

T R O U B L E S H O O T I N G



Dyna-Form® Low Air Loss

This is a troubleshooting guide for the **Dyna-Form Low Air Loss Systems** in the event of a malfunction. (Please refer to the User Manual for additional information)
Product Code MAT/LOW/AIR

Symptoms	Problems / Cause	Points to check
No power to the pump	<p>If the power indicator is ON and the pump doesn't work, contact your care provider.</p> <p>If the power indicator is OFF, there may be a faulty socket. Try to connect the power cord to another socket. If the power indicator is still OFF, contact a qualified electrician for mains power check.</p>	<ol style="list-style-type: none"> 1. Check if the plug is inserted firmly into the mains socket. 2. Turn on the power switch again.
Incomplete inflation (LOW PRESSURE)	<p>Always keep the tubes straight.</p> <p>Change tubes if there is any damage or kinking.</p> <p>Ensure the CPR valves are closed. Check each air-cell to ensure there is no damage.</p>	<ol style="list-style-type: none"> 1. For a quick check, adjust the pressure to Firm. 2. Check to see if the tubes connected to the pump are twisted or there is any leakage occurring.
Slow air flow	<p>Check the air filter at the back of the pump at least once a month.</p>	<ol style="list-style-type: none"> 1. A dirty filter may decrease the air flow. 2. Wash the filter with mild detergent to keep it clean.



Telephone Helpline/ Service & Maintenance:

0845 456 9831 (Monday- Friday Office Hours: 0830-1645)

0845 459 9836 (Out of Office Hours)

To ensure as speedy a service as possible please note the product code (MAT/LOW/AIR) and the Serial Number prior to calling.

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