OPERATION, MAINTENANCE AND USER MANUAL

DENTAL VACUUM SYSTEM

BULLDOG

DENTAL VACUUM SYSTEM

OPERATION, MAINTENANCE AND USER MANUAL
TECHNICAL DESCRIPTION:

The RAMVAC Bulldog QT Vacuum System utilizes an oil lubricated, rotary vane, positive displacement pump to provide a reliable vacuum source for the Dental office. This vacuum unit is intended solely for the removal of dental waste material from the oral cavity during dental procedures.

The pump is powered via a belt drive system by an electric motor that is controlled by the S2 Control System. The S2 Control is an electronic, smart control that utilizes a microprocessor and sensors to monitor the vacuum system and provide alarms or reminders of system needs.

A drip oiling system meters lubricating oil into the pump and is then removed from the airflow by filters inside the oil reservoir, creating a closed loop system.

Notifications and Cautions

Thank you for selecting RAMVAC to serve your dental facility. RAMVAC provides industry leading technology for convenient and efficient utility room equipment.

Invest a few minutes of your time and:

1. Read the “Maintenance” section in this guide. Use these simple preventative procedures that will allow your vacuum system to reach its service-life potential.

2. Read the “Operation” section in this guide. Find out how to best control your vacuum and put its safety features to work for you.

3. Initiate the warranty. Check inside the back cover to review our warranty commitment to you … and what you need to do to receive warranty coverage.

TO INITIATE THE WARRANTY YOU MUST:

1. Complete and return the Installation Checklist to Ramvac.

OR

2. Visit our website at www.ramvac.com and complete the warranty initiation form.

All of us at Ramvac appreciate your business and take a personal interest in your satisfaction. Please let us know how the system is working for you. Just give us a call or stop by one of our dental show exhibits.
Safety and Regulatory Information

RAMVACs meet the most current and highest safety standards. RAMVAC Vacuum Units are UL 2601-1 Listed, comply with NFPA 99C Level 3 vacuum requirements, and are manufactured in an FDA registered, and ISO 13485:2003 certified facility.

Here’s what you need to do to insure the safety potential of this equipment is achieved:

- Make sure your equipment is installed according to our written instructions and the Installation Checklist is completed.
- If you have purchased your RAMVAC from an authorized dealer, the dealer is responsible for presenting you with the complete checklist.
- Exhaust from dental vacuum systems can be hazardous. Make sure the exhaust pipe is terminated outside your building according to our written instructions.
- Nitrous oxide and oxygen can be safely scavenged in the small concentrations typically encountered in dental analgesia. The additional air drawn into a properly installed and operated Vacuum Unit will dilute these agents. Never use your RAMVAC to remove pure nitrous oxide, oxygen or other oxidizing agents directly from storage vessels or supply hoses. Never use this equipment in an OXYGEN RICH ENVIRONMENT. Large concentrations may cause a fire in the Vacuum Unit and may cause an exhaust hazard.
- Never use your RAMVAC to scavenge flammable anesthetic gases. Even small concentrations may cause a fire in the Vacuum Unit.
- Never use your RAMVAC for housekeeping functions.
- Never use your RAMVAC to collect lab dust.
- Dispose of used lubricating oil responsibly as recommended in the maintenance section of the User Guide.

WARNING
TO AVOID RISK OF ELECTRIC SHOCK, THIS EQUIPMENT MUST ONLY BE CONNECTED TO A SUPPLY MAINS WITH PRETECTIVE EARTH.

WARNING
ELECTRICIAN MUST PROVIDE A MEANS TO ISOLATE THE CIRCUIT ELECTRICALLY FROM THE SUPPLY MAINS ON ALL POLES SIMULTANEOUSLY.

Operating and Shipping Conditions

AMBIENT CONDITIONS: This utility room equipment is designed to operate in the temperature range designated below. The utility room environment may require additional ventilation and HVAC accommodations in order to maintain an acceptable environment. The operating temperature listed is to be maintained under worst case conditions taking into account seasonal temperature changes.

