



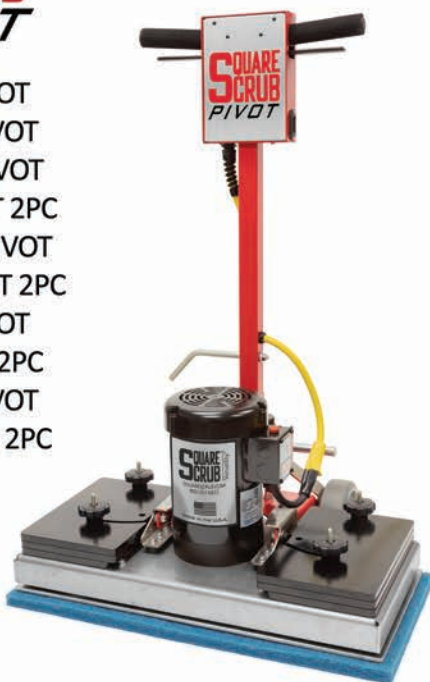
# OWNER'S MANUAL

## SQUARE SCRUB SURFACE PREPARATION MACHINES

### SQUARE SCRUB PIVOT



EBG-18 PIVOT  
EBG-18V PIVOT  
EBG-20/C PIVOT  
EBG-20/C PVT 2PC  
EBG-20/CV PIVOT  
EBG-20/CV PVT 2PC  
EBG-28 PIVOT  
EBG-28 PVT 2PC  
EBG-28V PIVOT  
EBG-28V PVT 2PC



[www.squarescrub.com](http://www.squarescrub.com) / 800-557-6822



Made in the USA

# Square Scrub EBG PIVOT Series

## Surface Preparation Machines

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### Owner's Manual About the Square Scrub Floor Surface Preparation Machines

Square Scrub's EBG machines are American Made. Our EBG Surface Preparation machines offer removable weights, a 1.5hp 3450rpm motor, powder coated 10-gauge steel frame, 7-gauge stainless steel base, and 6"x2" non-marking ball-bearing wheels with a heavy duty 3/4" solid steel axle. Removable weights not only make our machines easy to transport, but also allow users to tailor the weight to suit their needs.

With a selection of over 30 different surface preparation pads, there really is only one machine for the job. The Square Scrub EBG Surface Preparation Machines are designed to make the most efficient use of every pad, paper or screen used with the machine, saving both time and MONEY.

#### **PIVOT** features include:

- Longer Isolators
- Free Floating Pivoting Head
- Adjustable Handle Height
- New Trigger Assembly Design
- Quick Release Cord Wrap
- Newly Designed Dust Skirt
- Optional Two-Piece Handle



EBG-20/C PIVOT

For product videos  
& literature visit  
[squarescrub.com](http://squarescrub.com)

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- Warranty
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- Maintenance & Troubleshooting.

**Please provide machine serial number when ordering parts.**

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## Introduction

You are now the proud owner of an EBG-Series machine. This machine is a product of Square Scrub. It is made of fine materials and will give you many years of satisfactory service if maintained and used according to the guidelines in this owner's manual.

**Please read all Installation, Operation, and Safety Instructions before using this machine.**

This product is for Industrial/Institutional/Commercial Use Only.

**WARNING OF POTENTIAL INJURY!**  
**MOVING PARTS! UNPLUG BEFORE SERVICING!**

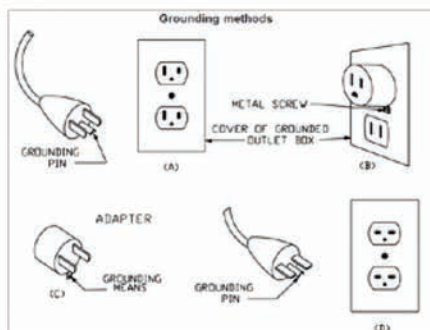
This product contains moving parts. To reduce the risk of injury, unplug before servicing.

### General Safety

- This floor-finishing machine shall be grounded while in use to protect the operator from electric shock. The machine is provided with a three-conductor cord and a three-contact grounding type attachment plug to fit the proper grounding type receptacle. The green (or green and yellow) conductor in the cord is the grounding wire. Never connect this wire to anything other than the grounding pin of the attachment plug.
- This machine is for use on a nominal 120-volt circuit and has a grounding plug that resembles the plug in figure 1.
- Make sure that the machine is connected to an outlet having the same configuration as the plug.

