



QUALITY MADE IN THE USA

# Neptune 1200 120V

*INFORMATION  
&  
OPERATING  
INSTRUCTIONS*

**READ AND UNDERSTAND THESE INSTRUCTIONS  
BEFORE OPERATING THE MACHINE**

## Contents:

Machine Specifications	2	Care & Maintenance	4
Record Important Information	2	Views of Machine	5
Safety Information & Cautions	3	Set Up & Operating Instructions	6
Your New Machine	4	Warranty	7
System Features	4	Troubleshooting	8
Chemicals	4	Parts List	9
Tools & Accessories	4	Exploded View	10

## Machine Specifications:

	<b>USP Neptune 1200 120V</b>
Pump	400-1200 psi, adjustable, piston pump
Vacuum	3-stage, 137" lift, 97 cfm
Auto Dump/Auto Fill	20GPM Auto dump Discharge through ¾ hose
Power	15 Amp per cord
Tank Capacity	15 gal, solution and recovery
Vacuum Shut-off	Ball Float
Dimensions	36-3/4" H 23-1/2" W 32" L
Weight	133 lbs
Warranty	2 year limited; <b>10 Year body</b>

## Machine and Purchase Specifications:

**RECORD AND RETAIN THIS IMPORTANT INFORMATION**

USP Neptune 1200

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Write the name and phone number of your distributor:

\_\_\_\_\_

\_\_\_\_\_

***And don't forget to register your purchase to activate your warranty***

## CRITICAL SAFETY INFORMATION & CAUTIONS

The acceptable use of this machine is for commercial/professional cleaning, for example, in hotels, schools, hospitals, and offices, rather than for personal housekeeping.

NOTE: Read all instructions before using this machine. Improper use or misuse of the machine can result in personal injury or property damage.



To reduce the risk of personal injury or property damage, follow these procedures:

- Connect to a properly grounded outlet only.
- Do not operate the machine in an explosive environment.
- Do NOT use Solvents.
- Never add water over 120°F/ 49°C to the solution tank.
- Do not pick up anything that is burning or smoking, such as cigarette, matches or hot ashes, or any health endangering dusts. Do not use to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.
- To avoid electric shock, do not expose to rain or snow and keep from extremes in temperature. Store in a heated location. Use the machine indoors. Do not use outdoors.
- Do not use this machine to dry vacuum before wet cleaning.
- Do not use with damaged cord or plug. If the machine is not working as it should, has been dropped, damaged, left outdoors or flooded with water, return it to a service center.
- Do not leave the machine unattended when it is plugged in. Unplug the unit from the outlet when not in use and before servicing.
- Use only as described in this manual. Use only the manufacturers recommended attachments.
- Do not handle the plug, the cord, or the machine with wet hands.
- Extension cords must be 12/3 and no longer than 50 feet. Replace the cord or plug immediately if the ground prong becomes damaged.
- Do not put any object into opening. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep loose clothing, hair, fingers and all parts of body away from openings and moving parts.
- Liquid ejected at the spray nozzle could be dangerous as a result of its temperature, pressure, or chemical content.

**READ AND SAVE THESE INSTRUCTIONS**

## YOUR NEW MACHINE:

U S Products thoroughly tests every machine it sells before it is packaged. When you receive your new machine, examine the packaging for signs of shipping damage. Carefully unpack the machine and inspect it. If you see evidence of damage to the container or the contents, contact the freight carrier immediately.

Additionally, ensure all parts and accessories are present; if you notice anything missing, contact your distributor without delay.

## SYSTEM FEATURES:

**VACUUM:** The vacuum motor provides an excellent ratio of water lift to air movement (see specs, page2). Carpets should dry quickly if not over-wetting while cleaning.

**PUMP:** The pump is a piston style, positive displacement pump. It runs continuously when turned on, but the use of the pressure regulator enables the operator to set the pressure to the desired PSI, between 400 and 1200

**DUMP PUMP:** The dump pump is a 20 GPM sump pump. When you want to use the auto dump feature, just connect a garden hose to the auto pump outlet and turn on the dump pump (see switch plate descriptions).

**AUTO FILL:** Just connect a garden hose from a utility or janitors sink and turn on the water. When the solution tank is full, an internal valve will prevent the tank from over-filling.

## CHEMICALS:

The use of clear water in the machine is recommended, within the application of properly diluted cleaner as a pre-spray on the area to be cleaned; however, you may mix water and cleaning chemicals in a bucket -- according to directions on the chemical label -- and then pour into the solution tank. If you chose to use chemicals in the machine, always use a cleaner with a pH as close to neutral as possible to avoid premature wear of the pump, seals, and/or other components.

