Service Instructions

Hoover PowerDash Pet- PowerDash Pet Complete

PowerDash Pet Model #: FH50710V, FH50700UPC, FH50700, FH50710CN, FH50750, FH50700PDI GL, FH50700FDI, FH50700CDI, FH50702, FH50703CDI, FH50700V, FH50750V, FH50750PDI, FH50703VCD, FH50704, FH50704V, FH50711CN, FH50711V, FH50751, FH50751V, FH50751PDI, FH50751VPD, FH50704FDI, FH50704VFD, FH50701CDI, FH50740CDI.

PowerDash Pet Complete Model #: FH50704, FH50711CN, FH50751, FH50751PDI, FH50704FDI, FH50701CDI, FH50740CDI, FH50704V, FH50711V, FH50751V, FH50751VPD, FH50704VFD, FH50701VCD, FH50740VCD, FH55050PC, FH55010, FH55000, FH55050V, FH55010V, FH55000V

TO VIEW PARTS SCHEMATICS PLEASE VISIT "PARTS CATALOG" THROUGH THE DEALER PORTAL HOME PAGE.

Troubleshooting

A. Unit Leaking
1. The clean and dirty tank are not placed properly or might be filled.
   (1) Check to ensure all tanks are properly filled or empty (dirty water tank cannot be over the max limit, to prevent leaking through the motor)
   (2) Ensure the tanks are firmly placed into the unit and there are no gaps or looseness.
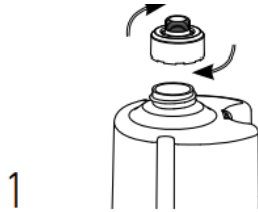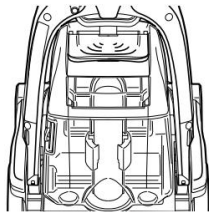

1
Lift up to remove the Clean Water Tank, then remove the cap and add warm water to the fill line. Add Hoover Solution to the solution fill line. Secure cap.
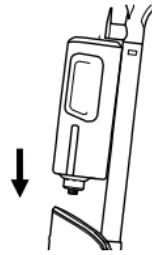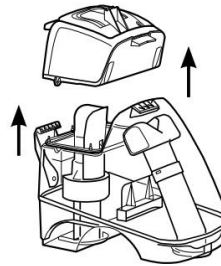
2
Align the tank and firmly press it into place.

2. Dirty Water Tank Lid is not secure.
   (1) Make sure there are no gaps in your dirty water tank. Also check that the lid of your tank is properly fitted in.

Press down the top of the Dirty Water Tank. Remove Tank from carpet cleaner base at an angle.

Place on a flat surface and unlatch Dirty Water Tank lid to remove top of tank.

3. Check tanks to determine if leaking occurs while installed or removed from unit.
   Clean Tank does have an amount of residual water when removed from tank resoivour.
   Check tank caps to ensure seals are in place and sealing tanks.

4. Remind the customer to allow residual water to make its way back into the dirty water tank after they are done cleaning. This is to prevent leaking once its stored.

B. Unit Won't Dispense
1. Clean Water Tank is Empty and the handle is loose
   (1) Check to ensure that the Clean Water Tank and solution tank is properly filled and properly fitted into the unit
   (2) The unit will not dispense if the handle is not properly installed

2. Unit may need to be flushed.
   (1) Add warm tap water to both the clean water tank and the solution tank. Make sure both

tanks are seated firmly, turn the unit on, and recline the handle. Push the unit forward continuously about 3-4 times or until water comes out of the bottom. Power ON again.

3. Unit may need to be reset.
To reset the PowerDash, unplug it from the wall. Remove the nozzle cover and take out the brushes. Now, replace the nozzle cover, plug the unit back in, and cycle the power on and off 4 times. Replace the brushes and test to see if the reset worked.

C. **Accessory Hose/Tool Won't Dispense (ONLY for PowerDash Pet Complete)**
1. Check to ensure that Clean Water Tank and Solution Tanks are full.

2. Ensure there are no clogs in the hose end.
   (1) Check both ends of the hose and clean any clogs or debirs you may encunter. Make sure they also clean the accesory tools.
   (2) Insert a small object into the hose solution port to ensure is not clogged.
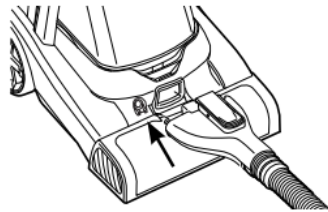
To clean with hose tool, remove the nozzle cover then align the ports and plug it in firmly
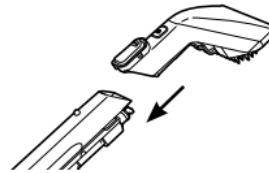
Connect tool to hose by sliding it onto the connector until it securely locks into place.

3. There may be air trapped in the hose and pump. In this case, you will need to prime the pump by lowering the hose to the floor and holding the trigger for up to one minute.

D. **Unit Won't Pick Up or Has Poor Suction**
1. Dirty Water Tank is Full (Float Engaged), the float can also be tripped if the unit is lifted from the floor while is ON.
   (1) Turn off the unit and empty the Dirty Water Tank. They will notice the float goes back to its original position.

