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**YOUR ENCORE SERIAL NUMBER:**

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## WARRANTY

Prima Industries, LLC warrants the Encore to be free from material and workmanship defects under normal use and service for a period of one year from the date of purchase. Damage caused by misuse or failure to clear hair from intake hair trap filter is not covered by warranty. We will register your Encore serial number at time of purchase.

REVISED 10-05-20



# PRIMA<sup>®</sup> ENCORE



The redesigned Prima® Encore brings you all the advantages of the Prima Bathing System in a smaller, faster and easier to use model. You'll enjoy the savings of time and money, while your

animals will love the air-injected, low-volume, high pressure shampoo applicator's scrubbing action, massaging deep into the coat.

It raises the bar on operational efficiency and is the most environmentally friendly system on the market. The Prima Encore delivers a whole new level of clean your customers will notice. It's good for pets, good for the environment and great for business.



## MOST COMMON PROBLEMS AND SOLUTIONS

The most common problem is that hair gets into the fluid container. Eventually the hair is caught in the hair trap **INSIDE** the filter assembly at the end of the suction tube inside the fluid container. **This hair must be removed DAILY in order to prevent damage to the pump.** We recommend that you check the hair trap at the beginning of each day before you start your bathing session.

The blue or red hair trap is **INSIDE** the filter assembly at the end of the suction tube inside the fluid container.

- ① The hair trap filter is accessible by rotating the black filter housing at the end of the suction tube counter clockwise 1/4 turn. Inside is a blue or red filter that will catch hair that *must be removed*.
- ② Take out the blue or red filter and remove any hair that it has collected.

This hair must be removed **DAILY** or it will accumulate to the point that the pump will no longer be able to get fluid. If the pump does not have a free flow of fluid it will become damaged and no longer work.

**SYMPTOM:** The spray is getting weak and pressure is low.

**SOLUTION:** Remove the hair from the hair trap filter.

**SYMPTOM:** Priming the pump is taking longer and longer.

**SOLUTION:** Remove the hair from the hair trap filter.

**SYMPTOM:** The pump keeps running even when I turn off the spray gun.

**SOLUTION:** Make sure there is fluid in the fluid container. Check the hair trap for hair. If that is not the problem then the pump needs to be primed. Follow the priming procedure. If the pump still will not turn off it is possible that it has been damaged due to operating with a restricted flow of fluid too long, usually caused by a hair trap not being cleared of hair. If the pump has been damaged call the factory to make arrangements to have it repaired. 503-981-3200



## MAINTENANCE OF YOUR PRIMA ENCORE:

1. Cleaning: Run a solution of 1 oz. of vinegar and 1 gallon of water through the system once a week, as well as rinsing the container(s) with the same ratio.
2. After cleaning with vinegar flush everything with fresh water – including the pump.
3. **IMPORTANT:** There is a t-shaped filter assembly in the bucket that **needs to be cleaned daily**. Examine this assembly in the container. It has two half moon external filters (**clean daily**), plus an internal filter (either blue or red) that needs to be removed and cleaned daily also. (See diagram on opposite page.) The internal filter assembly has two parts that separate by rotating a quarter turn counter-clockwise to access the blue or red filter. If the filter clogs with hair or shampoo residue it will limit the flow of fluid to the pump causing a weak spray and damage the pump.
4. Try to keep hair from getting into the fluid container! Draping a towel over the container can be effective in preventing hair from getting inside the fluid container.
5. IF YOU SEE HAIR IN OR AROUND THE CONTAINER REMOVE IT, OTHERWISE IT WILL DAMAGE THE PUMP.
6. Leave the large lid on the unit as much as possible. Use the small center cap hole in the middle of the lid to fill the container.
7. To remove the large lid, push the red button and unscrew

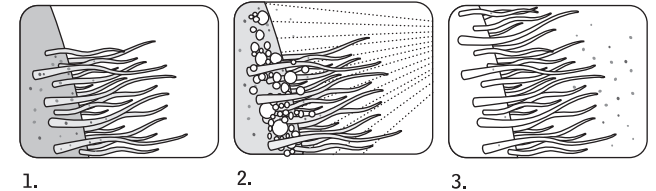
Do not clean the Prima with CLORINE or other harsh cleaning chemicals. **Use only 1 oz. vinegar to 1 gallon of water. PLEASE NOTE: Increasing the vinegar amount may damage the pump.**

There are some shampoo products on the market that you should not use in your Prima Bathing System.

