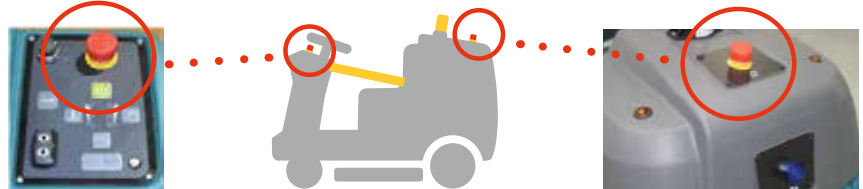









T7AMR TROUBLESHOOTING GUIDE



ISSUE	TROUBLESHOOTING / RESOLUTION	
<p>Machine display screen does not power up</p>	<p>If the screen remains all black for over 90 seconds and lights are flashing on control panel:</p> <ul style="list-style-type: none"> • Verify that both emergency red stop buttons, one on the control panel and one on the rear tank, are disengaged. <p>If the screen is frozen for over 90 seconds:</p> <ul style="list-style-type: none"> • Turn machine off, lift operator seat and temporarily disconnect red battery connector; wait 60 seconds and reconnect. 	 
<p>Machine is stopping or stalling in autonomous mode</p>	<p>Have there been any changes to the environment? Change in lights or fixtures, new racking or to the physical size of the aisles/layouts:</p> <ul style="list-style-type: none"> • If new displays have been added, ensure there is a 4 foot aisle entrance. • Use a microfiber cloth to clean all cameras and sensors of debris. 	 
<p>Machine is dripping water when stopping or turned off</p>	<p>The most common cause of water dripping back onto the floor is caused by the squeegee hose not being coiled:</p> <ul style="list-style-type: none"> • Ensure that a coil has been formed near the bottom of the squeegee hose just before connecting to the squeegee. The squeegee hose comes standard with a plastic clip to assist with holding a coil in place. 	 
<p>Pad holder clip does not lock onto the pad</p>	<p>If unable to lock the teal pad holder clip onto the pad:</p> <ul style="list-style-type: none"> • Wet the pad, specifically around the center opening where the clip locks. This will soften the center of the pad and allow the clip to lock onto the pad. 	 

If the above Troubleshooting does not resolve your issue, or there is a safety concern, submit a service request through My Account or call 800-553-8033. When submitting a request, please note issues being experienced and actions taken in attempt to resolve. NOTE: the unit can often be used either in autonomous or conventional mode for nightly cleaning while awaiting repairs.

ISSUE	TROUBLESHOOTING / RESOLUTION	
<p>Mobile device won't connect to the machine</p>	<p>The unit may lack connectivity in areas where cellular signals are weak (ex. stock room):</p> <ul style="list-style-type: none"> • Move the machine to an area with better signal (ex. show floor or front end) to connect the mobile device. 	
<p>Machine is leaving water behind or streaking</p>	<p>If the vacuum motor is not running:</p> <ul style="list-style-type: none"> • Verify vacuum is turned on by pressing the "Vacuum" button on the control panel. <p>If the vacuum motor is running:</p> <ul style="list-style-type: none"> • Inspect hoses for clogs – flush if compacted with debris. • Inspect squeegees for debris – clean of debris. • Inspect squeegees for wear – rotate/flip or replace. 	 
<p>Charger is flashing or unit is not charging</p>	<p>If the charger is flashing orange lights and not charging, the charger needs to be cycled:</p> <ul style="list-style-type: none"> • Unplug from wall outlet and plug back in. (Make sure wall outlet is active). • Plug charger back into unit and wait for light on the charger to turn green. 	 
<p>Machine is not putting solution/water on the floor</p>	<ul style="list-style-type: none"> • Carefully tilt the recovery tank back to access the solution tank. • Flush the solution tank and rinse the float sensor located inside the back part of the solution tank. • (Make sure tank is empty): Remove and rinse the screen/cylinder filter located at the bottom of the tank. Replace and refill with solution before testing. 	 

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