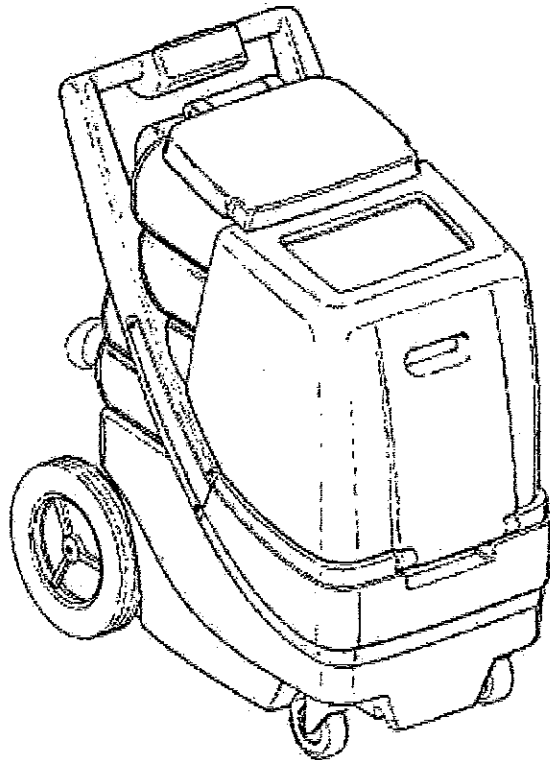


**12-500-CE-TC**

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# **OWNER'S MANUAL & PARTS LIST**

Equipment is intended for commercial use only.



**TRUSTED CLEAN<sup>®</sup>**

**1-888-722-5508**

## **BEFORE OPERATING THE MACHINE**

Read the manual carefully and completely before attempting to operate the unit. This manual has important information for the use and safe operation of the machine. Keep this manual handy at all times. This machine will assure years of satisfactory service if operated and maintained according to recommendations in this manual. If additional information is needed, please contact your local distributor or write to:

**CLEANSURE**  
**P.O. BOX 569**  
**WAUSAU, WI 54402**

### **WARNING**

- The machine was designed for use on carpet, floor and upholstery extraction applications as per instructions and recommendations written in this manual. Any deviation from its proper use or purpose and the consequential damage that may occur is the sole responsibility of the end user.
- Disconnect the power cord from the outlet before servicing. Do not leave machine connected to an electrical outlet when unattended.
- Do not immerse or use this machine in standing water. Such use may cause electric shock.
- This equipment is not designed to handle or use combustible/volatile substances such as gasoline or kerosene, in, on, or near the machine. The use of such materials will cause extreme hazardous condition.
- When using an extension cord, use only a 3-prong conductor grounding cord- 12 ga. wire or heavier.
- To avoid electric shock, do not expose the unit to rain. Store it indoors only.
- Do not use the machine for dry vacuuming.
- Use defoamer at all times to prevent damage to the vacuum motor(s).
- Do not use water in excess of 170°F (76°C).
- To prevent seal damage and chemical build-up to the pump system, run clean water through the solution lines after each day's use.
- Use only commercially available carpet cleaning solutions and defoamer intended for use with machines of this type. Do not use dyes, bleaches, ammonia, or other additives. The use of powdered cleaning solution if not diluted properly may result in damage to the pump. If powdered chemicals are used, premix in a separate container before placing in the solution tank.
- Do not expose machine to freezing temperatures.
- All repairs must be done by an authorized repair station.
- Do not use replacement parts other than those specified on the parts list.

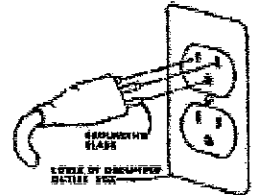
### **FOR UNITS WITH A HEATER**

- Read and understand the heater owners manual before using the heater on your Extractor.
- Do not run heater dry.
- Water hookups must be in place and water flowing through the heater prior to turning it on. Failure to do so may cause internal component damage and will void warranty.
- Heater must be filled with water or water based solutions at all times when in use. Turn off the switch and unplug the heater from outlet when not in use.
- Do not use heater at more than 500 PSI.
- Do not immerse heater in water.
- To avoid explosion and / or fire, do not use solvents or any flammable liquid in heater.