- Maximum Operating Temperature: 104°F
- Minimum Operating Temperature: 32°F
- Operating Relative Humidity Range: 0 -95%, No condensing moisture.
- Operating Atmospheric Pressure Range: 63 - 105 kPa
- Maximum Shipping/Transport Temperature: 165°F
- Minimum Shipping/Transport Temperature: -20°F
- Shipping/Transport Relative Humidity Range: 0 -95%

The Bulldog Vacuum Unit labels include safety symbols with special meanings:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td>This means there is more information available in this User Guide.</td>
</tr>
<tr>
<td>🔥</td>
<td>This means “hot surface. Be aware of the risk of burns if touched”.</td>
</tr>
<tr>
<td>📚</td>
<td>Used to advise the operator to consult the accompanying documents.</td>
</tr>
<tr>
<td>🔺</td>
<td>This notifies handlers that the box must remain upright at all times.</td>
</tr>
<tr>
<td>✖️</td>
<td>This notifies handlers that this box should never be stacked.</td>
</tr>
<tr>
<td>🌡️</td>
<td>This notifies handlers of the safe temperature range for the contents in box.</td>
</tr>
<tr>
<td>💧</td>
<td>This notifies handlers of the safe humidity range of the contents in the box.</td>
</tr>
<tr>
<td>🦠</td>
<td>This notifies users to be aware of biohazardous materials that may be present.</td>
</tr>
</tbody>
</table>
EMC INFORMATION

Medical Electrical Equipment needs special precautions regarding EMC and needs to be installed and put into service according to the EMC information provided in this manual.

Portable and mobile RF communications equipment can affect Medical Electrical Equipment."

The use of Accessories, transducers, and cables other than those specified, with the exception of transducers and cables sold by the Manufacturer of this device as replacement parts for internal components, may result in increased Emissions or decreased Immunity of the Bulldog.

The Bulldog should not be used adjacent to or stacked with other equipment and that if adjacent or stacked use is necessary, the Bulldog should be observed to verify normal operation in the configuration in which it will be used.

<table>
<thead>
<tr>
<th>Guidance and manufacturer’s declaration –electromagnetic emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Bulldog is intended for use in the electromagnetic environment specified below. The customer or the user of the Bulldog should assure that it is used in such an environment.</td>
</tr>
<tr>
<td><strong>Emissions test</strong></td>
</tr>
<tr>
<td>RF emissions CISPR 11</td>
</tr>
<tr>
<td>RF emissions CISPR 11</td>
</tr>
<tr>
<td>Harmonic emissions IEC 61000-3-2</td>
</tr>
<tr>
<td>Voltage fluctuations / flicker emissions IEC 61000-3-3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Guidance and manufacturer’s declaration –electromagnetic immunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Bulldog is intended for use in the electromagnetic environment specified below. The customer or the user of the Bulldog should assure that it is used in such an environment.</td>
</tr>
<tr>
<td><strong>Immunity test</strong></td>
</tr>
<tr>
<td>Electrostatic discharge (ESD) IEC 61000-4-2</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Electrical fast transient/ burst IEC 61000-4-4</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Surge IEC 61000-4-5</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Power frequency (50/60 Hz) magnetic field IEC 61000-4-8</td>
</tr>
</tbody>
</table>

**NOTE:** \(\frac{U_T}{T}\) is the a.c. mains voltage prior to application of the test level.
## EMC INFORMATION

### Guidance and manufacturer’s declaration – electromagnetic immunity

The Bulldog is intended for use in the electromagnetic environment specified below. The customer or the user of the Bulldog should assure that it is used in such an environment.

<table>
<thead>
<tr>
<th>Immunity test</th>
<th>IEC 60601 test level</th>
<th>Compliance level</th>
<th>Electromagnetic environment — guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conducted RF</td>
<td>IEC 61000-4-6</td>
<td>3 Vrms</td>
<td>Portable and mobile RF communications equipment should be used no closer to any part of the Bulldog, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.</td>
</tr>
<tr>
<td>Radiated RF</td>
<td>IEC 61000-4-3</td>
<td>3 V/m</td>
<td><strong>Recommended separation distance</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>80 MHz to 2,5 GHz</td>
<td>$d = 2.3\sqrt{P}$</td>
</tr>
</tbody>
</table>

where $P$ is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and $d$ is the recommended separation distance in metres (m).

Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, *should be less than the compliance level in each frequency range.*

Interference may occur in the vicinity of equipment marked with the following symbol: 

NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

---

### Recommended separation distances

**between portable and mobile RF communications equipment and the Bulldog**

The Bulldog is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the Bulldog can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Bulldog as recommended below, according to the maximum output power of the communications equipment.

