

No/Low Suction at Floor

- A) ASK CONSUMER TO REMOVE TANK AND CHECK FOR ANY CRACKS. Also, check the floor nozzle for cracks, clogs, or missing gasket on machine side. If issue is detected, send replacement part at no-charge if under warranty and it is a serviceable part. Refer to ASC if not a serviceable part.
- B) IS FLOOR CLEANING SELECTED?
There is a dial on the top of the foot of the machine that allows you to choose floor cleaning or tools. It has to be on floor cleaning for it to get suction at the floor.
- C) IS THE TANK LID PROPERLY ATTACHED TO BOTTOM TANK?
Make sure Tank Lid is properly attached to bottom. To attach the lid, properly fit the front side and then secure the latch in the back. You should be able to lift the tank by the carry handle.
- D) IS THE TANK PROPERLY SET ONTO THE BASE OF THE UNIT?
With the handle reclined set the tank on the base. If it doesn't sit securely, retry. The valve on the underside of the tank needs to connect into the inlet on the base.



- E) Is there SUCTION at the MOTOR DUCT GASKET?

Make sure lint trap is not clogged. Power on the machine and see if there is suction at the duct.



- F) IS THE FLOAT FLAP DOOR IN THE TANK ACTIVATING PREMATURELY WHEN YOU TURN THE UNIT ON? If so, a new float door will be needed.

No/Low Suction at hose - has suction at floor

- A) The unit must be securely in the upright position to get suction at the hose
- B) Make sure the selection dial on the top of the foot of the machine is turned to the tools selection.
- C) Make sure the Water Tank is not full on the outside of the bladder. Empty Tank if necessary.
- D) Check Tank Lid and Tank for damage. Any type of break or crack would reduce suction. Tank would need to be replaced if cracked or broken.