

## PowerFresh Steam Mop 1940 Series

### Knocking Noise

#### 1) Is this the first use...

**If NOT; Then water is not able to get into the machine...**

- a) Check to see if there is water in the tank.
- b) Check to see if the water tank is seated properly with no gaps.
- c) Has the unit sat for an extended period of time?

Plug the unit in and wait 30 seconds. The blue light will blink for 30 seconds and then stay on. You then need to choose a steam setting. It should only knock for a minute until it starts steaming.

**If YES; chose a steam setting until the noise goes away for up to 1 ½ minutes...**

- d) **This is the normal sound of the pump trying to pull water through the machine.** It will happen on the 1<sup>st</sup> use, each time the unit runs out of water, and if it sits for an extended period of time allowing the water to evaporate.

#### 2) If the consumer states the knocking noise lasts much longer than the first 1 ½ minutes of use, please **RA the machine to Grand Rapids for inspection and replace the machine** per the RA Destination Guide.