<table>
<thead>
<tr>
<th>Rated maximum output power of transmitter</th>
<th>Separation distance according to frequency of transmitter</th>
</tr>
</thead>
<tbody>
<tr>
<td>W</td>
<td>m</td>
</tr>
<tr>
<td>150 kHz to 80 MHz</td>
<td>80 MHz to 800 MHz</td>
</tr>
<tr>
<td>0,01</td>
<td>$d = 1.2\sqrt{P}$</td>
</tr>
<tr>
<td>0,1</td>
<td>0.12</td>
</tr>
<tr>
<td>1</td>
<td>0.38</td>
</tr>
<tr>
<td>10</td>
<td>3.8</td>
</tr>
<tr>
<td>100</td>
<td>12</td>
</tr>
</tbody>
</table>

For transmitters rated at a maximum output power not listed above, the recommended separation distance $d$ in metres (m) can be estimated using the equation applicable to the frequency of the transmitter, where $P$ is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.
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WARNING
No modification of this equipment is allowed. Modification will void the manufacturers warranty.

WARNING
Installation information available in RAMVAC Document 1067DOC titled “Dental Vacuum System Installation”
# Electrical Ratings

## 60 Hz Models

<table>
<thead>
<tr>
<th>MODEL</th>
<th>MOTOR</th>
<th>THHN Wire Size¹</th>
<th>PROTECTION²,³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hp (kW)</td>
<td>Phase</td>
<td>Voltage²</td>
</tr>
<tr>
<td>Bulldog QT 1, 2 60 Hz</td>
<td>1.0 (0.7)</td>
<td>1</td>
<td>115v</td>
</tr>
<tr>
<td></td>
<td>230v</td>
<td>6.7 A</td>
<td>12 ga.</td>
</tr>
</tbody>
</table>

**NOTES:**
1. Recommendation only. Ensure compliance with National and Local codes.
2. Fuses must have time delays or be otherwise suitable for motor circuit.
3. Disconnect must be fusible and sized per UL 98, UL 489, or UL 508. Must be supplied and installed by a licensed electrician.
4. Motors are NEMA rated. See NEMA guidelines for applicable voltage and frequency range.

## 50 Hz Models

<table>
<thead>
<tr>
<th>MODEL</th>
<th>MOTOR</th>
<th>THHN Wire Size¹</th>
<th>PROTECTION²,³</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hp (kW)</td>
<td>Phase</td>
<td>Voltage²</td>
</tr>
<tr>
<td>Bulldog QT 1, 2 50 Hz</td>
<td>1.5 (1.1)</td>
<td>1</td>
<td>110v</td>
</tr>
<tr>
<td></td>
<td>220v</td>
<td>10 A</td>
<td>12 ga.</td>
</tr>
</tbody>
</table>

**NOTES:**
1. Recommendation only. Ensure compliance with National and Local codes.
2. Fuses must have time delays or be otherwise suitable for motor circuit.
3. Disconnect must be fusible and sized per UL 98, UL 489, or UL 508. Must be supplied and installed by a licensed electrician.
4. Motors are NEMA rated. See NEMA guidelines for applicable voltage and frequency range.

**FUSE TYPE AND RATING:**
For vacuum units with Motor Starter Control Enclosures, see Electrical Specs label for fuse type and rating.
Electrical Connection

S2 Logic Board

MOTOR L1
MOTOR L2
GROUND
LINE IN L1
LINE IN L2
System Schematic

Gases Continue To Pump
Facility Vacuum Piping

Separating Tank

Bulldog Vacuum Unit

Power To Motor
Exhaust To Outside
Weather Cap Required
Remote switch
Remote Control Signal

Disconnect

S2 Electrols Mounted On Bulldog
Power

S2

Remote

Control

Signal

Breaker

Remote

switch

Exhaust To Outside
Weather Cap Required

S2 Electrols

Mounted On Bulldog

Power

S2

Disconnect

S2

Electrols

Mounted On Bulldog
S2 Features for Bulldog

- Easy to read digital display.
- Monitors the vacuum pressure and displays it. Digital pressure sensor accuracy is +/- 0.25% FSS BFSL (Full Scale Span Best Fit Straight Line). Total error band of 2% full scale span maximum.
- Monitors the system run hours and displays it.
- Monitors the hours until maintenance due and displays it.
- Monitors for “Moisture in Filtrols Shutdown” and displays it when it occurs.

