
User Guide

Portable Heated Carpet Extractor (500PSI, 220PSI, 170PSI)

FAQs, Chemicals, Setup, and Troubleshooting



Table of contents

1	Frequently Asked Questions	3-6
	General Specifications	3
	Accessories and Compatibility	3
	Maintenance and Upgrades	4
	Repairs and Warranty	5
	For Heated Machines	6
2	Guide to Carpet Cleaning Chemicals	7
	Overview	7
	General Carpet Cleaners or Shampoos	7
	Spot Chemicals or Treatments	7
	Chemicals for Specific Problems	7
3	Common Questions Before First Use	8-9
	Initial Setup	8
	Heated Machines	8
	Storage and Maintenance	8
	500 PSI Portable Extractor	9
4	Troubleshooting Guide	10-11
	Initial Diagnostics	10
	Pump / Water Flow Problems	10
	Heater Problems	11
	Specific Issues	11
	Quick Connect Problems	11

Frequently Asked Questions

General Specifications

Tank Sizes

Q: What size are the tanks?

A: The solution tank is 11 gallons, and the dirty water tank is 13 gallons. This is an average size for a portable carpet extractor.

Dimensions and Weight

Q: How big is the extractor? Will it fit in the back of my SUV?

A: The exterior dimensions of the machine are H 36" x W 21" x L 28". It will fit in most mid-sized or large SUVs if laid on its back. Note that this can cause water to leak if water is present in the water tanks.

Q: How heavy is the machine?

A: Without water, the machines weigh about 70-80 pounds depending on the model.

Power and Cords

Q: How long are the power cord(s)?

A: 25' long.

Q: Can I use extension cords?

A: Yes. Cords should be 12 gauge, and limited to no more than 100'. Make sure that the extension cords are in good shape. Damaged extension cords can cause damage to the extractor.

Chemical Use

Q: What kinds of chemicals can I use in this machine?

A: Chemicals that are specifically sold for cleaning carpets are generally safe for use in JaniLink portable carpet extractors. If the customer is concerned about a specific chemical, they should rinse the internal clean water side out with plain water after use to avoid the chemical sitting for long periods of time in the machine. Please contact JaniLink with questions about specific chemicals. Do not use flammable chemicals.

Q: Can I use powdered carpet chemicals as well as liquid concentrates?

A: You can, but the powdered chemicals must be mixed with water before being added to the clean water tank. This is to avoid unmixed powder falling to the bottom of the tank and being pulled through the motor.

Accessories and Compatibility

Included Accessories

Q: What accessories are included with the machine?

A: Everything that is shown in the main picture for the machine's posting on our website. At a minimum, all of our machines include a hose and a full-length floor wand.

Additional Accessories

Q: Can I use other wands or carpet-cleaning accessories?

A: Typically yes. JaniLink portable carpet extractors use industry-standard quick connects that can be easily attached to most wands, hoses, or spray tools.

Q: Can I buy additional hoses for the machine?

A: Yes. Hoses are available in 25' sets. It is not recommended to exceed 100'. Care should be taken to stay within one level or floor of the machine at all times. If you go up, the pump works harder; if you go down, the vacuums work harder. Solution hoses are available in several different PSI maximums; make sure that all hoses you attach to the extractor exceed the maximum PSI of the pump.

Surface Cleaning

Q: Can this extractor be used to clean tile in conjunction with a wide area surface cleaner or spray tool?

A: Maybe. If the wide-area surface cleaning tool is self-powered, that is to say, if it has a motor that turns the head of the tool, then the portable carpet extractor can be used to dispense and retrieve the water in many cases. Note that the GPM of a portable carpet extractor is typically less than the GPM of a pressure washer. Please contact JaniLink with the model extractor you are considering if you need specific flow rate information. If the wide area tool that you are using depends on the PSI of the pump to turn the head, then none of the JaniLink portable carpet extractors have sufficient PSI for this task.

Maintenance and Upgrades

Periodic Maintenance

Q: What kind of periodic maintenance do these machines need?

A: Very little. There is a filter in the dirty water tank that needs to be changed periodically. An extra filter is included with each new machine. There are two additional filters, one in the clean water tank and an inline filter in the body of the machine. These should be cleaned/replaced as needed. Some people find it valuable to periodically apply some heavy-duty grease to the moving ring for the female quick connect.

