

Technical Service Bulletin

ATTENTION SERVICE MANAGER / PARTS DEPARTMENT

Bulletin Level: 1

Subject: Solution Valve Leakage (56265037, 56265114)

Models Affected: Advance Aquaclean: 56265300, 56265000, 56265001, 56265003, 56265008 / Kent Klenzor: 56265004, 56265005
Nilfisk AX 310/410: 56265302, 56265303, 56265002, 56265007 / Euroclean Xtrac: 56265301

Parts List Form Number(s) Affected: 56042452, 56042453, 56042465, 56042466

Issue: Solution leaking from jets when machine is off

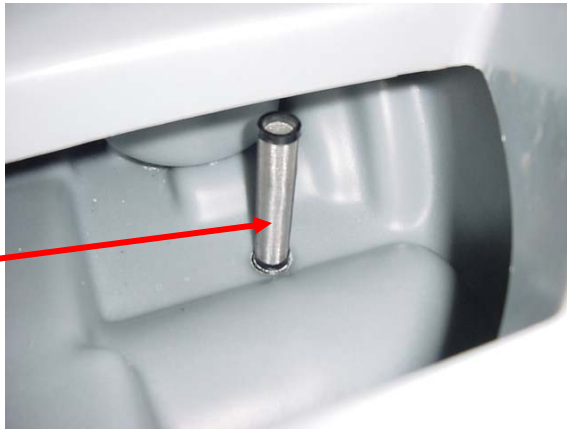
Root Cause Analysis: Particulate build-up on solenoid plunger or particulates wedged between plunger and valve body prevent plunger from sealing and blocking solution flow. Particulate (scale) can build-up in environments where high mineral water is used or particulates can enter valve body if filter screen in solution tank is not sealed or has fallen out of fitting.

Containment: Recommendation procedure before each use of machine: Check proper placement of solution filter screen and remove solenoid from valve body and remove scale or particulates build up.

Permanent Corrective: TBD

Corrective Action: Each time before use of machine check to make sure that the solution filter is in place, clean, and seated properly. Clean and replace properly if and as often as needed; remove the solution valve and clean as needed, per the following specifications.

Filter screen in solution tank



Barb is pressed into fitting in solution tank



It is recommended that you check and clean filter before filling machine every time. Also make sure to use only clean water. Do NOT use any kind of bucket that maybe contaminated. It is not recommended to ever use a bucket to fill machine.

