



### **Air-Tube Trouble shooting Guide**

1. Make sure Capsule carrier lids are put on firmly.
2. Always put the cash notes inside a Plastic Bank bag, so if the lid comes off the money stays together.
3. Never send coins up inside Capsule carriers.
4. Make sure the safe door is closed when using the Air-Tube system to keep it Air-Tight.
5. If you have an emergency capsule deposit just above the safe, make sure it is in the shut position, if it is slightly open the Air will get out & the suction will reduce, stopping the capsules going up at their normal pace.

### **Things to check first before calling us out if you have a blockage**

1. Check that the safe door is locked.
2. If you have little suction, turn off power & disconnect pipework going into motor & check the filter to see if any paper, plastic, fluff or dirt is covering the filter, if so remove & put back together & test.
3. If capsules aren't going into the system, check the T-piece or Clutch just above safe by loosening 4.no jubilee clips & look inside, sometimes carrier lids open up & the money or money bags get stuck in this area, clear & put back together & test.
4. If you have sealant around the safe door, make sure it is still intact, if it has come away, put a new strip of E-Draught excluder to seal it up again.

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