

Troubleshooting:

Any other servicing should be done by an authorized service representative.

USE TROUBLESHOOTING GUIDE AS A FIRST STEP TO RESOLVE ANY PROBLEMS YOU MAY BE EXPERIENCING.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call Customer Service at 1-800-944-9200 for further instruction before continuing use.



WARNING

To reduce the risk of personal injury - Unplug before cleaning or servicing.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	<ol style="list-style-type: none"> 1. Power cord not firmly plugged into outlet. 2. Blown fuse or tripped breaker. 3. Needs service. 	<ol style="list-style-type: none"> 1. Plug unit in firmly. 2. Check fuse or breaker in home. Replace fuse/reset breaker in home. 3. Take to service center. To find nearest location, visit our website at www.hoover.com or call 1-800-944-9200.
Cleaner won't pick-up or low suction	<ol style="list-style-type: none"> 1. Dirty Water Tank is not installed correctly. 2. Dirty Water Tank is full. 3. Dirty Water Tank is clogged. 4. Air path is clogged. 	<ol style="list-style-type: none"> 1. Review Placing Dirty Water Tank in base of cleaner - Pg. 8. 2. Empty Dirty Water Tank. 3. Clean Dirty Water Tank. 4. Unclog air path.
Water escaping from Cleaner	<ol style="list-style-type: none"> 1. Dirty Water Tank is full. 2. Dirty Water tank is not installed correctly. 3. Clean Water Solution Tank not installed properly. 	<ol style="list-style-type: none"> 1. Empty Dirty Water Tank. 2. Review Placing Dirty Water Tank in base of cleaner 8. 3. Review Clean Water Solution Tank Installation.
Cleaner won't dispense	<ol style="list-style-type: none"> 1. Clean Water Solution Tank is empty. 2. Clean Water Solution Tank not installed properly. 3. Needs service. 	<ol style="list-style-type: none"> 1. Fill Clean Water Solution Tank. 2. Review Clean Water Solution Tank Installation. 3. Take to service center. To find nearest location, visit our website at www.hoover.com or call 1-800-944-9200.
Hose nozzle will not spray after filling the Clean Water Tank or Detergent Container.	<ol style="list-style-type: none"> 1. Air is trapped in the pump and hose. 2. The connection to the tool port is loose. 	<ol style="list-style-type: none"> 1. Turn on the cleaner. If hose does not spray, prime the pump by lowering the hose down to the floor and hold the trigger for up to 1 minute. 2. Ensure that the Hose is securely connected to the hose connection.
Motor noise becomes high-pitched	<ol style="list-style-type: none"> 1. Dirty Water Tank is full. 2. Dirty Water Tank is clogged. 3. Air path is clogged. 4. The float in the Dirty Water Tank has been activated. 	<ol style="list-style-type: none"> 1. Empty Dirty Water Tank. 2. Clean Dirty Water Tank. 3. Unclog air path. 4. Review Emptying & Cleaning the Dirty Water Tank.
Brushrolls are not spinning	<ol style="list-style-type: none"> 1. Belt needs to be changed. 2. Something is jammed in the brushroll. 	<ol style="list-style-type: none"> 1. Refer to how to change belt. 2. Remove jammed item from cleaner with unit turned off and unplugged.