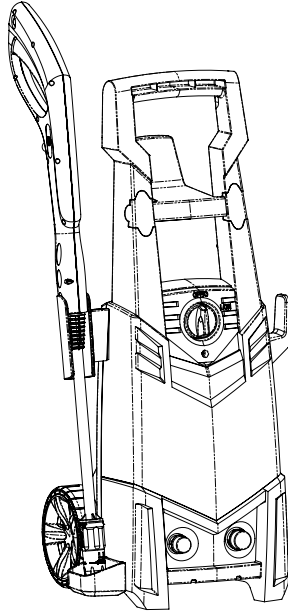




# 2030 PSI ELECTRIC PRESSURE WASHER



Model # PW20  
[bit.ly/WENvideo](http://bit.ly/WENvideo)


## IMPORTANT:

Your new tool has been engineered and manufactured to WEN's highest standards for dependability, ease of operation, and operator safety. When properly cared for, this product will supply you years of rugged, trouble-free performance. Pay close attention to the rules for safe operation, warnings, and cautions. If you use your tool properly and for intended purpose, you will enjoy years of safe, reliable service.



## NEED HELP? CONTACT US!

Have product questions? Need technical support?  
Please feel free to contact us at:

 **800-232-1195** (M-F 8AM-5PM CST)

 [techsupport@wenproducts.com](mailto:techsupport@wenproducts.com)

 [WENPRODUCTS.COM](http://WENPRODUCTS.COM)

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## TECHNICAL DATA

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Model Number:	PW20
Motor:	120V, 60Hz, 14.5A
Rated Pressure:	1450 PSI
Max Pressure:	2030 PSI
Max Flow:	1.76 GPM
Rated Temperature:	32° to 104° F
Max Inlet Pressure:	101 PSI
Hose Length:	20 ft
Power Cord Length:	36 ft
Soap Tank Capacity:	30 fl oz (.23 gal)
Weight:	21 lbs

# IMPORTANT SAFETY INSTRUCTIONS

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Safety is a combination of common sense, staying alert and knowing how your tool works.

## **SAVE THESE SAFETY INSTRUCTIONS.**



**WARNING:** To avoid mistakes and serious injury, do not plug in your tool until the following steps have been read and understood.

**READ** and become familiar with this entire instruction manual. **LEARN** the tool's applications, limitations, and possible hazards.

**STAY ALERT.** Watch what you are doing and use common sense when operating your tool.

**DO NOT USE** the tool while you are tired or under the influence of drugs, alcohol, or medication. A moment of inattention during operation may result in serious bodily injury.

**NEVER LEAVE YOUR UNIT RUNNING WHILE UNATTENDED.** Unplug the unit before leaving for extended periods of time.

**DO NOT OVERREACH.** Keep proper footing and balance at all times. This enables better control of the unit in unexpected situations and will also prevent you from falling down and embarrassing yourself in front of your cool neighbor Greg. Hold the handles firmly to avoid injury. When stepping backwards, be cautious about any obstacles beneath your feet or behind you in order to avoid falling.

**READ** the operator's manual carefully. Learn your tool's applications and limitations as well as the specific potential hazards related to this machine. Do not use this machine for any purpose other than the one for which it was designed. Otherwise, you may cause mechanical defaults, serious damage or personal injury.



**PRELIMINARY UNIT INSPECTION:** thoroughly inspect the unit before operation. Make sure all the parts are secured and installed correctly. If you notice any abnormalities, do not use the machine until it has been properly repaired. Always perform a test run the first time you use the tool or after replacing parts to ensure that the unit is functioning properly.

**MALFUNCTIONING SWITCH:** do not use the tool if the switch does not turn it on and off. Any electrical appliance that cannot be controlled by the switch is not safe to use and must be repaired.

Before servicing, cleaning or removing of any part, shut off power and relieve pressure.

Read all the instructions before using the product.

## SPECIFIC RULES FOR PRESSURE WASHERS

**CAUTION:** Misuse of this pressure washer can damage it and shorten its life. Only use the pressure washer for its intended purposes.

The high pressure stream of water can cut through skin and cause serious injury. Do not aim the stream of water at yourself or at any one else, including animals. Hoses and tubes can become damaged from coming in contact with a hot surfaces. Always double check the hose for perforations before starting up the machine.

**INJECTION HAZARD:** this equipment can cause serious injury if the spray penetrates the skin. Do not point the gun at anyone or any part of the body. In case of penetration, seek medical aid immediately.

This system is capable of producing over 13,000 kPa. To avoid rupture and injury, do not operate this pump with components rated less than 13,000 kPa working pressure (including but not limited to spray guns, hoses and hose connections).

Kickback from operation can cause the user to fall down. Always operate the pressure washer on a level and non-elevated surface to prevent the risk of falling.

Don't pressure wash the pressure washer. Do not spray the power source or the outlet. Wear rubber-soled shoes during operation.

