



Troubleshooting Guide

Extractor and Wet / Dry Vacuum

Please also refer to the Operator's Manual as it is very descriptive.

PROBLEM	CAUSE	SOLUTION
After plugging in, the machine is not producing suction	Is the top of the machine firmly attached to the body?	Be sure the latches on the sides that hold the top "head unit" onto the body are firmly locked down. Any time the latches are not firmly locked the machine cannot produce the back flow needed for suction.
	Is the hose securely attached to the front of the body?	Be sure the suction hose is securely attached to the front of the body and that the red button pops out when it's connected properly.
	Is the machine or hose full of debris?	Please make sure the basin is emptied after each use and the machine is kept in clean working order. Check the hose to see if it's clogged.
I am using the machine as an extractor and the carpet extraction fluid is not coming out.	Is the solution line hose hooked up to the proper fittings?	When used as an extractor, there is a thin black line that must be connected in two places for it to spray cleaning solution. The first fitting location is on the side of the top "head unit", the second is on the wand or the hand tool, whichever one you are using.
	Are the fittings secured on the solution line?	The solution line is connected by a "quick disconnect" feature. Make sure to push the spring-loaded ring back while attempting connect and disconnect the line in order to securely attach the line.
	Is the fluid suction filter in the black basin?	There is a black basin when you lift off the top, and the carpet extraction chemical should be poured into the smaller round hole located at the end of the metal pail handle. When putting the top back on the machine, be sure the black tube with the filter at the end is put into the larger hole in the basin. This tube draws the chemical from the basin.
	Is there cleaning solution in the black tank?	Be sure that you have filled the black basin located under the top and above the white tank (bottom) with the proper cleaning solution. The extraction chemical needs to be mixed with water at a dilution ratio of one ounce solution per gallon of hot water.
How do I clean my restroom floors with this machine?	Did you snap the brush attachment onto the floor wand head?	There is an attachment that snaps onto the extraction head which converts the wand to a tool with which you can apply disinfectant and scrub the restroom floors. Instead of filling the solution basin with extraction chemical, fill it with restroom cleaner and apply like you would for carpets. Using the scrub brush attachment, scrub the bathroom floor and pick up the dirty slurry with the rubber end of the floor attachment.
	The long handle wand should be used when cleaning the hard surface floor.	Make sure you are using the two-piece, two-bend wands when cleaning with the scrub brush / squeegee attachment tools. They should connect together and the solution lines should line up when fitting the two pieces together.

If the above solutions have not solved your Extractor/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.