

## Why is my CrossWave™ leaking?

Answer:

[Watch The Video](#)

Use the following steps if your CrossWave™ is leaking:

If your machine is leaking between the clean water tank and the machine:

NOTE: The clean water tank on the back of the unit should be full

- The clean water tank should sit snug in place. Remove the tank and firmly push it back into place leaving no gaps.

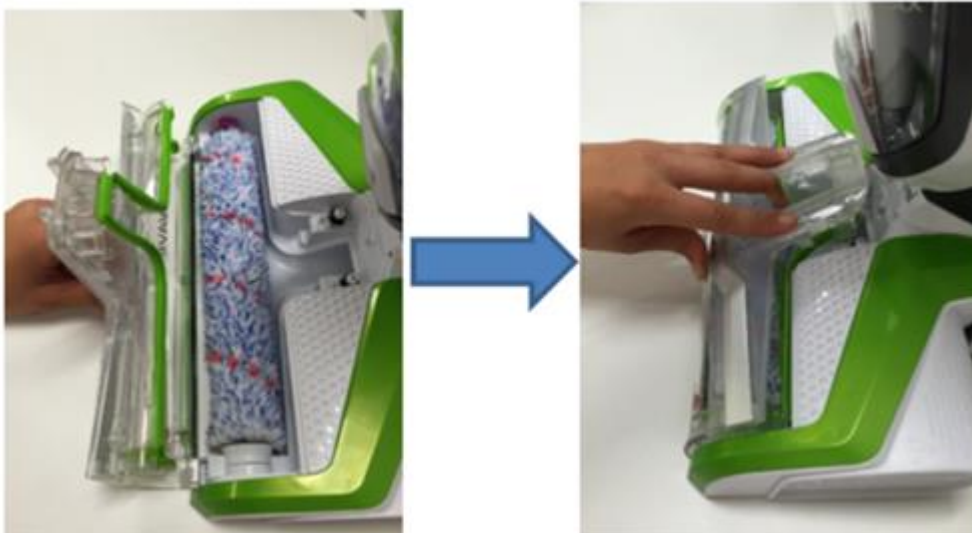


- Plug the machine in. With a full clean water tank, prime the machine by holding the spray trigger for 10-15 seconds.
- If the machine still leaks, unplug the machine, remove the water tank and inspect the tank for crack/leaks. If a crack/leak is found, a new tank needs to be ordered.
- With the water tank still removed, check for cracks on the cap and if the rubber gasket is damaged. If the cap or gasket is damaged, a new cap needs to be ordered.



If the leak is between the brush window and the foot of the machine:

- Unplug the machine and remove, examine, and reattach the brush window to the foot of the machine to ensure it is securely latched.
- To remove the brush window, grab the window by the pull tab and pull upward. Examine the window for cracks. If a crack is found a new window needs to be ordered.
- Reattach the brush roll window by lining up the tabs on the front edges of the foot and then pushing the window into place until it clicks into place.



- Plug the machine in and test for leaks.

If your machine is still leaking, please [contact us](#). A representative will be happy to assist you.