EyeVac FAQs

1. My EyeVac will not turn on
   a. Remove and replace canister: make sure Pre-Motor Filter is properly installed in canister. The round filter inside the canister should be flush with the canister lid and fully locked into place.
   b. Make sure inlet and sensor area are clear of debris.
   c. Make sure EyeVac is plugged into a proper power source and Power is on.
2. My EyeVac will not turn off
   a. Make sure there is no debris blocking the infrared eyes.
   b. Clean the covers of the infrared eyes with a damp q-tip. Do not use soap or alcohol, these can leave a film on the sensors causing more issues.
   c. Turn EyeVac off and back on.
3. The EyeVac suction is not strong
   a. Check to ensure there is no debris stuck in the inlet.
   b. Clear the canister and clean the pre-motor filter.
4. The EyeVac status indicator light is blinking
   a. This is a power interruption to protect your motor from damage when EyeVac has run continuously for 30+ seconds.
   b. Ensure the sensor/inlet area is clear of debris, then turn the power off and back on.
5. The EyeVac collection bin indicator light is on
   a. Its time to empty the debris from the canister. Turn the unit off and unplug for safety, empty debris, make sure to properly reinstall all filters, canister lid, and canister after cleaning, plug the unit back in and turn to it on.
6. How do I keep my EyeVac performing optimally?
   a. For any electronic interruptions, turning the EyeVac off and then back on should resolve the problem.
   b. For optimal performance, dump your canister when the Canister Full Indicator light is on and keep your filters clean.
7. Any other questions or concerns?
   a. Reach out to EyeVac Customer Service directly by filling out a form at EyeVac.com/connect