

## TECH TIME!

We have all had a run in with these things not working right and 99% of the time they are returned for “not working” it is because of the seals. They can easily be fixed without a return. Below is a step by step process to try and walk customers through the process so they don't have to take the time to return supposed broken ones and get new ones. For the love of God, take the time to try and work with them and diagnose it over the phone instead of throwing a return at them. Going through this process will educate them on how to tackle it if it ever happens again. Unfortunately, the design is a little flawed and it isn't going to change any time soon.

Usually this is how I receive them.



This is the problem. The outer boot will catch on the inner seal while the rod is actuating and will pull the inner seal out causing it to lose vacuum.



Take the outer boot off and the inner seal. Check them both for holes. Replace if necessary. Unfortunately, they are susceptible to dry rot. We do sell both the inner seals and the outer boots separate if that's the case.



Using a grease like a white lithium grease, apply to the friction area of the inner seal.



Seat the inner seal properly back in the actuator body.



Using the same grease, coat the friction area of the outer boot on the inside.



Seat the outer boot properly and check that the actuator holds pressure properly. Block either the top or bottom port and with the rod at the bottom of travel pull up. It should hold. Cycle the rod up and down and make sure the boot does pull the inner seal out.  
DONE

