

Troubleshooting

Below are some tips that may help, some are common problems, some are rare problems

- **Most problems** are normally due to a faulty adapter or adapter setting. Try another adapter if possible. Example: I had one customer whose adapter turned out to be putting out 17.5 volts on every voltage setting!
- If you have low humidity (less than 30%) in the atmosphere such a very dry heated room this will affect the performance of the Flockbox to operate properly. From the Flocking.biz website: "Less than 30% relative humidity in the production area will lead to fibres that won't accept a charge". So you may need to open a window or door to let some moisture in.
- Ensure you have enough flock on your tray, a very thin layer will not pick up easily, try a small **pile** of flock about 25mm high
- If the light works but the flock is not picking up then try reversing the polarity, see above.
- Try your Flockbox at another location. Something may be stopping your Flockbox from Earthing properly such as a thick rubber mat under your chair and desk. It may even be your thick rubber boots!
- Try a different flock colour or brand or length. Some flocks work much better than others. The shorter the flock the easier it is to use.
- Ensure your adapter is AC/DC and not AC/AC, see above.