

My Stain Eraser™ Pet is Leaking | Support

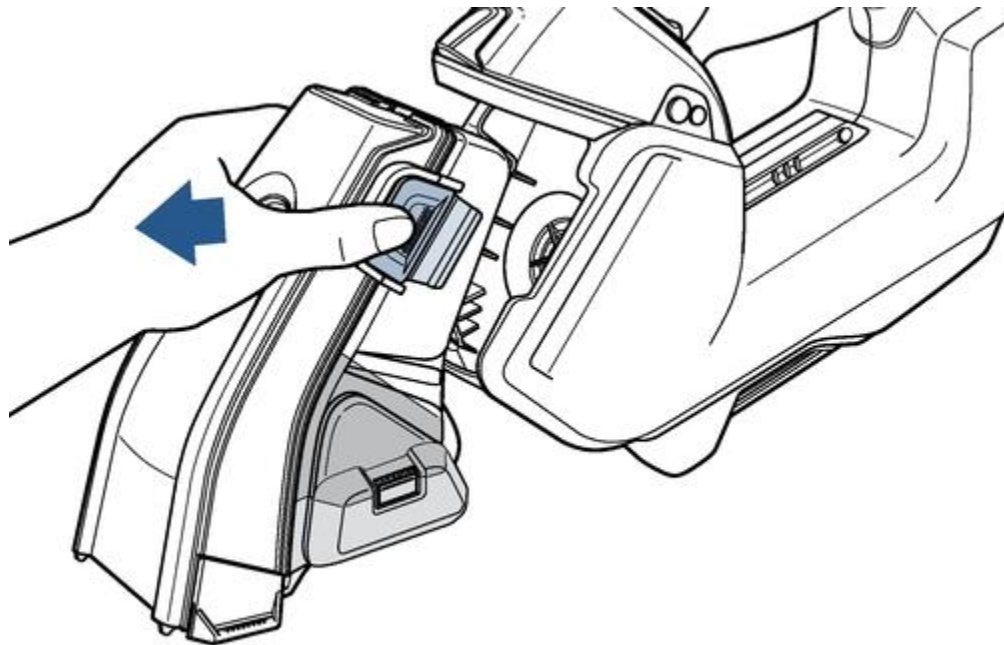
If you are experiencing leaking, follow these steps to resolve:

Leaking from clean water tank

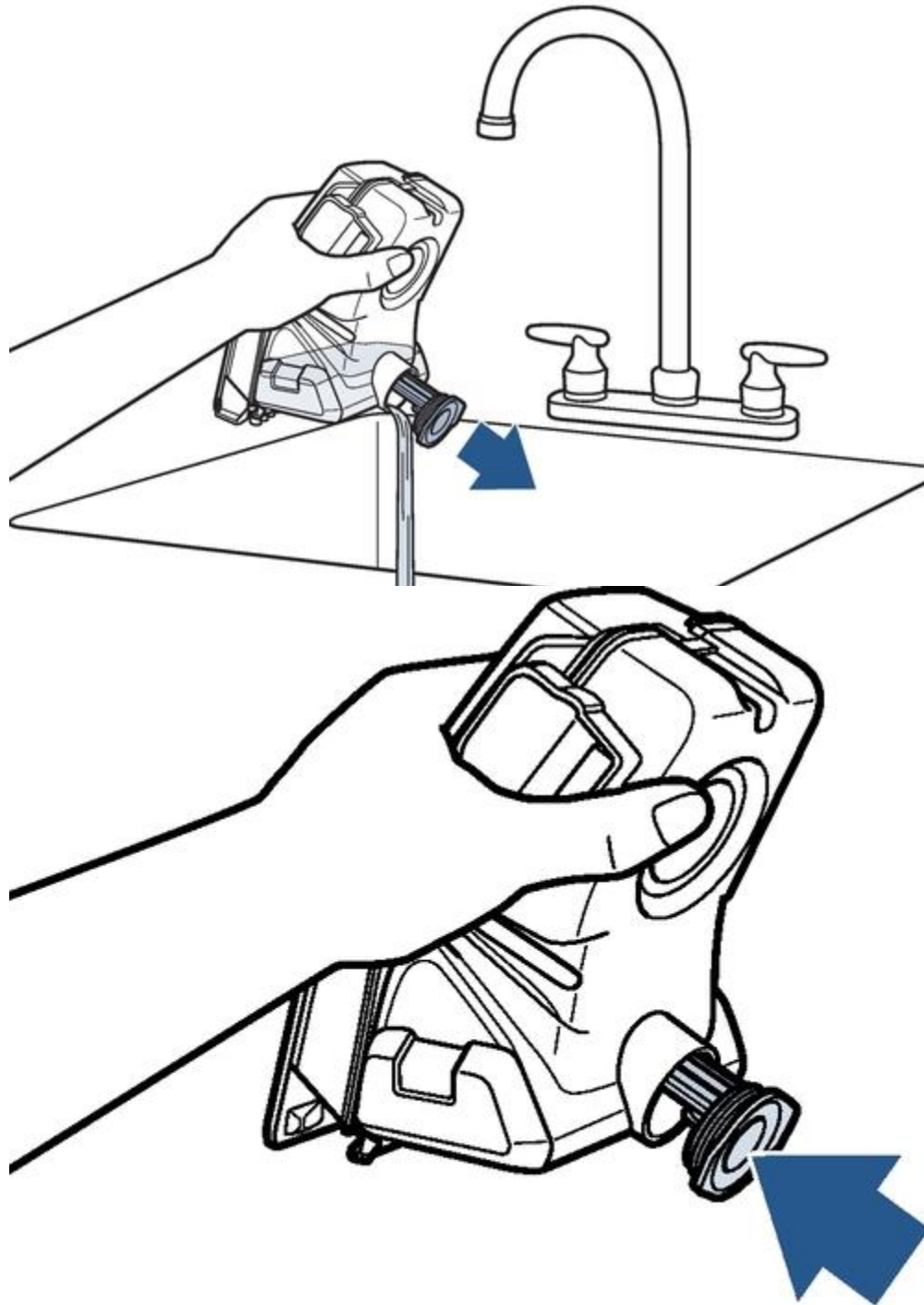
- Go to [Clean Water Tank](#)