Always wear safety goggles to protect from possible mishaps with the stream or detergents. Always be aware of the dangers associated with the detergents and chemicals that you are working with.

Attach all hoses before starting the unit. Have damaged items repaired or replaced as necessary. Do not use plugs or cords that show signs of damage such as broken or cracked insulation.

To reduce the risk of injury, close supervision is necessary when a product is used near children.

Know how to stop the product and bleed pressures quickly. Be thoroughly familiar with the controls.

Do not operate the product when fatigued or under the influence of alcohol or drugs.

Keep operating area clear of all persons and animals.

Do not overreach or stand on unstable support. Keep good footing and balance at all times.

Follow the maintenance instructions specified in the manual.

This product is provided with a ground fault circuit interrupter built into the power cord plug. If replacement of the plug or cord is needed, use only identical replacement parts.

**WARNING:** risk of injection or injury to persons - do not direct discharge stream at persons or animals.

Safety is a combination of common sense, staying alert and knowing how your tool works.

**SAVE THESE SAFETY INSTRUCTIONS.**

# ELECTRICAL INFORMATION

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**DO NOT MODIFY THE PLUG PROVIDED.** If it will not fit the outlet, have the proper outlet installed by a licensed electrician.

## EXTENSION CORDS



**WARNING:** Do not expose to rain or use in damp locations. Only use with an extension cord suitable for outdoors.

**NOTE:** Because the electric pressure washer already includes a 36 foot power cord, we do not recommend using any additional extension cord longer than 25 feet.

Extension Cord Recommendations	
Cord Length	25 ft.
Wire Gauge	14 gauge

Make sure your extension cord is in good condition. When using an extension cord, be sure to use one heavy enough to carry the current your product will draw. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating. The table to the left shows the correct size to be used according to cord length and nameplate ampere rating. When in doubt, use a heavier cord. The smaller the gauge number, the heavier the cord.

Make sure your extension cord is properly wired and in good condition. Always replace a damaged extension cord or have it repaired by a qualified person before using it. Protect your extension cords from sharp objects, excessive heat and damp/wet areas.

Use a separate electrical circuit for your tools. This circuit must not be less than a #12 wire and should be protected with a 15 A time-delayed fuse. Before connecting the motor to the power line, make sure the switch is in the OFF position and the electric current is properly rated for this item. Running at a lower voltage will damage the motor.

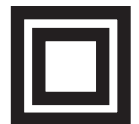
Do not abuse extension cord and do not yank on any cord to disconnect. Always disconnect the extension cord from the receptacle before disconnecting the product from the extension cord.

## GROUND FAULT CIRCUIT INTERRUPTER PROTECTION

This pressure washer is provided with a ground-fault circuit-interrupter (GFCI) built into the plug of the power-supply cord. This device provides additional protection from the risk of electric shock. Should replacement of the plug or cord become necessary, use only identical replacement parts that include GFCI protection.

