

# Prod Maintenance/Troubleshooting



## Maintenance After Each Use:

1. Thoroughly **CLEAN AND DRY** the Hot-Shot® Livestock Prod after each use
  - a. Remove shaft from handle and dry connection area of shaft and handle
  - b. Wipe handle with a dry cloth, particularly around the trigger button and end cover areas
2. Inspect shaft tip for damage or excessive wear and replace as necessary
3. Store with shaft separated from unit to allow for complete drying in areas that can't be wiped dry
4. The Hot-Shot® Stock Prod handle may be stored lying down or hanging from the wrist strap, the shaft may be hung from shaft hang hole in the tip

## Periodic Maintenance – Weekly or when the Hot-Shot® Livestock Prod is exposed to excessive moisture:

1. Disassemble the prod, clean and dry all parts. Clean and inspect all metal contacts for corrosion
2. Inspect and check power level on alkaline batteries
3. Inspect all parts for damage and replace as needed
4. Allow to air dry before re-assembling
5. Store with shaft separated from unit to allow for complete drying in areas that can't be wiped dry
6. The Hot-Shot® Stock Prod handle may be stored lying down or hanging from the wrist strap, the shaft may be hung from shaft hang hole in the tip

## Testing Operation of the Hot-Shot® Livestock Prod:

1. Check that Prod is assembled correctly and that all connections are secure
2. Remove trigger button safety clip
3. Depress trigger and listen for the motor tone
4. Touch both points to a metal surface, visible sparking on contact should occur

## Repairs

Hot-Shot® maintains a complete repair service at the factory. If a Hot-Shot® product fails due to defect within the specified warranty period, the unit must be returned to the factory for examination. If the product is found to be defective and is within the warranty period, replacement or repairs will be made. The product will be returned postage paid. For detailed warranty information visit [www.pacificbiologics.com.au](http://www.pacificbiologics.com.au)

Hot-Shot® also maintains a repair for fee service at the factory. If a product is returned to the factory for repair and is not within the warranty period, customers will be contacted regarding estimated repair costs prior to chargeable repair service being performed.

## Returns

In the event a product needs to be returned to Hot-Shot® for a warranty claim:

1. Enclose a note with the product that includes your name, full address and phone number
2. Enclose proof of purchase receipt
3. Send the product (without alkaline batteries or extension) and above information to:

Pacific Biologics  
35 Beach St  
Kippa-Ring QLD 4021  
Or call 07 3283 5077

## Troubleshooting Guide:

Symptom	Possible Cause	Possible Fix
Weak Spark/No Spark or Prod makes no sound when trigger is depressed	Batteries weak	Alkaline: Check batteries, replace if necessary Rechargeable: recharge battery pack
	Bad connection	Clean and inspect all connections
	Batteries not installed correctly	Check to see that the batteries are installed correctly per the insertion diagram inside the case
Motor makes tone, but no spark at end of shaft	Bad connection	Clean and inspect all connections
	Bad shaft	Check for spark at shaft connection point with shaft removed, if present replace shaft
	Bad motor	Check for spark at shaft connection point with shaft removed, if none replace motor
Motor making snapping sounds when shaft is not on animal or against steel	Bad shaft	Remove shaft, if snapping stops clean/dry shaft. If snapping continues when shaft is reattached replace the shaft
	Short Circuit due to moisture	Disassemble Prod, clean and dry all connections, reassemble and test
Arcing between contacts on motor or shaft	Bad shaft	Clean and dry shaft tip, if arcing still occurs at tip replace shaft
	Short Circuit due to moisture	Disassemble Prod, clean and dry all connections, reassemble and test
Batteries getting HOT (please note that batteries getting warm during operation is normal)	Batteries not installed correctly	Check to see that the batteries are installed correctly per the insertion diagram inside the case
	Short Circuit	Clean and inspect all connections and check assembly of prod to include all parts in case
User receiving shock at handle during operation	Short Circuit	Clean and inspect all connections and check assembly of prod to include all parts in case and ensure that all components are thoroughly dry
Prod still not functioning	Damaged or Bad Motor and/or case	Call Hot-Shot® customer support at 07 3283 5077 or return prod to retailer for repair

