

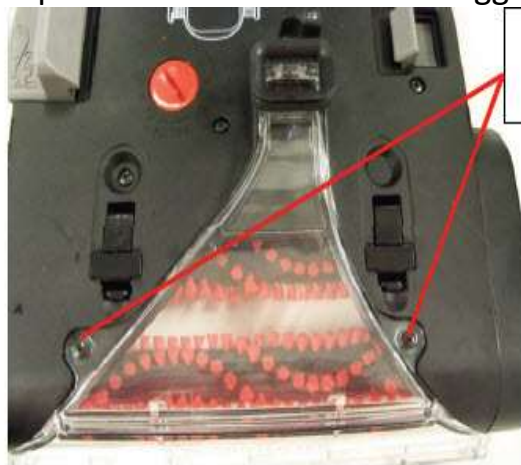
Lift-Off Deep Cleaner

27F6, 35K3, 73H5, 94Y2 Series

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No/Low Suction at Hose and Floor

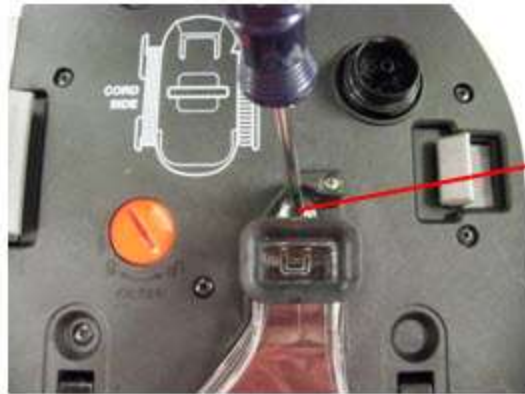
- A) Is the pod connected to the base?** If the pod is connected to the base, disconnect the pod from the base to use the hose.
- a. If trying to use the machine in upright mode, check to make sure the heater indicator light is illuminated to verify the pod is seated correctly on the base of the unit. Detaching and reattaching from base may be necessary to ensure proper connection.
- B) Check the nozzles for debris build up:**
- a. Unplug the unit and remove the pod from base.
- b. If top and bottom nozzles are clogged:



Remove screws
from bottom



The smaller screws
are for the bottom,
the larger screw is
for the top.

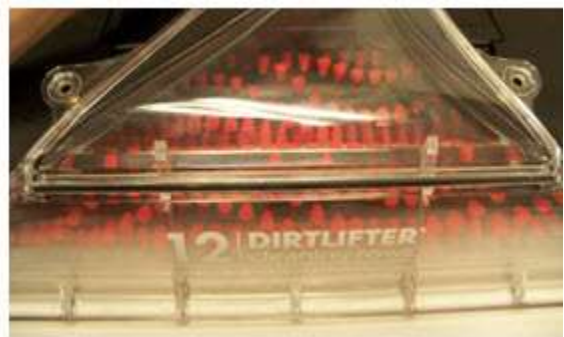
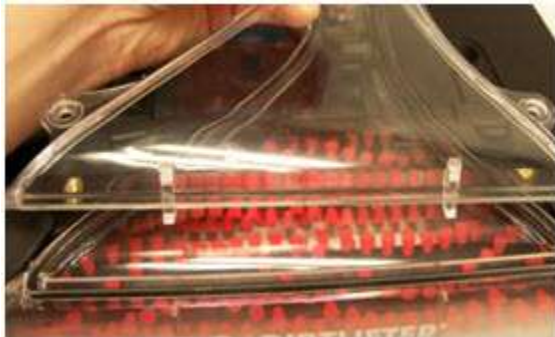


Remove screw from top (single screw)

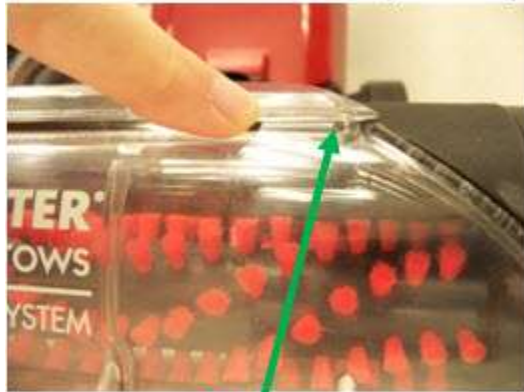
- c. The top nozzle will now lift off and can be rinsed off under water. The floor nozzle can also be removed from end caps notches and rinsed under water to be cleaned.
- d. After cleaned, both can be replaced back on the unit.
 - i. Insert the bottom nozzle so that the bottom slots align in their proper holes and rotate the nozzle upward.



