**Possible Issues:**
- Water Tank
- Position
- Setting
- Saturated Pad

**Is the water tank cracked?**

To check, inspect the water tank, looking for cracks around the clear tank area.

**If YES:**

**External Support:** Contact BISSELL / Repair or replace part/product

**If NO:** Check to see if the cap is properly closing.
- If it isn’t, a new cap can be ordered.
- If it properly closes, continue troubleshooting.

**Is it being used upside-down or horizontally?**
• There is an air vent in the water tank lid that, when tipped upside-down or horizontally, will leak from down the front of the tank once turned back upright. This is normal function, and we recommend not using it horizontally or upside-down.

Is the high steam setting selected?

If YES:
• The upper “high” steam setting will emit more steam and can saturate the pad and leave excess water on the floor quicker.

If NO: Continue Troubleshooting

Is the pad on the foot very wet?
Once the foot cools down,

If YES:
• The upper “high” steam setting will emit more steam and can saturate the pad and leave excess water on the floor quicker.
If NO: If all steps have been followed and machine is still leaking or leaving too much water,

External Support: Contact BISSELL