

# User instructions

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## HM 10 & HM 20

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### Carpet Soil Extraction Machines



**CAUTION - READ THESE INSTRUCTIONS BEFORE USING THE MACHINE**

03-8015-0000 Iss.1

06/05

[http://www.truvox.com/Products/Carpet\\_Cleaners/Hydromist\\_10\\_and\\_20\\_HD](http://www.truvox.com/Products/Carpet_Cleaners/Hydromist_10_and_20_HD)

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**Contents**

	Page
1. General Information.....	4
1.1. Important safety advice .....	4
1.2. Guidelines for the operator .....	4
1.3. Transporting the machine.....	4
1.4. Electrical connection .....	5
2. Controls	
2.1. Controls .....	5
3. Preparing the machine.....	5
4. Operation .....	5
4.1. Starting the machine .....	5
4.2. Using the machine .....	5
4.3. Cleaning Carpets .....	6
4.4. Cleaning Stairs.....	6
4.5. Cleaning Upholstery .....	6
5. When Cleaning is Finished .....	6
5.1. Draining and cleaning.....	6
5.2. Storage .....	6
5.3. Maintenance .....	6
6. After sales service .....	6
7. Guarantee .....	7
8. Technical specification.....	7
9. Accessories and cleaning chemicals.....	8
10. Fault diagnosis .....	8
11. Declaration of conformity .....	9

# IMPORTANT

## BEFORE USE READ THESE INSTRUCTIONS AND RETAIN FOR FUTURE REFERENCE

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### 1. General information

The HM 10 and 20 carpet soil extraction machines are designed for the efficient cleaning of carpets and upholstery. They have been designed for the professional user to ensure long service life and safe operation.

These instructions only cover the operation of the machines and do not include information on the basics of carpet cleaning. Any user not familiar with basic carpet cleaning should contact their supervisor or Truvox International before proceeding.

These machines must only be used for the manufacturer's approved application. They are designed for the cleaning and removal of normal carpet soil. **Do not use** the machines where it is suspected that the carpet or upholstery contains health endangering dust or debris such as asbestos or chemical waste. If this is suspected **do not proceed**, contact your supervisor or Truvox International for advice.

The following instructions contain important information about the machines and safety advice for the operator.

Equipment must be operated, serviced and maintained in accordance with the manufacturer's instructions. **If in doubt contact the supplier of your machine.**

These instructions are valid for the following models:

**HM10, HM20 and all variants**

#### 1.1 Important Safety Advice

When using electrical equipment basic safety precautions should be followed including the following.

- Read all instructions carefully before use.
- Keep children and unauthorised persons away from the machine when in use.
- **Do not** leave the machine connected to the electricity supply when not in use; always remove the plug from the socket-outlet.
- Switch off the machine before removing the plug.
- When unplugging pull the plug, not the supply cord.
- **Do not** operate switches or touch the mains plug with wet hands as this may cause electric shock.
- **Do not** operate the machine with a damaged supply cord or plug, or after the machine malfunctions or is damaged in any way. Contact an authorised Service Agent for repair or adjustment.

- The plug of the power supply cord must be removed from the socket-outlet before commencing cleaning of the machine or undertaking maintenance operations.
- The power supply cord must be regularly inspected for signs of damage. If the power supply cord is damaged, it must be replaced.
- **Do not** use where hazardous dust is present.
- **Do not** use in an explosive atmosphere.
- **Do not** pick up oil or other flammable material with the machine
- Take care when using a machine near the top of stairs to avoid overbalancing.

#### 1.2 Guidelines for the operator

- Operators must be fully trained in the use of the machine in accordance with these instructions, able to perform user maintenance and the correct selection of accessories.
- Operators should be physically capable to manoeuvre, transport and operate the machine.
- Operators should be able to recognise unusual operation of the machine and report any problems.
- Wear suitable footwear to avoid slipping.
- Wear suitable clothing to keep dry and warm.
- Where possible implement job rotation and adequate rest periods to avoid continuous use of the same muscles.
- **Do not** leave the machine running unattended
- **Do not** allow children to crawl on carpets until thoroughly dry
- Keep cleaning solutions away from children and pets at all times
- **Do not** smoke when using the machine.
- **CAUTION** - This machine is for indoor use only and should not be used or stored outdoors or in wet conditions.
- **WARNING** – Should water emit from the machine exhaust **switch off immediately** and refer to instructions for **Using the Machine**

#### 1.3 Transporting the machine

When transporting a machine ensure that all components, tanks and removable parts are securely fastened, and that the supply cord and plug are not trailing. Detach hose and wand from machine for ease of carriage.

