



# Tracker User's Guide



Self Contained  
Carpet Cleaner

Dear Customer:

Congratulations on the purchase of your new carpet cleaner. As you are already aware, the scene of the detailing world is becoming more high tech, and we at Mytee Products, Inc. strive to keep you on the cutting edge with superior quality and technology.

Keep in mind that your carpet cleaner is a machine and neglect and abuse will cause unnecessary damage and void warranty. With simple maintenance however, your vacuum will give you quality performance for many years to come.

The labels on your unit are scratch resistant. They are made with a clear film. To achieve a high gloss finish, simply peel off the thin, clear layer.

If warranty questions arise, please consult your user's guide or get in touch with your distributor. If you have questions about maintenance, replacing parts or ordering parts, please call an authorized Mytee Products, Inc. service center. To see an updated list, visit our website at [www.Mytee.com](http://www.Mytee.com).

Before you begin cleaning, please read you user's guide thoroughly.

Sincerely,  
Customer Care Dept.

### **IMPORTANT INFORMATION**

Model # \_\_\_\_\_ Serial # \_\_\_\_\_

Distributor name and phone# \_\_\_\_\_

Date of purchase \_\_\_\_\_

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## General Safety/ Warnings

These precautions have been written for your safety and the safety of others in mind. These precautions **MUST BE FOLLOWED** at all times to avoid serious injury, harm, and/or death, and damage to the unit.

**Warning:** To reduce the risk of fire, electrical shock, or injury:

1. READ ALL INSTRUCTIONS BEFORE USING EXTRACTORS.
2. Use only as described in this manual. Use only manufacturer's recommended attachments.
3. Always unplug power cord from electrical outlet before attempting any adjustments or repairs.
4. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
5. Do not pull or carry by cord. Do not close a door on cord or pull cord around sharp edges or corners.
6. Do not run appliance over cord. Keep cord away from heated surfaces.
7. Do not use with damaged cord or plug. If cord is damaged, repair immediately.
8. Do not use outdoors or on wet surfaces and/or standing water.
9. Always unplug or disconnect the appliance from the power supply before servicing. Unplug or disconnect the appliance from power supply when not in use.
10. Do not allow to be used as a toy. Close attention is necessary when used by or near children.
11. Do not use in areas where flammable or combustible material may be present.
12. Do not leave the unit exposed to harsh weather elements. Temperatures below freezing may damage components and void warranty.
13. Use only the appropriate handles to move and lift unit. Do not use any other parts of this machine for this purpose.
14. Keep hair, loose clothing, fingers, and all parts of body away from all openings and moving parts.
15. Use extra care when cleaning on stairs
16. To reduce the risk of fire or electric shock, do not use this machine with a solid-state speed control device.

## MYTEE LIMITED WARRANTY POLICY

Mytee Products, Inc. endeavors to provide high quality products and product support to its customers and therefore backs up all of its new products purchased from Mytee Products Inc. (“Mytee”) or any authorized Mytee distributor/service center with this limited warranty. This limited warranty begins on the date of the customer’s purchase and is valid and available to the original purchaser only. Mytee’s products are for commercial use only and are not intended for personal, family or household uses.

HOWEVER, OTHER THAN SET FORTH HEREIN, MYTEE GIVES NO WARRANTY, EXPRESS OR IMPLIED, AS TO DESCRIPTION, QUALITY, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, PRODUCTIVENESS, INFRINGEMENT, OR OTHER MATTER, OF ANY GOODS WHICH MYTEE SHALL SUPPLY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. MYTEE SHALL IN NO WAY BE RESPONSIBLE FOR THE PROPER USE AND APPLICATION OF THE GOODS. MYTEE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR MYTEE ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF MYTEE’S GOODS. THIS LIMITED WARRANTY POLICY MAY BE CHANGED OR WITHDRAWN BY MYTEE AT ANY TIME WITHOUT NOTICE.

