

MACHINE TROUBLESHOOTING

Problem	Cause	Remedy
Trailing water-poor or no water pickup	Scrub vacuum fan turned off	Turn on vacuum fan
	Worn squeegee blades	Rotate or replace squeegee blades
	Squeegee out of adjustment	Adjust squeegee
	No detergent in solution tank causing squeegee to chatter	Add detergent to solution tank
	Vacuum hose clogged	Flush vacuum hoses
	Vacuum screen dirty	Clean vacuum screen
	Recovery tank cover seals worn	Replace seals
	Debris caught in squeegee	Remove debris
	Vacuum hose to squeegee or recovery tank disconnected or damaged	Reconnect or replace vacuum hose
	Recovery tank cover not completely closed	Check for obstructions and make sure cover is closed properly
Scrub vacuum fan will not turn on	Vacuum fan / squeegee button turned off	Turn on Vacuum fan / squeegee button
	Recovery tank full	Drain recovery tank
	Foam filling recovery tank	Empty recovery tank
		Use less detergent/or use defoamer
	Recovery tank sensor dirty or stuck	Clean or replace sensor
Little or no solution flow to the floor (Conventional Scrubbing Mode)	Solution tank empty	Fill solution tank
	Solution flow turned off	Turn on solution flow
	Solution supply lines plugged	Flush solution supply lines
Excessive dusting	Brush skirts and dust seals worn, damaged, or out of adjustment	Replace or adjust brush skirts and/or brush seals
	Hopper dust filter clogged	Shake and/or replace dust filter
	Sweep vacuum fan seal damaged	Replace vacuum fan seal
	Sweep vacuum fan failure	Call Tennant service representative
	Thermo-Sentry tripped	Allow Therm-Sentry to cool
Poor sweeping performance	Worn brush bristles	Replace brushes
	Brush pressure set too light	Increase brush pressure
	Main brushes not properly adjusted	Adjust brushes
	Debris caught in main brush drive mechanism	Remove debris from main brush drive mechanism
	Main and/or side brush drive failure	Call Tennant service representative
	Hopper is full	Empty hopper
	Hopper lip skirts worn or damaged	Replace lip skirts
	Improper main brushes	Call Tennant service representative
Poor scrubbing performance	1-STEP Scrub button not on	Turn on 1-STEP Scrub button
	Improper detergent or brushes	Call Tennant service representative
	Solution tank empty	Fill solution tank
	Debris caught on main brushes	Remove debris

OPERATION

Problem	Cause	Remedy
Poor scrubbing performance	Worn main brushes	Replace brushes
	Brush pressure set too light	Increase brush pressure
FaST System does not operate	FaST button is turned off	Turn on the FaST button
	Clogged FaST-PAK supply hose and/or connector	Soak connector and hose in warm water and clean
	FaST-PAK carton is empty or not connected	Replace FaST-PAK carton and/or connect supply hose
	FaST system is not primed	To prime, operate the FaST solution system for a few minutes
	Clogged filter screen	Drain solution tank, remove and clean filter screen
	Blown fuse	Call Tenant service representative
ES System does not operate	Faulty solution pump	Call Tenant service representative
	<i>ES button</i> is turned off	Turn on <i>ES button</i>
	ES sensor in tank dirty	Clean sensor
	Clogged ES pump filter	Clean ES filter
	Water level in recovery tank too low	Fill recovery tank about half full
Sweeping or Scrubbing functions do not turn on	Water level in solution tank too low	Fill solution tank
	Hopper is up	Completely lower hopper
	Fire in the hopper	Shut off machine. Extinguish fire. If necessary, call emergency personnel.
ec-H2O Model: ec-H2O system indicator light blinks red and the alarm sounds	Recovery tank full	Press the <i>Scrub vacuum fan/squeegee button</i> for one minute of extended water pickup. Empty recovery tank. ES models: activate the ES system to prevent this.
	Mineral deposit build-up in module	Flush module (See <i>ec-H2O MODULE FLUSH PROCEDURE</i>), if indicator light starts flashing within 1–10 seconds, repeat flush procedure. If indicator light starts flashing after a minute of scrubbing, the water may have low conductivity.
	Low water conductivity	Add 8ml of salt to every 40 L of water.
ec-H2O Model: ec-H2O system indicator light solid red	Defective module	Contact Service Center
ec-H2O Model: ec-H2O system indicator light does not turn on	Defective light or module	Contact Service Center
ec-H2O Model: No water flow	Clogged module	Contact Service Center
	Defective solution pump	Replace solution pump
	Clogged filter screen	Clean filter screen