



REPAIR POLICY

for TRAXX KOOL GLIDE® Carpet Seaming Tool — Part No. TTX-6810 & TTX-6820

OCT 2014

Sale Date:
Customer:
Sonzi Number :
Rep:
Serial numbers:

Completed Online registration form: ? - confirm



TRAXX'S KOOL GLIDE® carpet seaming tool is warranted to be free from defects in material or workmanship for one year from date of purchase.

KOOL GLIDE® tools may be sent to TRAXX for repair. An RMF (Return Merchandise Form) is attached.

An RMF should accompany all returns.

No pre-approval is required to submit.

Cleaning and testing is included with every repair. The initial inspection charge is \$100, after the warranty period.

Distributor should send tool repairs with an RMF to:

TRAXX Corporation
1201 E. Lexington Avenue
Pomona, CA 91766

Attn: Tool Repair Center

Sender is responsible for initial shipping cost to TRAXX.

NB: Most problems are the result of incorrect / rough handling and/or dust in the fan intake. Always use the plastic safe storage carrybox. Vacuum the tool often to remove dust.





KoolGlide® Return Merchandise Form

Tool Serial #: _____

Tool returning from (Distributor name): _____
Product Purchase Date: _____
(a copy of purchase receipt must be included for warranty service)
Under Warranty?: YES NO
Distributor Contact Name: _____
Contact Phone: _____
Installer name: _____

Distributor Return address (Number/street): _____

City / State / Zip code: _____
Phone: _____
Email: _____

Symptoms — what does the installer identify? _____

Diagnosis — what did the service center find?

Parts used:			
		Fan	
Traxx Corporation / Tool Repair Center 1201 E. Lexington Ave. Pomona, CA 91766 P: 888-872-9926 / 909-623-8032 F: 909-623-8074 <i>Sender is responsible for initial shipping cost to Traxx.</i>		Pre-reg FET	Base w/o litz coil
		Osc. Fet (2)	Brass insert
		SCR	Nylon Base
		Fuse (F2)	Case
		Fuse (F1)	Osc Board
		Choke	PR Board
		Power Cord	Pro Upgrade
		Driver IC	Other
		Handle	Other
		Micro Controller	Other
			Total parts

Received date: _____ Returned date: _____ Initial inspection Flat Fee Service charge : \$100.00	Comments: _____ _____ _____
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You are using the KOOLGLIDE the standard way, without a generator. You press the POWER light. It blinks 3 times, but there is no response from the tool. This can be caused by any of the following:

TROUBLESHOOTING TIP 1... The carpet is too thick.

If the carpet is more than '14" thick, press down on the tool. The tool should activate. If the tool is being used to bond ceramic, wood or other material with the Utility tape, the distance from the tool to the tape must be less than 3/4" or the tool will not activate.

TROUBLESHOOTING TIP 2... The KOOLGLIDE tape is not beneath the tool when activated. TROUBLESHOOTING

TIP 3... Too low a voltage supply. Improper extension power cord gauge - use 14 gauge or higher.

Low voltage from power pole, etc. - voltage needs to be between 95 - 145 volts for the KOOLGLIDE tool to operate. **Use the CORRECT Transformer.**

TROUBLESHOOTING TIP 4... Too high a voltage supply.

High voltage from generator, etc. - voltage needs to be between 95 - 145 volts for the KOOLGLIDE tool to operate. **Use the CORRECT Transformer.**

If these troubleshooting tips do not help, please contact the KOOLGLIDE service provider in your area.

- For tools within the continental USA, call KOOLGLIDE at 888-486-6342
- For tools in Canada, call Canadian Industrial Distributors (CID) at 877-899-8114
- For tools in Australia and New Zealand, contact Nuplex Industries at +64-4-240 0305 .

Having a Fan Problem?

- If the fan in the KOOLGLIDE becomes blocked with carpet fibers, the fan can be cleaned using the following steps.
- STEP 1 Unplug the tool.
- STEP 2 Remove the 4 base screws from the tool case.



- STEP 3 Turn the KOOLGLIDE tool over and turn the tool around. Gently lift the front of the tool case away from the base.



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- STEP 4 Using a hand-held vacuum, clean the exposed fan by vacuuming out the fibers. You can also remove the fibers with tweezers. Or, you can use canned air to blow out the blocked fibers.



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- STEP 5 Put the case back on the base by screwing the 4 base screws back in.

IMPORTANT!

- If the activation light comes on but the fan has broken blades, the fan will need to be replaced. The KOOLGLIDE can operate for only a few minutes if the fan is not working. Using the tool without the fan operating will cause failure of the tool's electronic components.
- **IMPORTANT!** When repairing a fan, **do not touch or remove any other components in the KOOLGLIDE tool.** Doing so will void the warranty and may result in a hazard to the operator.