# TROUBLESHOOTING

## DANGER

**Electric shock hazard. Do not attempt to open or remove cabinet, there are no user-serviceable internal components. If service is required, return unit to a qualified DeVilbiss Healthcare provider or an authorized service center. Opening or tampering with the unit will void warranty.**

**NOTE**– *Your DeVilbiss Suction Unit contains no user-serviceable parts. If you believe your unit is not working properly, BEFORE YOU RETURN IT TO YOUR DEVILBISS HEALTHCARE PROVIDER WHERE YOU PURCHASED IT, PLEASE TAKE A FEW MOMENTS TO CHECK FOR THESE POSSIBLE CAUSES:*

| PROBLEM | ACTION |
|---|---|
| **Unit does not turn on when external power is connected. Green external power light does not illuminate.** | 1. Check power sources and connections.<br>2. Ensure wall outlet is live by plugging in a lamp. |
| **Pump runs, but there is no suction.** | 1. Check that all tubing is connected properly.<br>2. Check tubing connections for breaks or leaks.<br>3. Ensure that float shut-off in collection container is not activated or filter cartridge occluded.<br>4. Check for leaks or cracks in collection container assembly. |
| **Low suction.** | 1. Use vacuum regulator knob to increase suction level.<br>2. Check system for leaks. |
| **Unit does not turn on (no external power is connected). 7314P Series Only** | 1. Check that battery is fully charged and/or charge battery. |
| **Battery will not charge (external power and charge indicator lights should be illuminated during charge mode) 7314P Series Only** | 1. Verify that both external power and charge indicator lights illuminate.<br>2. Check power sources and connections.<br>3. Ensure wall outlet is live by plugging in a lamp. |