicks
- Now open and close the lid.
- Unit should work correct now.

**Duomix I only!**



Back

Does the unit beep after a few minutes?

Yes

No



Back

# Unit beeps after a few minutes

## Possible causes:

- Timer is activated.

## Remedy:

- Switch off the timer function:
  1. Switch the unit off
  2. Press and hold both advance keys, switch the unit on again:  
Brief audible signal → timer function is deactivated

Duomix I only!



Back

# No standard problem

No standard problem.  
Contact us to get the  
unit repaired.



Back



# Contacting Renfert

In order to guarantee the best possible support, you must provide the following information.

- Item number
- Serial number
- Proof of warranty (copy of invoice, only for warranty cases)
- Detailed address and contact information
- Detailed error description, for example:
  - Under which condition the problem occurs?
  - Which cartridge is used, which mixing tips?
  - Already changed parts?

Continue



# Contacting Renfert

## Europe

- By Phone
- By E-Mail

[+49 7731 8208 777](tel:+4977318208777)

[support@renfert.com](mailto:support@renfert.com)

## USA

- By Phone
- By E-Mail

[800-336-7442](tel:8003367442)

[support@renfertusa.com](mailto:support@renfertusa.com)

