

## FAULT FINDING GUIDE HYDROMIST HC250

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?	

### **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**

Check that you can hear the motor coming on	
Press the reset button which can be found just under the data plate <ul style="list-style-type: none"><li>- Situated below the main switch panel where the three main switches are</li></ul>	
Turn the machine off and unplug it <ul style="list-style-type: none"><li>- Check that you can turn the brush by hand</li><li>- If the brush spins very easily on it's own the belt has come off or snapped</li><li>- 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</li></ul>	

### **ADDITIONAL COMMENTS:**

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

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