

# Global Floor Care Machines Self-Service Troubleshooting Guide



Get your scrubbing machines running smoothly again with this easy-to-use-follow guides and tips. You can save time and effort by fixing your machines yourself.

If you have followed the troubleshooting guide below and still have issues, call Global Industries toll free at 1-800-548-1926 to request service. Have your brand name, model #, serial # and purchase date available.

## Floor Scrubber is Leaving Streaks -

- 1) Have you cleaned the squeegee? Is it free from hair or lint or debris?
- 2) Have you inspected the squeegee for rips or wear?
- 3) What type of chemical are you using and what type of flooring are you cleaning?  
Make sure the chemical being used is good for the type of floor.
- 4) Are the wheels on the squeegee bar rolling freely? If hair or lint has built up around these and the wheel is not rolling it will streak.

## Floor scrubber quit working. It turns on and cuts right back off -

- 1) Is the battery showing to be charged?
- 2) Is the dirty water reservoir full so that it has closed the ball check valve?
- 3) Have you tried hitting the reset switch?

## Floor scrubber is not vacuuming up all or any of the water being dispersed -

- 1.) Have you checked to see if the vacuum is clogged? You can put your fingers under the squeegee bar where the vacuum hole is. If you do not feel any vacuum it is probably clogged. Remove the vacuum hose from the squeegee assembly, place your hand under the hose, and see if there is suction. If no suction, there is probably a clog in the hose. Try removing the clog by opening the dirty water tank cover, locate the vacuum hose, and spray water through the hose using a garden hose.
- 2.) Have you pushed the vacuum reset button?
- 3.) Have you adjusted the amount of liquid being dispersed and speed you are operating the scrubber? Check the water flow valve, and adjust accordingly.

- 4.) Have you checked to see if your squeegees are adjusted correctly? If they are not adjusted correctly or if they have tears or missing chunks, it can leave water on the surface being cleaned.
- 5.) What type of flooring surface are you cleaning? If you are cleaning a tile floor that has raised squares and grout lines, and if you go too fast across the floor, it will not collect all the water. This is because the grout lines cause the vacuum to lose suction if you move too fast.
- 6.) Did you check to be sure the dirty water tank lid is completely closed. If lid is not close securely, it can cause loss of suction.
- 7.) Check to be sure clean water fill cap is tightened.

**Battery does not hold a charge -**

- 1.) When and how often do you change the battery in this unit? If they are not giving the battery ample time to charge it could cause this. Note: These batteries only have a certain number of charge cycles in them. Every time the charger is plugged in that is a cycle. It doesn't matter if it charges for 2 minutes or 10 hours.
- 2.) Is the machine plugged into the outlet good? Some outlets over time get loose and the plug can droop and cause it to not make good contact. Try plugging the machine into another outlet to see if it charges better.
- 3.) Are they using an extension card when charging? This can cause it not to charge well especially long and small gauge cords.

**Floor scrubber is putting out too much or too little liquid -**

- 1.) Have you tried adjusting the amount of flow at the valve. There is a small valve that controls the amount of chemical the machine releases in operation.
- 2.) Have you checked to see if there is any foreign debris in the clean water reservoir? If there is trash in the reservoir it can clog up the outlet and not let water or chemical pass.
- 3.) Have you checked the strainer in the tank to make sure it is not clogged up? Some scrubbers have a little strainer filter on the outlet of the clean water reservoir inside the tank. Certain chemical if let settling a few days can create a film on the surface and when you empty the reservoir during usage this film can coat and clog the strainer/filter on the outlet. Note: it is advised that you clean the fresh water reservoir periodically.

**The scrubber does not clean the floor like it should -**

- 1.) What type of floor are you cleaning and what chemical are you using to clean it? Make sure the chemical is suited for the application.
- 2.) What is your scrubber setup? Are you using pads or brushes? There may be a better pad for this application. It may be that a brush or pad works better for certain applications.

3.) Are your squeegees adjusted properly and are they in good condition? Free of lint, hair, or foreign debris?

**My scrubber has a foul smell -**

- 1.) Do you empty the dirty water reservoir after each use and rinse it out?
- 2.) When charging, do you open the dirty water reservoir and allow the gases that build up from the chemicals to escape? It is recommended that when charging you raise the top of the dirty water reservoir and kind of prop them against one another.
- 3.) Have you changed the pad or washed the brushes good?
- 4.) Have you cleaned the machine throughly?

**The floor scrubber is scratching the floor when I run it -**

- 1.) What type of floor are you cleaning and what chemical are you using?
- 2.) Are you using pads or brushes on the machine? It might be that a different pad that is less aggressive might not scratch the surface. If using brushes, it might be better to use pads on this type of surface.
- 3.) Are you sweeping the floor before you run the floor machine?
- 4.) Do the wheels on the squeegee bar roll freely and are they in good shape? If the wheels do not roll freely they will drag causing the wheel to become flat on one side. This cause the squeegee bar to drag.
- 5.) Are the squeegees in good shape and adjusted properly? If the squeegee is torn or ripped it could cause the metal from the squeegee bar to drag on the floor and create scratches.

**My squeegees do not wear evenly -**

- 1.) Do the wheels on the squeegee bar roll freely? Or do they have some flat spots on them?
- 2.) Does the squeegee bar sit level or does one side ride lower than the other? Sometimes the bar or arm that holds the bar can get bent. Particularly on the walk behind units that are operated with a foot pedal.
- 3.) Are squeegees installed properly?
- 4.) Are you dispensing enough chemical when running so that the squeegees are not dragging on a dry surface?