

A person wearing a blue denim shirt and light-colored pants is using a yellow Kärcher FC 5 Hard Floor Cleaner on a light-colored wooden floor. The floor is covered with small yellow debris, likely from a stage. In the background, there is a white storage unit with several drawers and a vase with pink flowers. A framed picture is visible on the wall to the right.

KÄRCHER

BRING BACK THE WOW TO YOUR STAGE.

Answers to your most frequently asked questions for the FC 5 Hard Floor Cleaner.

[kaercher.com/US](https://www.kaercher.com/US)

FAQS

- **Why is my FC 5 leaving streaks on my floor?**
Please make sure to prime the rollers of your FC 5 prior to use. To do so, place about 3 oz. of water in the cleaning/storage base and place the machine in the base. Turn the machine on for about 30-45 seconds, or until all water from the base is absorbed. Then, please empty the waste water tank and reattach to the machine prior to use. Next, please make sure that you are using the recommended amount of detergent (1/4 to 1/2 of a capful) in the clean water/detergent tank. We recommend using one of our Kärcher floor cleaning detergents, which are ultra-concentrated.
- **Why aren't the rollers of my FC 5 spinning properly?** Please make sure to match the color on the inside of the roller (green/blue) with the corresponding color on the roller bar. Twist the rollers until they lock into place and fit snugly on the roller bar.
- **How can I clean/unclog the suction hoses on my FC 5?** First, remove the black tubes on either side of the FC 5 that run from the head of the machine to the machine's body. Then, put the tubes under running water to clear out any obstructions or debris. Finally, re-install the tubes by fitting the outside of each tube around the circular attachment points to both the head and body of the machine.
- **How can I clean/unclog the suction head cover of my FC 5?** Please start by removing both of the rollers from the roller bar. Then, please remove the suction head cover by pressing the grey button. Hold the cover under running water in a manner that allows the water to reach any crevices in the cover. Once finished, re-install the cover by clicking it back into the machine. The grey button should stick out a bit if it is installed correctly.
- **The suction function of my FC 5 seems to be malfunctioning, what can I do?** Check that the clean water tank is full, the rollers are properly in place, the suction hoses are clear of any clogs/debris and the suction head is clear of any clogs/debris. Now you should be good to go!



FAQS

- **Can I fill up the dirty water tank beyond the “Max” mark?** No, please empty the dirty water tank as soon as the dirty water reaches the “max” mark. Always measure the amount of dirty water when the tank is vertical. The max line is only 1/4 of the way up the dirty water tank to prevent leaking when in operation.
- **How do I empty the waste water tank?** First, place the FC 5 securely in the storage base. Then, press down on the top part of the waste water tank (located on the back of the machine) and pull the waste water tank away from the machine. Next, separate the top portion of the waste water tank from the bottom portion and pour the dirty water into a sink. Please rinse both parts of the dirty water tank before reassembling and placing back on the machine. You will hear a “click” when the tank is properly inserted.
- **Why is my FC 5 leaking from the dirty water tank?** Please make sure that the dirty water is not past the “Max” mark on the back of the tank and that the dirty water tank is properly inserted (you can confirm this by removing and “clicking” back into place).
- **Why aren’t my FC 5 rollers rotating?** It is possible that there is a blockage or that your rollers were not installed properly. Please remove your rollers as well as the suction head cover and rinse them off. Before reinserting, please check to make sure there are no blockages in the cavity where the rollers sit. To reinstall, first install the suction head cover and then each of the rollers.
- **Why is there noise coming from the suction head cover?** This could be caused from debris getting stuck in the suction head cover. Please remove both rollers and then the suction head cover. Hold the suction head cover under running water in a manner that allows the water to reach any crevices in the cover. Finally, re-install the head cover by clicking it back into place, the grey button should stick out a little when installed properly.