**FAILURE TO COMPLY WITH THE ABOVE WARNING INSTRUCTIONS WILL VOID THE WARRANTY**

## GROUNDING INSTRUCTIONS

The 120V A/C and the 220V A/C models have been outfitted with the appropriate grounded connectors. Make sure the machine is connected to a grounded outlet having the same configuration as the grounded plug. No adapter should be used with this machine. Any modification to the connectors will void the warranty.



## PREPARING THE MACHINE

**IMPORTANT:** Use only the correct high pressure, high heat wands & upholstery tools. They are designed to deliver and maintain the correct gallons per minute (GPM), pressure (PSI) and heat when attached to the pump system. Use of other manufacturer wands can cause over-wetting of carpet, damage to the pump system (including hose & fittings), lack of pressure and heat.

1. Pour clean solution into the solution tank.
2. Slide vacuum hose onto the black hose adapter (located at the back of the machine) and the wand or upholstery tool.
3. Connect the male end of the solution hose to the wand and the female end to the machine by sliding knurled collar on the female quick disconnect fitting back. Push the male fitting in and release the knurled collar until it snaps back.
4. Make sure the drain valve is closed by pushing the T-handle all the way in.
5. Previously shampooed carpets usually have a heavy build-up of old shampoo residue which can cause the vacuum system to ingest foam and result in damage to the vacuum motor. Remember to add recommended amount of defoamer to the recovery tank every time you fill the solution tank.
6. If a Powermate is to be used with the machine, connect the male plug on the wand to the optional receptacle on the machine.

### Additional Instructions for Machines With a Heater Installed:

1. Be sure to fill the solution tank with water before plugging in the machine.
2. Water hookups must be in place and water flowing through the heater prior to turning it on. Failure to do so may cause internal component damage and will void the warranty.
3. Spray water through the tool / wand before turning on the heater to assure that there is water flow.
4. Heater must be filled with water or water based solutions at all times when in use.
5. Plug heater power cord and machine power cord into separate outlets on separate circuits.
6. Turn off the switch and unplug the heater from outlet when not in use.
7. Do not use heater at more than 500 PSI.
8. Turn on heater switch when you are ready to clean.

**CAUTION:** When the green light on the heater is on, the heater is heating. When the green light is off, the water in the heater tank is up to temperature and the thermostat switch in the heater has turned the heater off. It will automatically turn on again when the water temperature in the heater has cooled.

**DELIVER MAXIMUM HEAT** by performing the following **SYSTEM WARM-UP PROCEDURES** at the start of each day:

1. Attach the solution hose to the quick disconnect on the machine.
2. Attach the warm-up quick disconnect with spray tip attached to the other end of the solution hose.
3. Place warm-up quick disconnect in the solution tank.
4. Fill solution tank with cleaning solution.
5. Turn on pump.
6. When water is flowing out of the warm-up quick disconnect, turn on the heater.
7. Let the pump and heater run for 4 to 5 minutes.
8. Remove warm-up quick disconnect. Attach the wand or upholstery tool and begin cleaning.

## Additional instructions

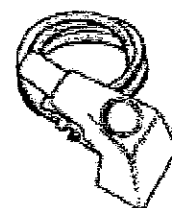
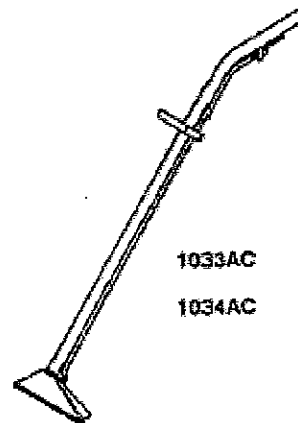
Prime the pump system by connecting the drain hose, which is the 4 foot long solution hose with a connector on one end, to the quick disconnect at the back of the machine and place the open end of the hose in the solution tank. Turn on the pump thereby recirculating the clean water through the drain hose back into the solution tank. When there is a steady stream of water running through the drain hose, the pump is primed. Disconnect the priming hose and attach the solution hose.

The pump rarely needs to be primed after the first time of each day. If the solution tank is allowed to run low, it will result in the pump sucking air, then the pump will need to be primed again. Erratic pressure fluctuation indicates air in the lines and means that the pump needs priming.

Using the pressure adjustment and gauge on the back of the machine, adjust the pump system to the desired "operating pressure" while the cleaning tool is on (spraying).