S2 Shutdown Faults for Bulldog

<table>
<thead>
<tr>
<th>Fault:</th>
<th>System Status:</th>
<th>Corrective Action:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Due</td>
<td>System runs normally. Remote switch indicator will flash slowly.</td>
<td>Perform “Preventative Maintenance” Hold reset button until it resets.</td>
</tr>
<tr>
<td></td>
<td>S2 and/or OWL Touch will indicate maintenance is due on the display.</td>
<td></td>
</tr>
<tr>
<td>Moisture in Filtrols</td>
<td>S2 displays “Moisture in Filtrols Shutdown” and shuts the system down.</td>
<td>See “If you get a “Moisture in Filtrols Fault” and “Troubleshooting”.</td>
</tr>
<tr>
<td></td>
<td>Remote switch indicator flashes rapidly. WARNING! Continued operation attempting to bypass a “Moisture in Filtrols” Fault can cause equipment damage not covered by the warranty.</td>
<td></td>
</tr>
<tr>
<td>Low Oil</td>
<td>S2 Displays “Low Oil Shutdown” and continues to run for 8 hours.</td>
<td>See “Troubleshooting” section.</td>
</tr>
<tr>
<td></td>
<td>Remote switch indicator flashes rapidly.</td>
<td></td>
</tr>
</tbody>
</table>

NOTE

TO CLEAR ALARMS: Press “NEXT” button to identify which alarm is activated. Correct the problem condition. Once condition is corrected, press the “RESET” button to clear the alarm.
Maintenance Overview

RAMVAC preventive maintenance is simple, clean, and inexpensive, however we recommend that all maintenance and service be provided by a trained dealer service technician.

It can help ensure your RAMVAC provides years of predictable performance.

Key points for trouble-free operation:

- Rinse vacuum lines daily with the recommended quantity of liquid.
- Change oil and check filters on schedule.

Upon request, RAMVAC will provide circuit diagrams, component parts lists, descriptions, calibration instructions, or other information to assist service personnel to repair parts.

Preventative Maintenance Schedule

<table>
<thead>
<tr>
<th>Schedule</th>
<th>Task</th>
<th>See “…”</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Week</td>
<td>Check Drip Rate</td>
<td>“Check Oil Drip Rate”</td>
</tr>
<tr>
<td>Daily</td>
<td>Rinse Vacuum Lines</td>
<td>“Cleaning the Vacuum System”</td>
</tr>
<tr>
<td>Every 1,000 hours</td>
<td>Check Air Filters</td>
<td>“Air Filters”</td>
</tr>
<tr>
<td>Every 2,000 hours*</td>
<td>Check Drip Rate Change Oil and check oil filter Check V-Belt</td>
<td>“Check Oil Drip Rate” “Oil Change” “Check V-Belt”</td>
</tr>
</tbody>
</table>

The S2 will display the number of hours before maintenance is due.
If a Lighted remote switch is installed it will also flash the light indicating that maintenance is due.
If the OWL Touch is installed it will indicate the maintenance is due on the display.

Oil Fill Level

To read correctly, get eye level with sight glass while unit is sitting level, and check that oil level is even with the head of the red arrow. Add or drain oil accordingly.
Cleaning the Vacuum System

Clean vacuum lines daily. Just before turning off the RAMVAC, rinse vacuum lines first with hot water – approximately one quart through each high volume line and a few ounces through each saliva ejector line. Then aspirate a few ounces of a dental vacuum line cleaner through each vacuum line. SlugBuster™ is highly recommended. Cleaners should have these qualities:

- **Non-Foaming**: Foam may cause a Moisture in Filtrols Fault (See “Moisture in Filtrols Fault”) and shut down the Bulldog. Avoid interruptions by insure your cleaner is truly “non-foaming”.
- **De-Odorizing**: Test by shaking the mixed solution. True “non-foamers” will be bubble free.

Cleaning requirements will vary according to activity. After surgical procedures, aspirate a few ounces of an appropriate vacuum line cleaner, such as SlugBuster, through the lines.

For overhead plumbing, be sure to allow air to follow liquids before closing vacuum valves.

Clean treatment room solids separators routinely. Check the treatment room solids separator routinely and clean when dirty.