- ii. The top nozzle should be inserted into the unit so that the notches insert down in the bottom nozzle before it can be rotated upward and secured with screws.



- iii. The top nozzle should be flush to the bottom nozzle so that when your finger is rubbed along the seam there are no gaps.

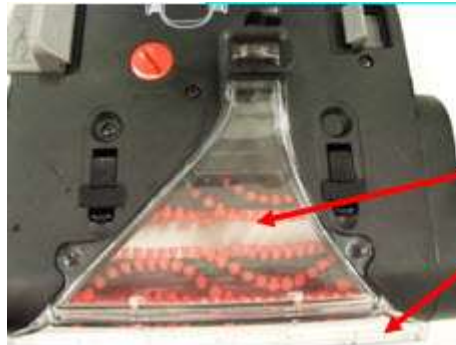


GAP



No Gap

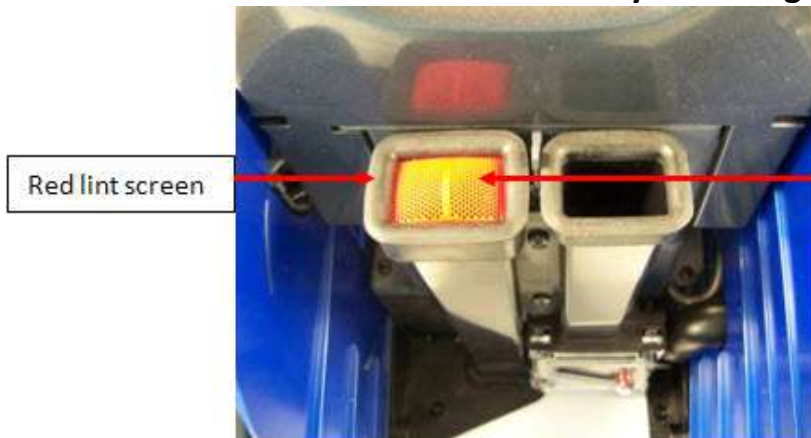
- C) Remove the pod & check the floor nozzle. Are there any cracks (large or small) in the floor nozzle? If so, a new floor nozzle will need to be ordered._



Check for cracks in both areas (upper & lower).

- D) Is there SUCTION at the MOTOR DUCT GASKET?

- a. Make sure the MOTOR DUCT GASKET is NOT folded inward. The motor duct can be located by removing the dirty water tank.



Red lint screen

Check for suction at motor duct. If there is no suction at motor duct, please contact one of our Authorized Service Centers to have a quality technician inspect your unit.

If Yes; there is suction at the motor-duct:

- a. Check the red Tank Lint Screen for debris, shown in picture above. If the Lint Screen is dirty, the unit will have poor suction. Clean Lint Screen if necessary.
- b. Check to make sure the Water & Dirty Tank are both seated properly to ensure good suction.
- c. Remove both tanks and make sure the red suction gate is not stuck to the right side of the gate, (due to residual soap build-up) or clogged. If it is, remove the suction gate door, (see steps below), and flip the suction gate back down with a flathead screwdriver. ***Be very careful as the gate is spring loaded.***

NOTE: Make sure the suction gate door is properly closed once debris is removed. If suction gate door is not installed properly it will cause loss of suction.



The suction gate cover can be removed by unscrewing two Philips head screws and lifting off. Once off, you may clean the debris from inside.

- d. Is the clean tank seated properly on the unit and the auto-load gasket in place correctly?

