Airflo Diagnostic Guide
This leaflet is designed to guide you through a simple diagnostic procedure if you have any problems with your Airflo compressor.

Depending on when your equipment was purchased, your Airflo model will vary. If you purchased pre June 2017, you are likely to be using an Airflo MK3 or an Airflo Plus.

**Airflo Mk3 is used to inflate:**
- Bathing Cushion
- Surfer Bather
- Handy Pillowlift
- Sit U Up Pillowlift
- Leglifter

**Airflo Plus is used to inflate:**
- ELK lifting cushion
- Camel lifting cushion
Introduced in June 2017, the new generation models, Airflo 12 and Airflo 24 have improved performance and lifting power.

**Airflo 12 used to inflate:**
- Bathing Cushion
- Surfer Bather
- Handy Pillowift
- Sit U Up Pillowift
- Leglifter

**Airflo 24 is used to inflate:**
- ELK lifting cushion
- Camel lifting cushion
Airflo Mk3 Fault Finding Chart

START

ARE ANY PARTS BROKEN OR MISSING?

NO

YES

REPLACE/SELL PART

RESOLVED

WHAT COLOUR IS BATTERY LIGHT?

RED

FLASHING RED OR RED/GREEN LIGHTS

RESOLVED

GREEN

DOES PRODUCT INFLATE WITH H/C?

YES

NO

REFIT H/C & PRESS UP OR DOWN BUTTON

REPLACE/SELL AIRFLO RETURN/DISCARD

RESOLVED

IS THE AIRFLO WORKING?

NO

YES

REPLACE/SELL AIRFLO RETURN/DISCARD

WITHIN SPECIFICATION NO FAULT FOUND

RESOLVED

DOES AIRFLO CYCLE>30 SECS WITH NO PRODUCT ATTACHED?

NO

YES

BATTERY LIGHT FLASHING RED/GREEN?

CURRENT OVERLOAD CUT-OUT TRIPPED. WAIT 3 SECONDS TO RESET

POINT A

YES

NO

BATTERY LIGHT FLASHING RED

RESOLVED
Airflo Plus Fault Finding Chart

START

IS THE AIRFLO WORKING?

NO

WHAT COLOUR IS BATTERY LIGHT AFTER 16 SECS?

DOES PRODUCT INFLATE WITH 4-WAY H/C?

GREEN OR FLASHING GREEN

CONNECT PRODUCT

RESOLVED

RESOLVED

RESOLVED

RESOLVED

REPLACE/SELL AIRFLO RETURN/DISCARD

BRIEFLY PRESS ‘POWER’ BUTTON TO ACTIVATE BATTERY STATE INDICATOR & WAIT 16 SECONDS

RED

CHARGE FOR A MINIMUM OF 9 HRS

FLASHING RED OR RED/GREEN LIGHTS

YES

YES

YES

YES

NO

NO

NO

NO

WITHIN SPECIFICATION NO FAULT FOUND

BATTERY LIGHT FLASHING RED/GREEN?

NO

POINT B

POINT A

ARE ANY PARTS MISSING OR BROKEN?

REPLACE/SELL AIRFLO RETURN/DISCARD

REPLACE 4-WAY H/C

RESOLVED

RESOLVED

RESOLVED

CURRENT OVERLOAD CUT-OUT TRIPPED. WAIT 3 SECONDS TO RESET
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**RESOLVED**