**Cleaning Unit**
1. Always disconnect the power from the equipment prior to cleaning.
2. Some parts on the vacuum get hot during operation. Provide the unit ample time to cool prior to cleaning.
3. All components can be safely wiped down with a damp cloth, wet with water. We do not recommend using any cleaners or harsh chemicals to clean this equipment since their potentially harmful effects have not been evaluated.
4. Do not heavily wet electrical components
5. Allow equipment to air dry or dry with clean, soft cloth.

Air Filters

Inspect air filters often. The Main Air Filter is accessed by lifting the Vacuum Controller up and out of the Filtrols.

Replace Filters every 2000 hours or when visibly dirty.
Lubricating System Components

One reason your **RAMVAC** will outlast every other dental vacuum system is its “Lubrication System”. The “Lubrication System” supplies oil drop by drop through “Drippers” to the pump. Used oil is discharged back into the Oil Reservoir as a mist, separated from the exhaust, filtered and recirculated.

Change oil every 2,000 hours.
Oil Change

"Change Oil" is displayed on the S2 Electrols every 2000 hours.

Procedure:

1. Drain Used Oil
   - Place empty oil container (minimum 4 quarts) under oil drain tube
   - Open oil drain valve. When oil stops draining, close valve.
   - If you see water in the oil, contact your dealer or RAMVAC.

2. Check Oil Filter
   - Unscrew oil filter and remove filter element.
   - Normally your oil filter element will be clean. If dirty, contact your dealer or RAMVAC.
   - Re-assemble oil filter. Hand tighten only.

3. Add Fresh Oil
   - Remove oil filler cap.
   - Add 3 quarts Mobil 1, 15w50. Check Oil Fill Level at sightglass and add or drain oil accordingly. (see pg. 9).
   - Use only recommended oil, available locally and also available from RAMVAC.
   - Securely install oil fill cap.
   - Check oil drip rate. See "Check Oil Drip Rate"
   - Dispose of used oil at a gas station or lubricant recycling station.

4. Reset "Change Oil"
   - From "Change Oil" screen press and hold the reset button for 5 seconds.

Check Oil Drip Rate

Check the drip rate at the "Dripper Site Glass" after the first week of operation, after every oil change, and every time the 1000 hour Filter Maintenance displays.

Drip rate should be 1 to 3 drops per minute at each "Dripper" when the Bulldog vacuum unit is thoroughly warmed-up, the vacuum setting is 7" to 7.5" Hg, and ambient temperature is 70ºF to 75ºF.

Stronger vacuum and/or elevated temperature will increase the drip rate. Weaker vacuum and/or cooler temperature will decrease the drip rate.

If the drip rate is not as specified, contact your dealer or RAMVAC.

Check V- Belt

Inspect V-belt for wear every 2,000 hours. Replace if cracked or frayed.

V-belt tension will not normally need adjustment. However, tension will need adjustment if belt squeak at start up.

Contact RAMVAC for information.
Low Voltage Remote Switching

The RAMVAC can be run continuously throughout the workday. To avoid wasting electricity, turn off the RAMVAC if vacuum will not be needed for an hour or more. Note: The tank will drain only when no vacuum is present – Vacuum must be turned off at least once per day!

<table>
<thead>
<tr>
<th>Illuminated Remote Panel</th>
<th>RAMVAC® OWL™ Touch</th>
<th>Non-Illuminated remote switches</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Illuminated Remote Panel" /></td>
<td><img src="image2.png" alt="RAMVAC® OWL™ Touch" /></td>
<td><img src="image3.png" alt="Non-Illuminated remote switches" /></td>
</tr>
</tbody>
</table>

- Switch light is steady-on when system is running normally.
- Switch light flashes for maintenance or one of the heads has been disabled by the disable button on the C2 Control.
- Touch Pad illuminates while equipment is running.
- OWL gives complete breakdown of data on selected equipment
- Non-illuminated switches provide no indication for system status.

### Recommended Switching

1. RAMVAC Remote Panel or equivalent with illuminated 24VDC Switch
2. F, G, H. S2 Control Terminals
3. OWL Hub

### Alternative Switching

- Toggle Switch or other non-illuminated switch (option)
- F, H. S2 Control Terminals

### Note:
- Maximum wire length for low voltage 18 gauge wire: 500 feet
- High Voltage switching is an option but not recommended. Contact RAMVAC.
- OWL to S2 connection must be made with Cat 6 shielded cable using RJ45 connectors.
**Moisture in Filtrols**

Moisture in Filtrols Faults Are Not Normal. This Fault occurs if liquid or foam is present in the “Filtrols” (normally a dry location).