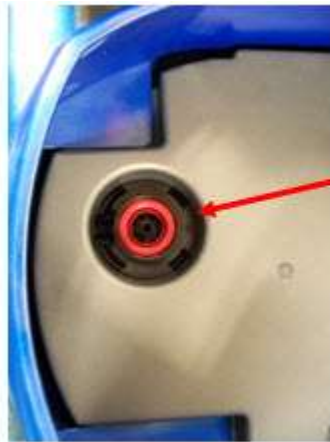
Correct: gasket in place.



Incorrect: gasket not in place.



- a. If the gasket is missing, check inside the pod for the missing gasket (with the water tank removed).



Gasket can be removed with a flathead screwdriver by gently wiggling it out of the hole.

- e. Make sure the cap on the bottom of the Water Tank is tightened completely. Otherwise, it will create a gap and the cons will lose suction.
- f. Check to see if the float flap door is activating prematurely when they turn the unit on. If so a new dirt tank will need to be ordered._
- g. Make sure the Dirty Tank is not full. Empty Tank if necessary.
- h. Make sure the hose is firmly attached to the side of the machine. If not, re-insert as necessary by twisting into place.

Please note: the unit will not suction from the hose with the pod secured to the base of the unit. If the consumer is trying to use the hose & tools, they must remove the pod.

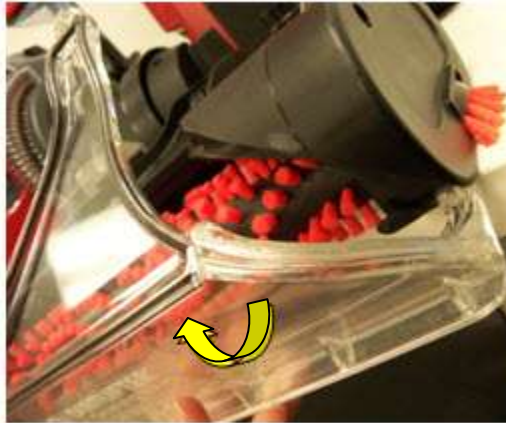
- i. If still no suction, please contact one of our Authorized Service Centers to have a quality technician inspect your unit.

No Suction at Floor or... No Suction at Hose

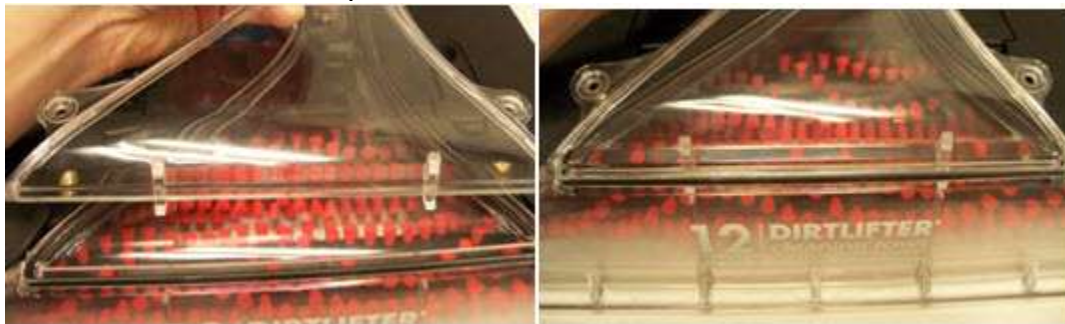
1) No suction at Floor - Is the floor nozzle clogged?

2) No suction at Floor –

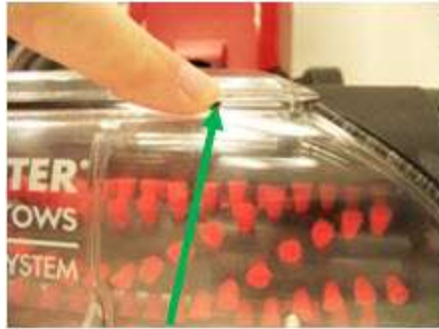
- a. Is there any damage to the floor nozzle?
- b. Check the Tank Lid and Tank for damage. Any type of break or crack would reduce suction. The Tank would need to be replaced if cracked or broken.
- c. Is the nozzle inserted correctly on the base?
 - i. Insert the bottom nozzle so that the bottom slots align in their proper holes and rotate the nozzle upward



- ii. The top nozzle should be inserted into the unit so that the notches insert down in the bottom nozzle before it can be rotated upward and secured with screws.