## OPERATING INSTRUCTIONS- CARPET TOOL

1. Turn on the vacuum and solution switches. Slowly pull the tool towards you with the solution valve trigger engaged. Then make a pass forward and backward with the vacuum only (no spray) over the cleaned area to remove as much dirt and solution as possible. Do not overwet carpet! Make overlapping passes to prevent streaking.
2. If the carpet is heavily soiled, squeeze solution valve on the forward pass as well as backwards, allowing cleaning solution a few seconds longer to work prior to vacuuming. Another method is to raise the wand 8" above the carpet and pre-spray lightly prior to cleaning passes. On extremely soiled carpets, we recommend using a pre-spray solution.
3. When you run out of solution, turn off the pump. Attach the drain elbow on the drain valve. Place a pail under the downspout and pull up the drain valve T-handle. Dirty solution will pour out until the tank is empty. Close the drain valve. Use a clean bucket when you refill the solution tank.
4. When the job is completed, turn the switch off and disconnect the vacuum and solution hoses from the carpet and the machine. Drain the recovery tank through the drain valve as before.



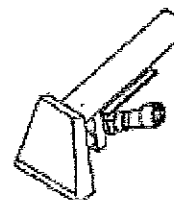
321AC

## **POWERMATE 1204ACH (OPTIONAL)**

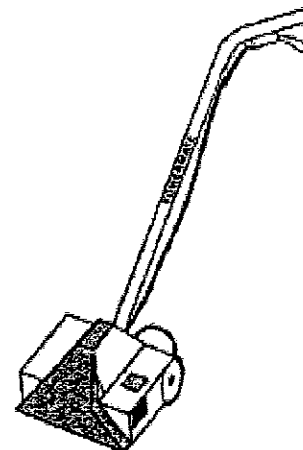
1. Connect the cord on the power wand to the optional receptacle in back of the machine. Turn on the vacuum and pump switches.
2. The motor for the power brush is turned on and off by a lighted rocker switch located on the top of the base. Solution application is controlled by squeezing the solution valve lever.
3. To move the power wand forwards, push the wand handle downward, raise the front end and push the wand into position using the rear wheels. To pre-spray, squeeze solution valve lever while moving wand forward and backwards over the area to be pre-sprayed.
4. To clean, lift the wand handle to insure the nose of the wand is against the carpet, then while squeezing the solution valve lever, pull the wand towards you.

*Here's how it works-* the solution is jet sprayed deep into the carpet to loosen the dirt. The brush scrubs the fiber and breaks up surface and deep dirt. It fluffs the nap without distortion to the pile. With the weight of the base on the suction head, the vacuum picks up the dirt and solution. Make overlapping passes to prevent streaking.

5. Go over the path you just cleaner without squeezing the solution valve lever to remove as much dirt and solution as possible.



1021AC

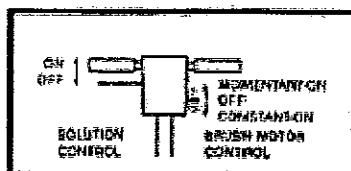
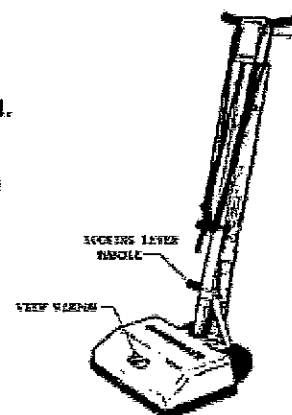


## **POWERMATE 1800AC-200 (OPTIONAL)**

1. Connect the cord on the power wand to the optional receptacle in the back of the machine. Turn on the vacuum and pump switches.
2. The motor of the rotating power brush is operated with your right hand controlling a long toggle switch. Pull it up for momentary use, push it down for continuous brush action (center off). Solution application is controlled by depressing the flow switch lever with your right hand fingertips.
3. To adjust the handle into operating position, pull up the grip on the locking lever located near the base of the handle. Move the handle to waist level height and push down grip handle on lever to lock into place.
4. To move the power wand forward, push handle downward to raise the front end and move the wand into position. To pre-spray, depress the flow switch lever (solution control) while moving wand forwards or backward over the area to be cleaned with the front end raised.
5. To clean, depress the solution flow lever while pulling the power wand towards you.

