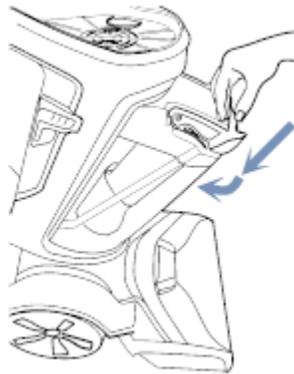
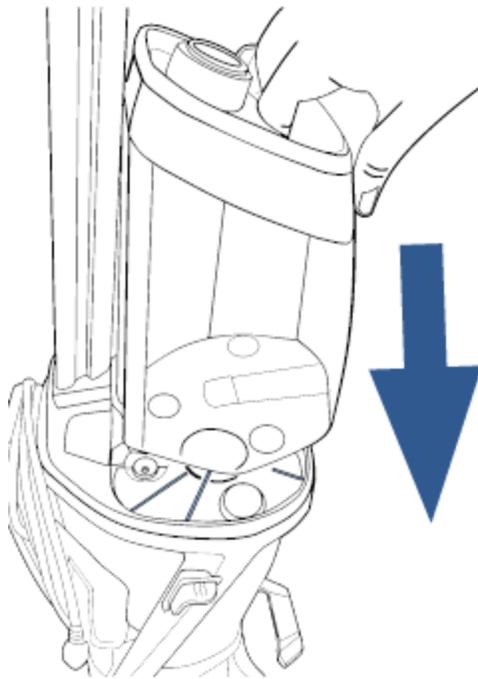


# My ProHeat 2X® Revolution® Pet Carpet Cleaner has no suction to the hose | Support

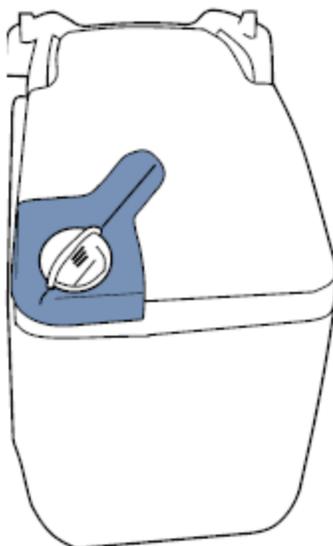
- Machine must be in upright position for suction at the hose
- If dirty tank is full, it must be emptied
- Check both tanks for cracks or other damage
- If part is damaged, it will need to be replaced
- Check the bottom of the water tank to make sure it has a red auto-load gasket attached
- Tanks must be seated properly
- To return the dirty tank, angle the tank and insert bottom-first
- Tilt the tank toward the machine and push the top in until it clicks into place



- The clean water tank will not click, but should sit flush with no gaps



- Dirty tank plug needs to be pushed in securely
- Suction will be reduced if there are gaps



- Reinsert the hose
- Be sure the colored hose release clip is facing out, away from machine



- Check hose for cracks or damage
  - Hose will need to be replaced if damaged
- Check hose for clogs
  - Remove hose and run clean water through one end, hold other end over sink - water should flow through
- Check red filter screen under dirty tank for debris



- Check for suction at the motor duct gasket next to the red filter
  - Remove collection tank and turn the machine on
  - Place hand over the gasket opening to check for suction
  - If no suction, contact us