**WEAR PARTS 90-DAY LIMITED WARRANTY:** Mytee will replace all wear parts for 90 days from the date of original purchase. “Wear parts” are items which wear out as a result of usage or the passage of time and are consumed despite attempts to maintain them, such as gaskets, wheels, brass, cords, wires, electrical terminals, hoses, switches, thermostats, plastisol parts, filters, bearings, brushes, solenoids, o-rings, bulbs, heating elements, castors, or other parts deemed wear items in Mytee’s sole discretion. This warranty covers the cost of replacement only and does not cover shipping or labor costs.

**PUMP, VACUUM MOTOR AND HEATER 1-YEAR LIMITED WARRANTY:** Mytee warrants that pumps, vacuum motors, and heaters will be free from manufacturing defects, defects in workmanship, and defects in material for one (1) year from the date of original purchase. This warranty does not apply and is void if the pump, vacuum motor, or heater has worn brush motors, water damage, chemical build-up, chemical damage, or evidence of abuse, neglect or tampering. This warranty covers the cost of replacement or repair only and does not cover shipping or labor costs.

**HOUSING 3-YEAR LIMITED WARRANTY:** For three (3) years from the date of purchase, Mytee warrants a percentage of the cost of replacement of rotationally-molded housings pro-rated as follows: Mytee will pay 100% of replacement cost in the first year from the date of purchase, 75% of replacement cost in the second year from the date of purchase and 25% in the third year from the date of purchase. Replacement cost does not include the cost of shipping or labor.

**LIMITATION OF DAMAGES:** THE REMEDY OF REPLACEMENT OR REPAIR OF ANY DEFECTIVE GOODS SHALL BE THE EXCLUSIVE REMEDY UNDER ANY WARRANTY MADE BY MYTEE, WHETHER EXPRESS OR IMPLIED. IN NO EVENT SHALL MYTEE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, PROPERTY DAMAGES, OR PERSONAL INJURIES.

All limited warranties are void for, and Mytee does not warrant in any way, any product that evidences misapplication, improper installation, abuse, lack of maintenance, negligence in use or care, abnormal use, alteration of design, use of incompatible or corrosive chemicals, use in a rental service, and/or servicing, installation of parts, or repairs by anyone other than Mytee or a Mytee authorized distributor or service center. Mytee may make changes in products it manufactures and

markets at any time; these changes are made without obligation to change, retrofit, or upgrade any product previously sold or manufactured.

Mytee has no obligation to honor the limited warranties set forth herein unless the original purchaser, promptly upon discovering the warranty claim and prior to continuing to use the product, contacts Mytee or a Mytee authorized distributor or service center to describe the claim and to receive and follow instructions for documenting and resolving the claim. In addition, the purchaser must provide the product to which the claim applies to Mytee or a Mytee authorized distributor or service center for a thorough inspection.

If any provision or portion of this limited warranty policy is found to be unenforceable, then the remaining provisions and portions shall remain valid and enforceable. If any provision or portion of this limited warranty policy is found to be limited by law, then that provision or portion shall be construed to make it effective within the bounds of law. For example, if there are legal limitations on the duration of warranties, the warranties made herein shall be construed to have the minimum duration required by law, or, if there are legal limitations of exclusion of remedies, the exclusions made herein shall be construed to apply to the fullest extent possible without violating the law.

The validity, construction and performance of this warranty policy shall be governed by the laws of the State of California, without respect to conflicts of laws principles. The exclusive jurisdiction of any legal action arising from or related to this warranty policy shall be in the State of California and no legal action shall be commenced elsewhere.

## **RETURNED MATERIAL AUTHORIZATION PROCEDURE**

It is the responsibility of any Authorized Service Center (ASC) or Distributor with written authorization to ensure the Customers equipment is repaired as soon as possible. Only Mytee Products, Inc. or it's authorized dealers with written authorization, service centers, and agents may make warranty repairs on these products. All others do so at their own risk and expense.

