

Service Instructions

Hoover SmartWash- SmartWash Pet



SmartWash Model #: FH52000GB, FH52013, FH52014, FH52050, FH52003VPC, FH52050V, FH52014V, FH52000V, FH52000VGB, FH52000VFD, FH52001V, FH52040VCD, FH52023V

SmartWash Pet Model #: FH53000, FH53000PC, FH53000PDI, FH53010, FH53040DI, FH53050, FH53000VPC, FH53050V, FH53050VPD, FH53000V, FH53000VPD, FH53010V, FH53040VCD, DUFH53000, DUFH53000T, DUFH53000VGL, DUFH53000VTG

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

Troubleshooting

A. Unit Leaking

1. Clean Water Tank and Dirty Water Tank are overfilled or not secure.
 - (1) Check to ensure all tanks are properly filled or empty (dirty water tank)
 - (2) Ensure the tanks are firmly placed into the unit and there are no gaps or looseness.
2. Dirty Water Tank Lid is not Secure.
 - (1) Make sure there are no gaps in the dirty water tank. If you see the yellow warning label, then the lid is NOT properly secured.



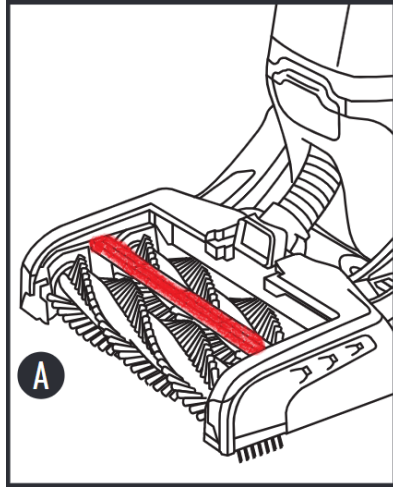
3. Check tanks to determine if leaking occurs while installed or removed from unit. Solution tank does have an amount of residual water when removed from tank reservoir. Check tank caps to ensure seals are in place and sealing tanks.
4. Check if unit leaks while turned off or while running.
If unit leaks, there could be internal tubing disconnected.

B. Unit Won't Dispense

1. Clean Water Tank is Empty.
 - (1) Check to ensure that the Clean Water Tank and solution tank is full of water and securely locked in place.
2. Make sure the unit is in the correct mode.
 - (1) The unit will not dispense if in the **DRY ONLY** mode. Make sure to turn this setting off.
3. The unit is not moving forward or internal board is malfunctioning.
 - (1) Push unit forward to verify 'wash' light is shown and water/solution dispenses. Unit should only dispense water/solution when moving forward.

4. Unit may need to be flushed.

Add warm tap water to both the clean water tank and the solution tank. Make sure both tanks are seated firmly, clean any debris from the **distributor bar** and turn the unit ON, recline the handle. Push the unit forward continuously about 3-4 times or until water comes out of the bottom again.

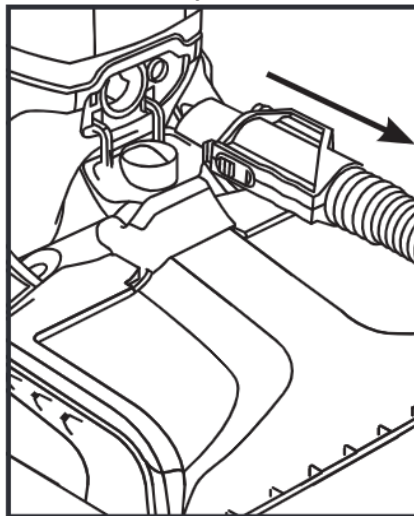


5. Unit may need to be reset.

To reset SmartWash, 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

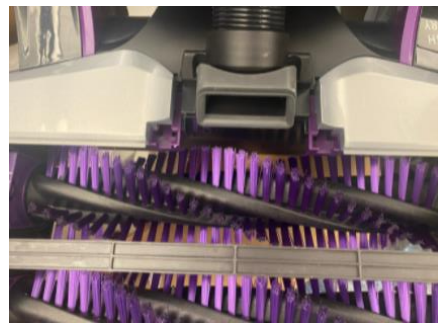
1. Check to ensure that Clean Water Tank and Solution Tanks are full.
2. Ensure there are no clogs in the hose end.
 - (1) Check both ends of the hose and clean any clogs or debris you may encounter.
 - (2) Insert a small object into the hose solution port to ensure is not clogged.



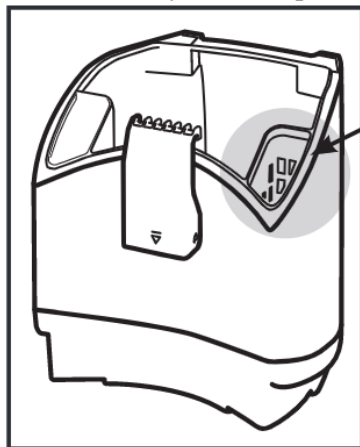
3. There may be air trapped in the hose and pump. In this case, you will need to prime the pump by lowering the hose to the floor and holding the trigger for up to one minute.

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.
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 (see photo below).



3. The debris filter is dirty
 - (1) Remove the debris filter, located under the Dirty Water Tank lid, wipe it clean, and allow it to air dry before replacing.

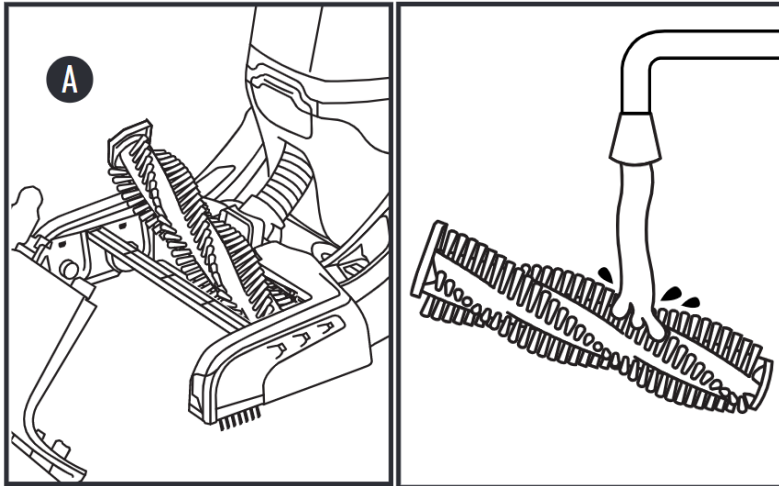


Keeping the filter clean is critical to maintain strong suction performance.

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 SmartWash, 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 the brushroll and clean any tangled hair or debris that could be causing the stall. Remember to clean the notches inside the nozzle too.



F. Unit Not Turning ON

- (1) Make sure the 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