Draining the Tanks

Q: How do I drain the dirty water from the machine?

A: On the back of the machine, on the right-hand side, there is a hose that runs up the machine. Grasp firmly at the top and pull the top loose from the plastic connector. Lower the top of the hose into a bucket or appropriate drain site. It's recommended that you rinse the dirty water tank out with clean water after each use.

Q: How do I drain the clean water from the machine?

A: Most people don't, but if you need to, simply unplug the vacuum hose from your wand and stick the hose into the clean water tank, vacuuming the clean water into the dirty water tank through the hose. This empties the clean water tank and rinses the dirty water tank at the same time. It is important that you do not place the vacuum hose directly over the outlet in the clean water tank that feeds water into the machine. Doing this can cause water to be pulled backward from the pump, causing potential damage.

Upgrades

Q: Can this machine be upgraded? Can we get a better pump later, or add features such as pump out?

A: In some cases, the pump can be switched, but not for the 500 psi. Other features cannot be added in most cases. This is because the machine is already using as much electricity as is available, and adding additional features would result in tripped breakers.

Longevity

Q: How long do the major parts inside the machine last?

A: You will likely need to replace something in a 3-5 year period. It's normally a heater or a vacuum motor. For machines that are used frequently, you will likely need a new pump after 4-6 years. Misuse or abuse can cause an acceleration of these time frames. For example, using chemicals that are not designed for carpet care, allowing the machine to freeze, and overfilling the dirty water tank with water or foam are all behaviors that will shorten the life of the internal components.

Repairs and Warranty

Service and Repair

Q: If I need to have the machine serviced, or if I have a warranty claim where can I take the machine?

A: Contact Janilink, and we will find the closest repair/warranty center to you from the manufacturer's nationwide network of repair/warranty centers.

Q: Are repair parts available?

A: Yes, this machine is a well-tested design. Repair parts are available from Janilink as well as from the manufacturer's nationwide network of repair centers. Most places that repair janitorial equipment will have no issues working on these machines.

Q: Are the vacuums in series or parallel?

A: Series.

Warranty

Q: What is the warranty on the machine?

A: The machine has a warranty from the manufacturer for one year on all major internal components, heaters, pumps, and vacuum motors. When a warranty claim is made, it's the manufacturer that determines if the fault is covered under warranty, not Janilink.

Q: What is the process for a warranty claim?

A: Contact Janilink either by phone or email. This is so we can go over some basic troubleshooting. If the problem persists, Janilink will contact the manufacturer to find out where the closest warranty/repair center is

Q: Is there an extended warranty available?

A: At this time, Janilink does not offer extended warranties.

Voltage Conversion

Q: Can the extractor be converted to 220v instead of 110v?

A: In some cases. We would need to contact the manufacturer with the specific country to see if a conversion is available.

For Heated Machines

Heater Specifications

Q: How hot are the heaters?

A: According to the manufacturer, the heaters working together heat the water to 210 degrees. Since the heaters work like a typical home water heater, the heat will vary depending on how quickly you are using the water. Additionally, the water will cool somewhat as it travels through the hoses on its way to the wand. Ultimately, the water is typically hitting the ground near 170-180 degrees. The brass parts of the hoses and CDI valve will be too hot to comfortably touch.

Q: Do the heaters heat all of the water in the clean water tank?

A: No, the heaters are connected together, and hold about 2 cups of water each. The first heater starts heating the water and then passes the partially hot water to the second heater which completes the heating process.

Q: How long does it take for the heaters to warm up?

A: Typically about 3-5 minutes.

Q: Does the machine produce steam?

A: No. The steam inside the heaters would damage the heaters. When in use, the hot water will appear to steam to some extent, as individual water particles might be hot enough to produce minor amounts of steam, but this is primarily just a visual effect.

Power Requirements

Q: Does the machine need two cords to operate?

A: Yes, because the two heaters draw about 9 amps per heater, all heated JaniLink portable carpet extractors need two separate cords, plugged into two separate 20 amp circuits (not outlets, circuits) to use all of the onboard equipment.