Damage caused by the use of strong chemicals is not covered by the warranty.

The use of powder chemicals is discouraged; unless they are mixed very thoroughly and rinsed out completely at the end of the job, powdered cleaners could cause a build-up in the pump, lines, heater and/or quick disconnect. Any problem caused by a chemical build-up is not covered by warranty.

If foaming occurs as you clean, use a defoamer, either in the recovery tank or on the area being cleaned, to prevent overflow which can cause water damage to machine components.

## TOOLS & ACCESSORIES:

Use only manufacturer's recommended tools and accessories. If the spray valve on your cleaning tool begins to leak or if the spray tips get worn and are no longer providing a nice even spray pattern, order replacements from your distributor.

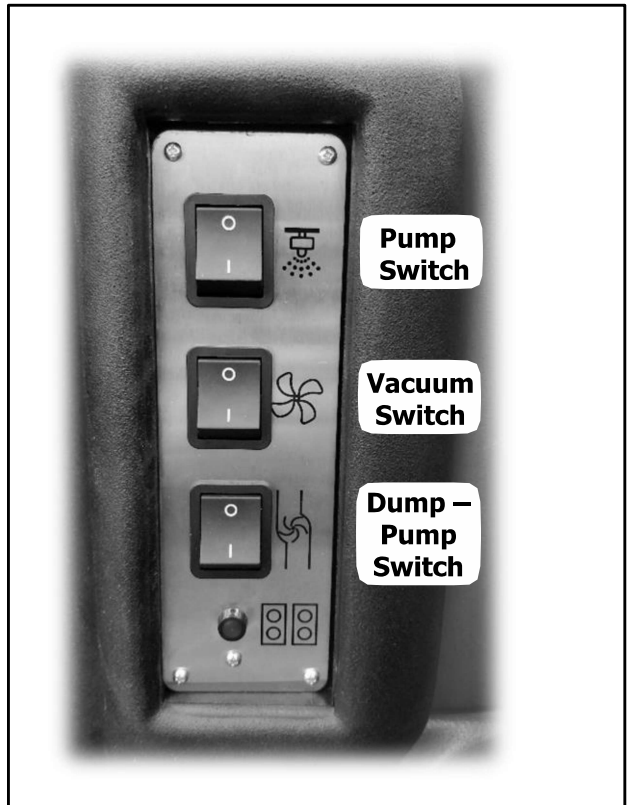
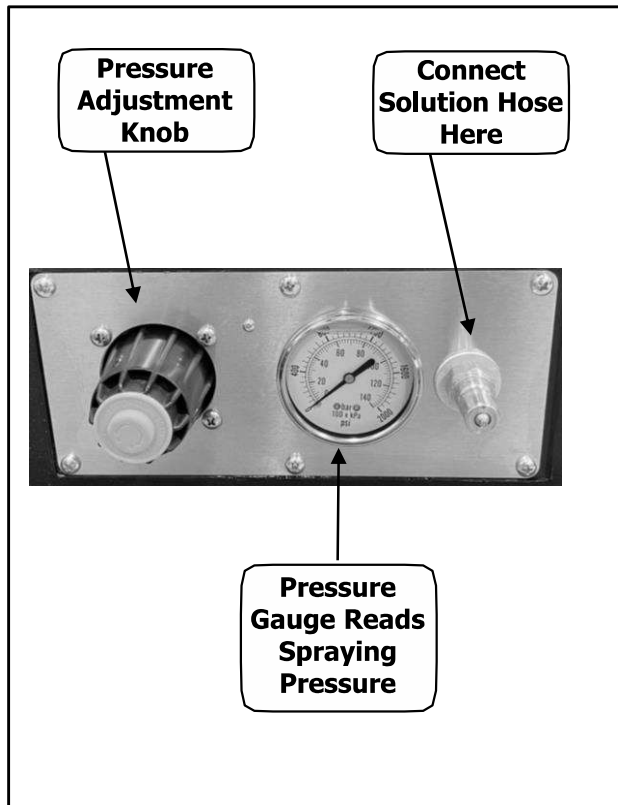
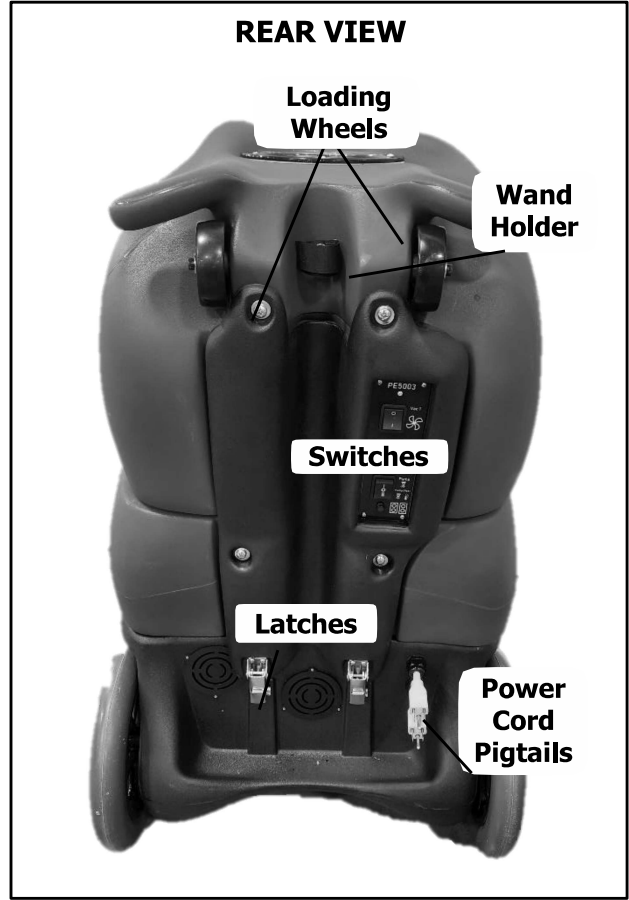
## CARE AND MAINTENANCE:

