

## FAULT FINDING GUIDE

### MULTIWASH

Model: .....

Serial no: .....

**NOTE:** Please refer to the machine pictorial in the manual

#### **MACHINE DOES NOT WORK**

Has the machine worked before?	
Have you tried the plug in another plug socket?	
Have you checked your power cable and fuse for damage?	
Check the transport slider is in the UP position? (Red slider on right hand side from operators position)	
Press the reset button (above the start pedal) and start the machine	
When the handle is lowered the transport wheels should move up allowing the brushes to touch the floor, if they don't move then remove the brushes and shafts and clean. <b>(Please contact the service desk for more details on removing the side panel)</b>	

#### **MACHINE IS NOT PICKING UP WATER**

Check that the recovery water tray is in correctly	
Check that the lip on the recovery tank is not damaged	
Check for any broken lugs on the recovery tank	
Check the drum is turning	
Check that the brushes are not worn To extend the brush life use on a lower brush pressure setting	

#### **NO SOLUTION ON FLOOR**

Check you have water in your clean water tank	
Check that the pull cable is not damaged or broken. Adjust if necessary.	
Check that the filter is clean in the clean water tank	
Check that there are no blocked holes in the clean water tank	

**SOLUTION/WATER LEAKING FROM THE SOLUTION TANK**

Check all the handle bolts are tightened correctly (top and bottom)	
Check the solution tank for signs of damage	
Check valve body for signs of damage	
Check pull cable for signs of damage	
Adjust the pull cable as it may have stretched with use? (this can be done by the two hexagonal nuts just below white pull lever at the top of the machine)	

**MACHINE IS JUMPING AROUND**

Check the brushes for flat areas, if yes then remove and place upright in hot water	
---	--

**ADDITIONAL COMMENTS:**

--

For any other issues or assistance in carrying out these checks please contact the Truvox Service Desk

Truvox International Limited, Unit C (East), Hamilton Business Park, Manaton Way, Botley Road, Hedge End, Southampton SO30 2JR, UK  
Tel: + 44 (0) 23 8070 6601 | Email: [service@truvox.com](mailto:service@truvox.com) | Web: [www.truvox.com](http://www.truvox.com)