

## Troubleshooting Chart: European Assistant's Unit Instruments

<i><b>Problem</b></i>	<i><b>Symptom</b></i>	<i><b>Probable Cause</b></i>	<i><b>Check</b></i>	<i><b>Solution</b></i>
<b>Assistant's Unit Syringe has no water.</b>	No water when syringe button at the Assistant's Unit is pressed.	Water bottle empty or water selector switch not set properly.	Water bottle and City/ Bottle water selector switch setting.	Fill water bottle or flip switch to correct setting.
		Flow control knobs under Assistant's unit head need adjustment.	Water control knob under Assistant's Unit head.	Rotate water control knob to increase flow.
		Damaged or disconnected tubing.	Check 1/8 blue tubing (water selector valve to quick connect and to syringe).	Reconnect or replace damaged tubing.
		Water selector valve is malfunctioning.	Replace suspect valve with known working valve.	Replace faulty water selector valve.
		Water manual shutoff valve is OFF or malfunctioning.	Manual shutoff valve in J-box.	Turn manual shutoff valve ON. Contact licensed plumber to replace faulty manual shut-off valve.
<b>Assistant's Unit Syringe has no air.</b>	No air when syringe button at the Assistant's Unit is pressed.	Damaged or disconnected tubing.	Check 1/8 yellow tubing (air quick connect and to syringe).	Reconnect or replace damaged tubing.
		Air manual shutoff valve is OFF or malfunctioning.	Manual shutoff valve in J-box.	Turn manual shutoff valve ON. Contact licensed plumber to replace faulty manual shut-off valve.
<b>Saliva ejector or HVE does not work.</b>	No suction.	Central vacuum unit is OFF or malfunctioning.	Check central vacuum unit.	Contact service provider for central vacuum unit service if necessary.
		Damaged or disconnected tubing.	Check 3/4" grey vacuum tubing (assistant's unit to central vacuum connection in J-box) for damage and proper connections.	Replace damaged tubing. Reconnect tubing if necessary.
		Saliva ejector and/or HVE not placed in slot properly.	Check holder components to verify functioning correctly.	Adjust holder components so they move freely.
<b>Keypad does not work.</b>	Chair does not move when pressing keypad.	Bad board or broken wires.	Verify chair powered.	Power chair.
			Check for broken wire in assistant's head.	Replace wires.
			Check if both LEDs on assistant's head PCBoard are on.	Verify all wires are properly connected. Replace PCBoard if necessary.

### Ordering Parts

The following information is required when ordering parts:

- Serial number & model number
- Part number for desired part  
(Refer to Parts Lists)

For warranty parts orders, call Midmark's Technical Service Department with the required information.

Hours: 8:00 am to 5:00 p.m. EST (Monday thru Friday)

Phone: 1-800-Midmark (1-800-643-6275)