Q: What can I do if two separate circuits are not available, or if the circuits that are available are not 20 amps, or don't have 20 amps available?

A: Each component of the machine (pump, vacuums, heaters) has individual on-off switches. If the job site has insufficient power, you can run the machine with a minimum of the pump and a single vacuum motor. Obviously, you won't get the carpet as clean, but it's better than nothing!

Q: Which cord is each component on?

A: One of the power cords has a pump, one vacuum motor, and one heater on it. The other has a second heater, and depending on the model either one or two vacuum motors. Because the manufacturer regularly changes the color of the power cords we cannot necessarily tell you which setup is on which cord.

Guide to Carpet Cleaning Chemicals

Overview

There are three basic types of carpet cleaning chemicals:

1. **General carpet cleaners or shampoos**
2. **Spot chemicals or treatments**
3. **Chemicals for specific problems**

General Carpet Cleaners or Shampoos

General carpet cleaning chemicals are either added to the clean water in the machine or pre-sprayed over the entire carpet. These are relatively inexpensive chemicals suitable for cleaning normal stains and typical carpet dirt.

Our most popular general carpet cleaner is Dual Action:

[Dual Action Carpet Bonnet Shampoo](#)

Spot Chemicals or Treatments

Spot chemicals are used for bad stains or very dirty carpet areas. Heavily trafficked footpaths or areas that, for environmental reasons, are dirtier than the rest of the carpet are places to use a spot cleaner. Spot cleaners are always pre-sprayed into the carpet before cleaning so that these more powerful chemicals have time to work on your worst stain problems.

Recommended Spot Cleaners:

- [Ultra Spot Miracle Spot Remover](#)
- [Grime B Gone Deep Clean Carpet Care](#)
- [JL Super Spotter Carpet Spot Remover](#)

Chemicals for Specific Problems

These are specialized chemicals designed to tackle specific issues. While you might not need the full collection initially, start with a few common ones below and expand the collection over time as needed.

Here are several chemicals to consider starting with:

- [NCL Tannin Out](#)
- [Stainoff Food Dye Remover](#)
- [Pet Stain Off](#)

This is by no means an exhaustive list. As you begin cleaning carpets, you will find that some of these are more useful in your specific situation than others. Our carpet machines are very versatile. Just ensure that you are using a chemical specifically designed for carpets, whether purchased here or elsewhere. Be sure to dilute your chemicals carefully and follow the directions on the bottle.

Common Questions Before First Use

Initial Setup

Q: Why do I need to drain antifreeze from the extractor?

A: The machine ships with antifreeze in the pumps, heaters, and internal solution side water lines. This is to prevent damage to the internal components should the extractor be exposed to freezing temperatures during transit.

Q: How do I drain the antifreeze?

A: Set up the machine by putting at least two gallons of clean water in the solution tank. Move the machine to a location where you can safely dispose of antifreeze according to local regulations. Attach the hose and wand, and turn on the pump only. Hold down the trigger on the wand and let the water run for several minutes to clear the lines. When you no longer smell antifreeze, you have successfully flushed it out of the system. This should take 1-2 minutes.

Q: Do I need to prime the pump?

A: Typically no. Don't attempt to operate the machine without water in the solution tank. Take care when vacuuming out the solution tank to not vacuum directly over the outlet pipe that moves water to the pump.

Q: How do I put chemicals in the machine?

A: Liquid carpet concentrates can be added to the machine directly via the clean water tank. Make sure that you measure the chemicals carefully according to the dilution ratios indicated on the bottle. Do not mix powdered chemicals in the clean water tank. Always mix powdered chemicals in a separate container.

Heated Machines

Q: For heated machines, how do I know that the machine is plugged into two circuits?

A: For dual power cord machines, there is a switch on the control panel next to a green LED labeled "2 circuit indicating LED Light". When you push this switch, the LED will light if you are in two separate circuits. Note that this system can occasionally give false results due to "noise" in the wiring, but it is typically reliable.

Storage and Maintenance

Q: What do I need to do to store the machine after I am done?

A: Empty the dirty water tank, and rinse it with clean water. If storing for an extended period of time, empty the clean water tank as well by vacuuming the clean water into the dirty water tank and draining it. Do not expose the extractor, hoses, or wands to freezing temperatures, as this will break the machine and void the warranty.