Harsh chemicals will harm the pump. **Do not add perfume or cologne to your solution.** If you wish to apply perfumes use a spray bottle after the bath. Do not use shampoos that contain natural oils, such as citrus oil, cedar oil, tea tree oil, or D-limonene. Do not use shampoos that have brightening or blueing agents because they may contain bleach. Do not use medicated products that contain harsh chemicals. Oatmeal based products are not recommended due to tendency to clog.

It gives pets a better bath while you save time and money.

Oxygen is mixed under pressure with the shampoo and water solution so that when it is released into the coat, it is fully activated for cleansing. The air-injected, low-volume, high-pressure applicator enhances the ability of the shampoo to cut through the oil and dirt clinging to the pet's coat and skin, for a cleansing you simply cannot get with other methods.



1. 2. 3.  
*Because it is applied under high-pressure the shampoo solution penetrates even the most heavy coats, opening up the pores and releasing oils and bacteria.*

The Prima Bathing Systems' technology helps rejuvenate the pet's epidermis by oxygenating underneath the coat, opening up the pores and completely cleansing them of oils and bacteria. This helps restore a youthful sheen and vigor to the animals coat, skin, and nails—and keeps pet owners bringing them back for more.

No longer will you have to bend over and work with a hand brush in awkward positions—hurting your back and arms. Because the Prima Bathing System applies the shampoo solution under high-pressure there's no need to scrub the solution down into the coat, especially on those pets with thick, heavy coats.

Put a leash on operating costs.

Rare is the opportunity to cut costs without sacrificing quality. But with Prima Bathing Systems, quality is a byproduct of engineering efficiencies which significantly reduce the amount of water and shampoo you use. Because the shampoo is pressurized and aerated into a foam, less is needed to efficiently penetrate the coat and cleanse, reducing water usage by as much as 84% and shampoo about 1/4. This technology allows you to quadruple your dilution rates without losing its effectiveness.

**With shampoo costs ranging anywhere from \$15 to \$54 per gallon, it doesn't take long for Prima to give you a return on your capital investment.**

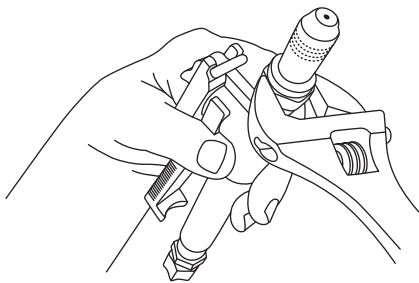
# PRIMA ENCORE SHAMPOO APPLICATOR ASSEMBLY AND OPERATING INSTRUCTIONS:

## Contents list:

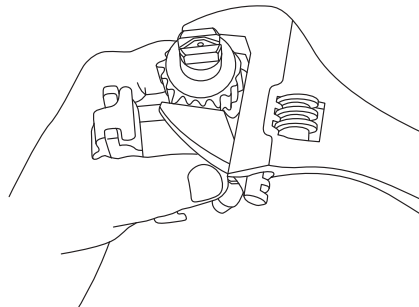
- 2 Fluid Containers (one 6 gal. & one 3.5gal)
- 1 Pumping Unit
- 1 Spare Filter (Blue)
- 1 Spray Tip
- 1 Spare Gasket
- 2 Screws
- 2 Hanging Hooks

**WARNING: DO NOT PLACE THE PUMPING UNIT IN WATER OR SINK OR TUB. TO REDUCE THE RISK OF ELECTRICAL SHOCK, THIS PUMPING SYSTEM MUST BE PLUGGED INTO A GROUND-FAULT CIRCUIT INTERRUPTER (GFI) PROTECTED ELECTRICAL OUTLET.**

The Prima Encore is designed for portability and can sit on the floor or hang on the wall using one of the hooks provided. Locate it close to your sink or tub at about eye level and within easy reach of your fluid containers. **DO NOT LOCATE DIRECTLY IN OR ABOVE THE TUB OR SINK.** The extra hook is handy to install on the side of your tub to hang the spray gun on when not in use. The extra spray tip is for the spray gun to provide a variable round spray pattern. To change the spray pattern, rotate the end of the spray tip. Use a wrench to attach brass spray cone tip.



