

# 11 Troubleshooting

## **No LED lit**

The Basic is not connected to the mains or the fuse needs replacement.

## **Yellow LED indicator lit**

### **Minor case**

yellow LED indicator lit but the pump can be switched on and off:

- contact the internal technical department or your authorised service center at next possible occasion.

### **Major case**

yellow LED indicator lit and pump cannot be switched on and off:

- contact the internal technical department or your authorised service center for repairs / maintenance.

## **Motor not running**

Check to ensure:

- the Basic is switched on. The standby LED must be illuminated.
- the mains plug is inserted correctly into the fixed mains socket and into the appliance inlet.
- the fuse on the back of the Basic is not defective. For replacing the defective fuse see chapter 12.

If the fault cannot be rectified, please contact the internal technical department.

## **Insufficient vacuum**

Check if:

- the vacuum regulator is set correctly.
- the tubing is not defective or broken. If necessary, replace.
- all plug-in connections are tight.
- the overflow protection is deactivated / open. If the overflow protection is activated, deactivate it as shown under 6.4a/2.2.
- the suction jar / lid have no cracks, brittle areas, discolouration. If necessary, replace.
- the disposable system has no cracks, brittle areas, discolouration. If necessary, replace.
- the filter is not clogged. To test if the filter is clogged see chapter 13.

If the fault cannot be rectified, please contact the internal technical department.