

## SVSR-P (Pre-2005)

### FAQ's

**1. My vacuum motors are running all the time.**

- Does the display on the timer show a message or time?

Yes – There is still time on the unit. Allow it to run out completely.

No – Need to replace the solid state relay.

**2. My vacuum motors won't run at all.**

- Is the timer counting down?

Yes – First check your vac motor fuses. If these are okay, you'll want to take a voltage meter and check for continuity on the solid state relay. If the relay is working properly, you can inspect the brushes inside your vacuum motors. Vac motors with worn brushes or gears should likely be replaced.

No – Need to replace the solid state relay.

**3. My vacuum motors turn themselves on and off.**

Replace the solid state relay.

**4. My vacuum hose has no suction.**

- First, check for obstruction in the vac hose.
- Then, make sure both back doors are closed properly.
- Next, inspect the back door gaskets to see that they are still in good condition.
- Finally, open the filter bag door and place your hand under each motor to check for suction. If the motor is not creating suction, it needs to be replaced.

**5. My LED display is blank.**

- There are three problems that will cause an LED display to be blank.
  - a. Transformer – take a voltage meter and check to make sure you are getting 24 to 27 volts on the secondary side.
  - b. Glass fuse (2 amps) – call tech support for replacement instructions.
  - c. Bad timer – call tech support for replacement instructions.

**6. My LED display is counting down, but nothing comes on.**

Check both vacuum and relay functions.

**7. When I deposit coins, I don't get any credit.**

- Does the coin acceptor accept or reject the coins?

Accepts – Is this a single coin (SC) or multi-coin (MC) acceptor?

SC – You need to replace the credit coil.

MC – It needs to be reprogrammed. Call tech support for instructions.

Rejects – Disconnect the plug to disable the acceptor. The wires will either be Red, Black, and Blue...or Red, Green, and Blue. In either case, the red wire is hot...DO

NOT TOUCH! Try jumping the blue wire with black or green. This should credit time to your timer. If so, you've got a bad coin acceptor that needs to be replaced.

- 8. When I switch from vacuum to shampoo or spot remover, it kills my time.**  
You need to replace your main power unit.
- 9. When I select shampoo or spot remover, no air or product is dispensed.**
  - Is timer switching between functions?
  - Y – Problem with main power unit. Please send in for repair.
  - N – Mode select problem with timer. Please send in for repair.
- 10. When I select shampoo or spot remover, it dispenses air...but no product.**
  - Are product pumps turning?
  - Y – Remove product hose from pump and check for defects. Tube likely needs to be replaced.
  - N – Problem with main power unit. Please send in for repair.
- 11. When I select shampoo or spot remover, it dispenses air and liquid...but no foam.**  
Inside the handle, there is a foam generator block which contains a "foam pill". These can be replaced at no charge. Just call tech support to order one.
- 12. When I switch the handle on, nothing happens.**  
Corrosion can sometimes interfere with the connections inside a switch. First, try flipping it off and on, very quickly, for about 10 to 15 seconds. If it's still not working, you can use a paper clip to jump the two wires at the terminal block. If the product begins pumping, you've got a bad switch that needs to be replaced.