

Troubleshooting

PROBLEM	POSSIBLE REASON	SOLUTION
Cable kinking or breaking.	Cable is being forced.	Do Not Force Cable! Let the cutter do the work.
	Cable used in incorrect pipe diameter.	Use correct cable for pipe.
	Motor switched to reverse.	Use reverse only if cable gets caught in pipe.
	Cable exposed to acid.	Clean and oil cables routinely.
	Cable worn out.	If cable is worn, replace it.
	Cable not properly supported.	Support cable properly, <i>see instructions</i> .
	Torque limiter not properly adjusted.	Properly adjust torque limiter.
Drum stops while foot switch is depressed. Restarts when foot switch is re-depressed.	Hole in foot switch or hose.	Replace damaged component.
	Hole in air switch.	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.	Replace cord set.
	Short circuit in motor.	Take motor to your nearest RIDGID Independent Service Center.
	Faulty Ground Fault Circuit Interrupter.	Replace cord set that includes a Ground Fault Circuit Interrupter.
	Moisture in motor, switch box or on plug.	Take drain cleaner to your nearest RIDGID Independent Service Center.
Motor turning but drum is not.	Torque limiter slipping because improperly adjusted.	Properly adjust torque limiter.
	Torque limiter slipping because cable is being forced.	Do not force cable.
	Belt not on drum or pulley.	Re-install belt.
AUTOFEED doesn't work.	AUTOFEED full of debris.	Clean AUTOFEED.
	AUTOFEED needs lubrication.	Lubricate AUTOFEED.
Machine wobbles or moves while cleaning drain.	Cable not evenly distributed.	Pull all cable out and feed again, evenly distribute.
	Ground not level.	Place on level stable surface.