

Troubleshooting

PROBLEM	POSSIBLE REASON	SOLUTION
Cable kinking or breaking.	Cable is being forced. ----- Cable used in incorrect pipe diameter. ----- Motor switched to reverse. ----- Cable exposed to acid. ----- Cable worn out. ----- Cable not properly supported. ----- Torque limiter not properly adjusted.	Do Not Force Cable! Let the cutter do the work. ----- Use correct cable for pipe. ----- Use reverse only if cable gets caught in pipe. ----- Clean and oil cables routinely. ----- If cable is worn, replace it. ----- Support cable properly, <i>see instructions</i> . ----- Properly adjust torque limiter.
Drum stops while foot switch is depressed. Restarts when foot switch is re-depressed.	Hole in foot switch or hose. ----- Hole in air switch.	Replace damaged component. ----- If no problem found with pedal or hose, replace air switch.
Drum turns in one direction but not the other.	Faulty FOR/OFF/REV switch.	Replace switch.
Ground Fault Circuit Interrupter trips when machine is plugged in or when foot pedal is depressed.	Damaged power cord. ----- Short circuit in motor. ----- Faulty Ground Fault Circuit Interrupter. ----- Moisture in motor, switch box or on plug.	Replace cord set. ----- Take motor to your nearest RIDGID Independent Service Center. ----- Replace cord set that includes a Ground Fault Circuit Interrupter. ----- Take drain cleaner to your nearest RIDGID Independent Service Center.
Motor turning but drum is not.	Torque limiter slipping because improperly adjusted. ----- Torque limiter slipping because cable is being forced. ----- Belt not on drum or pulley.	Properly adjust torque limiter. ----- Do not force cable. ----- Re-install belt.
AUTOFEED doesn't work.	AUTOFEED full of debris. ----- AUTOFEED needs lubrication.	Clean AUTOFEED. ----- Lubricate AUTOFEED.
Machine wobbles or moves while cleaning drain.	Cable not evenly distributed. ----- Ground not level.	Pull all cable out and feed again, evenly distribute. ----- Place on level stable surface.