Operating while there is a Moisture in Filtrols Fault Can Damage Equipment and Void the Warranty.

If a Moisture Fault recurs, call your dealer or RAMVAC.

---

**If You Get a Moisture in Filtrols Fault**

1. Press the S2 Electrols “Next” button.
   - The S2 display will show that it is a “Filtrols Moisture” alarm.

2. Determine and correct the cause. Always Determine the Cause of a Moisture Fault!
   - See “To Avoid Moisture Faults” below.

3. If you try to operating while there is a Moisture in Filtrols Fault this can damage equipment and will “Void the Warranty”.

   - Allow the Separating Tank to drain.
   - Lift off the Vacuum Controller, remove Main Air Filter. Clean out any remaining moisture.
   - Remove Moisture Sensor (by twisting and pulling down) and dry contacts. See illustration at right.
   - Install Moisture Sensor, Main Air Filter and Vacuum Controller.
   - Press the S2 Electrols “Next” button to show the “Moisture in Filtrols Shutdown”.
   - Press the S2 Electrols “Reset” button and hold for 5 seconds.
   - RAMVAC will start.
   - When convenient, continue with step 4.

5. Reset the Flashing Remote Switch Indicator
   - Cycle the remote switch off, then on.
   - As soon as possible, continue with step 5.

---

**To Avoid Moisture Faults**

- Aspirate only non-foaming substances.
  - See Note at right
- Rinse lines with a known quantity of water.
- Do not exceed your separating tank’s capacity.

**Note:** Check any suspicious substances by shaking in a glass container. Be sure to check:

- Vacuum Line Cleaners (even those that say “non-foaming”)
- Cold Disinfecting Solutions
- Ultrasonic Solutions
**RAMVAC Bulldog® QT**  
**Troubleshooting**  
**User Guide**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause</th>
<th>Corrective Action*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low or No Vacuum</strong></td>
<td>Tank Drain Valve Blocked Open</td>
<td>Clean Tank Drain Valve</td>
</tr>
<tr>
<td></td>
<td>Clogged Vacuum Line</td>
<td>Locate and remove clog</td>
</tr>
<tr>
<td></td>
<td>Filtrols Check Valve Not Sealing</td>
<td>Repair or replace Check Valve</td>
</tr>
<tr>
<td></td>
<td>Vacuum Leaks</td>
<td>Locate and fix leaks</td>
</tr>
<tr>
<td></td>
<td>Loose or Broken Drive Belt</td>
<td>Tighten or replace Belt</td>
</tr>
<tr>
<td></td>
<td>Stuck Vanes</td>
<td>Clean and lubricate Vanes</td>
</tr>
<tr>
<td><strong>Motor Does Not Run</strong></td>
<td>“Tripped” Breaker or Fuse</td>
<td>Reset Breaker / Replace Fuse</td>
</tr>
<tr>
<td></td>
<td>“Tripped” Motor Overload</td>
<td>Reset Motor Overload</td>
</tr>
<tr>
<td></td>
<td>Motor Failure</td>
<td>Replace Motor</td>
</tr>
<tr>
<td></td>
<td>Failed Control Component</td>
<td>Bypass then replace failed component</td>
</tr>
<tr>
<td></td>
<td>Filtrols Moisture Fault</td>
<td>See “Filtrols Moisture Fault”</td>
</tr>
<tr>
<td><strong>Drip Rate Slow</strong></td>
<td>Low Ambient Temperature</td>
<td>Raise ambient temperature</td>
</tr>
<tr>
<td></td>
<td>Dirty Oil Filter</td>
<td>Clean Filter</td>
</tr>
<tr>
<td></td>
<td>Improper Oil</td>
<td>Change to recommended oil</td>
</tr>
<tr>
<td><strong>Drip Rate Fast</strong></td>
<td>High Ambient Temperature</td>
<td>Lower ambient temperature</td>
</tr>
<tr>
<td></td>
<td>High Vacuum Pressure</td>
<td>Lower vacuum pressure</td>
</tr>
<tr>
<td></td>
<td>Improper Oil</td>
<td>Change to recommended oil</td>
</tr>
<tr>
<td><strong>Oil Comes Out Exhaust</strong></td>
<td>Incorrect Exhaust Installation</td>
<td>Correct Installation</td>
</tr>
<tr>
<td></td>
<td>Oil Reservoir Overfull</td>
<td>Lower oil level</td>
</tr>
<tr>
<td></td>
<td>Bypassed Moisture Fault</td>
<td>See “Filtrols Moisture Fault”</td>
</tr>
<tr>
<td><strong>“Filtrols Moisture “ Fault</strong></td>
<td>Separating Tank overfilled</td>
<td>Drain Separating Tank</td>
</tr>
<tr>
<td></td>
<td>Separating Tank Drain Valve Stuck</td>
<td>Clean Separating Tank Drain Valve</td>
</tr>
<tr>
<td></td>
<td>Foaming Line Cleaner used</td>
<td>Use “Slugbuster” Line Cleaner</td>
</tr>
<tr>
<td></td>
<td>Cold Sterilization Solution aspirated</td>
<td>Aspirate only non-foaming substances</td>
</tr>
<tr>
<td><strong>Maintenance Required</strong></td>
<td>Preventative Maintenance Due</td>
<td>Perform Preventative Maintenance</td>
</tr>
</tbody>
</table>

