

SpotClean
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Machine Leaking Out of bottom

- 1) **Ask the consumer to describe what they mean by “bottom.”** If they state the machine is leaking from the bottom of the solution tank, follow troubleshooting for *“Solution Tank is Leaking.”* If they state it is leaking from the collection tank, follow Troubleshooting for *“Leaking from Collection Tank.”*
- 2) Make sure the separator stack inside the collection tank is in place properly. The arrow on the separator stack should be in line with the lock icon on the collection tank. If it is not locked into place, the collection tank will leak or it will leak out of the bottom of the machine. See picture:



- 3) If the consumer states the machine is **leaking from the bottom of the machine**, please confirm it is from the **housing** and **not** from the tanks. If **you've confirmed that it is** from the bottom (and #2 step is not the issue), please refer consumer to nearest ASC or if not one available set up a cut cord RA if the machine is within in warranty and follow per Dest. Guide.

Remove the solution tank, fill with water, and see if it is leaking freely (while removed from the machine).

If **YES**, the solution tank is leaking... see "Solution Tank Leaking" troubleshooting steps.

If **NO**, the solution tank is not leaking...

a) Remove the collection tank and see if there is water sitting in the receiving area.

If **YES**, water is in receiving area....

- **Make sure the black "duck bill" gasket** is not missing from the collection tank or inserted wrong (the tall "duck bill" side of the gasket should be inserted into the opening on the outer, rounded side of the tank). Ensure the gasket is open by taking it out and squeezing the tall "duck bill" flap, forcing it open on the end. **(See pictures below)**



Gasket in tank (correct)



Gasket Missing (incorrect)

Check to make sure the float in the collection tank is operating properly. Empty the collection tank and turn it over repeatedly. The float should slide easily back and forth. If the float is stuck in the open position, water can get into the housing of the machine. Replace Float Stack if necessary.

If **NO** water in receiving area, please take the machine to a BISSELL Authorized Service Center to have a quality technician inspect the unit.