**Do not** lift or transport the machine whilst containing liquid as this will add considerably to the weight.

Take extreme care when moving the machine up or down steps or stairs.

**CAUTION** – Incorrect lifting techniques may result in personal injury. We recommend two people lift the machine using a suitable lifting point at the front and rear.

### 1.4 Electrical connection

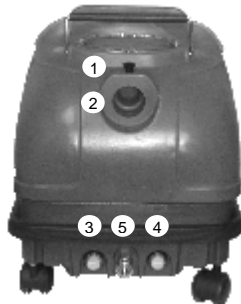
- Before connecting the machine to the power supply, check that your supply voltage corresponds with that marked on the rating label on the rear of the machine.

#### UK only

- The supply cord is fitted with a non rewirable plug containing a 13 amp fuse. Should the fuse require replacement it must only be replaced by a 13 amp fuse conforming to BS1362, and the fuse cover must be refitted. If the fuse cover is lost the plug must not be used until the correct replacement cover is fitted.
- **IMPORTANT** - If the supply cord is damaged, it must only be replaced by a special cord available from the manufacturer or an authorised service agent.

Should an extension cord be used, ensure cord rating is adequate for the equipment. Do not use extension cord in coiled condition as this could result in overheating of the cord.

## 2 Controls



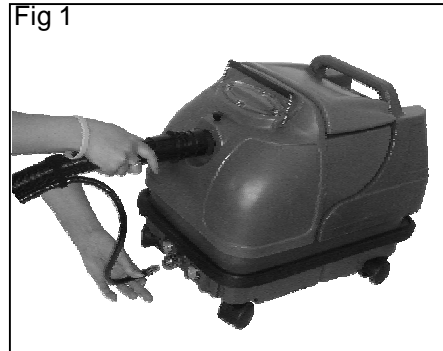
- 1 Hose release catch
- 2 Vacuum hose inlet
- 3 Solution pump switch
- 4 Vacuum switch
- 5 Solution outlet



- 6 Solution tank
- 7 Recovery tank
- 8 Recovery tank cover

## 3 Preparing for use

- Make sure both tanks are clean before use.
- Connect the flexible vacuum hose onto the dirty water tank and the high pressure spray hose to the machine. (fig. 1)

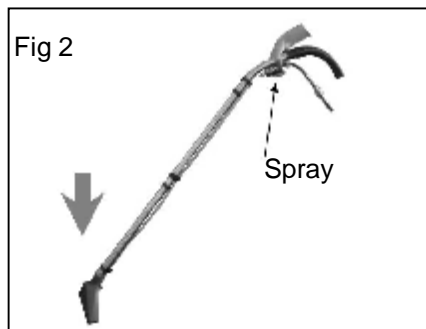


- Connect the vacuum hose and the high pressure spray hose to the appropriate accessory.
- Fill the clean water tank with detergent and water. Take care to use correct dilution rate for the detergent. Never over fill.
- **Important** - Take care to only use appropriate low-foam carpet cleaning chemicals with the machine. Incorrect chemicals could cause damage to the carpets being cleaned or cause the machine to malfunction.

## 4 Operation

### 4.1 Starting the machine

- Connect the cable to mains power.
- Switch on the unit spray or/and vacuum.
- Depressing the handle of the accessory sprays solution. Maintain a constant pressure of the accessory onto the surface to be cleaned. (fig. 2).



### 4.2 Using the machine

- To more thoroughly dry the surface being cleaned, complete the cleaning with a second pass with the vacuum (and no spray).
- Never soak the textile being cleaned while spraying.

### 4.3 Cleaning Carpet

**Colour fastness** - Before using cleaning solution or pre-spotter, test carpet for colour fastness on an inconspicuous area. Apply solution to a small piece of clean white material or tissue, and then rub on carpet vigorously. Excessive amounts of dye showing on the material indicate that the colours are not fast, and the carpet should not be wet cleaned.

- Move furniture around to give a clear working area. Cover bottoms of furniture legs where necessary (aluminium cooking foil is ideal). Pin up curtains and drapes.
- Vacuum carpet thoroughly to remove any residual dust or debris.
- Areas of heavy carpet soiling can be removed more easily if first treated with a concentrated cleaning solution or pre-spotting solution.
- Rate of cleaning will depend upon the thickness of the carpet and the degree of dirt in the area being cleaned.
- **Do not** clean any more than twice. Carpets may shrink if they are over-wet or not properly fixed down.

