

ProPulse Ear Irrigator 2017 FAQ Guide

This guide outlines the most common calls that we receive in relation to the PP17 and the solutions which we can offer over the phone for the customer. In no particular order:

Leaking From the Handle

The QrX Tip may not be inserted correctly, leading to bent or broken prongs making the seal incomplete. Change the QrX Tip and ensure it clicks into place correctly. Also, issue can be caused by user not releasing tip correctly - by pulling back black/grey collar on the handle with the thumb - and the spring inside the handle can break. To check the spring, retract the collar of the handle using a thumb and allow it to spring back into place, if it does not do this then the spring inside has been broken.

Leaking From the Reservoir

The Mushroom Valve or O-Ring might need to be replaced. Ensure none of the prongs of the valve are bent or broken. Ensure the O-ring is the orange/red coloured one – not black.

Low Pressure

The Mushroom Valve or O-Ring might need to be replaced. Ensure none of the prongs of the valve are bent or broken. Ensure the O-ring is the orange/red coloured one – not black. Ensure tank is properly inserted into unit. If not, this can result in reduced or no water flow. If all water has been cleared from the unit after use, the system can also fill with air. User needs to apply light pressure to hold tank in place and run unit until water comes through - this can sometimes take around 30 seconds or more. Helps to hold the handle below the unit to utilise gravity.

Stiff Water Flow/Pressure Control Switch

Attach QrX Tip to handle and put tip into full reservoir. Turn machine on for 60 - 120 seconds and manipulate the dial back and forth until it moves more smoothly.

Intermittent Water Flow

Ensure that the tank is pushed down enough onto the base so the seal is correctly formed by the O-Ring. Keep the unit running whilst pushing down on the reservoir until water flow is correct - this should take about 60 seconds. If there is air in the system this should get rid of it.

No Water Coming Out At All

Make sure that the sticker over the mushroom valve is removed. If all water has been cleared from the unit after use, the system can also fill with air. User needs to apply light pressure to hold tank in place and run unit until water comes through - this can sometimes take around 60 seconds or more. Helps to hold the handle below the unit to utilise gravity.