****Technical Service Bulletins Levels:**

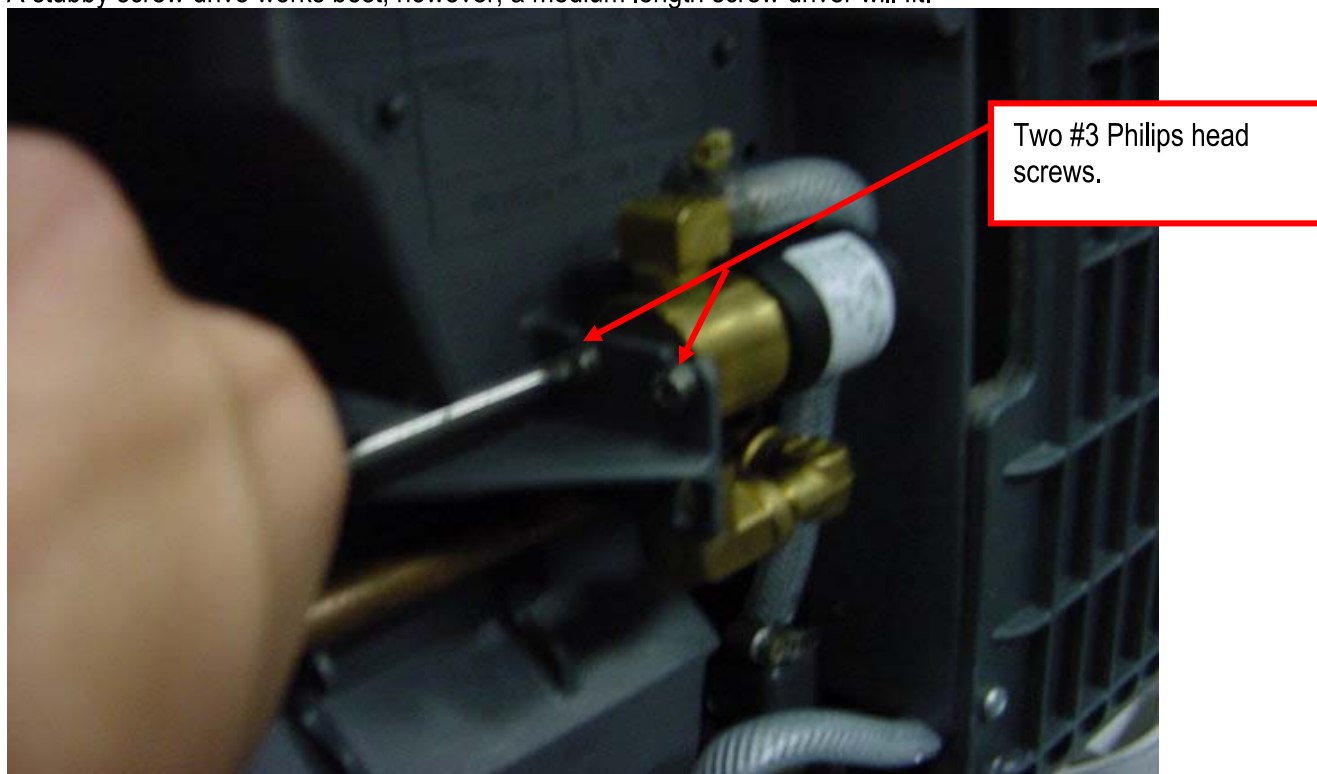
Level 1: These Bulletins contain general information and are without specific warranty coverage.

Level 2: These Bulletins describe continuous quality improvements that are made to products. Specific warranty coverage may apply and if so is noted in the Bulletin.

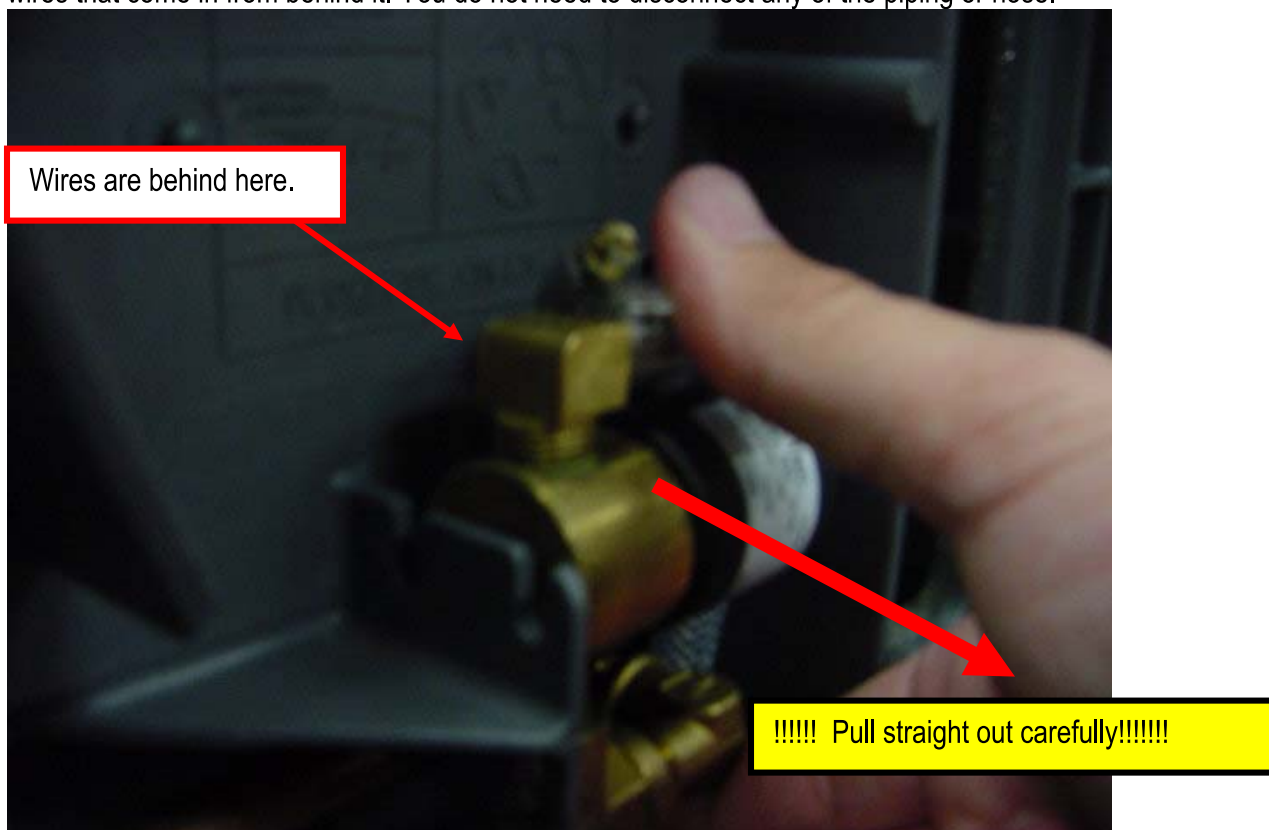
Level 3: These Bulletins describe a quality problem that has been determined to require a mandatory update to the product. Specific warranty coverage is as noted in Bulletin.