### 4.4 Cleaning Stairs

**CAUTION** - When cleaning on stairs exercise great care to ensure that machine is stable and cannot overbalance, possibly causing injury to either operator or third party. Use the optional stair/upholstery tool for cleaning in place of the wand assembly.

### 4.5 Cleaning Upholstery

This is done in the same way as carpet cleaning except using the optional upholstery tool in place of the wand assembly. Cleaning is achieved using a gentle dragging motion of the upholstery tool over the material.

- An inconspicuous area of the item to be cleaned should always be tested for colour fastness prior to cleaning. Should doubt exist as to the suitability of the fabric for wet cleaning, the chemical manufacturer should be consulted for advice.
- Loose cushions should be removed and cleaned separately.
- Care should be taken to avoid over-wetting the fabric.

## 5 When Cleaning is Finished

### 5.1 Draining and Cleaning

- Before removing the spray hose, pressure in the system must be released. With the pump switched off, hold the spray nozzle over the recovery tank opening and depress the spray trigger until the remaining solution has been released. The spray hose can now be disconnected.
- After use check that both solution tanks are empty.
  - Empty the clean water tank and rinse.

- Empty the recovery tank and rise clean.
- The clean water/solution tank can be emptied into the recovery tank by using the vacuum hose, and then emptied out.
- Rinse both tanks out with clean water before storing the machine.

### 5.2 Storage

- Always unplug, empty, wipe down and dry the machine after use.
- Wrap supply cord around the body of the machine, or coil and push under the handle, ensuring that the plug is not trailing on the floor. Store the machine in a dry indoor area only.

### 5.3 Maintenance

**WARNING - Before undertaking maintenance operations or adjustments switch off machine and unplug from the electricity supply.**

The machine requires minimum maintenance apart from the following checks by the operator.

- **Supply cord** - Regularly inspect sheath, plug and cord anchorage for damage or loose connection.
- **Solution tank** – Check filter is clean and undamaged. A damaged or missing filter must be replaced or damage to pump head and spray jet could occur.
- **Vacuum head** – Check and remove any debris or lint build-up from the head.
- **Spray jet** – Check jet for blockage and full spray pattern. Blow through jet to clean. **Do not** use a pin, as this could damage the jet.

**IMPORTANT** – All other servicing and repairs should only be performed by a Truvox engineer or Authorised Service Agent.

**IMPORTANT** – Should the machine fail to operate contact Truvox Customer Service Department for rapid attention.

## 6 After Sales Service

Should you require after sales service please contact the supplier from whom you purchased the machine, who will arrange service. Repairs and servicing of Truvox products should only be performed by trained staff. Improper repairs can cause considerable dangers to the user. Enquire about the Truvox low cost and efficient Maintenance Contract.

## 7 Guarantee

Your product is guaranteed for **one** year from the date of original purchase, or hire purchase, against defects in materials or workmanship during manufacture. Within the guarantee period we undertake at our discretion, to repair or replace free of charge to the purchaser, any part found to be defective, subject to the following conditions.

### CONDITIONS

1. Claims made under the terms of the guarantee must be supported by the original invoice/bill of sale issued at the time of sale, or the machine Serial Number.
2. For claims under this guarantee contact the supplier from whom you purchased the product who will arrange the appropriate action. Do not initially return the product as this could result in transit damage.
3. Neither Truvox nor its distributors shall be liable for any incidental or consequential loss.
4. This guarantee is governed by the laws of England.

5. This guarantee does not cover any of the following:

- Periodic maintenance, and repair or replacement of parts due to normal wear and tear.
- Damage caused by accident, misuse or neglect, or the fitting of other than genuine Truvox parts.
- Defects in other than genuine Truvox parts, or repairs, modifications or adjustments performed by other than a Truvox service engineer or authorised service agent.
- Costs and risks of transport relating directly or indirectly to the guarantee of this product.
- Consumable items and wear parts such as drive belts.

This guarantee does not affect your statutory rights, nor your rights against the supplier arising from their sales or purchase contract. Truvox International Limited has a policy of continual product development and we reserve the right to alter specifications without prior notice.

## 8 Technical specification

All models : 230-240 V ~ 50 Hz, Class II construction. Enclosure to IPX4. Fitted with 10m supply cord and 13A fused plug.

