

Vacuum Troubleshooting Guide
InterVac Design Corp.

Problem	Cause	Solution
Vacuum will not turn on	The vacuum is not plugged in.	Plug in the vacuum.
	There is no power to the outlet.	Ensure there is power to the outlet.
	The breaker has been tripped.	Check the breaker.
	CS RM Model only - the on/off switch turns the vacuum on/off but the inlet valve and/or VacPort does not - low voltage wires have become disconnected from the inlet valve and/or VacPort.	Check the low-voltage wires to the inlet valve and or VacPort for proper connection.
Vacuum shuts itself off	The motor has overheated and tripped the sensor.	Wait for the motor to cool.
	The vacuum hose is clogged.	Disconnect the vacuum hose from the power unit, hold one end high up in the air and drop a quarter or similar object into the hose. If the quarter gets stuck the hose is clogged. Remove debris from the hose with a long stick or other means.
	The vacuum cleaning tool is clogged.	Remove debris from the tool.
	The dust bag is overfilled or fine dust like dry-wall dust or flour has clogged the dust bag.	Replace the dust bag.
	Vacuum is installed in an airtight compartment.	An exhaust hole in the compartment will need to be cut and covered with a louver to allow proper ventilation.
Vacuum has no suction	The vacuum hose is clogged.	Disconnect the vacuum hose from the power unit, hold one end high up in the air and drop a quarter or similar object into the hose. If the quarter gets stuck the hose is clogged. Remove debris from the hose with a long stick or other means.
	The vacuum cleaning tool is clogged.	Remove debris from the tool.
	The dust bag is overfilled or fine dust like dry-wall dust or flour has clogged the dust bag.	Replace the dust bag.
	The dust bag is improperly installed and the vacuum cavity is not sealed.	Remove the door and replace it making sure it "snaps" into place and no corners of the dust bag are protruding.
	The motor filter is dirty.	Handwash or replace the motor filter.
	CS RM Model only - The tube connected from the back of the vacuum to the inlet valve and/or VacPort could be clogged.	Disconnect the tube and check for any debris that needs to be removed.
	CS RM Model only - The tube connected from the back of the vacuum to the inlet valve has come disconnected.	Check to be sure the tube is connected properly.
Running vacuum smokes or produces an odor	The dust bag has something rotten in it.	Replace the dust bag.
	The motor filter is dirty.	Handwash or replace the motor filter.
	Vacuum was used without a dust bag and the motor has been damaged.	Replace vacuum - this is not covered under warranty.
	Motor is faulty.	Return vacuum for replacement - if under warranty.

If the above steps fail to fix the problem and the vacuum falls under the terms and conditions of the warranty then the customer should file a claim.

See Warranty Policy for more details.