

## Zapp Applicator – Product Investigation Questionnaire



### Submission Details

End User name

End User contact details

Retailer name

Retailer address

Retailer contact person

Retailer contact details

### Initial Set-up Questions

- What is the batch number?  
(located inside the handle on a sticker)
- Has the user read the instructions for use?
- Has the applicator been set up correctly with the draw-off tube?
- Has the applicator been primed ready for use (no air bubbles)?
- Does the user know how to use the applicator with the product?
- Has the hosing and springs included with the gun been used?

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Please provide photos or videos with this submission of form.

For product instructions, please go to page 3.



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## Investigative Questions

- Is the applicator new or used?  
If used:
  - a) Has it been cleaned out?
  - b) If so, when?
  - c) What was used to clean it?
  - d) Where was it stored between use?
- When was the applicator purchased?
  
- Are there any visible signs of damage to the applicator?
- What size Zapp was the applicator used with?
- Did the applicator work when first set up?
- After how many uses did the applicator stop working?
- What dose is the applicator set to?
  
- Is Zapp Encore the only product used with the applicator?
- If other products used:
  - a) What product was used
  - b) When was it used
- Explain the issue:
  
- If the product is leaking, where is it leaking from?

### Common issues and troubleshooting:

**Not filling:** may indicate inlet valve is blocked or not seating. Possible foreign matter around inlet valve, blocked or kinked feed tube, or blocked draw-off system. Refer to the instructions on how to troubleshoot.

**Not delivering:** may indicate blocked delivery valve, nozzle, or T-bar. Refer to the instructions on how to troubleshoot.

**Leaking:** may indicate that the product is not being held correctly. Set the T-Bar nozzle so that it is horizontal during use. This allows most effective distribution of product and will minimise drip.



**PLEASE READ CAREFULLY BEFORE USING EQUIPMENT**

# **Zapp Encore® Applicator**

## **A GUIDE TO TUNING AND SERVICING**

### **Maintainence**

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#### **DO NOT USE WATER TO CLEAN YOUR ZAPP ENCORE GUN.**

If crystals form, these may cause blockages in the valves. If the applicator blocks during use it may be that crystals have become lodged in the inlet valve which is located at the end of the piston. Unscrew the barrel from the applicator. Remove the valve seat carefully using a flat head screw driver. Remove the spring and valve from the piston and ensure all blockages are removed and rinse in vegetable oil before replacing.

If blockages appear in the T-bar, these can be forced out by removing the T-bar from gun and using pressurised air to clear particles.

The backpack should be stored using the original airtight cap. Do not leave the "breather cap" on the pack after use as this can allow water to be drawn into the system and cause crystals to form.

After use, leave gun with Zapp Encore in dosage chamber, hang in dry area with T-bar pointing vertically.

### **Cleaning**

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Remove the draw off tube from the backpack and place the end of the tube into a container of vegetable oil. Pump vegetable oil through the applicator until any deposits of product are removed. Remove the draw-off from the vegetable oil and empty the applicator and tubing by expelling all oil.

Store the applicator in a cool dry place.

**DO NOT LEAVE THE APPLICATOR FULL OF VEGETABLE OIL BEFORE STORAGE, AS IT CAN BECOME SOLID AND CAN BLOCK THE APPLICATOR – EXPELL ALL EXCESS OIL.**

**For further advice, please contact Drench Gun Services**

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