

FAULT FINDING GUIDE  
**HYDROMIST HC250**

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

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

NOTE: Please refer to the machine pictorial in the manual

**MACHINE DOES NOT WORK**

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| Has the machine worked before? |  |
| Have you tried the plug in another plug socket? |  |
| Have you checked your power cable and fuse for damage? |  |
|  |  |
| **MACHINE IS NOT PICKING UP WATER** |  |
| Does the vacuum motor run when switched on? |  |
| Check the vacuum pick up shoe and hose for blockages |  |
| Check the pick up pipe on recovery tank for blockages (black insert on front of tank) |  |
| Check the dirty water tank lid and gasket are ok and fitted correctly |  |
| Check that the dirty water filter under the vacuum lid is clean |  |
|  |  |
| **MACHINE IS NOT PUTTING SOLUTION ON FLOOR** |  |
| Check you have water in your clean water tank |  |
| 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) |  |
| Check that you can hear the pump coming on when you pull the lever or press the switch |  |
| If using tools, check that the solution hose is correctly fitted at both ends |  |

**NO SOLUTION IS SPRAYED ONTO THE FLOOR WHEN USING TOOLS WITH THE MACHINE**

|  |  |
| --- | --- |
| Have you got water in your clean water tank? |  |
| Check that you can hear the pump is coming on when you press the switch |  |
| Check that the solution hose is correctly fitted 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 pick up shoe and hose for blockages |  |
| Check the brush and brush area for obstructions |  |
| 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 |  |

**BRUSH ASSEMBLY NOT TURNING**

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| Check that you can hear the motor coming on |  |
| Press the reset button which can be found just under the data plate   * Situated below the main switch panel where the three main switches are |  |
| Turn the machine off and unplug it   * Check that you can turn the brush by hand * If the brush spins very easily on it’s own the belt has come off or snapped * If the brush does not spin this means the bearings have seized and will need replacing or the complete brush assembly will need to be changed |  |

**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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