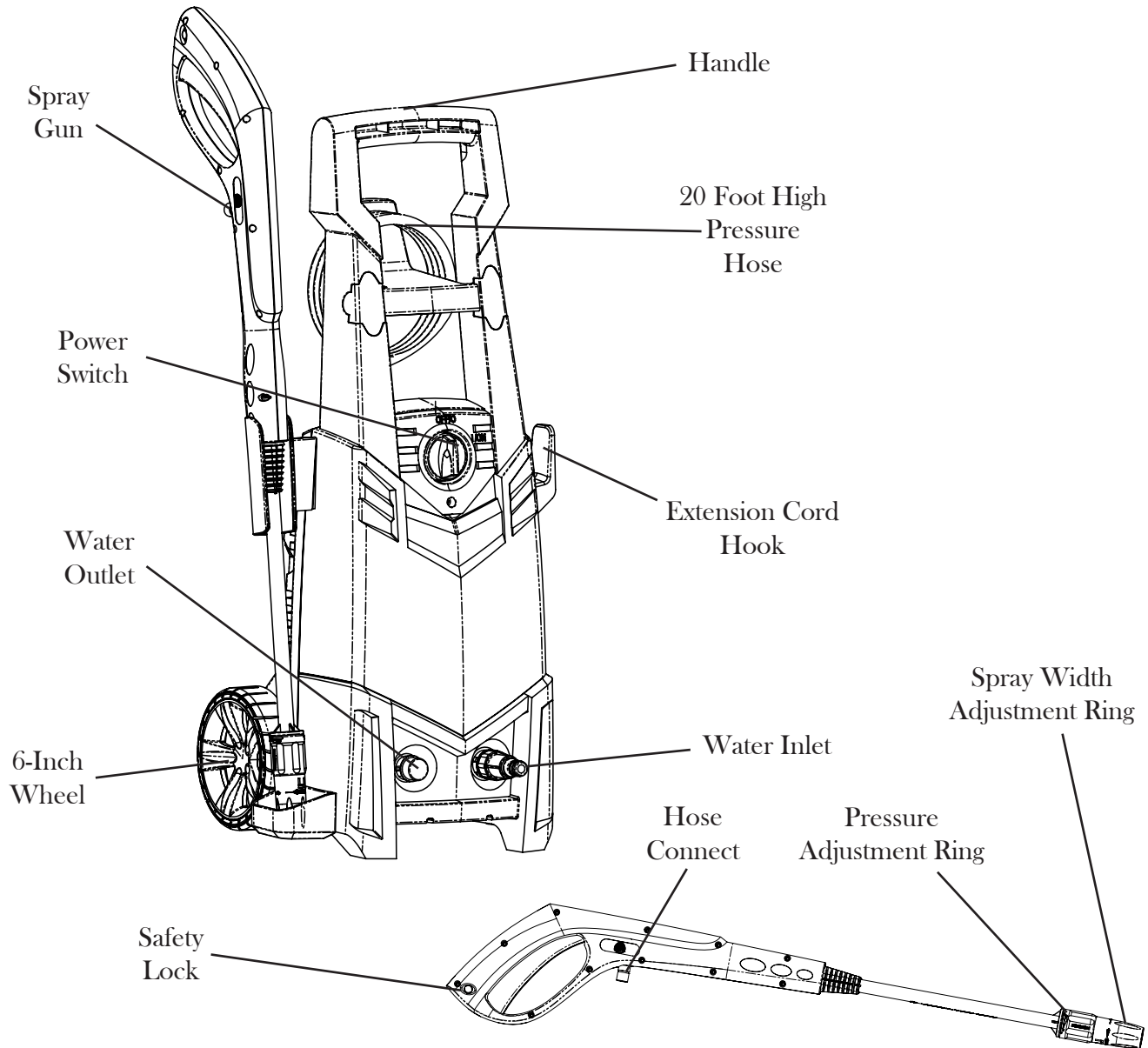
## SERVICING OF A DOUBLE-INSULATED APPLIANCE

In a double-insulated product, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated product, nor should a means for grounding be added to the product. Servicing a double-insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double-insulated product must be identical to the parts they replace. A double-insulated product is marked with the words “DOUBLE INSULATION” or “DOUBLE INSULATED.” The symbol (right) may also be marked on the product.



# GET TO KNOW YOUR PRESSURE WASHER

Use the illustrations below to become familiar with the locations and functions of the various components and controls of this pressure washer.



**UNPACKING:** Make sure the following materials are all included with your pressure washer before attempting to assemble or run the unit.

- Pressure Washer Body
- Spray Gun Handle
- Spray Gun Lance
- Upper Handle
- Hose Hook (Attaches to Upper Handle)
- Extension Cord Hook
- Upper Spray Gun Holster
- Lower Spray Gun Holster
- Water Inlet Adapter
- High Pressure Hose
- Hardware Bag (7 screws)

## ASSEMBLY

**WARNING:** Do not attempt to assemble or operate this pressure washer until you have read and understood this entire manual. If you have any problems assembling or operating this unit, please call (800) 232-1195 M-F 8-5 CST for customer service.

**WARNING:** Do not operate this pressure washer if any of the parts are damaged or missing until the part is replaced. Using this product with damaged or missing parts can cause damage to the machine or result in serious injury or death.

