

## FAULT FINDING GUIDE

### MAINS ORBIS RANGE 15", 17", 20", & DUO

Model: .....

Serial no: .....

**NOTE:** Please refer to the machine pictorial in the manual

#### **MACHINE DOES NOT WORK**

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

#### **MACHINE JUMPING OR BOUNCING**

Check if you are using pads or brushes	
If using pads what are you trying to do I.E. polishing, Scrubbing etc.	
What colour pad are you using?	
Check the pad is fitted centrally	
Check the pad is not dirty (both sides) if yes fit a new pad	

#### **HANDLE ASSEMBLY IS NOT LOCKING IN POSITION**

Check the handle assembly is fitted the right way round (label on the handle should be facing in the direction of the machine and the cable that comes out the bottom of the handle is facing in the direction of the machine)	
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#### **BRUSH ASSEMBLY NOT TURNING**

Check you have the brush or drive disc fitted correctly (if using a drive disc make sure you have a pad fitted to the drive disc)	
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#### **NO SOLUTION ON THE FLOOR WHEN USING THE SOLUTION TANK**

Check you have water in your clean water tank	
Check that the water pipe is not kinked	
Check that the water pipe is not blocked (take the water pipe off the back of the motor cover & pull the water lever)	

**NO SUCTION WHEN USING THE VACCUM UNIT**

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

**ORBIS DUO MACHINE ONLY – MACHINE RUNS AT ONE SPEED ONLY**

Check the speed control switch is in correct position 200 or 400 - To check try on 200 speed then stop machine try on 400 speed	
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**ADDITIONAL COMMENTS:**

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

Truvox International Limited, Unit C (East), Hamilton Business Park, Manaton Way, Botley Road, Hedge End, Southampton SO30 2JR, UK  
Tel: + 44 (0) 23 8070 6601 | Email: [service@truvox.com](mailto:service@truvox.com) | Web: [www.truvox.com](http://www.truvox.com)