*Here's how it works-* the solution is jet sprayed deep into the carpet to loosen dirt. The rotating brush scrubs the fiber and breaks up surface and deep rooted dirt. It fluffs the nap without any distortion to the pile. With the weight of the base on the suction head, the vacuum picks up the dirt and solution. Make overlapping passes to prevent streaking.

6. Make a pass over the path you just cleaned without depressing the solution flow lever (vacuum only) and with the brush still on to remove as much dirt and solution as possible.



## **CLEANING UPHOLSTERY**

Cleaning upholstery with success requires a good knowledge of the type of fabric you will work on. Look for the cleaning instructions label sewn on the underside of the furniture for the recommended method of cleaning. If it calls for dry cleaning, do not attempt to clean by wet extraction otherwise damage to the fabric could occur. Extraction works perfectly on most synthetic fabrics including synthetic velvets.

Before proceeding, test the fabric for colourfastness. Apply a small amount of cleaning solution on the fabric in an inconspicuous spot. Wait 2 to 3 minutes and rub the area with a white terry cloth towel. If no color comes off the towel, the fabric should be safe to clean. If a little color comes off, there is some risk of colors running when you clean. It may be possible to stabilize colors by cleaning with an acidic rinse.

1. Prepare the machine in the same manner as for carpet cleaning (see Preparing the Machine) except attach the upholstery tool to the vacuum hose. Connect the solution hose. Pour hot water into the solution tank. Add recommended amount of cleaning concentrate into the solution tank. Turn on the vacuum and pump switches.
2. Adjust the pump "operating pressure" to 100PSI or below for upholstery cleaning (See Preparing the Machine).
3. Clean with the upholstery tool using as little solution as possible. Make overlapping passes to prevent streaking. Go over the area you just cleaned without depressing the lever (vacuum only) and gauge the amount of moisture extracted through the view window for dryness. On heavily soiled areas like arm rests, pre-treat with a recommended pre-spray solution or hold the upholstery tool a few inches above the fabric and press lever to spray on the solution before making a pass.

## **DAILY MAINTENANCE**

1. Always keep the machine clean inside and out.
2. Pour 2 gallons of clean hot water in the solution tank. Turn on and flush the entire system through the wand nozzles for about a minute to prevent build-up.
3. Remove dirt and lint build-up inside the filter screen in the recover tank. Lint should be cleaned off so that air flow is not impeded.
4. Check the solution tank strainer in the solution tank. If lint has accumulated in the screen, remove and rinse it in clear running water.

## **PERIODIC MAINTENANCE**

Trusted Clean

Careful attention to these maintenance instructions will give you maximum operating performance and will increase the life expectancy of your machine.

- **Solution Lines and Fittings:** Flush the machine at least once a month with a solution of 3 parts water with 1 part white vinegar in order to neutralize the alkaline residue left by the cleaning solution.
- **Quick Connect Coupler:** Spray with WD-40 or equivalent lubricant to prevent coupler from sticking.
- **Drain Valve:** Apply light oil on gate seals. If machine has to be stored, leave the gate valve open.
- **Solution Pump:** The same above procedure used on the solution line and fittings applies to the pump.

## **TROUBLESHOOTING**

### **Electrical System**

<b>PROBLEM</b>	<b>PROBLEM CAUSE</b>
No electrical power.	1. Defective power cord. 2. House or building circuit breaker tripped.
Switch is turned on. Power is intermittent to all motor(s)	1. Faulty electrical cable. 2. Defective switches. 3. Loose terminal or discolored terminal connections.

### **Vacuum System**

No Vacuum	1. Drain valve open. 2. Vacuum lid is not sealed against tank. 3. Loose vacuum hose, vacuum connection.
Low Vacuum	1. Accumulated dirt on lid screen. 2. Worn out vacuum lid gasket. 3. Lint & dirt build-up on wand head. 4. Defective vacuum hose. 5. Loose connection in the vacuum motor (s).

