

## Section 4

### **TROUBLE SHOOTING**

Applies to All Serenity Table Models

If you are experiencing technical difficulties with your Serenity, we ask that you perform these trouble shooting techniques prior to contacting Living Earth Crafts.

If you are experiencing technical difficulties with your Pro Salon, we ask that you perform these trouble shooting techniques prior to contacting Living Earth Crafts.

*SYMPTOM: Table does not raise or lower:*

1. Check to make sure the outlet in your room is receiving power. This can be done by plugging in a hairdryer or small appliance and turning it on.
2. If you have a dimmer in the room, make sure the dimmer switch is turned to full power, then retest your table.
3. Check the fuse or circuit breaker box for blown fuse or tripped circuit breaker.
4. Check to make sure both the hand and foot controls are securely plugged into the junction box of the table. The light on the hand set control should be "on".

*One-Touch Lever is difficult to move: (Hydro-pneumatic Facial Tilt & Salon Tilt tables)*

1. If you are experiencing difficulties in moving the One-Touch Lever, check the cable for any kinks or sharp bends from the lever to the gas springs. The cable should have a soft radius in order to allow the inner cable to travel freely in the cable sheath. If the cable is kinked, contact Living Earth Crafts.

*Manual Tilt Bale Arms Do Not Line Up (Manual Tilt Back table only)*

1. If the manual tilt bale arms don't line up and naturally fall into the top catches of the plastic blocks, this can be adjusted by loosening the nut on the bale arm and turning the screw until the position is correct. Lock the nut down to prevent the screw from turning and affecting the adjustment.

If you are unable to resolve the problem with your table, please refer to Section 5, Technical Problems, and contact Living Earth Crafts.



## Section 5

### **TECHNICAL PROBLEMS**

Applies to All Serenity Table Models

With proper maintenance, your Living Earth Crafts table is designed to give you years of trouble free operation. If you should have a problem with your table, do not attempt to repair the table yourself. This will void the 2-year warranty that covers your table against defects in material and workmanship. It covers repairs only if you follow these steps:

1. Call **800-358-8292**

Our Customer Service Representative will ask you to provide the following information:

- a) your table's serial number (located on the underside of the head section of the table top)
  - b) a description of the problem
2. Under warranty, our representative will coordinate a technician in your area if one is available. The technician will contact you to arrange for a convenient time for on-site service. This service is scheduled during normal business hours, 8.AM to 5.PM, Monday through Friday. For non-warranty, a referral will be made so that you can contact a service technician in your area.
3. You will need to allow the technician access to your table at the scheduled time. If there is a lengthy delay, you will be charged for the delay time at the service agent's hourly rate. To cancel the appointment, notify the technician 24 hours prior to the scheduled appointment. If you fail to notify the technician, you will be charged for the service call.
4. Please remember that any unauthorized service will not be covered. Please be sure to contact us first.
5. As expressed in your warranty, damage from abuse or mishandling is not covered.

