

Troubleshooting

There is an excessive noise coming from the machine

The machine has a float in the dirty water tank that is designed to rise with the level of the water. However, if the machine is jolted, or there is a large amount of foam in the tank, the float may rise to the top. The rising float will block the suction and the machine will make a high pitched noise.

Empty the dirty water tank and rinse in warm water (Max 40°C) to remove any excess foam.

Check the suction from the motor

Remove the dirty water tank from the machine

Switch the machine on

Place your hand over the vent located on the machine where the dirty water tank normally sits

The machine cuts out or won't switch on

The machine may not have switched on when you went to use it, but was fine when you used it last, or it may have cut out during use

Water is not being released through the hose

Remove and fill the clean water tank

Hold the clean water tank over the sink and press the valve at the bottom of the tank