

## PowerFresh Steam Mop 1940 Series

# No Steam

- 1) **Pull out and check the water tank**
  - a. Remove the tank
  - b. Check to see if there are any cracks or leaks on the tank. Be sure to inspect the tank in a well-lit area and be sure there is water in the tank. If there are any cracks or leaking, the water tank will need to be replaced.
- 2) **Check that the cap is not cracked**, and that the rubber gasket that is at the tip of the cap is still attached to the unit. If there are cracks, replace the cap if under warranty. If outside of warranty sell the part to the consumer.
- 3) **Check that the x-valve** is working properly. Push up on the valve over the sink to ensure that the water releases out of the tank.
- 4) **Be sure only water is being used in the tank. Putting any additives such as scented oils, Lysol, or vinegar will ruin the machine and void any warranty.**
  - a. If additives have been used, rinse the water tank thoroughly with warm tap water, and fill only with warm tap water. Reinstall the tank and see if the machine begins to steam. If it does, do not use any more additives in the future to avoid any damage.
  - b. If the machine does not steam after rinsing the tank, please try these next troubleshooting steps:
- 5) **Has the water ever been heated prior to filling the tank (heated beyond what comes out of your tap)?**
  - a. If yes, is the bottle deformed? It is possible to hot of water was added and it deformed the bottle which would cause it to sit improperly in the machine and a new bottle will need to be ordered.

6) If you did not heat the water please try the next troubleshooting steps:

- a. How long has been allowed for the unit to warm up before testing for steam? Unit takes 30 seconds to 1 minute to heat before selecting a steam setting. Then it can take an additional minute to fill the pump (you will hear a knocking noise when you select a steam setting).

7) Check and see if the foot is properly installed

- a) Remove the foot and re-install it.
- b) The foot should lock in at the back of the unit with a clip and be seated right up against the unit with no gaps.

8) Check to see if the Ready Light is on. The heater may take up to a minute to heat. It will blink blue and then stay on when it is ready.

Is Ready Light on?...

**If NO; ready light is NOT on...**

- a) Make sure power cord is plugged into a functioning outlet. If ready light will not come on and/or the unit does not heat up set up a cut cord RA to McAllen if under warranty. If outside of warranty, upsell new machine.

**If YES; ready light is ON...**

- a) Select a steam setting.
- b) You will hear a light knocking noise while the water flows through the pump. This may take up to 2 minutes to steam initially
- c) If that doesn't work, check for steam with the tank off the unit, by pouring a small amount of cold water into the hole where the tank connects to the unit.

**If NO steam when pouring cold water into water tank hole on the unit...**

- a) Remove the mop-head and check for steam at the spray tip by taking off the foot of the unit and aiming the spray end in the sink or tub. **DO NOT not put any body parts near the end of the unit when checking for steam.**

**If NO steam with the mop-head removed...**

Unplug the unit and let it sit for at least 5 min to cool. Clean the spray tip with paper clip, if still no steam set up a cut cord RA to McAllen if under warranty. If outside of warranty, upsell new machine.

**If YES, there is steam with the mop-head removed...**

Mop Head may be clogged.

- a) With the tooth pick clear out the spray tip.

- b) Pour white vinegar through the top of the Mop Head to clear the clog.
- c) Clear the vinegar out of the unit by running warm water through it. **DO NOT RUN VINEGAR THROUGH THE MACHINE.**
- d) Reattach the mop head to the unit and attempt to spray into the sink or tub to check for steam. **Point unit away from body parts.**

**If still no steam**, and the machine is still within warranty, the cut cord option should be given to the consumer. Set up a replacement machine per the RA Destination Guide.

- **If the consumer has repeated issues with the replacement machine, and RA should be set up with the machine being sent to McAllen for inspection, a replacement machine should not be entered into the RA.**