

Troubleshooting Table - Vacuum Cleaners

Problem	Possible cause	Solution
My vacuum cleaner has no suction	Bags and filters too full or blocked	Unplug equipment, check, or replace filters/ bags and clean out.
	Hoses and attachments are blocked	Unplug equipment, check the hoses/ attachments, and clean out.
My vacuums smells	Damp bag, offensive contents, bags not emptied regularly	Empty contents of reusable bag and clean bag. Replace disposable bag. Air out the bag by placing in the sun. Schedule a set day to clean reusable bags.
	Overheating motor (burning smell)	Let the machine cool down. Check filters for blockages and clean filters. If it persists, contact your Supervisor.
My machine will not turn on or randomly stops working and has no power	RCD Tripped	Test the RCD and if it fails, isolate the machine, and call your Supervisor.
	Batteries have run out of charge	Check battery, recharge battery.
	Power failure	Check powerpoint, connections and mains power.
	Overheating of the motor	Unplug the equipment and let it cool down. Check bags, filters and fittings are clear.
	Damaged Vacuum power cord and extension leads	Turn the equipment off at the socket. Check the cord for damage. If so, immediately place an out of service tag and call your Supervisor.
My vacuum has changed pitch or is making a different noise	Dirty filters, full dust bag or blockage in fittings causing the machine to work harder	Clean filters, empty dust bag, check and remove any blockage from fittings.
	Motor has a jam or worn bearings	Submit for repair. Contact your Supervisor.
My vacuum is blowing dust out the exhaust vent	Bag and filter are full	Check and clean filters for blockages, empty/ replace bag or filter.
	Missing Bag or Bag not fitted correctly into machine. Missing filter	Replace and/or fit bag correctly. Replace filter correctly.
	Hole in the Bag	Replace bag if disposable. Contact your supervisor to replace a cloth bag.