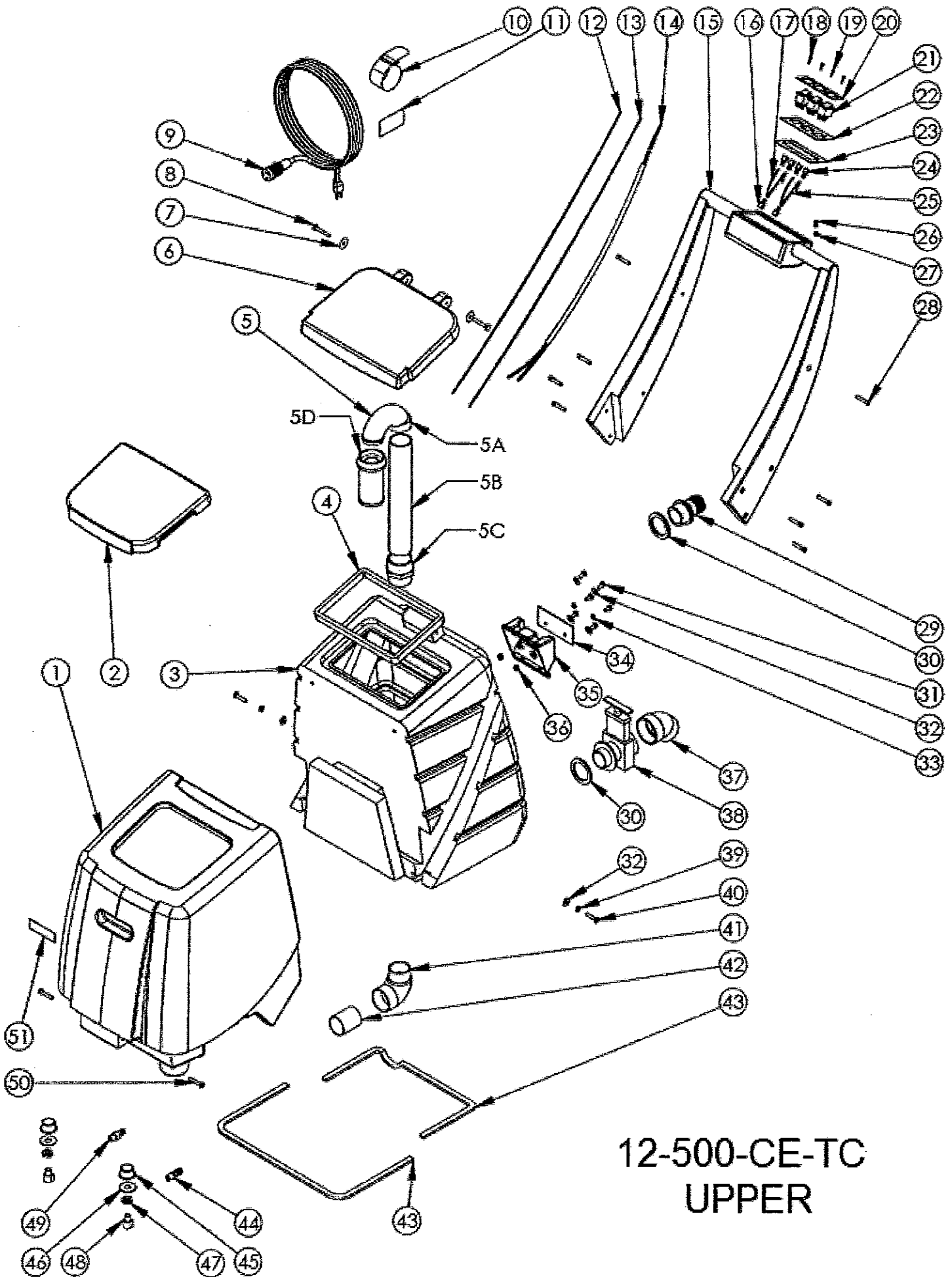
### **Solution System**

Pump motor on, no spray thru spray tips	1. Clogged spray tips. 2. Clogged solution intake filter screen. 3. Plugged female quick disconnect coupler. 4. Punctured pump diaphragm. (100PSI only) 5. Defective pump check valve. (100 PSI only) 6. Crack in pump housing. 7. Debris in check valve. (100 PSI only) 8. Lost Prime.
Uneven or weak spray from tips.	1. Clogged or dirty spray tips. 2. Accumulated dirt on solution intake filter screen. 3. Accumulation of debris inside pump and plumbing. 4. Worn pump bearing (excessive noise). 5. Punctured pump diaphragm. 6. Defective rectifier or motor. 7. Worn nozzles. 8. Pressure regulator set incorrectly.
Vacuum motor (s) working, pump motor fails to turn on	1. Loose wiring connection. 2. Defective pressure switch in pump (100PSI model). 3. Defective pump motor or rectifier.
Erratic Pressure 200 & 500 PSI Models	1. Pump check valves defective or dirty. 2. Lost prime.

