



Justick™ Troubleshooting Guide

Justick™ offers a 2 year Warrantee.

The Justick™ product guarantee does not extend to goods damaged in transit. All boards are factory packed and conform to generally accepted standards and guidelines

On Arrival Of Your Justick™ Board

Should you receive a Justick™ board a) not in its original packaging b) in damaged packaging or c) in tampered with packaging then we suggest that photos are taken and immediate contact made with the courier or freight company and a complaint/claim lodged. All photo's and documentation to please be copied to your Justick™ distributor.

On Unpacking Your Justick™ Board

Please carefully read the installation and activation instructions supplied with your Justick™ board. For optimal performance it should be noted that Justick™ products are best suited to a dry environment and should be kept out of direct sunlight or drafts. Please ensure that the Justick™ board is not positioned near the air vents of either cooling or heating systems as the moisture and steam could negatively affect the board.

Should the board have weak or no adhesion, a common problem is battery direction. Please check that the batteries have been inserted as indicated. Check and recheck the polarity of all 4 batteries.

Please also ensure that ALL 4 batteries are new and fully charged.

Should this not solve the problem, please record the serial number at the back of the unit and contact your distributor.

Justick™ Customer Service Troubleshooting Guide - (No tools required).

The Justick™ Customer Troubleshooting Guide should be followed.

The following should be checked and marked off on the Product Complaint Form.

- Damage to outer packaging
- Damage to board or panel
- Adhesion: Weak or None
- Battery polarity and charge
- Serial number recorded

Then proceed as follows.

Level One Inspection/Action:

Inspect the adhesion surface for damage. If there is no obvious damage, clean the panel (if it is not brand new)

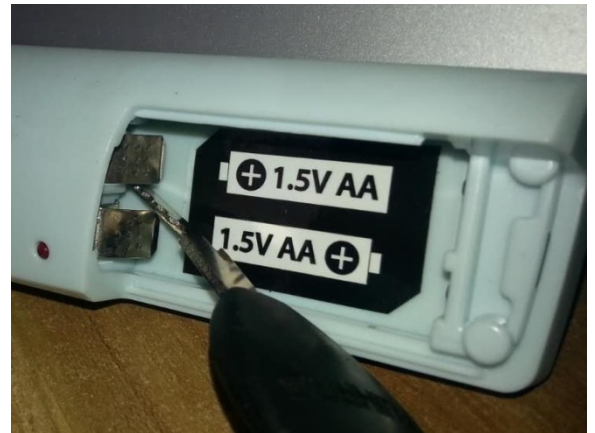
1. Remove the batteries.
2. Gently wipe the adhesion surface with a damp clean cloth (can use a mild solution of dishwashing liquid and water).
3. Wipe the surface at least twice with a clean slightly damp cloth
4. Wipe the panel with a dry cloth
5. Allow to air dry for a further 2 minutes or until there is no moisture on the panel.
6. Reinsert new batteries

Should the board still not be functional please proceed to the next step.

Level Two Inspection/Action:

Inspect the static generator for damage. If there is no obvious damage then:

1. Remove the left side batteries. Short out the two battery terminals, closest to the static unit with a key or metal object*.
2. Keep the short for 10 seconds. The LED should flash indicating a low battery condition.
3. Repeat the process on the opposite side. If the LED flashes in both instances, the static generator is functional.
4. This test confirms that the static generator is operational, and the battery connectors are functioning.



Service Repair Center

Should the procedure for the Customer Service Center be completed, further fault finding should be undertaken and a report sent back to Justick™ Head Office to identify the source of the failures.

It is recommended that the Service Repair Center repeat the procedure carried out by the Customer Care Center to eliminate any oversights in the Level One and Two Troubleshooting Guidelines.

Neither the panel nor the printed circuit board is repairable, but it is important to eliminate possible connection faults.

Level Three Inspection/Action:

1. Remove the batteries.
2. Remove the screws behind the static generator.
 - 2.1. On framed panels there are 2 screws overlapping on the frame.
 - 2.2. On unframed units there are 8 screws directly behind the static generator.
3. Cut the 2 wires between the panel and the static generator.

NB: The wires need to be accessible from both the panel and the static generator so do not cut them too close to either side.

4. Strip a short piece on all the wires.
5. Using a **test** static generator equipped with crocodile clips, attach to and test the panel.
 - 5.1. If adhesion is normal, the static generator is faulty.
 - 5.2. If adhesion is weak, the panel is dirty and should be cleaned, even if it appears clean.
 - 5.3. If there is no adhesion the panel is faulty.

**NB: Make sure the test is done with the wires not touching any conductive surfaces.
When in doubt, suspend the wires in the air.**

Should the static generator be faulty and/or the battery terminal test fail, further fault finding should be undertaken.

Additional Actions:

1. Confirm the battery wires are not broken or pinched.
2. Realign the white connectors on the PCB (Printed Connector Board)
3. Reconfirm the battery terminal shorting test after the connectors have been reseated.



**Test static generator
pictured above**