When attaching the **brass cone tip**, tighten the hex nut with a wrench in order for the nozzle to function properly as an adjustable nozzle.



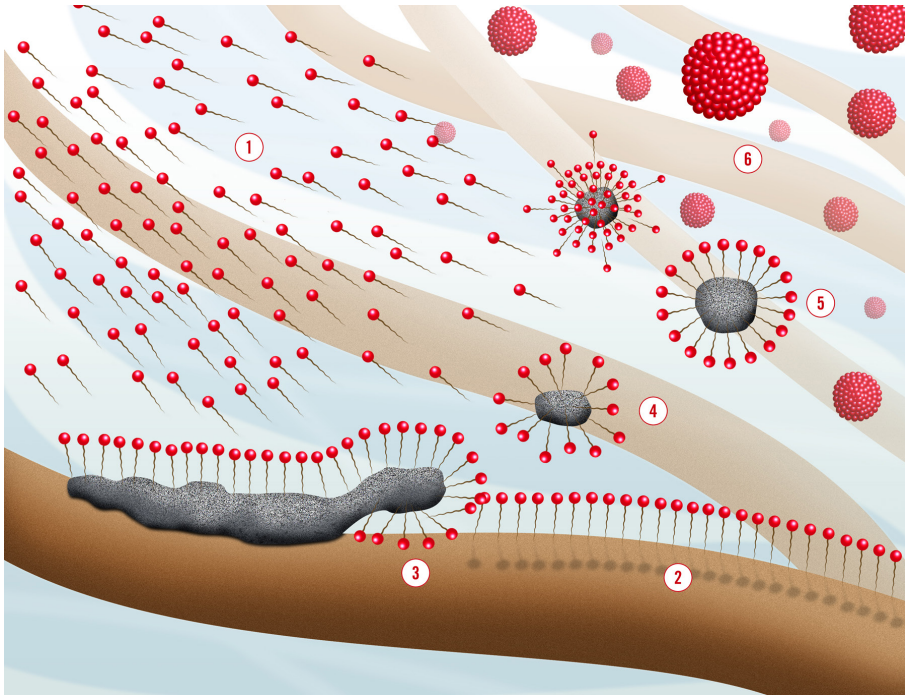
The **flat fan tip** is held on with a ridged cap. It must be tightened snugly, but not too tightly.

## RECOMMENDED APPLICATION PROCEDURE:

1. Apply the diluted shampoo solution throughout the dry coat—no pre-rinsing is necessary.
2. Start by applying to the paws first, top and bottom. Be sure to spray the toenails.
3. Spray the rump and the tail.
4. Spray the belly, back to front.
5. On one side spray up the back quarter, bottom to top.
6. Spray the side panel back to front, bottom to top.
7. Spray the front quarter, bottom to top.
8. Spray the front chest and neck, bottom to top.
9. Turn the dog around and repeat procedure.
10. Spray the back from the rear to the front, ending up at the head.
11. If you elect to spray the head, fold the ears down and cover the eyes with one hand. Always protect the eyes from the spray. To eliminate the risk of spraying the eyes, apply the shampoo by squeeze bottle or by hand to the face area.

The idea is to apply the shampoo throughout the dry coat starting with the dirtiest part of the animal first. This way the surfactant in the shampoo will be in contact with the dirtiest part of the animal the longest. ***The surfactant requires 3 to 4 minutes of contact time to completely encapsulate the contaminants in the coat and then be removed by rinsing, leaving a squeaky clean coat with just one application.*** If the coat is not squeaky clean it is an indication that there is not enough shampoo in your formula. Spray bottom up and back to front. This will lift the coat and deliver the shampoo down to the skin. Let the shampoo rest in the coat before you rinse it out. Hand scrubbing is not necessary, but doesn't hurt as long as you don't disturb the surfactant before it has enough time to thoroughly bond to and encapsulate the oils, dead skin, dirt, fleas and bacteria. If you follow these procedures you will find that rinsing with a high flow of water will quickly remove everything, leaving the coat super clean and quicker to dry.

