

TROUBLESHOOTING GUIDE

Fault	Possible Cause	Solution	By Whom
No lights on	No power to the machine	Check electrical mains / plug fuse	Electrician
Poor cleaning result	Microbes have been destroyed	Replace filter mat	Operator
	Too much oil has been put into the machine – it is not a waste oil dump	Add a bottle of Ozzy Microbe Booster	Operator
High consumption of fluid	Fluid is being carried off in the cavities of parts being washed	Let the cleaned parts drain off	Operator
	Fluid is being taken out for benchtop cleaning elsewhere in the works	Make provision for extra fluid requirement	Operator
	Evaporation – machine situated near an open roller shutter door	Move machine to a warmer position	Operator
	Flow Thru brush has been allowed to hang over the side of the sink	Check for fluid on the floor around the machine	Operator
	Device leaking	Check machine for leaks	Operator
	Evaporation - gap between the sink and the base	Check that the sink is sitting properly on top of the base	Operator
No flow of fluid	Closed tap on both nozzle and brush	Open taps	Operator
	Insufficient cleaning solution in the tank	Add fluid until the red indicator light goes off	Operator
	10 minute pump timer has expired	Flick the ON/OFF switch off and on to restart flow	Operator
	Pump has failed	Replace the pump	Service Engineer
	Hose is blocked or has become disconnected	Check hose connection from the pump to the nozzle or to the tap for blockages or leaks	Operator

Low fluid indicator light is on despite having adequate fluid	Level sensor probe has got stuck	Dislodge weight on sensor level probe. If light remains on call customer service / service/repair	Operator
Cleaning Solution is backing up and not draining from sink	Stainless steel filter basket is blocked	Clean debris from mesh basket	Operator
	Filter mat is covered in sludge and therefore impenetrable	Replace filter mat	Operator
Cleaning Solution is cold	Check Low Fluid Indicator light.	If light is on add 20L cleaning solution	Operator
Cleaning Solution is discoloured	Cleaning Solution will become dark in colour due to dyes in oils and greases washed off from the dirty parts;	This is normal and will not affect the cleaning power	N/A

To report a fault or to request a cleanout please contact Rozone`s Service Department on 0121 526 8181

or fill out the Repair Form on this website

We will repair all machine appliance failures within the warranty period free of charge, provided that the failure is caused by faulty parts or defects in fabrication