Q: Do I need to fill out the warranty page in the manual and mail it in?

A: No, that page in the manual is from the days before electronic record storage. Your purchase information is maintained by Janilink, and should you have warranty questions or concerns, you can simply call or email us.

500 PSI Portable Extractor

Q: For the 500 PSI portable extractor, how do I adjust the PSI?

A: The JaniLink 500 PSI extractor has an unloader valve and a pressure gauge on the back of the machine near the bottom between the wheels. It should be set at about 350 PSI out of the box. To change the setting, connect the hose and wand, and set the wand to spray into a bucket or drain. With the valve on the wand open (spraying water), turn the unloader valve clockwise for higher pressure and counterclockwise for lower pressure. Be careful not to unscrew the handle from the valve when lowering the pressure.

Q: For the 500 PSI extractor, what PSI should I use?

A: It depends on the type, thickness, and condition of the carpet. Higher PSI generally works best for low-pile commercial carpets, as these rubber-backed durable carpets benefit from the extra cleaning power. For residential carpets, generally use a lower PSI to avoid pushing the water through the carpet into the carpet pad or subfloor.

Troubleshooting Guide

Initial Diagnostics

Which part isn't working?

- The machine ships with antifreeze in the pumps, heaters, and internal solution side water lines. This is to prevent damage to the internal components should the extractor be exposed to freezing temperatures during transit.

Is the entire machine dead, or just some parts?

- **The entire machine is dead:** First, check the power outlets. Next, inspect the power cords. If switching to known good power outlets and visually checking the cords doesn't solve the issue, a store visit for repair may be necessary.
- **Some parts not working:** Check if all three vacuum motors are functioning. If one vacuum motor and the pump are not working, it may indicate an issue with one of the power cords or outlets.

Pump / Water Flow Problems

The pump doesn't make a noise when switched on:

1. Check if all vacuum motors are working.
2. Inspect the circuit breakers on the machine (if applicable).
3. Ensure there are at least two gallons of water in the clean water tank to trigger the float valve.

The pump is running, but no water is coming out:

1. Test the hoses and Quick Connects. Disconnect the hose and wand, and with the pump running, press the button in the Quick Connect to check for water flow.
2. If water flows from the Quick Connect, attach the hose and test again. If the hose is clear, check the wand for issues.
3. Ensure Quick Connects are correctly attached; the retaining ring must snap back down after connection.

If the problem persists, contact us.

Vacuum Problems

1. **Check power:** Ensure the machine is plugged in and the vacuum motors are running.
2. **Check for water damage:** Ask if water or foam is dripping from the machine or blowing out the rear exhaust fan. This can indicate water damage to the vacuum motors.

If power is not the issue, the machine likely needs a repair.

Heater Problems

1. **Check operation:** Make sure the heaters are on and the pump is running. Turn on the pump and both heaters, wait 3-5 minutes, then spray water for 1-2 minutes.
2. **Check fuses:** For models with fuses, ensure they are not “popped” by pressing them to see if they click.

If heaters still don't work, contact us.

Specific Issues

Unloader valve problems:

- Ensure the gauge registers pressure only when spraying water.
- If the gauge shows PSI while not spraying, it may be broken or there could be air in the line.
- Check if the user has unscrewed the handle from the valve, making it inoperable.

Water on the floor:

- Check if water or foam is being pulled through the vacuum motor from the dirty water tank.
- Inspect for cracked internal components or blown hoses.
- Verify if the machine has been exposed to freezing temperatures.

Vacuum or no suction:

- Ensure the machine has power and the vacuums are turned on.
- Check the dirty water tank cover and drain hose for proper attachment.
- Test suction directly at the port where the hose connects to the machine.
- Inspect for clogs in the hose or wand.

If the issues persist, the machine may need repair.

Quick Connect Problems

Trouble attaching Quick Connects:

- Ensure the user releases pressure from the internal lines by pulling the wand handle after turning off the pump.
- Make sure the retaining ring on the female Quick Connect is fully retracted.
- Suggest applying heavy-duty grease if the collar is sticking.

These steps should resolve most Quick Connect issues.