

## 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:**

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

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