



The  
**MazWell**®  
Group

Exclusive Manufacturer and Distributor of **DODGE**® Products



## Machine Repair Procedure For MazWell & Dodge Equipment Single & Twin Pumps, APC\*, EM\* & DWA\*.

Due To The Recent Coronavirus Outbreak We Are Looking To Implement New and Additional Measures To Ensure Safety Within Our Workshop For Our Goods Receiving and Engineering Team Members.

With that, please follow the below guidelines so we can process your service/repair without any unnecessary delays:

- 1) Please Call The MazWell Office to book in and arrange the return of your Machine – A call back from our Engineer will be booked so we can work to diagnose any issues your machine is facing ahead us receiving it.
- 2) Prior to packaging your machine for shipping, please clean and disinfect the exterior – paying particular attention to the main touch points. *Recommended Disinfectants: Dis-Spray or MazWell Surface Santiser.*
- 3) For Single & Twin Pumps run a mix of warm water & disinfectant through the **Inlet** (aspiration) side.

NOTE:- The MazWell Single Pump – Be aware that the fluid will come from the outlet on the front and will therefore need tubing to route the liquid to a sink/sluice.

The MazWell Twin Pump - Be aware that the fluid will come out from underneath of the machine.

For APC & EM Flush through the machine with a disinfectant –  
*Recommended - Dis-Spray.*

For DWA Flush through the machine with a disinfectant –  
*Recommended - Dis-Spray or MazWell Surface Santiser.*

Please do not send the power cord or any tubing assemblies with your Machine. We have the required apparatus to conduct a comprehensive troubleshoot to ensure a complete service and repair.

Please put a note in with the machine providing your understanding of the fault or reason for sending it in to us. Label the exterior packaging with your information. A contact name, address & phone number would be really handy too!

- 4) Bear with us as we put your pump right and return it like new!

Please do not return your pump without following the above instructions or we will have to return it to you at your cost.

Thank you for your understanding, cooperation and continued partnership.

### The MazWell Group Ltd

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