For continual peak operation, clean the internal plumbing by rinsing with clear water at the end of each job. About once a month, rinse the machine with a commercial flushing compound to break-up any mineral or chemical accumulation that may have formed from the use of hard water or chemicals.

The vacuum motor and the pump do not require any scheduled maintenance; however, the vacuum motor may require replacement brushes after 750-1000 hours.

To help maintain a professional image; clean the exterior of the machine with an all purpose detergent, and protect it with automobile interior polish. Lubricate the wheels, castors, and quick disconnects with an all purpose, silicone spray.

**VIEWS OF THE MACHINE:**



## SET-UP AND OPERATION:

1. Before each use, inspect the machine, hoses, and cleaning tool for cleanliness and completeness, Ensure the spray nozzles on the cleaning tool are tight and that the ball float in the recovery tank is clean and operational.
2. Close the clear, screw-on lid on the recovery tank, and screw the cap onto the drain hose.
3. Turn off all the switches.
4. Plug the power cords into properly grounded outlets. Do not connect both cords to the same outlet.
5. Fill the holding tank with clear water. NOTE: If you choose to take advantage of the Auto Dump and/or Auto Fill features on this machine, follow steps 5A through 5E, otherwise got to Step 6.
  - 5A. Auto Dump – simply connect garden hose on the Auto Dump garden hose to the auto dump connector located on the upper right corner of the recovery tank.  
  
5B. Attach a garden hose to the Auto Dump fitting. Place the open end of the garden hose into a drain or toilet.  
  
5C. Turn on the Auto Dump Pump switch when you begin cleaning, and the auto dump pump will turn on when the recovery tank is nearly full and pump out the recovered water. The pump will automatically turn off when the tank has emptied.  
  
5D. Auto Fill - Connect the water source to the stainless steel auto fill hose on the front of the holding tank on the front of the machine.  
  
5E. Turn on the water at the source. The solution tank will fill with water and when it reaches capacity, a valve will shut off the

water flow. Once the water in the solution tank has fallen, as you clean, the auto fill valve will allow the water to begin flowing into the tank again.

6. Connect the solution hose and the vacuum hose to the machine and to the cleaning tool.
7. Turn on the pump and spray through the tool for a few seconds to fill the lines with water.
8. Pre-spray the area to be cleaned with the detergent of your choice.
9. Spray through your cleaning tool as you adjust the pressure regulator knob, on the front of the machine, to achieve the desired spraying pressure.
10. Turn on the vacuum.
11. Begin cleaning, following industry accepted practices.

NOTE: If you choose to add a detergent to the solution tank, be sure to mix well, and always follow the use & dilution instructions on the chemical label. Use a chemical with a pH between 5 and 10 to reduce the likelihood of premature wear to the pump and other seals.