2. The Nozzle is not secure
   (1) Pull up on the latch and pull forward to remove the nozzle cover. Check the nozzle opening for any clogs or blockages. To replace the nozzle cover, line up the two tabs on the base as well as the tabs close to the opening. Push down and backward until the latch clicks into place.
   (2) On the PowerDash Pet Complete there a quick access to the brush roll for cleanup. See picture 2 below.
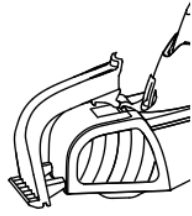
1 Remove the nozzle cover by pulling up and forward on the latch. Rinse nozzle cover and allow to air dry.
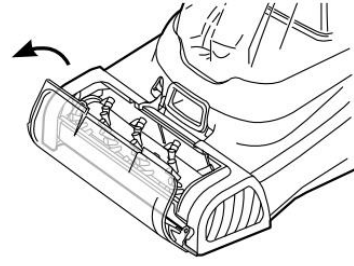
2 Gently grab the finger ledge and flip brushroll cover open. Wipe away any debris. Flip closed when finished.

3. The debris filter is dirty
    (1) Remove the debris filter, located under the Dirty Water Tank, wipe it clean.

4. There is a clog in the tool at the end of the hose.
    (1) Remove the tool and clear out any debris.

5. The Unit needs to be reset
    (1) To reset the PowerDash, unplug it from the wall. Remove the nozzle cover and take out the brushes. Now, replace the nozzle cover, plug the unit back in, and cycle the power on and off 4 times. Replace the brushes and test to see if the reset worked.

E. Brushroll Not Spinning
1. Make sure the unit is NOT in the upright position
    (1) If the unit is in the upright position, the brushroll won't spin. Tilt the unit backwards.

2. The brushroll stall protection has been activated. This happens when the brushroll gets jammed or clogged.
   (1) Turn the unit off and back ON again.

    (2) Make sure to remove your brushroll and clean any tangled hair or debris that could be causing the stall. Temember to clean the notches inside the nozzle too.
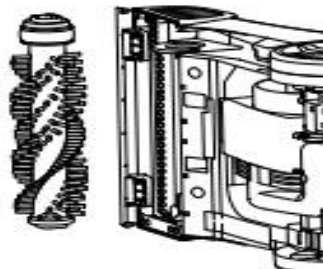   <mark>See below</mark>

*in front of wheel
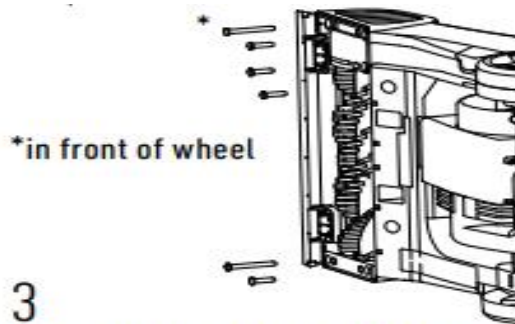
3

Lay the product down to access the underside. Use a Philips screwdriver to remove 6 screws. Arrows show location of screws on the underside of your cleaner.
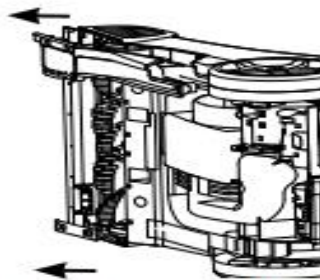
4

Remove underside belt cover then pull brushroll out. Belt will still be attached to cleaner.

## 5

Rinse brushroll and allow to air dry.

6

Slide belt off shaft and remove. If replacing belt, install the new belt.

3. The belt might be broken. (You may experience a burning smell, or a high pitch sound)
   (1) Remove the bottom plate of the unit and remove the brushroll.

(2) Place the new belt on the motor shaft
(3) Position the non-belt side of the roll into the notch it belong to.
(4) Carefully stretch the belt to position the other en cap into the notch
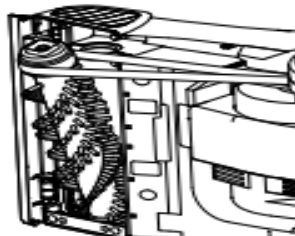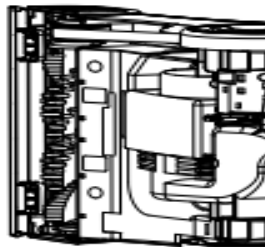(5) Replace the belt cover and secure the 6 screws to the plate.
<mark>See below</mark>
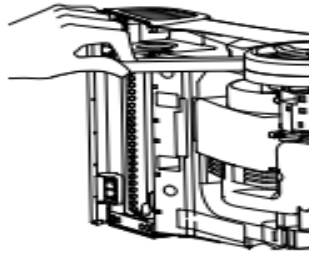
1
Place new belt on motor shaft.
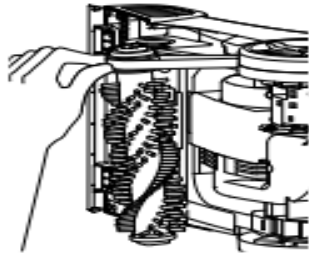
2
Slip brushroll through belt.

3
Position non-belt side end cap of brushroll into pockets.

4
Carefully stretch belt to position the other end cap into the pocket.

F. Unit Not Turning ON
(1) Make sure their unit is firmly plugged into a working outlet.
(2) Check there are no outages or issues with the fuse at the customer's home

(3) The thermal protector might have activated. The unit does this to prevent damage from overheating.
   (a) Unplug the unit from the outlet.
   (b) Clean the dirty and clean water tanks
   (c) Make sure to clean the nozzle and brushroll too.
   (d) Allow the unit to cool down for up to 30 minutes. Then plug back ON