Solution solenoid removal and cleaning.

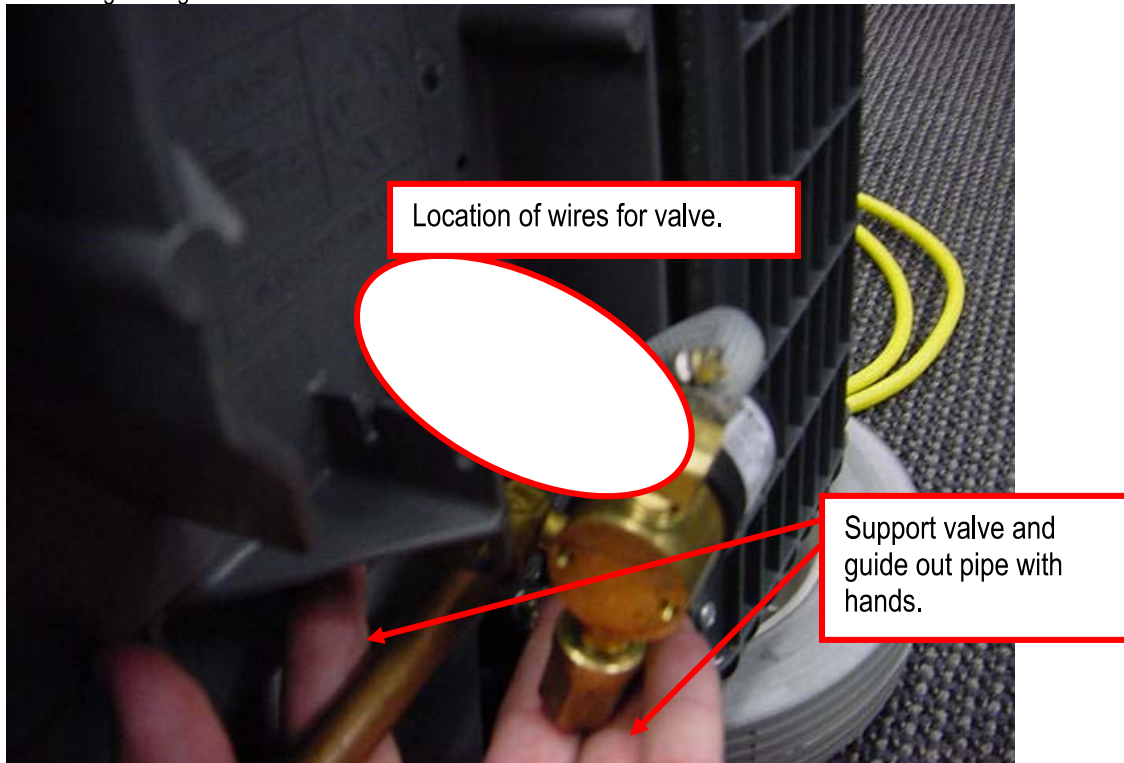
Remove the two #3 Philips head screws that mount the solution valve to the underbody of the machine. A stubby screw drive works best; however, a medium length screw driver will fit.