NOTE: Use defoamer any time foaming occurs in the recovery tank to prevent damage to the motor or other components.

NOTE: Foam will not lift the ball float.

12. When finished with the job, remove any unused solution from the solution tank, and run a few gallons of clean water through the system. Drain the recovery tank by opening the drain hose over a drain or a bucket. Release any residual pressure from the cleaning tool before disconnecting the hoses from the cleaning tool.

## WARRANTY

This warranty covers the US Products Neptune 1200 against defects in material or workmanship. The warranty is not transferable and is extended to the original owner, only.

This warranty extends for the following time frames/components/labor, as stated:

- Lifetime from the date of purchase on the plastic housing;
- Two (2) years from the date of purchase on the parts and labor (items that wear with use, such as filters and seals, are expressly excluded from this warranty).

If a defect in material or workmanship occurs within the warranty period stated above, US Products will, at its discretion, repair or replace the defective component at no charge,

This warranty does not cover or apply to damage caused by direct or indirect misuse, abuse, disassembly, alteration, corrosive chemicals, extremes in temperatures, improper voltage, inadequate extension cords, fire, flood, negligence, accident, improperly or incorrectly performed maintenance or repair, failure to perform necessary or recommended maintenance or repair as stated in the owners manual or elsewhere, the use of incorrect filters or lack of filters, or if the use of this product is not in compliance with the instructions and specifications for use. Damage is not covered by the product warranty. This warranty does not cover filters. All implied warranties are limited to the warranty period stated above.

OTHER THAN THE WARRANTIES PROVIDED HEREIN, U S PRODUCTS MAKES NO EXPRESS OR IMPLIED ORAL OR WRITTEN WARRANTIES WITH RESPECT TO THIS PRODUCT OR THE WORKMANSHIP OF IT, AND ALL WARRANTIES IMPLIED BY LAW, INCLUDING ANY WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

U S PRODUCTS SHALL IN NO WAY BE LIABLE FOR INJURIES TO PROPERTY OR FOR INJURY OR DEATH TO PERSONS, OR FOR INCIDENTAL, CONTIGENT, SPECIAL OR CONSEQUENTIAL DAMAGE ARISING FROM USE OF OUR PRODUCTS. Some states do not allow the exclusion or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

In order to be eligible for service under the warranty, you must do each of the following:

- a) Return the warranty registration card (attached) within thirty (30) days of purchase;
- b) Write or call for a Returned Material Authorization (RMA) number;
- c) Have the serial number of the equipment and the original proof of purchase available.

Contact us at US Products, 360-882-0410

Upon receipt of the product, US Products will complete an inspection, without charge, and contact you within 72 business hours to relay the results of our inspection. If our inspection uncovers a defect, we will repair or replace the part, at our discretion. If the product fails because of defect or poor workmanship, US Products will pay for the cost of shipping the products to US Products and back to you. If, through our inspection, we determine that there is not defect in the product, or that the problem resulted from causes not within the scope of this warranty, the product will be repaired or replaced only at owner's request and expense. The owner will pay all shipping costs.

This warranty gives you specific legal right, and you may have additional rights that vary from state to state.

## TROUBLESHOOTING



**ALWAYS UNPLUG THE MACHINE BEFORE  
DISCONNECTING OR CONNECTING ANY WIRES OR  
COMPONENTS**

<b>SYMPTOM</b>	<b>POSSIBLE CAUSE</b>
Low pressure	Plugged or dirty inlet filter; Pump is leaking Pump valve(s) damaged; Pressure regulator valve is worn and leaking water back into the holding tank even while spraying from the tool;
No spray	Solution tank is empty; Quick couplings on solution line are not completely connected to machine or tool; Spray tip(s) plugged; Pump motor is not running Plugged/dirty pump inlet filter; Plugged or damaged solution hose or quick disconnect
Pump not running	No power to pump -- no power to cord On/off switch is bad; Pump motor is getting power but won't run – check motor brushes;
Low suction	Recovery tank lid not sealed; Dirty vacuum inlet screen; Vac hose loose or cracked; Vacuum gasket is damaged or compressed
No suction	Recovery tank is full; Vacuum is not running – bad switch or bad vacuum

Always use original equipment replacement parts.

Contact your distributor for additional information or to arrange for service.

U S Products  
9116 NE 130<sup>th</sup> Ave STE 106  
Vancouver WA 98682  
Office: 360-882-0410





