



# Troubleshooting Guide

## *Royal Upright Vacuum*

Please also refer to the Operator's Manual and the additional training card provided with the machine.

PROBLEM	CAUSE	SOLUTION
<b>Vacuum not turning on or operating properly</b>	<b>Plug not plugged into a working outlet?</b>	Find an outlet that has power, plug in the vacuum, and turn on the toggle switch located at the top of the handle.
	<b>Is the paper filter bag in the cloth bag removed?</b>	There is a removable paper filter bag inside the orange cloth bag that needs to be removed and a new one installed when the paper bag is at capacity. Replacement bags are available as a store supply item; order SKU# 579883 via AS400.
<b>Vacuum turns on but the beater bar does not spin</b>	<b>Is there anything wrapped around the bar, hindering the bar's ability to spin?</b>	Cut away any plastic wrap or anything else that may be wrapped around the beater bar and try the vacuum again
	<b>Is the beater bar installed correctly?</b>	The beater bar is the spinning bar located underneath the vacuum. It spins to aid in vacuuming. It has an arrow on it that needs to line up with the silver arrow on the plate under the machine to insure proper operation make sure that those two arrows align.
	<b>Is the belt installed properly, or is it broken?</b>	There is a small belt that spins to operate the beater bar located behind the black circular plate with the words "Adjust Rite" on it. The belt position is illustrated on the front of the plate and should be looked at to make sure it is installed correctly.
<b>Broken handle</b>	<b>Is the release latch broken?</b>	There is a small latch located at the base of the handle that needs to be pressed down, usually by the operators foot, so that the handle may be adjusted to a comfortable working height. Make sure that latch is not broken off and is operating properly.

If the above solutions have not solved your vacuum's problem, or for other technical and service questions, please call [Maintenance Products Corporation](http://www.maintenanceproducts.com) at (781) 821-6200, or submit an e-ticket online to the Facilities helpdesk.