## **OPTIONAL ACCESSORIES**

### **HEAT-N-RUN**

Inline heater delivering up to 200°F heat enhancing productivity and cleaning. Models 2000-HEATER-TC and 1000-HEATER-TC.

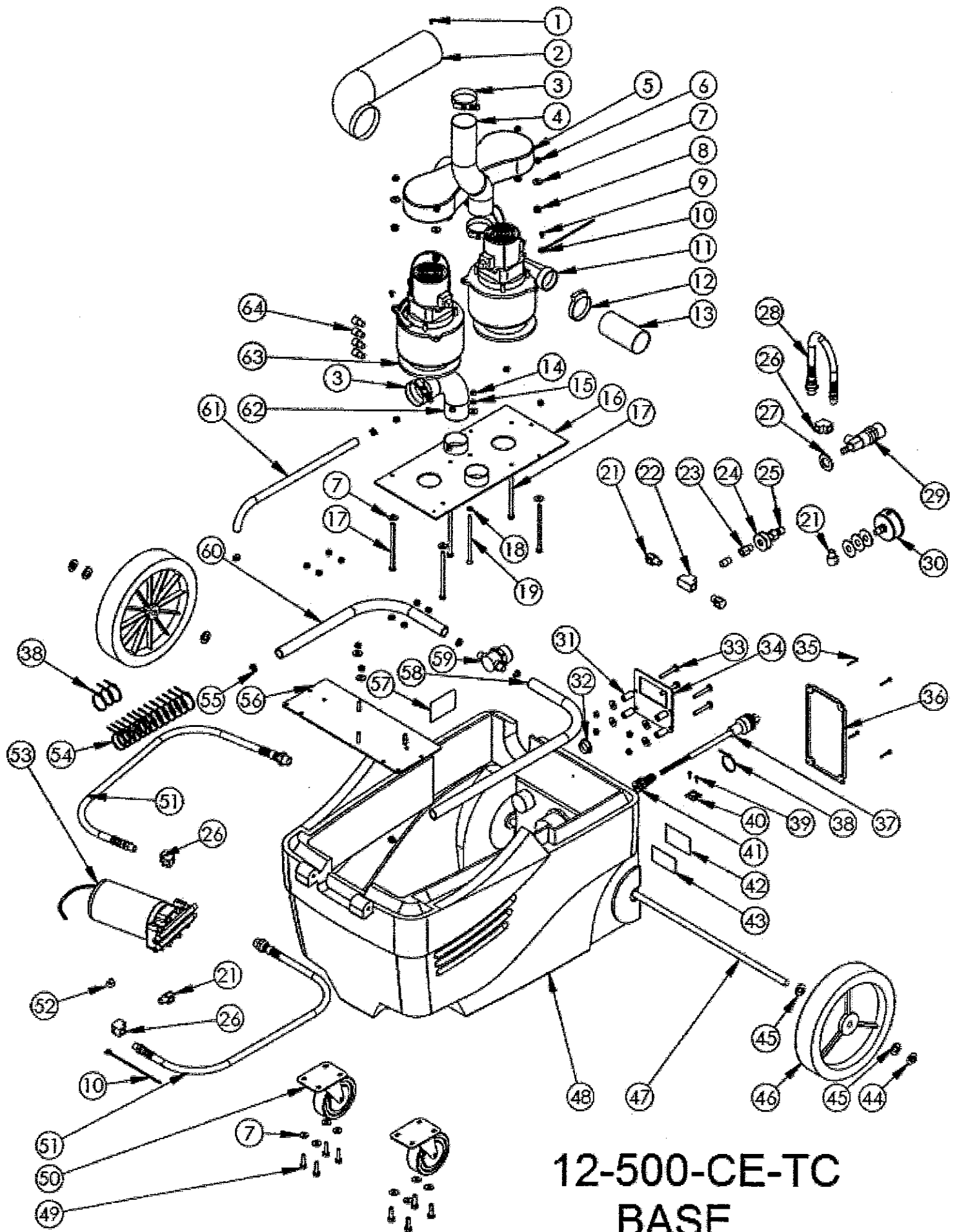


12-500-CE-TC  
UPPER



## 12-500-CE-TC (UPPER) PARTS LIST

ITEM #	PART #	DESCRIPTION	QTY	
1	F11787 -BWG-NL	SOLUTION TANK	1	
2	F11791-BWG	LID, SOLUTION TANK	1	
3	F11788 -BWG	RECOVERY TANK	1	
4	E11124	GASKET, RECOVERY TANK	1	
5	12904A	STAND PIPE ASSEMBLY	1	
	A	K11965	ELBOW, 180° FLOAT BALL	1
	B	K00672	PVC PIPE, 1.5 X 12 IN, SCH 40 WHITE	1
	C	10989-2A	FLOAT BALL SCREEN	1
	D	K00741	ADAPTER	1
6	F11785 -BWG	LID, RECOVERY TANK	1	
7	C12039	WASHER, 1-4 X 1, SS	2	
8	C02322	1-4 X 20 BOLT	2	
9	B11769	EXTENSION CORD, 12-3 SJTW	1	
10	C11177	VELCRO STRAP	1	
11	H02548-2	LABEL, IMPORTANT, CORD	1	
12	B00185-30	WIRES, 73 IN	1	
13	B00185-40	WIRES, 73 IN	1	
14	B010314	WIRE HARNESS	1	
15	F11786 -BWG-NL	HANDLE	1	
		TERMINAL LUG, FEMALE, QD, .25 X .032, 16-14 AWG, FULLY INSULATED	2	
16	B00177		2	
17	B00185-40	WIRE, 14 GA BLACK, UL1015, 10 IN	1	
18	C00295-1	#10 X .75IN PAN, BLACK SMS, PHILIPS	2	
19	C00293	#8 X .5IN PAN, BLACK SMS, PHILIPS	2	
20	D11168	COVER, SWITCHPLATE, GALAXY	1	