- iii. The top nozzle should be flush to the bottom nozzle so that when your finger is rubbed along the seam there are no gaps.



GAP



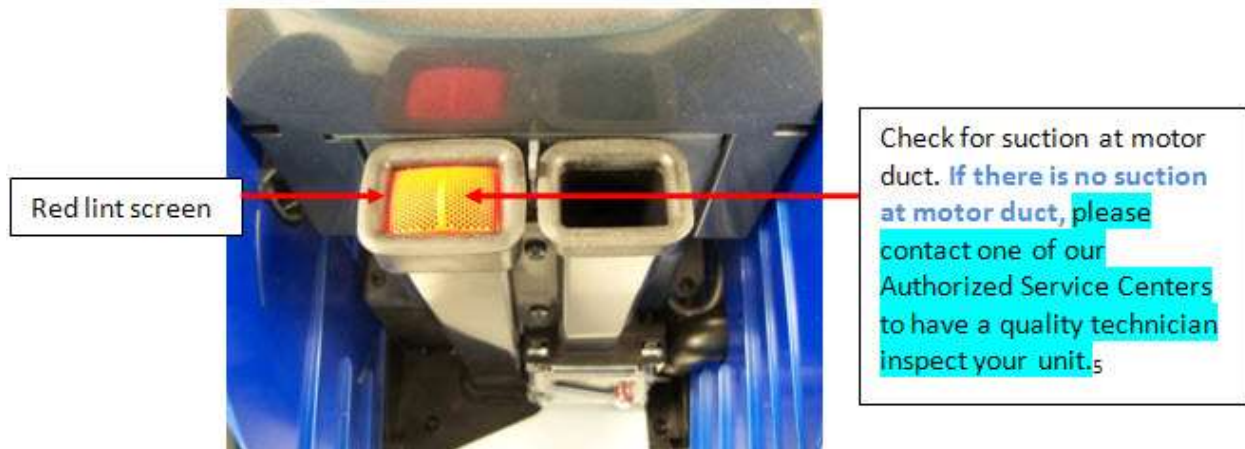
No Gap

iv. If still no suction at the floor proceed to step 4 below.

3) No suction at hose – *Please note: the unit will not suction from the hose with the pod secured to the base of the unit. If trying to use the hose & tools, the pod must be removed from the base. Proceed to step 4 below if there is still no suction at the hose.*

4) Check for suction at the motor duct.

a. **Make sure the MOTOR DUCT GASKET is NOT folded inward. The motor duct can be located by removing the dirty water tank.**



If Yes; there is suction at the motor-duct:

- a. Check the red Tank Lint Screen for debris. If the Lint Screen is dirty, the unit will have poor suction. Clean Lint Screen if necessary.
- b. Check to make sure the Water & Dirty Tank are both seated properly to ensure good suction.
- c. Remove both tanks and make sure the red suction gate is not stuck to the right side of the gate, (due to residual soap build-up) or clogged. If it is, remove the suction gate door, (see steps below), and flip the suction gate back down with a flathead screwdriver. ***Be very careful as the gate is spring loaded.***

NOTE: Make sure the suction gate door is properly closed once debris is removed. If suction gate door is not installed properly it will cause loss of suction.



The suction gate cover can be removed by unscrewing two Philips head screws and lifting off. Once off, you may clean the debris from inside.

- d. Check to see if the float flap door is activating prematurely when the unit is turned on. If so a new dirty water tank will need to be ordered._
- e. If still no suction, please contact one of our Authorized Service Centers to have a quality technician inspect your unit.