

SpotClean

5207 9749 7786

Machine Leaking Out of hose

- 1) **Ask the consumer to describe where exactly the leak is coming from.** If they state the machine is leaking from the hose at the end where the attachment goes, please refer the consumer to an Authorized Service Center for inspection.
- 2) If the consumer states the machine is **leaking from the hose where it enters the machine (see picture below)**, please confirm it is actually coming from that area. If you've confirmed that it **is** from that area, please set up a Return Authorization for inspection to Grand Rapids and forward findings to Cindy.
- 3) The machine will either be returned or replaced based on inspection results. The consumer will only be contacted if they need to be contacted.

