TROUBLESHOOTING GUIDE

230 V, 50 Hz, 3.0 A SUITMATE® Unit

If applicable, the following troubleshooting guide can be followed for a 230 V, 60 Hz, 4.3 A SUITMATE® unit.

If you are experiencing difficulty with your SUITMATE® unit, please read through the following pages to see if the problem you are experiencing is described. If so, please follow the troubleshooting steps to attempt to fix the problem. If further assistance is required, please contact the factory for further recommendations at: (Telephone) 1-847-742-3532 or (E-mail) info@suitmate.com.

Problem: The unit is not working. There is no sound, no hum, and no noise at all when the lid is depressed.

- Is there power to the unit? An A.C. voltmeter set to the appropriate range can be used to check for power by measuring across the incoming wires from the electrical supply into the RCD. The RCD can be accessed from the bottom of the unit.
    - If there is no power, check the wire connections to the RCD and check the power at the main power circuit.
    - If there is power to the unit, check to see if the RCD is tripped off. Attempt to reset the RCD by pressing the “TEST” button and then moving the reset switch into the “ON” position.
        - If the RCD cannot be reset, it may be faulty and need to be replaced.
        - If the RCD resets and the unit still is not working, please proceed to the next troubleshooting steps.
- Is the Micro Switch out of adjustment? The Micro Switch is located on the backside of the unit. In order to access it, the unit will need to be removed from the wall.
    - On the backside of the unit, there is a stainless steel box. Remove the box cover. The Micro Switch is located on the right hand side of this box and has a threaded rod attached to a copper arm. Check if the Micro Switch is engaging properly by depressing the Lid while still maintaining visual contact with the Micro Switch.
        - Does the threaded rod pull up on the arm of the Micro Switch? If the arm is moving but does not make an audible “click,” the Micro Switch needs to be adjusted. For further instruction please refer to our website www.suitmate.com under RESOURCES.
        - Does the threaded rod not move at all? This could indicate a broken Actuator Screw. For further instruction please refer to our website www.suitmate.com under RESOURCES.
- Is there power after the Timer? With the Lid depressed, use an A.C. voltmeter set to the appropriate range to check for power at the #4 (or COM) connection on the Timer.
    - If there is no power at that connection point, the Timer may be faulty and need to be replaced.
    - If the Timer is functioning properly, the power reading at the #4 (or COM) connection will last for approximately 7-8 seconds and then shut off.

Problem: The unit is humming when the Lid is depressed, but the Basket is not spinning.

CAUTION! ***Make certain the main electrical power to the unit is turned off – and locked out – before beginning work on the SUITMATE® unit.***

- Does the Basket spin freely? With the Lid in the open and upright position, use a piece of bar stock or a wood 5 cm x 10.2 cm (2 X 4 in) to manually depress the two Brake Rods that come up through the Top on each side of the opening for the Basket. Simultaneously depress both Brake Rods approximately 1.3 cm (½ in) and attempt to spin the Basket. With the Brake Rods depressed, it should take very minimal force to spin the Basket.

- If the Basket spins freely, the problem may be due to a loose wire or a broken motor component. Remove the end cap from the bottom of the motor to visually inspect the motor components for cracks, frayed wires and broken wires. If anything is found to be broken, contact your local distributor or Extractor Corporation for additional assistance or replacement parts.
- If the Basket does not spin freely or at all, the problem may be due to an obstruction within the unit or faulty motor bearings. Check for signs of an obstruction within the unit by gently pulling the Basket aside and, with a flashlight, look down inside the unit for something wrapped around the Basket or Brake Disc (located around the bottom of the Basket). If foreign objects are found, try to pull them out with a long hook or other instrument. If the obstruction cannot be removed in this manner, the Top and Sub-Top may need to be removed to fully access the inside of the unit. For further instruction please refer to our website www.suitmate.com under RESOURCES.
    - If no signs of an obstruction can be seen, the issue may be faulty motor bearings. Please contact your local distributor or Extractor Corporation for additional troubleshooting regarding this issue.

Problem: The unit is humming as soon as power is engaged and before the Lid is depressed.

This could be caused by either a faulty Timer or an over-adjustment on the Micro Switch.

- To test for a faulty Timer in this instance, place the Lid in the open and upright position and use an A.C. voltmeter set to the appropriate range to check for power at the #4 (or COM) connection on the Timer.
    - If there is power at the #4 (or COM) connection on the Timer with the Lid in the upright position, the Timer is faulty and should be replaced.
- To check the adjustment on the Micro Switch, for further instruction please refer to our website www.suitmate.com under RESOURCES.

Problem: The unit is leaking.