### INSTALLING THE HANDLE AND HOLDERS TO THE PRESSURE WASHER

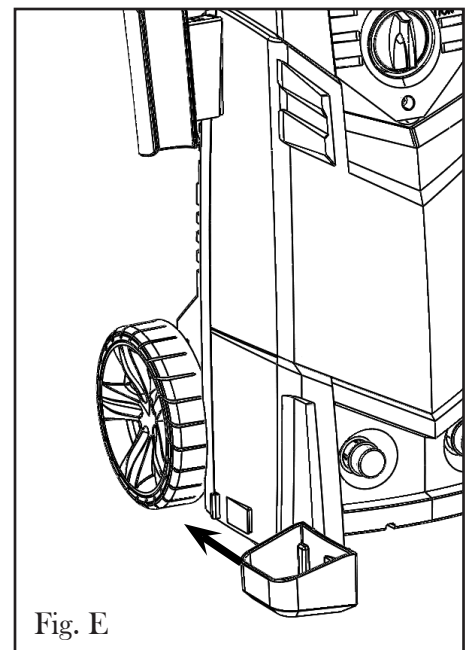
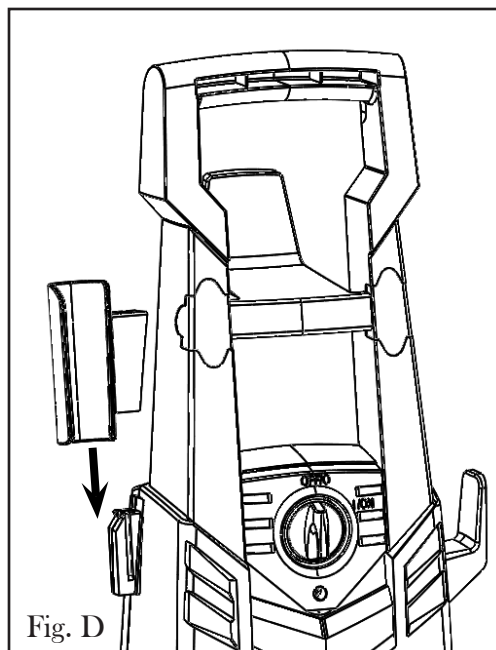
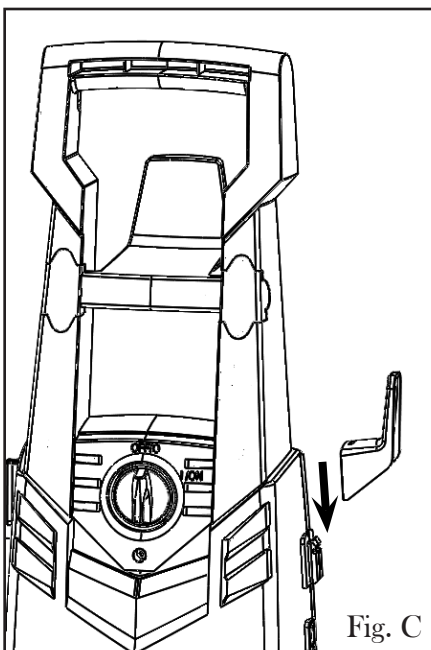
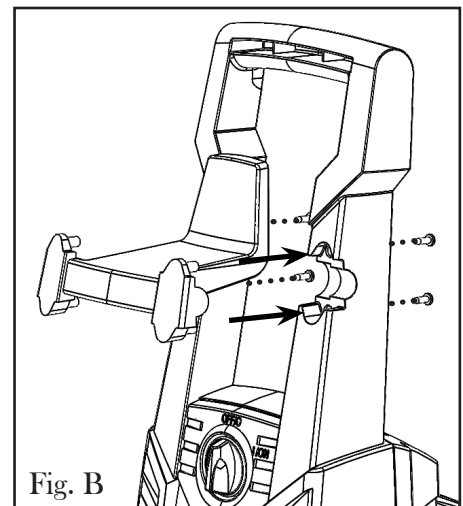
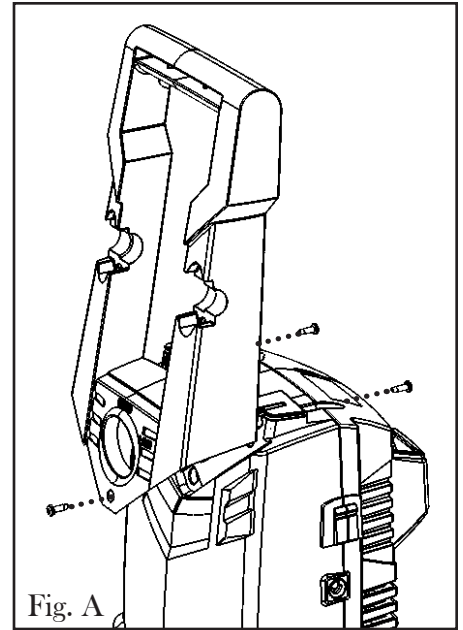
Install the handle into the upper portion of the pressure washer. Hold it in place using three screws - one through the front and two in the back (Fig. A). Attach the hose wrangler into the middle of the top hook. Hold it in place with four screws through the back of the handle (Fig. B).

Once the upper handle has been installed, attach the extension cord hook (Fig. C), the upper gun holster (Fig. D) and the lower gun holster (Fig. E) into each of their respective locations by snapping them into place.

Attach the lance of the spray gun to the handle by lining up the indentations on the end of either item (Fig. F). Slide the lance into place and twist to lock it. The spring loaded center requires that you push in and twist when attempting to install and remove the lance from the handle.

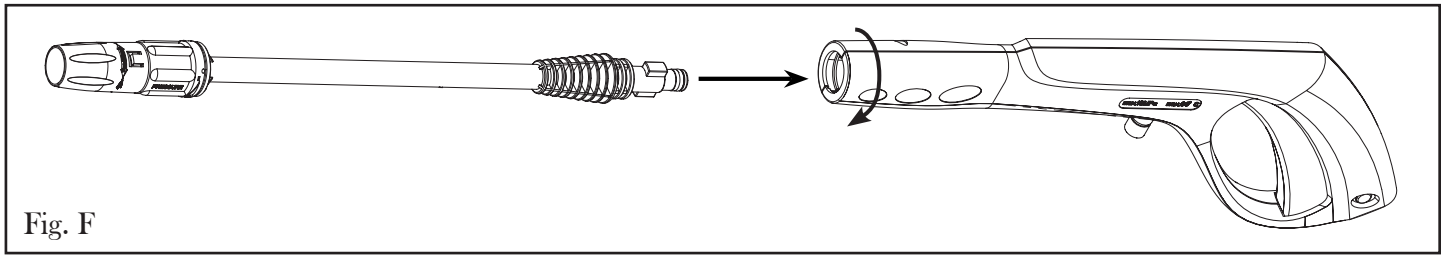
Attach the water inlet adapter to the water inlet. This will allow for your garden hose to attach to the pressure washer.