## HOW SHAMPOO WORKS:



### IN THIS ILLUSTRATION:

- ① Shampoo containing surfactants is dispensed throughout the coat.
- ② Surfactant lines up on and connects to surfaces.
- ③ Surfactant gets under contaminants on the coat and skin.
- ④ Other surfactant molecules join the party and encapsulate the dirt and bacteria.
- ⑤ Now the party is in full swing.
- ⑥ The surfactant has now fully encapsulated the contaminants to create a “micelle” (aka “slimy ball”) that will quickly be removed from the coat in the flood of rinse water.

**The entire process requires about 3-4 minutes.  
For best results increase contact time.**

## SETTING UP YOUR ENCORE BATHING SYSTEM:

Before adding shampoo follow these steps to set up your Prima:

1. Remove pump unit from large container;
2. Unroll the tubing and power cord;
3. Connect the power cord to your GFI protected electrical outlet;
4. Fill one of the supplied containers with lukewarm water;
5. Turn white lid onto container until tight - to minimize hair getting into the fluid, always keep the large lid on the container;
6. Connect the two suction tubes from the pumping unit to the quick couplers on the fluid container. To separate, push the grey button and pull the two fittings apart;
7. Turn the control valve on the lower front face of the pumping unit to the **MIX** (vertical) position; this will prime the pump;
8. Turn the electrical switch on.

The pump will begin priming by sending the air in the suction line back to the fluid container. Once the air is removed, turn the control valve to the **APPLY** (horizontal) position. The pump will build up pressure and turn itself off and wait for you to turn on the spray gun to apply shampoo. The first time the pump is primed, it can take 30 to 90 seconds.

When the pump is fully primed, the pressure on the gauge will read about 100 psi when off and 70 psi when fluid is flowing out of the spray gun. If it reads less, it is an indication that the pump is not fully primed and will need more priming. If you wish to lower the psi when operating you can turn the control valve to reduce pressure, but must return it to the horizontal position when you have finished spraying or the pump will continue to operate indefinitely. If you wish to leave it on low pressure you can turn the pump off when you are through spraying by using the electrical switch.

1. Each time the pump runs out of fluid it will need priming again.
2. When fully primed and operational the pump will turn on and off automatically when you turn the spray gun on and off.
3. When you are not using the system for an extended period of time (e.g. at the end of the day) it is best to turn the system off and open the spray gun to bring the pressure down to zero.

ADD SHAMPOO TO THE WATER WHEN YOU ARE READY TO USE YOUR PRIMA:

- 1. Remove the small cap on the Prima container bucket lid and add appropriate amount of shampoo and replace the small cap.
- 2. To mix the shampoo in the water, turn the control valve to MIX (vertical). After 5 minutes turn the control valve to APPLY (horizontal). The pump will turn off, then will turn back on when you apply the shampoo.
- 3. Using the QUICK START SHAMPOO DILUTION CHART on page 6, determine how much shampoo to add to the amount of water you are putting into the fluid container. Most people increase the dilution ratio by 3 or 4 times. This effectively reduces the shampoo manufacturer’s recommended amount by 70-75%. If this ratio is not adequate to completely clean the pet’s coat, add more shampoo until you reach the optimum dilution rate.

The PH of your water will have an effect on the ratio you ultimately find effective. There is no need to have too much, but it is a good idea to begin with more at the start and as you gain experience, reduce the amount of shampoo until you find the perfect ratio that delivers a squeaky clean coat after you rinse. The water in the container will come to room temperature in about 4 hours so it is prudent to mix only what you need for a 4-hour period. Depending on the size of the dog and the type of coat, you will need about 1 – 2 gallons of fluid for a large dog and and ¼ gallon for a lap dog. As you gain skill using the Prima, you will use less shampoo fluid.

We also recommend that you clean the containers with a solution of 1oz. vinegar to 1 gallon of water and run this through the system once a week. Do NOT use excessive amounts of vinegar and be sure to flush it out with fresh water.

SHAMPOO DILUTION WITH A PRIMA:

Because your Prima uses so much less shampoo you can dilute your shampoo 3 to 4 times more than the recommended dilution ratio found on your shampoo bottle.

