

# TROUBLESHOOTING



**Q: My clipper seems to pull the hair rather than cut it, does this mean I need new blades?**

**A:** When your blades start to pull the hair, first apply two drops of blade oil to the blades and test cut again. Oil lubricates the blades and allows them to run at the correct speed and ensure better cutting. It also helps the clipper run cooler. If your clipper blades are still pulling hair you will need to replace your blades or alternatively have them sharpened depending on the type of blade it is.

**Q: How often do I need to oil my blades?**

**A:** Always oil your blades before and after each cut. Due to the high speed of the clipper the correct type of oil must be used. Only use oil intended for use on clippers, such as Wahl Clipper Oil. Do not ever use hair oil, grease or any oil mixed with kerosene or any solvent as this will evaporate and leave a thick gummy oil to slow down the blades. Blade Oil is a very thin natural oil which will not evaporate and will not slow down the power.

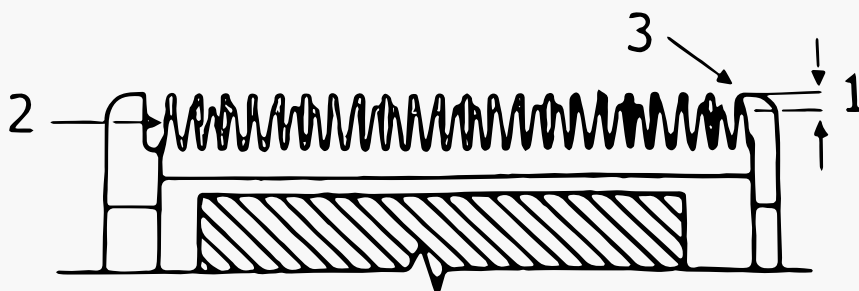
**Q: When I switch on my mains clipper it makes a loud thud, is this normal?**

**A:** This is quite normal, the motor is electromagnetic. Depending on how it catches the flow of electricity, it can make a loud noise (like a hand clap). This happens when it is first switched on, but this does not mean the clipper is faulty or unsafe to use.

**Q: How do I align my blades?**

**A:** Wahl clippers with adjustable blades are oiled and aligned before leaving our factory, however it is possible for the blades to get bumped out of alignment. Blades must be realigned if they have been removed for cleaning or replacement. To determine if realignment is necessary, compare your clipper blades with this sketch.

1. The end of the top blade teeth should be 0.8mm to 1.6mm back from bottom blade. This is important so that the clipper doesn't cut too close or allow the moving cutter to touch the skin.
2. The extreme left-hand tooth or top blade must be covering or be to the left of the first small tooth of bottom blade.
3. The extreme right-hand tooth of top blade must be touching the big tooth on the bottom blade.





**Q: When I go to clip with my mains powered clipper it produces a loud noise?**

**A:** First oil your blades, if the noise continues then your power screw located on the right-hand side of the clipper, requires adjusting. To adjust this, plug in the clipper and turn it on, then turn the power/voltage screw anti-clockwise until the noise subsides to a standard running noise, then carry on and adjust it a further quarter of a turn. If adjusted correctly this should have resolved the problem. Alternatively, please refer to your instruction booklet.

**Q: The clipper has caused skin injury**

**A:** You may have applied too much pressure on the skin, used the blade at the wrong angle allowing the cutting blade to come into contact with the skin, or you may have a damaged blade set. Check whether the blade edges or teeth are damaged and replace the blade set if necessary. NEVER use a damaged blade as this could cause injury.

**Q: How can I get replacement instructions?**

**A:** Contact Wahl Customer Services on 01227 740066 if you need a replacement. An electronic form will be sent, but if you would like a hard copy, we will be happy to post this out to you instead.

**Q: What product works best for which breed?**

**A:** Many of our Pet products are excellent for trimming and touch up's and are very good for fine to medium hair. Some are not recommended for double coated coats. All of our premium clippers are suitable for all coat types. Each of our Pet products specifies the type of coat they are appropriate for on the packaging.

**Q: Why is my appliance not working?**

**A:** A defective power supply may be the issue. Make sure that contact between the mains and the socket is faultless and check the mains cable for possible damage.

**Q: Do Pet products give instructions of how to groom your pet?**

**A:** Yes. All Wahl Pet clippers and trimmers come with an instruction booklet explaining how to take care of your product and tips on how to clip/trim your pet.

**Q: How long is the guarantee for my product?**

**A:** Please refer to the guarantee section of your instruction booklet to identify how long your product is guaranteed for.

If this information does not help you resolve your problem, please contact Wahl Customer Services on 01227 740066. Never attempt to repair the appliance yourself.