

Frequently Asked Questions

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Mix'n'Shake[™] Frequently Asked Questions

General Product Information

What is SEM Mix'n'Shake [™] ?	SEM Mix'n'Shake Automated Stirring Technology is an innovative new system that replaces the manual stirring process to ensure a uniform paint mix and complete color accuracy every time.
	Technical experts spent years of research and development creating the Mix'n'Shake system: an advanced stirring device and unique, specially designed cups, which produce a perfect paint mix.
How does it work?	Simply place the cup into the device, close the cover and select one of the three programs for primer, basecoat or clearcoat. The combination of speed, movement and the cup's three functional indentations allow every drop of paint to be blended into a fully uniform mix. Mix'n'Shake's patented stirring mechanism is scientifically proven to deliver consistent results every time. Compatible with virtually any paint system - and connects with the PPG LINQ™ digital ecosystem for even more benefits.
Why would a body shop want to use Mix'n'Shake?	Body shops are under the constant challenge of retaining the best painters, boosting profitability and streamlining repairs. Mix'n'Shake automated stirring technology helps tackle all three by cutting consumable costs, eliminating color errors and freeing painters from manual stirring. This gives painters more time to focus on painting and completing additional jobs - directly increasing productivity and revenue - while improving their work experience by removing repetitive tasks and reducing stress and creating a cleaner and better work environment. Mix'n'Shake turns the cost of stirring into profit.
What are the main benefits?	 Improved productivity – Best in class accuracy Greater profitability – Up to 10% savings on consumables Cleaner work environment – 100% focus on people Efficiency – Gain up to 6% productive hours
Why is poor stirring so negative for a painter?	Patchy color, uneven surfaces, and reduced adhesion all are side effects of a poor paint mix. It can even lead to poor scratch, UV and stone-chip resistance.
Can I use this with any paint and paint lines? Clearcoats? Undercoats and primers?	Mix'n'Shake has been thoroughly tested with PPG refinish products and other paint lines available in the market, including primers, color coats and clear coats, this includes water based and solvent base paint lines.
Why is it a benefit that it is connected to the PPG LINQ™ digital ecosystem?	The connection with PPG LINQ™, specifically PPG LINQ™ Color, is that you can now monitor one more step in the repair process - the products stirring. Verifying the proper stirring of all products in a repair, and confirming that the stirring cycle has been properly completed, is one more step in the quality control of the process.



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How do I set-up the device?	The device does not need any special set-up. Just connect it to the power and the device is ready to go. Please refer to the user manual for the proper installation, and follow the local regulations.
Power requirements and specifications?	The device requires electric power at Single Phase 100-240 V 50Hz / 60Hz, 2.6A. Please follow local regulations for the electrical installation.
Where can I install?	Mix'n'Shake has been designed to be placed on a standard work bench or, if preferred, it can be placed on a wall using our wall mounting bracket.
	Please install in an area according to the device certification.
	Can you put this in a mixing room?
	As Mix'n'Shake device is certified for use in ATEX zone 2 and UL class 1 div 2 locations, always refer to a certified electrician for electric connection in these areas. See user manual for installation instructions.
Is Mix'n'Shake a device to be used only with MoonWalk™?	No, Mix'n'Shake works just as well with manual dosing as with MoonWalk™.
How do I clean and keep my Mix'n'Shake maintained?	Cleaning Mix'n'Shake is easy, the solvent resistant material means even the hardest of stains can be removed.
	*Always unplug the device from power before cleaning.
	The device is Maintenance free, the below parts can be ordered if required, simply call your distributor/rep.
	Drip tray
	Device cover
	Device feet
What are the dimensions and weight of the device?	Device outer dimensions are 380mmc380mmx390mm and weighs approximately 19 kg



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Can I use my current cup system?	Mix'n'Shake is a complete solution with two key components: a device with a unique movement profile, and a plastic cup with a unique design and shape. The combination of Mix'n'Shake device and Mix'n'Shake cup gives the user full control over the final results. The cups also come in 3 sizes with 2 filter options as well as the option to remove the calibrated scales.
	Which ratios are on the cups? Are they calibrated?
	All of the Mix'n'Shake cups are fully calibrated to ensure a consistent mix and our cups come with or without ratios to suit your needs, the ratios cover 2-1,3-1,4-1 and 5-1.
	Do I need different adaptors for different lids? Do I need to use specific adaptors?
	Mix'n'Shake has a single lid for all three cups sizes, our comprehensive adapter range ensures an easy fit to your preferred spraygun.
	Click here to see the full range of adaptors and system components that are available
	3. What Filters are available?
	We offer 2 filter sizes, 125 microns for base coats and clear coat and 190 microns for primers, our filters are color coded and easily identified.
	4. Do I need different cup holders or accessories?
	No other specific cup holders or accessories are needed when using the Mix'n'Shake device and cup system.
Is the cup ready to use?	Yes, once the stirring program has finished just attach the cup to the gun using your specific adapter, purge your gun and you're ready to go!
How do I know that my mix is complete?	The programs come from multiple tests performed in PPG labs, so you can be confident of achieving the best results every time.
	When a program has finished, a green light will illuminate then flash letting you know your paint is ready.



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What happens if I push the wrong button?	Mix'n'Shake has 3 buttons to choose from: Undercoat, base coat and top coat, if you pick the wrong one you can simply wait for the program to finish then remix or you can interrupt the mix (by opening the cover or pushing the red stop button), reselect the appropriate program and remix.
What happens if my Mix'n'Shake stops working?	First, check the power source. If the on/off button is illuminated check that the Emergency button is not engaged. Next, make sure the cover is properly closed. Finally, refer to this indicator list to diagnose:
	1. Troubleshooting and Fault Codes
	Error codes will be visualized on the Progress Bar. Combinations of LEDs that are lit, highlighting different layouts that will indicate different error types that may occur. Descriptions below:

Error Code	Meaning and solution
	Protective Cover opened during cycle. Close the Protective Cover in order to restart the cycle. Protective cover should not be opened during normal operation.
	End detection sensor and home detection sensor activated simultaneously, system error, contact service.
	Emergency button pressed. Turn the Red button to unlock/release to operate.
	Overheating (Temperature sensor above 50°C). Give the Mix'n'Shake Device time to cool down. Switch on after a little while.
	Linear motor not moving Check for obstruction, try a repower, else problem in system, contact service.



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Error Code	Meaning and solution
	Rotating motor not moving Check for obstruction, try a repower, else problem in system, contact service.
	Motor driver error. System error, contact service.
	End or home sensor activated while mixing. Check for obstruction, try a repower, else problem in system, contact service.
BLINKING	Input power supply error. System error, contact service.
BLINKING	Firmware Over The Air (FOTA) failed. System error, contact service.
BLINKING	Rollback failed. System error, contact service.

If it is still not working after troubleshooting, please contact your local help service desk to request a replacement.



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Warranty and Support

What is the process for repairs or replacements?	Check with your local representative.
Where can I purchase additional consumables and cups	Check with your local representative.

