

# PowerFresh Steam Mop 1940 Series

## Knocking Noise

**Is this the first use or  
Has the machine been sitting for more than a week...**

**If NO: The water is not able to get into the machine...**

- Check to see if there is water in the tank.
- Check to see if the water tank is seated properly with no gaps.
- Plug the machine in and wait 30 seconds. The blue light will blink for 30 seconds and then stay on.
- Choose a steam setting. It should only knock for up to 1 ½ minutes until it starts steaming, then the knocking will diminish to a dull or muffled hum.

**If YES: Chose a steam setting until the noise goes away (can take up to 1 ½ minutes)**

- 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.
- The noise will change from a knocking sound to a muffled hum after water enters the pump.

If the machine continues to loudly knock longer than the first 1 ½ minutes of use, please **issue an RA** if the machine is within the warranty period and replace the machine per the RA Destination Guide.