For instance, if your shampoo bottle recommends a 50/1 dilution ratio you can dilute the shampoo to 200/1.

QUICK START SHAMPOO DILUTION CHART:

|  | 1<br>Gallon<br>Water | 2<br>Gallons<br>Water | 3<br>Gallons<br>Water | 4<br>Gallons<br>Water | 5<br>Gallons<br>Water | 6<br>Gallons<br>Water |
|--|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Dilution Ratio from Shampoo Bottle 6/1 = ACTUAL PRIMA Dilution Rate 20/1   | 3/4 C SHAMPOO        | 1 1/2 C SHAMPOO       | 2 1/3 C SHAMPOO       | 3 1/4 C SHAMPOO       | 4 C SHAMPOO           | 4 3/4 C SHAMPOO       |
| Dilution Ratio from Shampoo Bottle 8/1 = ACTUAL PRIMA Dilution Rate 30/1   | 1/2 C SHAMPOO        | 1 C SHAMPOO           | 1 1/2 C SHAMPOO       | 2 C SHAMPOO           | 2 2/3 C SHAMPOO       | 3 1/4 C SHAMPOO       |
| Dilution Ratio from Shampoo Bottle 10/1 = ACTUAL PRIMA Dilution Rate 40/1  | 1/3 C SHAMPOO        | 3/4 C SHAMPOO         | 1 1/4 C SHAMPOO       | 12/3 C SHAMPOO        | 2 C SHAMPOO           | 2 1/3 C SHAMPOO       |
| Dilution Ratio from Shampoo Bottle 15/1 = ACTUAL PRIMA Dilution Rate 60/1  | 2.5 oz SHAMPOO       | 1/2 C SHAMPOO         | 3/4 C SHAMPOO         | 1 C SHAMPOO           | 1 1/3 C SHAMPOO       | 1 2/3 C SHAMPOO       |
| Dilution Ratio from Shampoo Bottle 20/1 = ACTUAL PRIMA Dilution Rate 80/1  | 1/4 C SHAMPOO        | 1/3 C SHAMPOO         | 2/3 C SHAMPOO         | 3/4 C SHAMPOO         | 1 C SHAMPOO           | 1 1/4 C SHAMPOO       |
| Dilution Ratio from Shampoo Bottle 30/1 = ACTUAL PRIMA Dilution Rate 100/1 | 1.5 oz SHAMPOO       | 2.5 oz SHAMPOO        | 4 oz SHAMPOO          | 5 oz SHAMPOO          | 6.5 oz SHAMPOO        | 8 oz SHAMPOO          |
| Dilution Ratio from Shampoo Bottle 40/1 = ACTUAL PRIMA Dilution Rate 150/1 | 1 oz SHAMPOO         | 2 oz SHAMPOO          | 2.5 oz SHAMPOO        | 3.5 oz SHAMPOO        | 4 oz SHAMPOO          | 4.5 oz SHAMPOO        |
| Dilution Ratio from Shampoo Bottle 50/1 = ACTUAL PRIMA Dilution Rate 200/1 | 0.75 oz SHAMPOO      | 1.5 oz SHAMPOO        | 2 oz SHAMPOO          | 2.5 oz SHAMPOO        | 3.5 oz SHAMPOO        | 4 oz SHAMPOO          |
| Dilution Ratio from Shampoo Bottle 60/1 = ACTUAL PRIMA Dilution Rate 250/1 | 0.5 oz SHAMPOO       | 1.25 oz SHAMPOO       | 1.5 oz SHAMPOO        | 2 oz SHAMPOO          | 2.5 oz SHAMPOO        | 3.5 oz SHAMPOO        |
| Dilution Ratio from Shampoo Bottle 80/1 = ACTUAL PRIMA Dilution Rate 320/1 | 0.4 oz SHAMPOO       | 0.8 oz SHAMPOO        | 1.2 oz SHAMPOO        | 1.5 oz SHAMPOO        | 2 oz SHAMPOO          | 2.5 oz SHAMPOO        |

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Approximate Calculations. If coats aren’t getting squeaky clean increase the amount of shampoo.