

TROUBLE SHOOTING

Problem	Possible Reason	How to Fix
No Power	Power cord not plugged in	Plug power cord into wall outlet
	Power button not pressed	Press unit power button on
No / Low Spray	Not pressing spray trigger	Press spray trigger
	Clean Water / solution tank is empty or low	Fill Clean Water tank with water and solutions
	Clean Water tank is not seated or installed correctly	Lift Up Clean Water tank, and place back into position
No / Low Suction	Spray is clogged	Clean spray tip
	Dirty Water / collection tank is full	Empty Dirty Water / collection tank
	Dirty Water / collection tank is not seated / installed correctly	Lift Up Dirty Water / collection tank and place back into position
Rotating Brush Doesn't Rotate	Not Pressing Soap and Scrub Button	Press Soap and Scrub Button on Handle
	If something gets lodged in the brush roll, Brush will stop rotating	Turn Unit off and back on to reset the brush roll
Vibrating Oscillating Brush doesn't vibrate or oscillate	Not Pressing Soap and Scrub Button	Press Soap and Scrub Button on Handle
	If something gets lodged in the brush roll, Brush will stop rotating	Turn Unit off and back on to reset the brush roll
No/Low Spray from the Upholstery Tool	Not Pressing Spray Trigger	Press Spray Trigger
	Upholstery Solution Plug not installed correctly on Tool Clean Port	Make sure symbols are aligned when installing
	Clean Water/Solution Tank Empty/Low	Fill Clean Water Tank with Water and Solution
No/Low Suction from the Upholstery Tool	Clean Water Tank Is Not Seated/Installed Correctly	Lift Up Clean Water tank and place back into position
	Dirty Water/Collection Tank Is Full	Empty Dirty Water/Collection Tank
	Dirty Water/Collection Tank is Not Seated/Installed Correctly	Lift Up Dirty Water/Collection tank and place back into position
No/Low Suction from the Upholstery Tool	Upholstery Vacuum Plug in not installed correctly on the Tool Waste Port	Make sure symbols are aligned when installing

CALL 1-800-RUGDOCT (1-800-784-3628) if problem is not resolved