

FAQS

Can I get my Portable Spot Cleaner repaired?

Rug Doctor does not offer repair for the Portable Spot Cleaner. This machine is not meant for industrial or commercial use. If your machine is damaged or defective please call 1-800-RUGDOCTOR.

What if the machine has no power?

- Check to see if the power cord is plugged in. If it is not, plug the cord into a nearby wall outlet.
- Make sure the power button is positioned to “on”. If it is not, press the unit power button to the “on” selection.

What if Portable Spot Cleaner has no or low spray?

- Make sure you are pressing the spray trigger.
- Hold the spray trigger down for constant spray.
- Check the Clean Water Tank to see if it is empty or low on water or solution. If it is, remove the tank and fill with water or solution. You may need to press and release the spray trigger for 10-12 seconds to clear any air from the tube.
- Lift Clean Water Tank up and set back into unit.

What if the Portable Spot Cleaner has no or low suction?

- Check the Waste Water Tank to see if it is full. If it is empty it.
- Double check the Waste Water Tank to be sure it is securely seated and installed correctly. If it is not, lift up the Waste Water Tank and place back into position.
- Look to see if the filter screen on the float column inside the Waste Water Tank is clogged. If it is, remove the debris and run the filter under water to clean. Reinsert and resume cleaning.

What if the Handheld Motorized Brush is not oscillating or moving back and forth at a regular speed?

- Check to see if the switch on top of the Motorized Brush is flipped to the ON position. If it is not, turn the switch to the ON position.
- Ensure that you have vacuumed over the area first so debris or hair does not get caught or tangled in the brush.
- Remove any debris or hair that has gotten tangled in the brush.

Can the Portable Spot Cleaner be used on automobiles?

- Yes it can be used on the upholstery and carpet mats.
- Not recommended for use on leather.*

What if the Clean Water Tank is Leaking?

- Remove the Clean Water Tank from the unit and ensure that the cap and tube plug are properly aligned.
- Please note that when the Clean Water Tank is full, and the tank is out of the unit, the cap may drip a little water as the tube empties. This is normal.

What if the Waste Water Tank is Leaking?

- Check to see if the dirty water has reached the FULL line on the tank.
- Remove the Waste Water Tank from the unit. Check to see if there is any debris on the Float Column and rinse off. When you replace the Float Column into the Wide Opening lid ensure that it is properly aligned. Press firmly so that it is securely in place. Replace the outer cap and re-insert tank back into unit.
- Allow the machine to stay on for up to 15 seconds after you have used it to ensure that the dirty water from the Motorized Hand Brush is collected into the tank.

* Always consult the manufacturers' fabric label for cleaning guidelines.

Information Provided by Rug Doctor.