Finally, attach one end of the high pressure hose to the spray gun and the other to the pressure washer.



## OPERATION

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### **CONNECT HIGH PRESSURE HOSE TO PUMP**

1. Attach the end of high pressure hose to the high pressure outlet on pump.
2. Follow the same procedure with opposite end to attach high pressure hose to spray wand.

### **CONNECTING GARDEN HOSE TO PRESSURE WASHER**

1. Run water through the hose for a few seconds to flush any debris from the hose.
2. Inspect the inlet screen and remove any debris.
3. Connect hose to water inlet and tighten by hand. Make sure the hose is off while connecting it to the unit. There must be a minimum of 10 feet of unrestricted hose between pressure washer and faucet or shut off valve.
4. Turn on water.
5. Purge the system's pump of air by releasing the safety and squeezing the trigger of the spray gun.

### **PREPARING AND RUNNING THE PRESSURE WASHER**

Position the pressure washer as close to the water supply as possible. Make sure that the washer is standing on a secure, stable surface to prevent it from tipping during operation. Connect the water supply hose to the water inlet adapter. If you prefer, you can detach the water inlet adapter from the unit first to make it easier attach to the garden hose. After the adapter has been securely attached to the hose, you can then attach the coupler to the pressure washer.

After the hose has been properly fastened to the pressure washer's water inlet adapter, turn on the water supply tap. Make sure its open as far as it can go.

Release the safety lock of the gun and press down on the trigger for a few seconds to allow air to escape from the gun and the hose. While keeping the trigger pressed, turn the power switch on the pressure washer, making sure the lance is not aimed away from any bystanders or animals.

Once the flow has increased to its maximum rate, aim the stream at the desired surface and start cleaning.

### **SHUTTING DOWN THE UNIT**

Once a job has been complete, turn the power switch to the off position and unplug the cord from its power source. Next, turn off the water source. Finally, hold down the trigger switch to relieve any built up pressure. After this, all hoses can be disconnected. Always engage the gun safety lock before storing the pressure washer.



# OPERATION

## USING PRESSURE WASHER DETERGENT (Fig. G)

The detergent reservoir found in the back of the pressure washer can be removed to help easily add detergent into the pressure washer. Slide the reservoir out of the back of the unit and take off the cap. Fill the reservoir with your preferred pressure washer detergent. Follow the instructions found on the detergent bottle about application and about whether or not the detergent should be cut with water.

Set the spray nozzle to its lowest pressure in order to avoid soap from backing up in the unit. Dissolve dirt by applying detergent with a higher fan jet to the desired surface.

If you would like to drain the soap from the tank, remove the reservoir from the bottom of the pressure washer and dump the contents out. Feel free to dump excess soap back into your detergent bottle as to not be wasteful. Afterwards, spray the gun to flush out all of the soap remaining in the unit.

NOTE: The soap tank capacity is 30 fl. oz (.23 gallons)

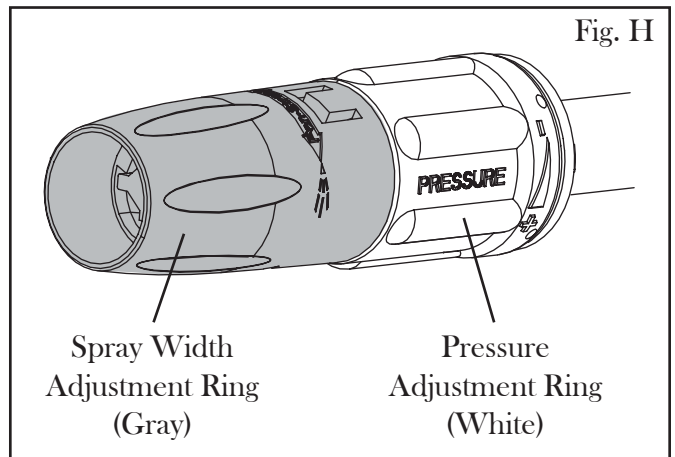
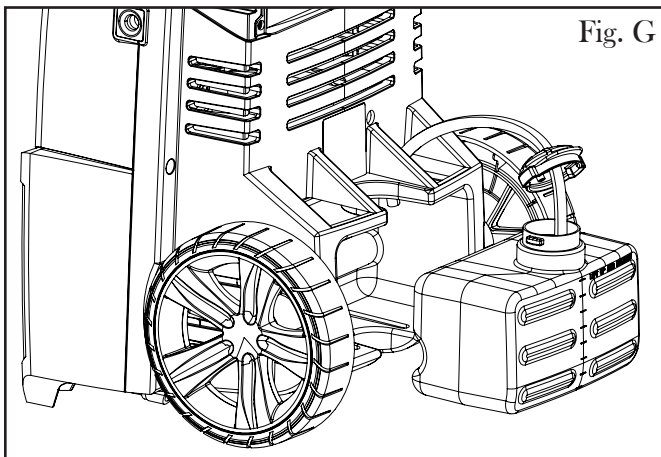
## ADJUSTING THE VARIABLE PRESSURE NOZZLE

WARNING: Do not attempt to adjust the nozzle pressure or spray width while the machine is ON.