**GO TO POINT B**

**REPLACE/SELL CHARGER RETURN/DISCARD**

**DOES THIS RESOLVE THE PROBLEM?**

**NO**

**RESOLVED**

**YES**

**RESOLVED**

**DOES THIS RESOLVE ISSUE?**

**NO**

**RESOLVED**

**GO TO POINT B**

**REPLACE/SELL CHARGER RETURN/DISCARD**

**DOES AIRFLO CYCLE WITH PRODUCT DISCONNECTED?**

**NO**

**RESOLVED**

**YES**

**REPLACE/SELL AIRFLO RETURN/DISCARD**

**RESOLVED**

**DOES AIRFLO RETURN/DISCARD**

**REPLACE/SELL AIRFLO RETURN/DISCARD**

**RESOLVED**

**IS POWER LIGHT ON CHARGER?**

**NO**

**RESOLVED**

**YES**

**SELL BATTERY**

**NO**

**RESOLVED**

**ARE EXPECTED NUMBER OF LIFTS/DESCENTS ACHIEVED?**

**NO**

**RESOLVED**

**YES**

**GO TO POINT A**

**RESOLVED**

**TEMPERATURE CUTOUT HAS TRIPPED. WAIT 60-90 MINUTES TO COOL**

**DOES THIS RESOLVE THE PROBLEM?**

**NO**

**RESOLVED**

**REPLACE/SELL AIRFLO RETURN/DISCARD**

**RESOLVED**
Airflo 12 Fault Finding Chart

1. **Start**

2. **Are any parts broken or missing?**
   - **No**
     - **Resolve**
   - **Yes**
     - **Replace part**
     - **Resolve**

3. **Is the Airflo working?**
   - **Yes**
     - **Does Airflo cycle with air outlet closed?**
       - **Yes**
         - **Internal fault**
         - **Refer to service manual. Repair/replace Airflo. Return/discard**
         - **Resolve**
       - **No**
         - **Within specification**
         - **No fault found**
         - **Resolve**
   - **No**
     - **Connect product. Press “Up” button**
     - **Resolve**

4. **What colour is the battery light?**
   - **Red**
     - **1, 2, 3, or 4 green lights**
     - **Does Airflo momentarily run?**
       - **Yes**
         - **Does product inflate with H/C?**
           - **Yes**
             - **Replace H/C**
             - **Resolve**
           - **No**
             - **Internal fault**
             - **Refer to service manual. Repair/replace Airflo. Return/discard**
             - **Resolve**
         - **No**
           - **Temperature cutout has tripped. Wait 60-90 minutes to cool**
           - **Resolve**
     - **No**
       - **Flash red battery light?**
         - **Yes**
           - **Internal fault**
           - **Refer to service manual. Repair/replace Airflo. Return/discard**
           - **Resolve**
         - **No**
           - **Resolve**
**Airflo 24 Fault Finding Chart**

1. **IS THE AIRFLO WORKING?**
   - **NO**
     - **PRESS THE ‘BATTERY STATUS INDICATOR’ BUTTON TO ACTIVATE BATTERY STATUS INDICATOR**
     - **WHAT COLOUR IS BATTERY LIGHT?**
       - **1, 2, 3 OR 4 GREEN LIGHTS**
         - **CONNECT PRODUCT PRESS ‘POWER’ BUTTON**
       - **RESOLVED**
     - **YES**
       - **INTERNAL FAULT REFER TO SERVICE MANUAL. REPAIR/ REPLACE AIRFLO. RETURN/DISCARD**
       - **RESOLVED**
   - **YES**
     - **RESOLVED**

2. **DOES AIRFLO CYCLE WITH AIR OUTLET CLOSED?**
   - **YES**
     - **RESOLVED**
   - **NO**
     - **ARE ANY PARTS BROKEN OR MISSING?**
       - **YES**
         - **REPLACE/SELL AIRFLO RETURN/ DISCARD**
         - **RESOLVED**
       - **NO**
         - **WITHIN SPECIFICATION NO FAULT FOUND**
         - **RESOLVED**

3. **IS THE AIRFLO WORKING?**
   - **YES**
   - **NO**
     - **FLASHING RED BATTERY LIGHT?**
       - **YES**
         - **INTERNAL FAULT REFER TO SERVICE MANUAL. REPAIR/ REPLACE AIRFLO. RETURN/DISCARD**
         - **RESOLVED**
       - **NO**
         - **TEMPERATURE CUTOUT HAS TRIPPED. WAIT 60-90 MINUTES TO COOL**
         - **RESOLVED**

4. **IS THE AIRFLO WORKING?**
   - **NO**
     - **CHARGE FOR A MINIMUM OF 16 HRS**
     - **RESOLVED**
   - **YES**
     - **RESOLVED**

5. **ARE ANY PARTS BROKEN OR MISSING?**
   - **YES**
     - **REPLACE/SELL AIRFLO RETURN/ DISCARD**
     - **RESOLVED**
   - **NO**
     - **RESOLVED**

6. **IS THE AIRFLO WORKING?**
   - **YES**
   - **NO**
     - **RESOLVED**

7. **DOES AIRFLO MOMENTARILY RUN?**
   - **YES**
     - **RESOLVED**
   - **NO**
     - **RESOLVED**
Keep in touch

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