

Frequently Asked Questions:

Question : How can I restart the system?

Answer : You can restart the system by pressing and holding the red and yellow buttons located under the machine simultaneously for 3 seconds.

Question : How can I find the nearest authorized dealer?

Answer : You can find the nearest authorized dealer from the list of authorized dealers available on our website. (https://examplewebsite.com/nearest_authorized)

Question : What should I do if the machine is not used for a long time?

Answer: If you won't be using the machine for an extended period, empty the oil and fuel tanks, clean all moving parts, and store the machine in a dry place.

Question: The machine stops frequently. What could be the reason?

Answer: This issue is usually caused by clogged filters or insufficient airflow. Clean the filters and check the air passages. If the problem persists, seek technical support.

Question: What should I pay attention to before operating the machine for the first time?

Answer: Before operating the machine, carefully read the user manual, ensure that all connections are correctly made, and check the oil level to confirm it is within the specified limits.

Question: How does the repair process work under warranty?

Answer: For repairs under warranty, you first need to contact an authorized dealer. Before taking the product to the dealer, make sure to have the invoice and warranty certificate with you.

Question: The machine is making an unusual noise. What should I do?

Answer: First, stop the machine and try to locate the source of the noise. Check if any screws are loose and tighten them if necessary. If the problem persists, contact technical support.

Question: How can I correctly check the oil level?

Answer: To check the oil level, place the machine on a flat surface, remove the oil dipstick, and wipe it clean. Reinsert the dipstick, remove it again, and check the level.

Question: What should I consider when moving the machine?

Answer: Before moving the machine, ensure it is turned off and all connections are detached. Avoid shocks or vibrations during transportation.

Question: How can I check the electrical connection?

Answer: Check the electrical connection by ensuring the power cord is intact, the outlet is functional, and the circuit breakers have not tripped.

Question: How should I clean the machine?

Answer: Clean the machine using a soft cloth and a mild cleaning solution. Avoid using chemicals or abrasive materials. Make sure the machine is turned off and unplugged during cleaning.

Question: I lost the user manual. How can I get a new one?

Answer: If you've lost the user manual, you can download a digital copy from our website or request one from an authorized dealer.

Question: How can I improve the machine's performance?

Answer: To enhance the machine's performance, perform regular maintenance, keep the filters clean, and operate the machine within the recommended load limits.

Question: Are the materials used in the machine covered by a warranty?

Answer: Yes, all materials used in the machine are covered under warranty. Please refer to the warranty certificate for details.

Question: Where can I purchase accessories?

Answer: Accessories can be purchased from authorized dealers or ordered through our website.

Question: How can I get technical support?

Answer: To get technical support, you can call our customer service, visit an authorized dealer, or fill out the support request form on our website.

Question: What should I do if the machine overheats?

Answer: Stop the machine immediately and let it cool down. Check if the ventilation openings are blocked and clean them if necessary. If the issue persists, contact technical support.

Question: How do I know if a part needs replacement?

Answer: If a part shows visible damage, wear, or affects the machine's performance, it likely needs replacement. Refer to the user manual for detailed guidance or consult an authorized dealer.

Question: Can I use the machine outdoors?

Answer: The machine is designed for indoor use. Using it outdoors may expose it to moisture and dirt, which can damage the machine or void the warranty.

Question: How do I reset the machine to factory settings?

Answer: To reset the machine, refer to the settings menu or the user manual for step-by-step instructions. For assistance, contact customer support.

Question: What type of power source is required?

Answer: The machine requires a standard 220V power supply. Ensure the outlet meets this specification before connecting the machine.

Question: Can I use third-party spare parts or accessories?

Answer: We recommend using only original spare parts and accessories to ensure compatibility and maintain warranty coverage.

Question: What should I do if the display screen is not working?

Answer: Check if the machine is properly plugged in and powered on. If the display remains non-functional, restart the machine and contact technical support if the issue persists.

Question: How can I prevent corrosion on the machine?

Answer: Regularly clean the machine with a dry cloth and store it in a dry environment. Avoid exposing the machine to moisture or water.

Question: How do I update the machine's software?

Answer: Visit our website to download the latest software update. Follow the instructions provided in the download package, or contact technical support for assistance.