Model		HM 10	HM 10 Heavy Duty	HM 20 Heavy Duty
<b>Code</b>		HM10	HM10HD	HM20HD
Voltage	v	230	230	230
Pump type		magnet	diaphragm	diaphragm
Pump power	W	40	40	40
Pump Pressure	Bar / psi	5 / 72.5	5 / 72.5	5 / 72.5
Flow rate	l/min	1.5	1.5	1.5
Vac hose length	m	3	3	3
Vac motor	W	1100	1100	1100
Water lift	mm	2300	2300	2300
Airflow	l/sec	46.1	46.1	46.1
Solution tank capacity	litre	10	10	20
Recovery tank capacity	litre	10	10	20
Sound pressure level	dB(A)	78	78	78
Size ( L x W x H)	cm	61 x 37.5 x 43	61 x 37.5 x 43	61 x 37.5 x 54
Cable length	m	10	10	10
Weight empty	kg	15.8	14.4	16.4
Warranty		1 year	1 year	1 year

Truvox International is a BSI Registered Company and our policy is one of continuous development. We reserve the right to change specifications without prior notification.

## 9 Accessories and Cleaning Chemicals

Accessory	Part No.	Usage
3 metre hose assembly (vac hose, solution hose and all connectors)	93-0125-0000	As supplied with HM10 HM10HD and HM20HD
Standard Floor tool. 3 part stainless tubes, polyethylene floor tool.	93-0140-0000	As supplied with Hydromist 10
Heavy Duty Floor tool. One piece stainless tube, metal floor tool.	93-0141-0000	As supplied with Hydromist 10HD and Hydromist 20HD
Standard Upholstery tool - Polyethylene	93-0142-0000	Optional tool for upholstery cleaning
Heavy Duty Upholstery tool - Metal	93-0143-0000	Optional tool for upholstery cleaning
Hose bag	02-3588-0000	Bag for convenient and tidy storage of hose and upholstery tool

Chemical	Bottle size	Bottles per case	Part No.	Usage
Hydromist Carpet Cleaning Solution	500ml	10	HMC01005	The quality way to beautify carpets and upholstery. Formulation lifts dirt and stains out of your carpets and helps prevent re-soiling. Leaves carpets and upholstery soft and fresh.
	1 litre	10	HMC01010	
	5 litre	4	HMC01050	
Hydromist Pre-spotter	500ml trigger spray	10	HM003005	Formulated to help remove stubborn stains from carpet and upholstery

IMPORTANT: Genuine accessories and chemicals are only available from authorised Service Agents or the Truvox Customer Service Department.

## 10 Fault Diagnosis

Problem	Reason	Remedy
The spray pump and vacuum does not work	<ul style="list-style-type: none"> <li>Power failure.</li> </ul>	<ul style="list-style-type: none"> <li>Check the main fuse, the power supply cord and the plug.</li> </ul>
No spray or the spray is not even	<ul style="list-style-type: none"> <li>Spray nozzle blocked</li> <li>Solution tank empty</li> <li>Solution feed filter blockage</li> </ul>	<ul style="list-style-type: none"> <li>Check the spray pipe and nozzle.</li> <li>Is there water in the tank? If there is water in the tank, wait for a couple of seconds for the pump to build up pressure.</li> <li>If the tank is empty, fill it as indicated.</li> <li>The filter in the clean water tank, the pipe or the nozzle may be blocked. Switch off the unit and perform maintenance.</li> </ul>
The vacuum power falls.	<ul style="list-style-type: none"> <li>The recovery tank may be full.</li> </ul>	<ul style="list-style-type: none"> <li>Empty recovery tank.</li> </ul>



## 11 EC Declaration of Conformity

We Truvox International Ltd.

Of Third Avenue  
Millbrook  
Southampton  
SO15 0LE  
England

declare that the machinery

Make Carpet Soil Extraction Machines  
Type HM  
Model HM 10, HM 10HD, HM 20HD

Serial Number:

Year of Construction: 2005

has been manufactured using the following transposed harmonized European Standards and technical specifications.

BS EN 50081-1, BS EN 55014-1 & 2, BS EN 60335-1 and BS EN 60335-2-67, and is in conformity with:

the Machinery Directive 98/37/EC and subsequent amendments,

the Low Voltage Directive 73/23/EEC and subsequent amendments,

and the EMC Directive 89/336/EEC and subsequent amendments.

Signed in: SOUTHAMPTON, England

on the 30<sup>th</sup> day of May 2005

Signature



Name R S Papp  
Position Operations Director







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