The SUITMATE® unit does not have any seals or gaskets that can wear or break down. Leaking is primarily caused by an obstruction within the interior drain channel, drain hose, or P-trap (if applicable). The interior drain channel is a 5 cm (2 in) U channel that runs around the perimeter of the interior of the unit. Check for an obstruction by gently pulling the Basket aside and, with a flashlight, look down inside the unit for something blocking the drain channel or drain opening. If foreign objects are found, try to pull them out with a long hook or other instrument. If the obstruction cannot be removed in this manner, the Top and Sub-Top may need to be removed to fully access the inside of the unit. For further instruction please refer to our website www.suitmate.com under RESOURCES.

Problem: The RCD is tripping off every time the unit is run.

CAUTION! ***Make certain the main electrical power to the unit is turned off – and locked out – before beginning work on the SUITMATE® unit.***

- The SUITMATE® unit should be connected to a 230 V, 50 Hz, 13 A dedicated circuit. If the unit is connected on a circuit with other items or appliances, it is possible that the initial draw of the unit could be overloading the circuit causing the RCD to trip off. If the SUITMATE® unit is not on a dedicated circuit, switch it to a 230 V, 50 Hz, 13 A dedicated circuit and verify that the problem is resolved.
- If the SUITMATE® unit is already on a 230 V, 50 Hz, 13 A dedicated circuit, the RCD may be faulty, have a loose connection, or there may be a short within the unit.
    - Verify that all wires are securely connected on both the “L1” and “N” sides of the RCD. If a loose connection is found, correct it, restore power and verify that the problem is resolved.

- If a loose connection is not found or the RCD still trips off, turn off the main electrical power to the unit and bypass the RCD. Connect the unit direct to a grounded wall circuit and see if the main circuit breaker trips off. If the main circuit breaker does not trip, the RCD is most likely faulty and should be replaced. If the main circuit breaker does trip, there is probably a short within the unit. Please contact your local distributor or Extractor Corporation at (Telephone) 1-847-742-3532 or (E-mail) info@suitmate.com for additional troubleshooting assistance.

Problem: The RCD is tripping off at random times, no specific pattern or reason.

CAUTION! ***Make certain the main electrical power to the unit is turned off – and locked out – before beginning work on the SUITMATE® unit.***

- The SUITMATE® unit should be connected to a 230 V, 50 Hz, 13 A dedicated circuit. If the unit is connected on a circuit with other items or appliances, it is possible that at the random time when the unit is running at the same time as another appliance on the circuit, the circuit could become over loaded and cause the RCD to trip off. If the SUITMATE® unit is not on a dedicated circuit, switch it to a 230 V, 50 Hz, 13 A dedicated circuit and verify that the problem is resolved.
- If the SUITMATE® unit is already on a 230 V, 50 Hz, 13 A dedicated circuit, the RCD may be faulty or have a loose connection.
    - Verify that all wires are securely connected on both the “L1” and “N” sides of the RCD. If a loose connection is found, correct it, restore power and verify that the problem is resolved.

Problem: The Basket takes longer than 1 second to stop when you lift the Lid.

There is a problem with the Brakes. **Please take the unit out of service immediately** and contact your local distributor or Extractor Corporation.

Problem: The unit will run but takes a long time to reset before being able to run again.

- This may indicate a faulty Timer, a faulty Motor Thermal Breaker, or an obstruction within the unit.
- To test for a faulty Timer, please refer to our website www.suitmate.com under RESOURCES for further instruction on bypassing the timer. If the unit functions normally once the timer is bypassed, the timer should be replaced.
- If the unit takes more than 5 minutes to reset, there may be either an obstruction within the unit that is causing friction while the unit is running or a faulty Thermal Breaker.
    - Check for signs of an obstruction within the unit by gently pulling the Basket aside and, with a flashlight, look down inside the unit for something wrapped around the Basket or the Brake Disc (located around the bottom of the Basket). If foreign objects are found, try to pull them out with a long hook or other instrument. If the obstruction cannot be removed in this manner, the Top and Sub-Top may need to be removed to fully access the inside of the unit. For further instruction please refer to our website www.suitmate.com under RESOURCES.
    - If no signs of an obstruction are visible, the issue could be a faulty Motor Thermal Breaker. Please contact Extractor Corporation for additional troubleshooting regarding this issue.

Problem: The unit is making excessive noise when it is running.

- The patrons may not be operating the unit correctly. Test this by putting a swimsuit in the Basket and pushing it all the way down, making sure that it is evenly distributed in the bottom of the unit. Operate the unit.
    - If the unit is still noisy under correct operation, attempt to run it empty. If the noise remains even with the unit being empty, it could indicate faulty motor bearings or worn out brakes. Please contact Extractor Corporation for additional information.

If the above steps and suggestions have not resolved your problem, please contact your local distributor or Extractor Corporation at: (Telephone) 1-847-742-3532 or (E-mail) info@suitmate.com.