The Distributor must follow Mytee Products, Inc. standard RMA procedure:

1. When a repair falls within the Warranty time period for a piece of equipment, the Distributor will fill out a RMA/Warranty claim form. This form will act as a repair order to replace any defective parts.
2. All defective parts must be returned to Mytee Products, Inc. with the RMA/claim form for evaluation at the customer's expense. **This shipping is non-refundable.** All warranty claims are subject to an evaluation by Mytee Products, Inc. to determine if warranty will be approved. Any credit for repair and/or parts will only be issued upon evaluation and approval from Mytee Products, Inc.
3. When Warranty is approved, the Distributor's account will be credited for the replacement part(s). Mytee Products, Inc. will ship the warranted replacement part(s) to the Distributor prepaid. If Warranty is denied the Distributor's account will not be credited for any parts sent for this claim.

## **MODEL DESCRIPTION/ ADVANTAGES**

### **SC-9/ Tracker™**

The SC-9 Tracker™, self-contained carpet cleaning unit, is a 9-gallon unit that is equipped with a 100 PSI pump and a single HP 3-stage vacuum motor. This machine has a single 50-foot power cord. It has a 17-inch cleaning path, and a 1/3 HP motor powers the rotating brush.

The amperage draw on this unit is 18 amps. To run this unit effectively, please use a dedicated 20 amp outlet.

The SC-9 Tracker™ delivers these additional Mytee advantages:

#### **PERFORMANCE**

Operating at up to 100 PSI with 137 inches of water lift, the SC-9 Tracker is a powerhouse extractor! Heavy-duty brush and motor combination cuts jobs down to size. Clean fast, clean deep!

#### **VERSATILITY**

Use the Tracker™ with the hose assembly and upholstery tool to clean furniture and other upholstered items quickly and efficiently.

#### **CONVENIENCE**

Self contained and quiet, the SC-9 Tracker™ is perfect for institutional cleaning.

#### **EASY TO USE**

Easy to remove 9-gallon tanks ensure faster loading and unloading, and make maintenance a snap!

## **Set-up/ Maintenance**

### **SET-UP**

You will find a black plastic 45-degree elbow inside the machine. Place this elbow on the drain valve on the rear of the unit. The elbow will direct the flow of recovered water downward.

Locate a dedicated 20-amp electrical outlet and plug in your machine.

Mix hot water and approved extractor detergent in a clean bucket. Avoid mixing the chemical and water in the solution tank as the chemical does not dissolve completely and will clog your solution tank filter. Clogging the filter will starve the pump of fluid and can shorten the life of the pump considerably.

### **MAINTENANCE**

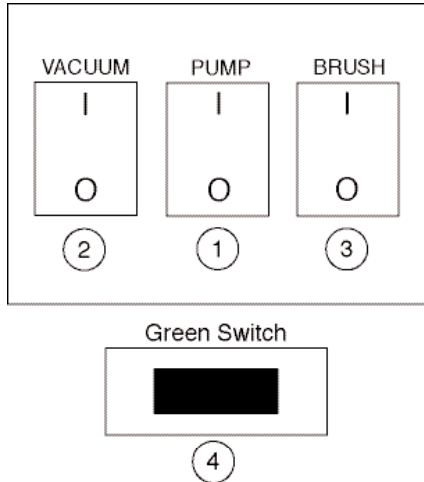
As with any quality machine, you will want to maintain your Tracker to obtain years of use. This can be accomplished by running clean water with some form of System Maintainer (available through your chemical distributor or through Mytee Products) through your system on a bi-weekly basis. If your location is within a geographical area with hard water you may want to clean your machine more often.



# OPERATION

## SC-9

### Tracker™



#1 It is very important to prime the pump. To do this, fill your solution tank with enough water to cover the filter with at least 3-inches of water. Turn the pump switch to the ON position. Press the GREEN (4) button between the handles. You will notice air coming out first. This is normal. Keep the line open until there is no more air and solution is flowing steadily and evenly. It may take up to 2 minutes.

