

Troubleshooting for MedRx Ultra Vac (item# MRXUV)

PROBLEM

SOLUTION

Won't turn on

- Check fuse located on rear panel
 - Call for service
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Vacuum Wand not working

- Check that the Drying Chamber switch is in the Vacuum Wand setting
 - Check to make sure hose is connected properly in panel
 - Check to make sure filter is properly attached and not blocked
 - Check to make sure tip is not blocked, use the pressure function to clear tip
 - Call for service
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Drying Chamber not working

- Recycle the timer by moving the Drying Chamber switch to Vacuum and then back to Drying Chamber
 - Check to make sure vacuum cup does not leak around pad or has any cracks
 - Call for service
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Weak vacuum at the wand

1. Place the cup on the vacuum chamber. You should have the display showing a vacuum of 24+. If it does, the pump is functioning properly, continue...
2. Remove the tip from the wand, you can not accurately gauge the vacuum with a needle tip on it.
3. You may have to wet your finger, but the tip should vacuum onto your finger enough to support the filter/wand assembly.
4. If it does not stick to your wet finger, pull on the rubber hose material 2 inches from where it plugs into the unit, at the black quick connector labeled Vacuum Wand.
5. If the hose comes out, then it was not attached properly. Re-attach the hose. **Push it in hard.** You should be able to pull on the tubing and not have it pull out of the black quick connector. Due to the flexibility of the tubing, it's tricky to assemble your first few times.
6. Go back to step 3.

Service Phone Number:
888-392-1234



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