There are two different ways to adjust your variable pressure lance in order to meet the exact requirements of the project at hand. First off, the PSI can be adjusted by turning the inner ring of the nozzle (Fig. F - Pressure Adjustment Ring). A counterclockwise rotation of the inner nozzle increases the pressure of the spray while a clockwise rotation decreases the pressure (Fig. F - Spray Width Adjustment Ring).

Aside from adjusting the pressure of the blast, you can also change the spray width by turning the outer ring of the nozzle (Fig. F). Turning this varies the angle of the spray anywhere from 0 to 60°.

NOTE: Make sure to only use the lowest pressure setting and a high degree spray width when applying soap. If any detergent is in the tank, using a high pressure setting will cause soap build-up in the lance and hose.



## MAINTENANCE & CARE

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### HIGH PRESSURE HOSE

1. Inspect hose for cuts, bulges, or leaks which can develop from kinking or wear. If damage is found, immediately replace hose.
2. Inspect couplings for damage. Immediately replace hose if damage is found.

**WARNING:** Never repair a high pressure hose or use unit if the hose is damaged. If the hose is damaged replace with identical part.

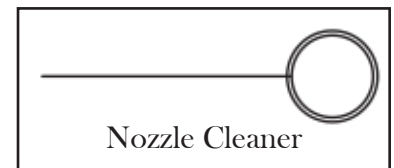
### SPRAY GUN

1. Make sure the spray gun is connected securely.
2. Inspect the spray gun safety and make sure the spray gun trigger springs back upon release.

### SPRAY NOZZLE

If a pulsing sensation is felt while squeezing the trigger, the spray nozzle may be dirty or clogged and should be cleaned immediately. To clean the nozzle:

1. Shut off the motor, unplug the power and turn off the water.
2. Remove the nozzle from the spray wand, making sure that the nozzle is pointing away from you and in a safe direction.
3. Use the nozzle cleaner or a small paper clip to dislodge any foreign materials which are clogging or restricting the spray tip. Flush debris out of the nozzle by back flushing with a garden hose for 30-60 seconds.
4. Reconnect the nozzle to the spray wand.
5. Turn the water supply back on and start the motor.



### WATER INLET ADAPTER

Make sure to routinely clean out the water inlet adapter, making sure that it is clean of debris and build-up before operating the pressure washer.

### STORING THE PRESSURE WASHER FOR EXTENDED PERIODS:

Only store your pressure washer indoors where the temperature will stay above freezing (32°F). We also recommend the use of a pump protector or a pump conditioner before storing the unit for long periods of time.

Always keep the pressure washer upright. Do not lay it down sideways during transportation or storage.

## TROUBLESHOOTING

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**IMPORTANT:** If trouble persists, please call our customer help line at (800) 232-1195 M-F 8-5 Central Time.