#2 Turn you vacuum switch to the ON position

#3 Lift the powerhead by pushing down on the handles. Turn the brush switch on. You will hear and feel the brush rotating in the machine.

#4 To clean an area, press the GREEN spray button and pull the machine backwards at a slow steady pace. You can go over the area again without pressing the GREEN spray button to vacuum up additional solution from the carpet.

You will notice that the area you have cleaned will be damp. This is normal. To speed up the drying precess, use the model 2500 WindStar or 2200 WindStorm air mover.

# TROUBLESHOOTING

**SYMPTOM: Unit will not turn on.**

PROBLEM: Not plugged in.

SOLUTION: Plug machine in proper outlet.

PROBLEM: Circuit breaker has popped.

SOLUTION: Reset circuit breaker. Make sure no other items are running on the same circuit as machine. Outlet must be a 15-AMP circuit.

PROBLEM: Wire from power cord has become disconnected from terminal block.

SOLUTION: Reattach wire to terminal block.

**SYMPTOM: Pump is not running properly.**

PROBLEM: Quick disconnects are not completely locked together.

SOLUTION: Snap quick disconnects firmly together.

PROBLEM: Switch on switch plate is bad.

SOLUTION: Replace switch.

PROBLEM: Jets on manifold are clogged.

SOLUTION: Clean jet with soft wire brush or remove jet and flush clean.

PROBLEM: Filters are clogged.

SOLUTION: Remove filters and rinse with clean water.

PROBLEM: The solution tank is empty.

SOLUTION: Fill the solution tank up with a premixed detergent.

PROBLEM: Pump wire has become disconnected.

SOLUTION: Reconnect wire.

PROBLEM: Pump motor brushes are worn.

SOLUTION: Replace pump.

PROBLEM: Pump is pulsating.

SOLUTION: Tighten all hoses. Check for leaks.

PROBLEM: Pressure switch on pump head is bad.

SOLUTION: Replace with new pressure switch.

**SYMPTOM: Vacuum motor not working properly.**

PROBLEM: Switch on switch plate is bad.

SOLUTION: Replace switch.

PROBLEM: Drain valve is not shut completely.

SOLUTION: Close drain valve completely.

PROBLEM: Power switch on body is bad.

SOLUTION: Replace switch.

PROBLEM: Hose not connected tightly to accessory tool or machine.

SOLUTION: Connect hose tightly.

PROBLEM: Vacuum tank lid is not on tightly.

SOLUTION: Secure the vacuum tank lid on tightly.

PROBLEM: Vacuum tank lid or the vacuum tank is cracked.

SOLUTION: Replace the vacuum tank lid or the vacuum tank.

PROBLEM: Vacuum hose is cracked or split.

SOLUTION: Replace vacuum hose.

PROBLEM: Vacuum motor armature is worn out.

SOLUTION: Replace vacuum motor.

PROBLEM: Ball float is shut off.








SOLUTION: Empty the vacuum tank of all waste water.

PROBLEM: Water is coming out of the vacuum motor.

SOLUTION: Use a low foaming detergent.



DESCRIPTION	PART NUMBER
3 stage vacuum motor	C302
100 PSI pump	C305
1/3 HP brush drive	C361
Female QD 1/4"	B102
Male QD 1/4"	B101
2 position switch	E515
Momentary switch (green)	E581

	<b>DESCRIPTION</b>	<b>PART NUMBER</b>
	Jet 1/8V 11002 V-Jet	B220
	Belt	G139
	1/4" solenoid valve	B197
	Brush shaft	H428
	Brush	H430
	Brush pulley	H714
	Brush bushing	H673



<b>DESCRIPTION</b>	<b>PART NUMBER</b>
White nylon washer (spacer)	H426
Wave washer (spacer)	H427

## NOTES