*Abbreviated information. For details contact your authorized dealer or RAMVAC, or refer to the “Support” section of ramvac.com
**RAMVAC® Product Support Services**

The DentalEZ Group and its employees are proud of the products we provide to the dental community. We stand behind these products with a warranty against defects in material and workmanship as provided below.

In the event that you experience difficulty with the application or operation of any of our products, please contact our customer service department at our expense at (866) DTE-INFO.

If we cannot resolve the issue by telephone, we will arrange for a representative to contact you or suggest that the product be returned to our factory for inspection.

If product return or repair is required, we will provide you with a Return Authorization number and shipping instructions to return the product to the proper facility. If the product is under warranty we will ask you to provide proof of purchase such as a copy of your invoice. Please be sure to include the Return Authorization number on the package you are returning. Products returned without a return authorization number cannot be repaired.

Freight costs for product returns are the responsibility of the customer. Products under warranty will be repaired or replaced, at our sole discretion, and returned at our expense. Products outside the warranty limits will be repaired and returned with costs invoiced to the customer. We are not responsible for shipping damages. We will, however, help you file a claim with the freight carrier. Written repair estimates are available.

DentalEZ warrants all equipment and parts to be free of defects in material and workmanship, under normal usage, under the following terms:

<table>
<thead>
<tr>
<th>RAMVAC Products:</th>
<th>Warranty Period:</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAMVAC® Dental Vacuum System</td>
<td>2 Years from date of installation*</td>
</tr>
<tr>
<td>RAMVAC® Vacuum Pumps only</td>
<td>10 Years from date of installation*</td>
</tr>
<tr>
<td>RAMVAC® OWL™</td>
<td>2 Years from date of installation*</td>
</tr>
<tr>
<td>CustomAir® by RAMVAC®</td>
<td>6 Years / 4200 hours from date of installation*</td>
</tr>
</tbody>
</table>

Please note the following additional terms of our warranty and return policy:

- Warranties cover manufacturing defects only and do not cover defects resulting from abuse, improper handling, cleaning, care or maintenance, normal wear and tear or non-observance of operating, maintenance or installation instructions. Failure to use authorized parts or an authorized repair facility voids this warranty.

- Liability is limited to repair or replacement of the defective product at our sole discretion. All other liabilities, in particular liability for damages, including, without limitation, consequential or incidental damages are excluded.

- This warranty is in lieu of all other warranties, expressed or implied, including ANY IMPLIED warranties of merchantability or fitness for a particular purpose. no employee, representative or dealer is authorized to change this warranty in any way or to grant any other warranty.

**WARRANTY REPAIRS:**
Parts repaired or replaced on a product that is in warranty will be warranted for the duration of that product’s original warranty.

**NON-WARRANTY REPAIRS:**
The warranty on parts either repaired or replaced on an out-of-warranty product will cover the repaired part only and will be for the timeframe of a new parts warranty period.

**PRODUCT RETURN:**
Opened products or product returns more than a year old cannot be returned for credit. There will be a 15% ($25.00 minimum) restocking charge on all items authorized for return.

*When installed, operated and maintained in accordance with written instructions.

RAMVAC, Bison, Bulldog, FLOWCHECK, Ramclean and VACHECK are registered trademarks and InfiniTank, OWL and SlugBuster are trademark of RAMVAC Dental Products, Inc.