

FAULT FINDING GUIDE

ORBIS UHS 17" & 20"

Model:

Serial no:

NOTE: Please refer to the machine pictorial in the manual

MACHINE DOES NOT WORK

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| Has the machine worked before? | |
| Do you have a green light come on when plugged in? | |
| If No: Have you tried the plug in another plug socket? | |
| Have you checked the power cable and fuse for damage? | |
| If Yes: Check drop cable is fitted correctly in to base of machine | |

MACHINE JUMPING OR BOUNCING

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| What colour pad are you using? (Pink and white pads are recommended) | |
| Check the pad is fitted centrally | |
| Check the pad is not dirty (both sides) if yes fit new pad | |

BRUSH ASSEMBLY NOT TURNING

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| Check that the drive disc fitted correctly (ensuring the pad is fitted to drive disc) | |
| Please check to see if you can turn the drive disc by hand Please make sure the machine is unplugged first | |

MACHINE SEEMS TO BE CAUSING A LOT OF DUST MOVEMENT

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| Check vacuum skirt is fitted correctly to the machine and to the passive vacuum bag (this is under the bottom of the machine at the back between the two main wheels) | |
| Check the bag is in the correct position and not full | |

NO SUCTION WHEN USING VACUUM UNIT

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| Is the vacuum unit working? | |
| Check the vacuum hose is fitted correctly to the vacuum skirt? | |
| Check vacuum skirt is fitted correctly to the machine? | |
| Check vacuum hose for blockages? | |
| Check the door on the vacuum unit is fitted correctly? | |
| Check the paper bag is not full or split? | |
| Check the filters are clean? | |

THE MACHINE IS NOT MOVING FORWARD SMOOTHLY

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| Check what colour pad you are using (Pink and white pads are recommended) | |
| Check the pad is not dirty (both sides) if yes fit new pad | |
| Check the castor wheel in the middle of the drive disc is not worn or damaged? | |

ADDITIONAL COMMENTS:

For any other issues or assistance in carrying out these checks please contact the Truvox Service Desk.

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