

TROUBLESHOOTING

⚠ WARNING: Always disconnect the plug from the power outlet before trouble shooting.

SYMPTON	POSSIBLE CAUSES	REMEDY
Vacuum does not operate	No power to motor	1.Plug into power outlet and switch it on
		2.Check power supply for blown breakers /fuses – replace if needed
		3.Call customer service help line
Dust escaping	1. Filter not installed	1. Install the filter
	2. Holes or torn filter	2. Replace the filter
	3. Filter gasket not laying flush on canister top edge	3. Check and reinstall the filter
	4. Motor housing not seated or secured	4.Reinstall motor housing.Or, lock down both clamps
Metal nozzle, hose or canister become HOT	Ash is too warm or hot	Allow ash to cool before vacuuming
Reduced or no suction	1. Clogged nozzle, hose or vacuumport	1. Check for blockage & remove
	2. Canister full	2. Empty canister
	3. Filter clogged with fine dust	3. Clean filter or replace with a new filter
Weird sound	Check if the filter is blocked	Check if the filter is blocked. Please remove trash dust and maintain the filter
Motor overheat	1. Filter is too dirty	1. cleaning the filter
	2. Overheat protection	2. Can't touch the top of the unit until it cools off
Electrical smell when running	A less than appealing odor that came out when it was brand new. after a couple of uses, the smell is gone	

If the failure can not be eliminated according to the above method, we will provide you two-year warranty. If you have any questions, please send us an email and we will reply you within 12 hours!

The original purchaser is covered by this warranty and it is not transferable. Prior to returning your tool to store location of purchase, please send us an email for possible solutions.

ACCESSORIES INCLUDED IN THIS KIT ARE NOT COVERED BY THE 2 YEAR WARRANTY.