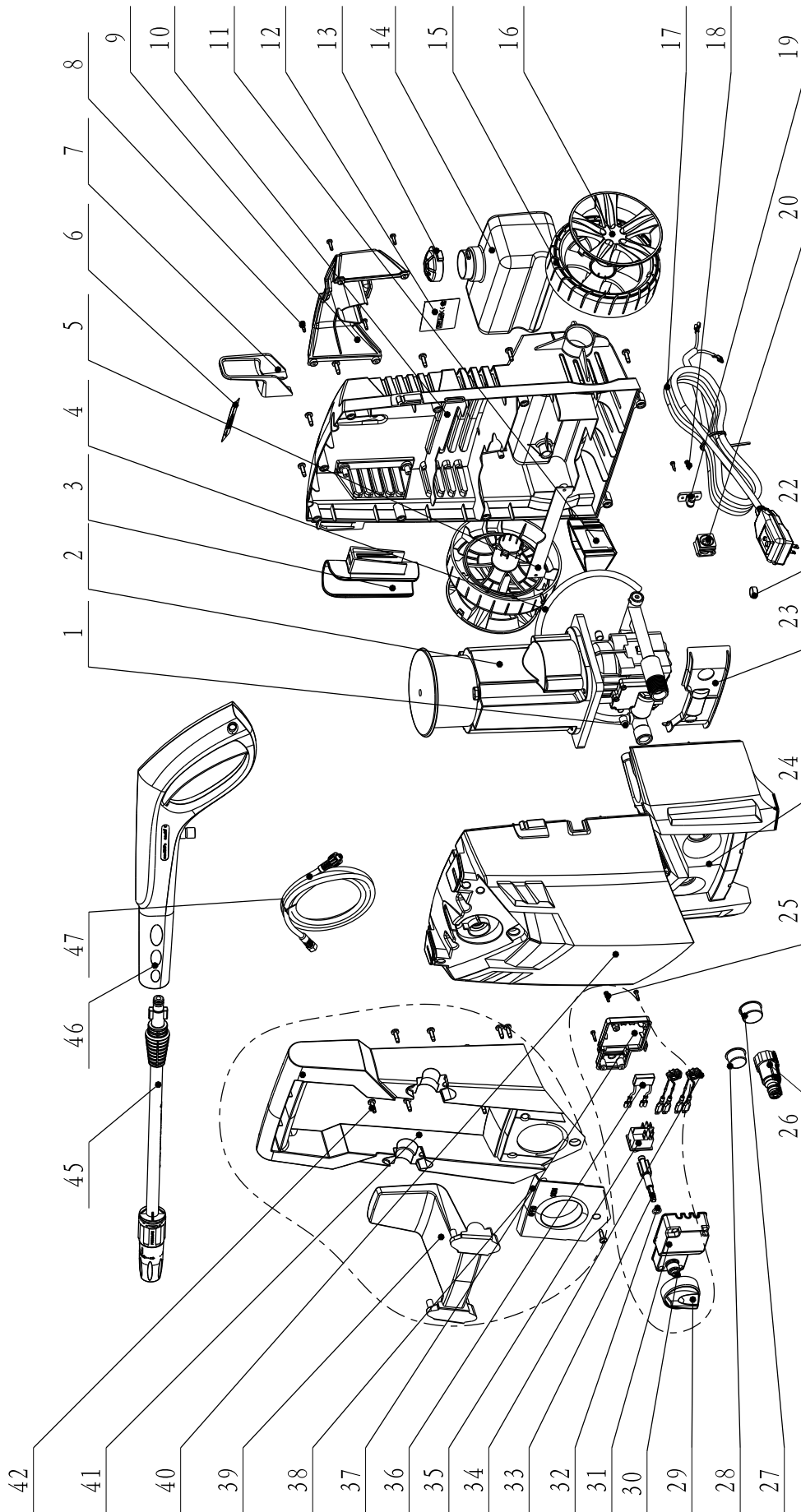
PROBLEM	CAUSE	SOLUTION
Machine stops during operation.	<ol style="list-style-type: none"> <li>1. You blew a fuse.</li> <li>2. Nozzle partially blocked.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the fuse. Turn off other products sharing the circuit before doing so.</li> <li>2. Clean the nozzle.</li> </ol>
Machine pulsating	<ol style="list-style-type: none"> <li>1. Air has collected in the inlet hose.</li> <li>2. Insufficient water supply</li> <li>3. Blocked nozzle.</li> <li>4. Blocked water filter.</li> <li>5. Kinked hose.</li> </ol>	<ol style="list-style-type: none"> <li>1. Allow the machine to run while holding the trigger until adequate pressure returns.</li> <li>2. Make sure the water tap is open as far as possible.</li> <li>3. Clean the nozzle.</li> <li>4. Clean the water inlet adapter filter.</li> <li>5. Unkink the hose.</li> </ol>
Machine doesn't turn on.	<ol style="list-style-type: none"> <li>1. Machine not plugged in.</li> <li>2. Defective socket.</li> <li>3. Fuse has blown.</li> <li>4. Defective extension cord.</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug that puppy in!</li> <li>2. Try a different outlet.</li> <li>3. Replace the fuse.</li> <li>4. Try it without an extension cord.</li> </ol>
Fluctuating Pressure	<ol style="list-style-type: none"> <li>1. Pump bringing in air.</li> <li>2. Dirty or broken valves.</li> <li>3. Pump seals are worn out.</li> </ol>	<ol style="list-style-type: none"> <li>1. Tighten the hose connections and make sure they are air tight.</li> <li>2. Clean/replace the valves.</li> <li>3. Order replacement seals (call 1-800-232-1195).</li> </ol>
Machine starts and stops by itself.	<ol style="list-style-type: none"> <li>1. Leaking pump/spray gun.</li> <li>2. Broken trigger on spray gun.</li> <li>3. Ghost in machine.</li> </ol>	<ol style="list-style-type: none"> <li>1 &amp; 2. Call 1-800-232-1195 for assistance.</li> <li>3. Persuade the ghost to leave.</li> </ol>
Machine starts without any water	<ol style="list-style-type: none"> <li>1. No water supply.</li> <li>2. Frozen pump/hose.</li> <li>3. Blocked water filter.</li> <li>4. Blocked nozzle.</li> </ol>	<ol style="list-style-type: none"> <li>1. Connect the water supply.</li> <li>2. Thaw out your frozen stuff.</li> <li>3. Clean out the water inlet adapter filter.</li> <li>4. Unblock and clean the nozzle.</li> </ol>