21	B02211-1	SWITCH, ROCKER, GREEN LIGHT	3	
22	D010284	SWITCHPLATE	1	
23	E010453	GASKET, SWITCHPLATE	1	
24	B00177-1	TERMINAL LUG, FEMALE, QD, .25 X .032,	4	
25	B0185-30	WIRES, 14 GA, WHITE, UL1015, 10 IN	1	
26	C02315	LOCKWASHER, #10 INT. STR, SS	2	
27	C00264	NUT, 10-32	1	
28	C11141	SCREW, ALLEN HEAD, 10-24 X 1.25 IN	1	
29	K00665-1	HOSE ADAPTER, 1.5 IN, BLACK	1	
30	E11128	GASKET, DRAIN VALVE	2	
31	C00313	HEX BOLT, 1-4 X 20 X .5SS	6	
32	C00233	WASHER, FLAT, .25 IN	8	
33	C02312	LOCKWASHER, .25 IN, INTERNAL STAR	2	
34	D010283	PLATE, HEATER MOUNTING	1	
35	F11804 -BWG	HEATER MOUNT	1	
36	C00261	NUT, 25-20, HEX	2	
37	K00710	ELBOW, DRAIN VALVE, BLACK	1	
38	K00711	DRAIN VALVE, BLACK	1	
39	C00254	LOCK WASHER, 1-4 IN SPLIT	2	
40	C02294	SCREW, 1-4 20 X 1.25	2	
41	K11185	ELBOW, 90, 1.5 IN, MT-MS, PVC	1	
42	K00672-1	PVC PIPE, 1.5 X 2.25 IN 40 WHITE	1	
43	E11129	GASKET, 5 FT. LONG	1	
44	A90004	.50 BARB X .25 MP, BRASS	1	
45	D00373	INLET FILTER, .25 NPT	2	
46	C11244	WASHER, .56 X 1.5 X .05	2	
47	A00124	HEX BUT, .25 NPT BRASS	2	
48	A00052	90 ELBOW, .25MP X .25FP	2	
49	A00060	3-8 BARB X 1-4MP, BRASS	1	
50	C11143	SCREW, 1-4 20 X 1.5 IN, SS PAN HEAD, PHILIPS	2	
51	S11179	NON-SKID TAPE, 1 IN ROLL	1	



