

Before You Call

Here is a few tips to look for before calling for repair or parts for your equipment. These are all basic things to check on the equipment to ensure that it will run properly. If you have tried everything on the list, then go ahead and call. Even better would be an email with a short video of what is or is not happening and a short but detailed description of what the problem is and what you have tried to that point.

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Auto Scrubbers, both walk behind and Ride ON.

A. Leaving Streaks? Not Sucking up Water?

1. Check to make sure squeegee is in good shape, clean and does not need to be flipped
2. Make sure that the squeegee is adjusted correctly and making full contact to the floor.
3. Make sure your vac hose is not plugged with debris. It is extremely important the do a good job sweeping before running the machine.
4. Make sure the vac filter is clean. A dirty filter will restrict air flow and affect vac quality.

B. Leaving Streaks? NO water or little water coming out?

1. Check the filter for the solution system. It could be an inline filter under the machine or a screen filter in the solution tank. If plugged or dirty, it will restrict water flow.
2. Check to make sure solution valve is turned on. Did someone clean the filter and forget to turn it back on?
3. Another cause of streaks could be worn or dirty floor pads. Make sure they are getting cleaned and changed regularly.

C. Vac Not Running? Pads not turning? Other Functions Not Working At All?

1. Make sure none of the circuit breakers are tripped.
2. If **NOTHING** is working, check to see if someone pushed the emergency stop button.

D. Battery Not holding a charge very long? Seems slow or weak?

1. Check the water level in the batteries. Each cell should be filled to ¼” below the bottom of the hole. If not, fill with **DISTILLED WATER** only.
2. Make sure lid on recovery tank is in place correctly and has a good seal. A bad seal makes the vac motor work harder than normal and kills the batteries quickly.

Kaivacs and Restroom Cleaning Systems

A. Doesn't Suck Up, But the Vac Motor Runs?

1. Make sure the vac hose, floor tool. Or wand is not plugged with debris
2. Make sure the ping pong balls in the screen foam protector filter are not stuck. These get nasty over time from sucking up dirt and debris. Occasionally they get stuck and block the vac motor. Shake them loose and rinse thoroughly.

B. Doesn't Suck up, and the Vac Motor Doesn't Run?

1. Make sure you have a good electrical connection. Try another cord or outlet.

C. Pressure Sprayer is Not Putting Out Solution, But The Pump Is Running?

1. Have they been running chemical in the solution tank? In the design of these machines, running chemical directly through the solution tank plugs up brass fitting and valves and doesn't allow them to open to let water through. Chemistry should only be introduced through the dispensing system.
2. Is there air trapped in the pressure line? Make sure the entire pressure hose is uncoiled from the machine. Then use the vac hose to suck the air out of the line by placing the hose over the end of the nozzle and holding the trigger.
3. Is the spray jet in the gun clogged? Easiest way to check this is to remove the sprayer from the quick connect and turn on the pump to see if water is getting through the hose to the sprayer.

D. Doesn't Turn On at all?

1. Check to make sure the GFCI is not tripped on the power cord. If that is good, try another outlet.

Extractors and Carpet Spotters

A. No Suction?

1. Make sure the vac shoe is not plugged with debris. Use a putty knife to remove any debris. Vacuuming thoroughly before extracting is very important.
2. Make sure the lid for the recovery tank is on correctly. A bad seal will cause loss of suction.
3. If the vac motor does not turn on at all, check the circuit breakers on the machine.

B. No Water Coming Out?

1. Make sure your jets are not clogged. Debris in the solution tank or hard water can cause the small holes to plug up. Do not push anything through the hole. Use vinegar to clear the sediment and open them up.
2. Make sure the screen filter in the solution tank is not plugged, restricting water flow to the pump.

C. Beater Bar Doesn't seem to be Turning?

1. Check the circuit breaker on the machine. If the brush is set too close to the carpet surface, it can cause the breaker to trip.
2. Make sure the drive belt is not broken or slipping.
3. Make sure there is not carpet strands or hair wrapped around the beater bar preventing it from turning.

Wet Vacs

A. Doesn't Run at all?

1. Check circuit breaker or try a different plug.

B. No Suction?

1. Make sure the hose and tools are not plugged.
2. Make sure the filters are clean. Clogged filters restrict the air flow.

Low Speeds, Scrubbers, High Speed Electric Burnishers

A. Does it Run Or Not? Not Much Else to Diagnose Here.

1. Check to make sure there is not a tripped breaker on the machine or try another outlet.