

# Troubleshooting

## Problem A: There is leakage on the roller arm assembly.

Cause	Solution
1. The roller arm seal is backwards.	Turn the seal around.
2. The roller arm seal was not properly cleaned.	Clean and properly lubricate.
3. The O-ring and the connecting areas on the roller arm were not cleaned properly.	Clean and properly lubricate (see <b>Cleaning the Smart Roller and Lubricating the Smart Roller</b> , pages 5-6).
4. Residue on the connecting area inside of the head.	Clean out any remaining residue inside the head of the Smart Roller.
5. The O-ring on the roller arm is damaged or missing.	Clean or replace*.
6. The roller cover is worn or damaged.	Replace the roller cover*.
7. The roller core or cap is worn or damaged.	Replace the roller core or cap*.

## Problem B: Plunger is difficult to pull/push.

Cause	Solution
1. The plunger O-rings are not lubricated.	Lubricate the plunger O-rings (see <b>Lubricating the components</b> , page 6)

## Problem C: The main tube will not fill, or there is leakage from the fill valve.

Cause	Solution
1. Residue on the fill valve components.	<ol style="list-style-type: none"> <li>Insert the fill tube into the fill valve and twist the fill tube several times to break up the residue.</li> <li>If the problem persists, refer to <b>Cleaning the fill valve</b>, page 6.</li> </ol>

\* Replacement parts available by calling customer service



Have you tried the recommendations above and are still having problems? In the United States, to speak to a customer service representative, call our Technical Service at 1-800-760-3844 Monday through Friday between 8:00 AM and 4:30 PM Central time.

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