

FAQ

CLIPPERS & TRIMMERS

Q: Can I buy replacement blades, cutting guides or rechargeable batteries for my Wahl Clipper or Trimmer?

A: Yes. If you email us at repair@unityagencies.com.au and let us know the model name & model number, along with your city/suburb details, we can advise you of the correct part number and a local supplier. Please note, if the battery is soldered into the unit, it will need to be replaced by an authorised repair agent.

Q: My Clipper or Trimmer is outside of the warranty repair period – can it still be repaired?

A: Yes, in 99% of cases your Clipper or Trimmer can be repaired. Any of the authorised repair agents will be able to help you.

Q: My Clipper seems to pull the hair rather than cut it – does this mean it needs new blades?

A: This is not a simple answer, as several factors influence the cutting performance of your clipper.

1)Apply two drops of clipper 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 this does not help please read on:

2)To ensure your clipper is running at maximum power you will have to tune it to the power supply in your location. (This is because our power supply varies by +/- 10%)

You will need a Flat Head or Phillips Head screw driver to do the adjustment (the newest models only need a Phillips Head). Refer to the Clipper section “Getting the most from your Wahl Clippers”

Q: My clipper is making a loud clattering noise – is it broken?

A: No, simply refer to the Clipper Section “Getting the most from your Wahl Clippers”

Q: How often should I oil my clippers & trimmers?

IMPORTANT- In order to ensure that you get the longest life and best performance out of your clipper or trimmer; we recommend that you oil your unit before each use. To oil properly, the unit should be held in such a way that the blades are in a downward position. With the clipper or trimmer blade running, dispense 2-3 drops of oil across the top blade (Use Wahl Clipper Oil ONLY! Other oils will gum up the blades). Wipe the excess oil so it does not run into the motor compartment. Oil in the motor compartment will eventually lead to a poor motor performance. Blades should be oiled after using disinfectant or sanitizing solution.

Q: How do I clean and align my clipper or trimmer blades?

The best way to clean your blades is to simply hold your unplugged clipper at a downward angle and wipe off excess hair with cleaning brush and follow with a drop of oil. Also make sure to unscrew the blades and brush out any cut hairs that may be jamming the blades. Reattach blades and adjust blade alignment which needs to be reset after removing the blades or tuning your clipper, as this will affect the blade alignment. Refer to the Clipper Section “Getting the most from your Wahl Clippers”

WAHL & CUTEK STYLING PRODUCTS

Q: Can I buy replacement parts for Wahl or Cutek Hair Dryers or Styling Appliances?

A: While not a complete list, the following items are available as spare parts:

- Dryer Nozzles
- Dryer Filters
- Dryer Diffusers
- Individual Hot Rollers

If you phone or email us at repair@unityagencies.com.au and let us know the model name & model number, along with the part required and your city/suburb details, we can advise you of the correct part number and a local supplier.

Q: My hairdryer works, but only blows cold air – can it be repaired?

A: Yes, usually this means the heating element is not working. This can be replaced by one of our authorised repair agents. Refer to the list of Repair Agents.

Q: My hairdryer screeches when I turn it on – can it be repaired?

A: Oops – this usually happens if the dryer has been dropped. The mounts that hold the motor in place may have broken and the dryer fan is rubbing against the body of the dryer. Do not use the dryer, as you may burn out the motor. The dryer will need to be returned to one of our authorised repair agents for repair. Refer to the list of Repair Agents.