**12-500-CE-TC**  
**BASE**

# 12-500-CE-TC (BASE) PARTS LIST

ITEM #	PART #	DESCRIPTION	QTY
1	C00297	#8 X .25 PAN HEAD	1
2	J11853	HOSE, 3 IN	1
3	J00839	SCREW CLAMP, 1.03-2.43 IN	3
4	J00818	VACUUM HOSE, 2 IN GREY, WIRE, 22 IN LG	1
5	F11178-BLK	INTERCOOLER, GALAXY, BLACK	1
6	C00273	LOCKNUT, 1-4 X 20, NYLON, SS	18
7	C00233	WASHER, FLAT, .25 IN	26
8	E00449	GROMMET	6
9	C00284	SCREW, 10-32 X .375 GROUND	2
10	B11150	GROUND WIRE, GALAXY	2
11	G13394	VACUUM 3-STAGE	2
12	J00857	HOSE CLAMP, 2 IN SLDPRT	1
13	J00818	VACUUM HOSE, 2 IN GREY, WIRE, 4 IN LG	1
14	C00281	NUT, .25-20, HEX	10
15	C00254	LOCK WASHER, 1-4 IN SPLIT	1
16	D11134	VAC PLATE	1
17	C11189	SCREW, 1-4 X 20 X 4.5 IN, HEX	5
18	C02312	LOCKWASHER, .25IN. INTERNAL STAR	1
19	C11518	SCREW, 1-4 X 20 X 4.5IN FLAT HEAD, PHILIPS	1
20	A00111	NIPPLE, .25 IN	1
21	A00052	90 ELBOW, .285MP X .25FP	4
22	A00181	TEE, .25 FP, BRASS	1
23	A00121	FITTING, .25MP X .25FP, BRASS	1
24	C11244	WASHER, .56 X 1.5 X .05	5
25	A00104	QD, 1-4M X 1-4FP, BRASS	1
26	A00154	90 ELBOW, .25 NPT X .25 NPT	3
27	C11580	WASHER, .93ID X 1.5 OD	1
28	00580-13IN-MF-A	HOSE ASSY, 13 IN X .25HP	1
29	G13365	VALVE, REGULATOR, 500 PSI	1
30	G13051	GAUGE, 0-1000 PSI	1
31	C11440	SPACER, HEATER MOUNTING PLATE	4
32	K10510	PLUG, 1.25IN, BLACK	1
33	C02322	HEX BOLT, 1-4 X 20 X 1.75IN	4
34	D010379	HEATER MOUNTING PLATE	1
35	C11165	SCREW, #8 X 1IN, PAN, BLACK	4
36	F11790-STCB	HEATER, TUNNEL, COVER, BLUE GRANITE	1
37	B11779	STUB, 12-3 SJTW YELLOW	1
38	B00191	NYLON TIE, 11IN BLACK	4
39	C00293	#8 X .5IN PAN, BLACK SMS, PHILLIPS	2
40	B00192	TIE HOLDER WITH GLUE	1
41	B11808	STRAIN RELIEF, PIGTAIL	1
42	H03545	COVER, SERIAL # LABEL	1
43	H00505-5	LABEL, SERIAL NUMBER	1
44	C02305	CAP NUT, .5 IN, PUSH-ON	2
45	C00240	WASHER, SHOULDER, NYLON	4
46	G11767	WHEEL, 10 IN	1
47	D11170	AXLE	1
48	F11789 -STCB	BASE	1
49	C00314-1	HEX BOLT, 1-4 X 20 X 1 IN	8
50	G03518	CASTER, 4 IN	2
51	J00832	PULSE HOSE, PUMP-QD, 42 IN	2
52	A13140	CAP, FPT, .375 BRASS	1
53	G13102	PUMP, 500 PSI, 120 Volt	1
54	B00190	NYLON TIE, 4 IN	13
55	J11508	SCREW CLAMP #6, .43 TO .875 IN	8
56	D13103	PLATE, PUMP, GALAXY, FLAT	1
57	H02504-2	LABEL, CAUTION, MOTOR HOUSING	1
58	J11833	HOSE, .5 IN POLYWIRE, 20 IN	1
59	K11935	STRAINER, INLINE, .5 IN	1
60	J11833	HOSE, .5IN POLYWIRE, 33 IN	1
61	J11154	SOLUTION HOSE, .375, 180 PSI, WIRE IN LG	1
62	J00818	VACUUM HOSE, 2 IN GREY, WIRE, 7 IN LG	1
63	E11169	GASKET, VAC MOTOR, GALAXY	2
64	B00179-2	CLOSED END CNTR, 16-3	4