Question: What is the recommended maintenance schedule?

Answer: Routine maintenance is recommended every six months. Refer to the user manual for specific maintenance tasks and intervals.

Question: Can I leave the machine running overnight?

Answer: It is not recommended to leave the machine running unattended for extended periods. Always monitor the machine during operation to ensure safety.

Question: What should I do if the machine doesn't start after being turned on?

Answer: Check the power supply, ensure the emergency stop button is not activated, and inspect the fuses. If the problem continues, contact technical support.

Question: Can I operate the machine during a power fluctuation?

Answer: It is not recommended to operate the machine during power fluctuations as it may damage internal components. Use a voltage stabilizer if necessary.

Question: How can I identify the model number of my machine?

Answer: The model number is usually located on a label or plate on the side or back of the machine. Refer to the user manual for detailed guidance.

Question: What should I do if I smell burning while using the machine?

Answer: Stop the machine immediately and unplug it. Inspect for any visible damage or overheating parts. Contact technical support if needed.

Question: How can I extend the lifespan of my machine?

Answer: Follow the maintenance schedule, use the machine within its recommended capacity, and store it in a clean, dry environment when not in use.

Question: What should I do if the machine vibrates excessively during operation?

Answer: Excessive vibration may indicate an imbalance or loose components. Stop the machine, check for loose bolts, and ensure all parts are securely in place. If the issue continues, consult technical support.

Question: Can I clean the machine with water?

Answer: No, cleaning the machine with water can damage internal components. Use a soft, dry cloth or a slightly damp cloth for cleaning external surfaces.

Question: What should I do if the machine's output is inconsistent?

Answer: Inconsistent output may be caused by a clogged filter, low oil levels, or worn components. Check these areas and perform maintenance as necessary.

Question: How do I safely store the machine when not in use?

Answer: Store the machine in a cool, dry place, away from direct sunlight or moisture. Ensure all moving parts are cleaned and lubricated before storage.

Question: Is training required to operate the machine?

Answer: Basic training is recommended to ensure proper use and safety. Refer to the user manual for operating instructions, or contact your dealer for training resources.

Question: How can I dispose of the machine at the end of its life cycle?

Answer: Follow local regulations for disposing of electronic equipment. Contact an authorized dealer or recycling center for guidance.

Question: What happens if I use the machine beyond its capacity?

Answer: Using the machine beyond its recommended capacity may cause overheating, damage to components, or void the warranty. Always operate within the specified limits.

Question: How do I ensure the safety of the machine's operators?

Answer: Ensure all operators are trained, follow safety guidelines, and wear appropriate protective equipment. Regularly inspect the machine for potential hazards.

Question: Can I customize the machine's settings?

Answer: Some settings may be customized depending on the model. Refer to the user manual for details or contact technical support for advanced configurations.

Question: What should I do if the machine's power cord is damaged?

Answer: Do not use the machine with a damaged power cord. Replace the cord immediately with an original replacement part to avoid safety risks.

Question: How can I contact customer support?

Answer: You can contact customer support by phone, email, or through the contact form on our website. Our team is ready to assist you.

Question: What is included in the warranty?

Answer: The warranty covers manufacturing defects and faulty parts under normal usage conditions. Check the warranty document for full details and exclusions.

Question: Can I run the machine on a generator?

Answer: Yes, but ensure the generator provides stable voltage and meets the machine's power requirements. Consult the user manual for specific recommendations.

Question: What should I do if the machine produces excessive heat during use?

Answer: Stop the machine and check for clogged filters or obstructed air vents. Allow the machine to cool down before restarting. Contact technical support if the issue persists.

Question: How do I handle a sudden power outage while the machine is running?

Answer: Turn off the machine and unplug it to prevent damage from power surges. Once power is restored, restart the machine following the normal procedure.

Question: Are replacement parts covered under warranty?

Answer: Replacement parts are typically covered under warranty if they are defective and replaced by an authorized dealer. Refer to the warranty policy for details.

Question: What precautions should I take when installing the machine?

Answer: Ensure the machine is placed on a stable, level surface, away from moisture and direct sunlight. Follow the installation instructions in the user manual.