

It is important to know that any device returning to the After Sales Service without a defect found will be invoiced for diagnosis and testing time (1/2 hour or 1 hour of labour depending on the product as well as the return postage).
 Currently, we receive a large percentage of products that do not have a defect but are related to difficulties in use due to lack of understanding or advice. To avoid unnecessary returns, it is up to the distributor to check as much as possible the faults indicated by their customers.
 When returning products to our premises, it is mandatory to give as much detail and information as possible on the return slip.

	SYMPTOM	CONTROL TO BE CARRIED OUT
WELDING STATIONS MIG/MAG	The appliance trips the electrical panel.	Check the wiring of the electrical outlet and the screwing of the terminals. The user's installation may be faulty.
	The device does not supply power and the thermal protection light is on.	Wait a few minutes for the welder to cool down. Improve the environment to ensure good ventilation.
	The motor runs but the wire does not come out.	Check the condition of the rollers as well as your torch and contact tube. They may be clogged or damaged.
	The welding quality is poor.	Look at the status of the consumables, the user settings and the gas type and flow rate.
	The product fails to start the welding cycle.	Check product settings and installation (wire, roller, gas, torch, etc.) If recurrent, perform a product update.
	The appliance does not start.	Check that the phases arrive inside the product, if this is not the case please check the wiring of the electrical socket.
	The device has an earth fault.	Check the wiring of the electrical socket, as well as the wiring of the welding welding part (torch, ground clamp, electrode holder...)
WELDING STATIONS INVERTER MMA	The device does not supply power and the thermal protection light is on.	Wait a few minutes for the welder to cool down. Improve the environment to ensure good ventilation.
	The unit starts but does not prime.	Check the no-load voltage of the product (approx. 60V). If there is no voltage there is probably a fault on the power block.
	The device has a ground fault.	Check the wiring of the electric plug, as well as the wiring of the welding part (ground clamp, electrode holder).
WELDING STATIONS INVERTER TIG	The device does not supply power and the thermal protection light is on.	Wait a few minutes for the welder to cool down. Improve the environment to ensure good ventilation.
	The product primes but the gas does not come out.	Can you hear the solenoid valve when you pull the trigger? If not, your solenoid valve may be defective. Also check the gas hose in your torch to see if it is not cut is not cut.
	The device has a ground fault.	Check the wiring of the electrical socket, as well as the wiring of the welding welding part (ground clamp, torch).
	The GAS cylinder empties quickly.	Check your post-gas and pre-gas settings.
	Incorrect priming in AC or DC.	Check that your tungsten is suitable for your welding method.
CUTTER PLASMA	The device does not supply power and the thermal protection light is on.	Wait a few minutes for the welder to cool down. Improve the environment to ensure good ventilation.
	The arc has not been established.	Check the condition of the consumables. Try with another torch.
	The arc stops after 3 seconds.	Check the ground clamp contact and the air pressure.
	The arc cuts randomly.	You should have a spring effect on your piston (electrode). If this is not the case, your torch must be replaced.
WATERCOOLING	The pump does not start (no noise).	Check the connections between the cooling unit and the product (connectors and plugs). The fuse of the cooling unit is out of order or badly screwed.
	The pump is working (noise) but there is no water water circulation.	The pump is not primed, carry out a forced priming by putting a hose or a torch The water circuit in the torch or in the bundle is pinched or blocked. The water circuit in the torch or in the bundle is clamped or blocked.
	The product has been switched to thermal protection.	Wait a few minutes for the welding unit to cool down. The pump will continue to run during this period.
SPOTTER DEBUSTER / SPOT WELDING	Overheating of the gun ground cable.	The mass is not positioned correctly, the contact surface with the sheet metal is too small, no compressed air connection.
	On double clamp punching machine coolant leakage and/or coolant and/or overheating of the X-clamp.	Check the water connection of the C-clamp.
	Abnormal noise when starting liquid-cooled time clocks.	Check the coolant level.
	The pliers do not weld well.	Check the clamping pressure and the condition of the electrodes/caps.
	Sensor fault on the gun.	Check probe in gun. Wire cut or probe to be replaced.
	The appliance does not start and/or lacks power.	Check the wiring of the electrical outlet and its sizing. The user's installation may be at fault.

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CHARGERS	The charger does not take the charge.	Check the fuse if the model has one.
	The device has no voltage across the clamps.	No voltage appears until the clamps are connected to a battery.
	BATIUM/WATTMATIC : The product does not go green.	Once the battery is charged (orange LED flashing to steady) the product maintains the charge for approximately 2 hours (orange LED steady). See user's manual.
	BATIUM/WATTMATIC : The display of the voltage lights alternates.	The battery voltage is too low and does not recognise which type of battery it is (6/12/24).
STARTER CHARGES (mains supply)	The device does not charge or does not charge well / does not start.	The clamps are damaged or oxidised.
	The device does not charge the batteries correctly.	The battery capacity is too high. The product is not suitable for the customer's use (see technical and commercial documentation).
STAND-ALONE STARTERS	The device does not charge the batteries.	This is quite normal as it is a self-starter and not a battery charger.
	The device does not charge or does not charge well / does not start.	The clamps are damaged or oxidised.