

# No Suction

- 1) **IS THERE SUCTION AT THE MOTOR-DUCT?** Place a flat hand over the motor duct, turn the unit on and feel for suction.



**If NO suction at motor-duct...**

- a) Please contact one of our Authorized Service Centers to have a quality technician inspect your unit.

**If YES, there IS suction at motor-duct...**

- a) Check if the small rounded window tabs on the Floor Nozzle are locked in their corresponding slots and not inadvertently up out of place.
- b) Check to ensure nozzle seal is in place at the top of floor nozzle window.



- c) Check the diverter knob (**1623, 25A3, and 57G7 series only**) for proper setting.

- g) Make sure tank is not full on the outside of the bladder.
- h) Check the tank lint screen for debris.
- i) Check tank lid and tank for damage, if the tank lid is damaged a new tank lid will need to be ordered.
- j) Check float and baffle to ensure they are properly installed properly. The baffle should be even with the top of the tank.
- k) Make sure float has not tripped due to a full dirty tank.

**2) IS THERE SUCTION AT THE HOSE?** Remove any attachment from the hose, set the diverter knob to the “**Tools**” setting, and suction water out of a cup.

**If NO suction at the hose...**

a) Please contact one of our Authorized Service Centers to have a quality technician inspect your unit.

**If YES, there is suction is at the hose...**

a) Set diverter knob on the floor setting, pour a little water onto the floor and check for suction at floor. If no suction at the floor, vacuum this water up using the hose attachment. Then please contact one of our Authorized Service Centers to have a quality technician inspect your unit.

## No Suction Through the Upholstery Hose, but Does Have Suction at the Floor

- 1) Check the diverter knob for proper setting; make sure it is set on tools.
- 2) Check to make sure that there is no gap in the gasket connecting the handle to the base of the unit. When the handle is pulled back slightly by force before the unit is turned on there is a gap that will cause a lack of suction, as shown in images below.



- 3) Examine hose for cracks. If cracked, please contact one of our Authorized Service Centers to have a quality technician inspect your unit.