Once the screws are out, carefully pull the valve straight away from the bottom of the machine tank as to not damage the wires that come in from behind it. You do not need to disconnect any of the piping or hose.



Rotate valve assembly to let it lay horizontally in your hand. Pipe for nozzle will be on one side and hose and clamp will be on the other side with the wires on top. Rotate the valve assembly to some where between a 45 and 90 degree angle from the machine.



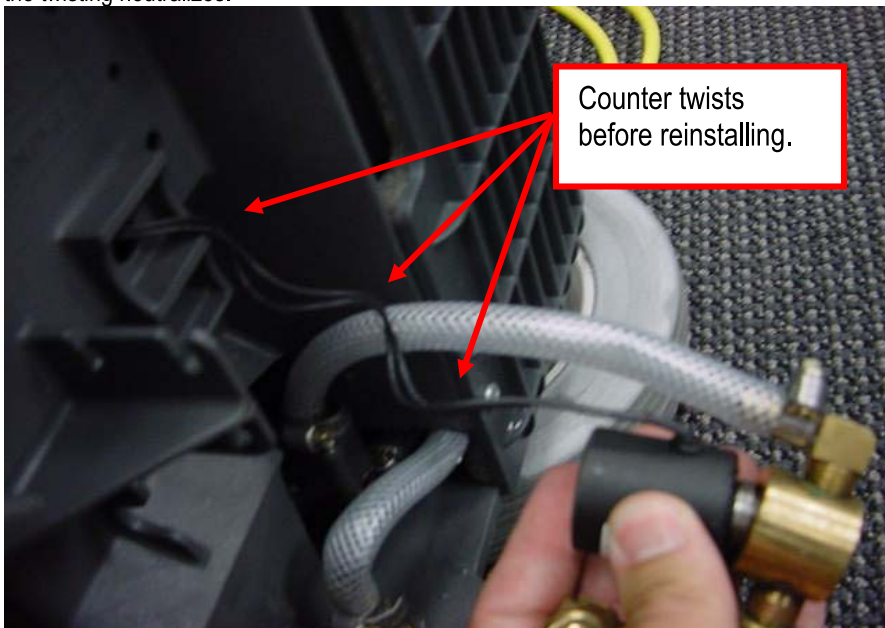
Carefully tuck the wires along the side of the body of the solution valve body with out stressing the point at which the lines enter the coil. To remove the coil from the valve unscrew it by rotating it towards the hose.



As you unscrew the coil from the valve make sure to carefully guide the wires past the hose. This allows you to not have to remove the hose or any of the piping.



Carefully remove coil from valve. It takes 3 ¼ turns. Make sure you do not lose the O ring as you remove it. Any water left in the in the solution tank will come out at this point. Even with an empty solution tank some residual water in hose will still leak out, should be minimal if tank is empty. If you lose the twist in the wires while cleaning it out, make sure to put 3 twist back in the same way you took it off so that when you turn it back on the twisting neutralizes.





Once you have separated the two parts of the valve, check for build up and clean as necessary.



Solenoid plunger seats against valve body to block flow from inlet port.



Scale build-up on this surface or plunger will prevent proper sealing



Valve body should have O-ring as shown to prevent leakage between valve body and solenoid.



Missing O-ring