

FAULT FINDING GUIDE  
**HM10, HM10HD & HM20HD**

Model: ………………………………………………………………………………………………………………………………………….

Serial no: ………………………………………………………………………………………………………………………………………

NOTE: Please refer to the machine pictorial in the manual

**MACHINE DOES NOT WORK**

|  |  |
| --- | --- |
| Has the machine worked before? |  |
| Have you checked the power cable and fuse for damage? |  |
| Have you tried in another plug socket? |  |
|  |  |
| **MACHINE IS NOT PICKING UP WATER** |  |
| Does the vacuum motor run when switched on? |  |
| Check the suction hose for blockages? |  |
| Check the floor tool, up-tool and wand for blockages? |  |
| Check the dirty water tank lid and gasket are not damaged and fitted correctly? |  |
| Check the float is clean and not stuck at the top of the dirty water lid? |  |
|  |  |
| **NO SOLUTION ON FLOOR** |  |
| Check you have water in your clean water tank? |  |
| Check that you can hear the pump coming on when switched on? |  |
| Check the solution hose is connected correctly at both ends? |  |
| Check that the filter is clean in the clean water tank? |  |
| Check your nozzle for blockages or damage and clean if necessary (fizzy drink or Vinegar is recommended) |  |

**MACHINE IS LEAVING STREAKS ON THE CARPET**

|  |  |
| --- | --- |
| Ensure you are not putting too much water on the carpet |  |
| Check you are not using too much chemical (always read the instructions on the bottle) |  |
| Check the vacuum hose for blockages |  |
| Ensure you are not moving too fast over the area which is not giving the machine enough time to pick up the water and chemical |  |

**ADDITIONAL COMMENTS:**

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

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