## EXPLODED VIEW & PARTS LIST

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<b>No.</b>	<b>Part</b>	<b>Description</b>
1	PW20-001	Damping Ring
2	PW20-002	Motor & Pump
3	PW20-003	Gun Holster
4	PW20-004	Pipe
5	PW20-005	Baffle Board
6	PW20-006	Label
7	PW20-007	Power Cord Hook
8	PW20-008	Screw
9	PW20-009	Accessories Holder
10	PW20-010	Rear Housing
11	PW20-011	Gun Lance Rest
12	PW20-012	Label
13	PW20-013	Soap Cap
14	PW20-014	Soap Tank
15	PW20-015	Wheel
16	PW20-016	Wheel Cover
17	PW20-017	Power Cord with GFCI
18	PW20-018	Screw
19	PW20-019	Cable Clip
20	PW20-020	Cable Sheath
22	PW20-022	Spray Plug
23	PW20-023	Plate
24	PW20-024	Outlet Panel
25	PW20-025	Screw
26	PW20-026	Water Inlet Nut
27	PW20-027	Water Inlet
28	PW20-028	Water Outlet
29	PW20-029	Switch Knob
30	PW20-030	Swtich Seal
31	PW20-031	Switch Box
32	PW20-032	O-Ring
33	PW20-033	Switch Lever
34	PW20-034	Inductor
35	PW20-035	Switch
36	PW20-036	Capactor
37	PW20-037	Switch Back Plate
38	PW20-038	Switch Cover Plate
39	PW20-039	Hose Hanger
40	PW20-040	Front Housing
41	PW20-041	Handle
42	PW20-042	Screw
45	PW20-045	Lance with Adjustable Nozzle
46	PW20-046	Gun Handle
47	PW20-047	High Pressure Hose

# EXPLODED VIEW & PARTS LIST



## LIMITED TWO YEAR WARRANTY

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WEN Products is committed to building tools that are dependable for years. Our warranties are consistent with this commitment and our dedication to quality.

### LIMITED WARRANTY OF WEN CONSUMER POWER TOOLS PRODUCTS FOR HOME USE

GREAT LAKES TECHNOLOGIES, LLC (“Seller”) warrants to the original purchaser only, that all WEN consumer power tools will be free from defects in material or workmanship for a period of two (2) years from date of purchase. Ninety days for all WEN products, if the tool is used for professional use.

**SELLER’S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY** under this Limited Warranty and, to the extent permitted by law, any warranty or condition implied by law, shall be the repair or replacement of parts, without charge, which are defective in material or workmanship and which have not been misused, carelessly handled, or misrepaired by persons other than Seller or Authorized Service Center. To make a claim under this Limited Warranty, you must make sure to keep a copy of your proof of purchase that clearly defines the Date of Purchase (month and year) and the Place of Purchase. Place of purchase must be a direct vendor of Great Lakes Technologies, LLC. Third party vendors such as garage sales, pawn shops, resale shops, or any other secondhand merchant void the warranty included with this product. Contact [techsupport@wenproducts.com](mailto:techsupport@wenproducts.com) or 1-800-232-1195 to make arrangements for repairs and transportation.

When returning a product for warranty service, the shipping charges must be prepaid by the purchaser. The product must be shipped in its original container (or an equivalent), properly packed to withstand the hazards of shipment. The product must be fully insured with a copy of the warranty card and/or the proof of purchase enclosed. There must also be a description of the problem in order to help our repairs department diagnose and fix the issue. Repairs will be made and the product will be returned and shipped back to the purchaser at no charge.

**THIS LIMITED WARRANTY DOES NOT APPLY TO ACCESSORY ITEMS THAT WEAR OUT FROM REGULAR USAGE OVER TIME INCLUDING BELTS, BRUSHES, BLADES, ETC. ANY IMPLIED WARRANTIES SHALL BE LIMITED IN DURATION TO TWO (2) YEARS FROM DATE OF PURCHASE. SOME STATES IN THE U.S., SOME CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LIABILITY FOR LOSS OF PROFITS) ARISING FROM THE SALE OR USE OF THIS PRODUCT. SOME STATES IN THE U.S. AND SOME CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

**THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE IN THE U.S., PROVINCE TO PROVINCE IN CANADA AND FROM COUNTRY TO COUNTRY.**

**THIS LIMITED WARRANTY APPLIES ONLY TO PORTABLE ELECTRIC TOOLS, BENCH POWER TOOLS, OUTDOOR POWER EQUIPMENT AND PNEUMATIC TOOLS SOLD WITHIN THE UNITED STATES OF AMERICA, CANADA AND THE COMMONWEALTH OF PUERTO RICO. FOR WARRANTY COVERAGE WITHIN OTHER COUNTRIES, CONTACT THE WEN CUSTOMER SUPPORT LINE.**