

If you are experiencing Leaking, follow these steps to resolve:

- Turn off and Unplug machine
- Remove and fill water tank
 - Only water is to be used in the machine
 - Do not use vinegar or any other solution as it could damage the water tank
 - Inspect the cap and insert for cracks or damage
 - If damaged, a new cap should be ordered
 - Confirm the rubber gasket at the tip of the cap is still attached to the machine
- Check that the x-valve is working properly
 - Push up on the valve over the sink to ensure water releases out of the tank
 - If damaged, the cap assembly will need to be replaced
- Replace the water tank and push down securely so there are no gaps
- Has this resolved the issue?
 - Yes > Great! Glad we could get you back to cleaning!

My PowerFresh® Steam Mop Hard Floor Steam Cleaner has No Power |

- Unplug machine
- Check the power cord for damage
 - Is the cord damaged?
 - Yes > [Contact Us](#)
 - No > Plug machine in to a functioning outlet
- Try using an alternate outlet
- Steam Level should flash a blue light for 40 seconds before stopping
- When blue light is solid, push Steam Level button
 - Once - Low setting
 - Twice - Med setting
 - Three times - High setting
- Is there a blue light when machine is plugged in?
 - Yes > Great! Glad we could get you back to cleaning!