Leaking from dirty water tank or vents

- Remove front assembly



- Empty tank by opening drain plug over sink
- Push drain plug securely into place

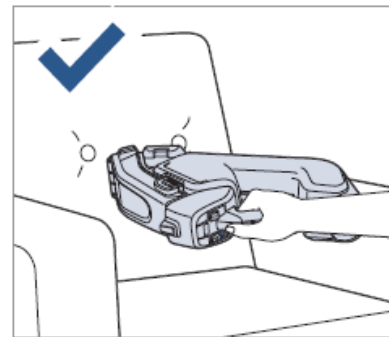
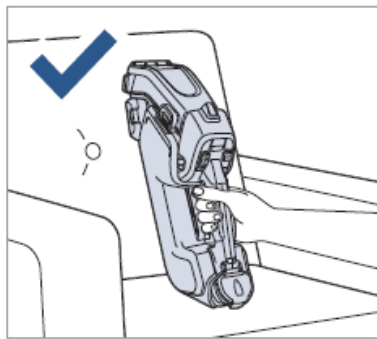
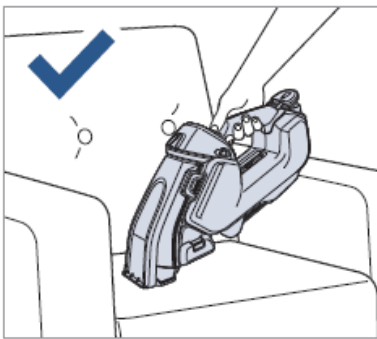


- When front assembly is removed, a small amount of liquid may drip from machine, this is normal

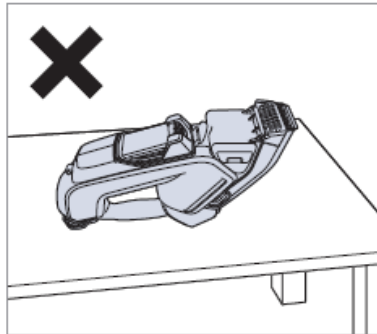
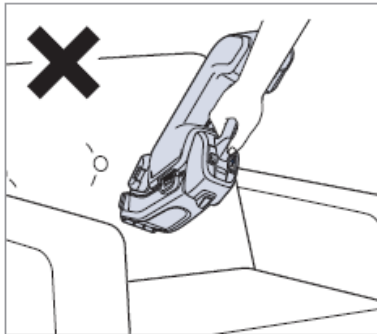
Check grey gasket (behind front assembly) for damage or debris

- If gasket is warped or damaged > [Contact Us](#)
- If gasket is intact, reattach front assembly
- Leaking from the side vents can happen if:
 - - Dirty tank is full & dirty water has re-entered the internal part of machine
 - The machine is used upside-down

Correct Positions



Incorrect Positions



Did this resolve your issue?

- If your machine is leaking from clean water tank > Go to Leaking from [Clean Water Tank](#)
- If you still need assistance > [Contact Us](#)