**No adapter should be used with this machine.**

figure 1



## Manual Conventions

**Danger:** Indicates an imminently hazardous situation which, if not avoided, may result in death or serious injury.

**Caution:** Indicates that machine or property damage could result if instructions are not followed.

**Note:** Provides helpful information.

*Severe bodily injury or death can occur to you or other personnel if warnings found on this machine or in this owner's manual are ignored. Read and observe all statements and instructions found on the machine and in the owner's manual.*

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## Who to call for assistance

If you work with a Square Scrub-authorized dealer, contact them for assistance. If any contents of the box are missing, contact your Square Scrub-authorized dealer or reseller. If you purchased your machine directly from Square Scrub, contact Square Scrub at 1.800.557.6822 for service in the United States and Canada. For worldwide service, call Square Scrub directly at 870.930.9898. Make sure you have the machine's serial number, located on the back of the machine, when you call.

## Liability statement

This Square Scrub machine has been built to the highest industry standards. Please not and heed the **WARNING** and **CAUTION** labels that have been placed on the machine and in this manual for your safety. **PLEASE DO NOT ATTEMPT TO OPERATE OR REPAIR THIS EQUIPMENT WITHOUT ADEQUATE TRAINING. ANY USE, OPERATION, OR REPAIR IN CONTRAVENTION OF THIS DOCUMENT IS AT YOUR OWN RISK. BY ACCEPTANCE OF THIS SYSTEM YOU HEREBY ASSUME ALL LIABILITY CONSEQUENT TO YOUR USE OR MISUSE OF THIS EQUIPMENT. SQUARE SCRUB SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGE OF ANY KIND.**

Equipment specifications, applications, and options are subject to change at the sole discretion of Square Scrub without notice.

## Safety

All Square Scrub machines are built to strict safety standards pertaining to operation and repair of Square Scrub equipment. The following basic safety tips are given to ensure safe installation, operation, and maintenance of Square Scrub.





## Important

- Never leave the machine unattended while power cord is connected.
- Do not operate this machine while under the influence of alcohol or other drugs.
- Never allow children under age 18 to operate this machine.
- Unplug machine from power source before adjusting height of handle or changing pad.
- Always wear personal protective equipment (PPE) when operating this machine.

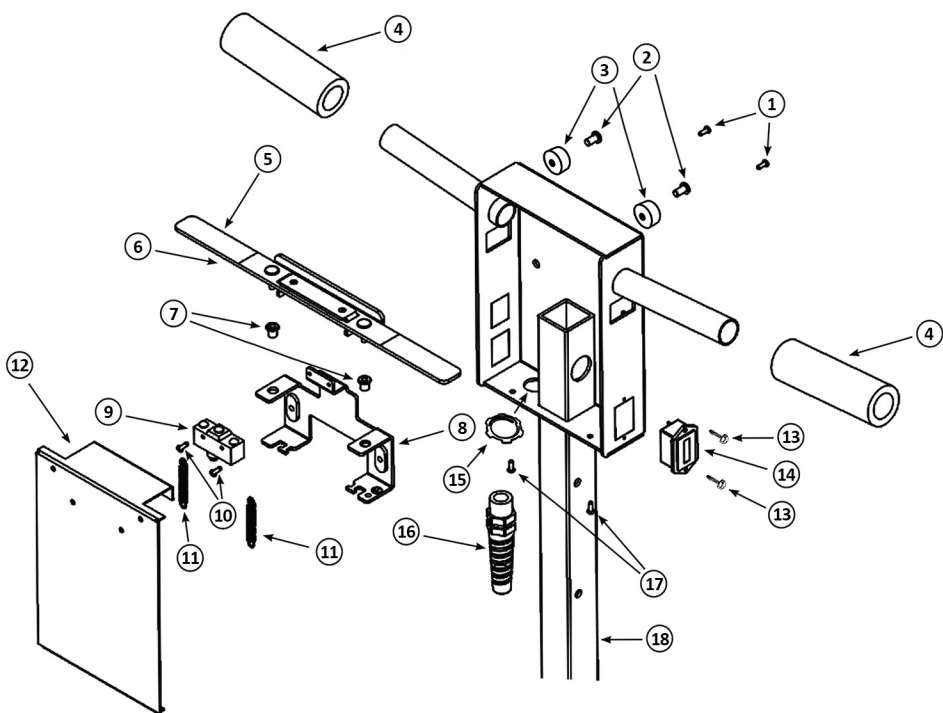


**PPE Equipment**

<b><u>Sound Power Level:</u></b>	<b><u>Vibration Total:</u></b>
<b>120V:</b> max 85dBA measured. Avg. around 66dBA	<b>120V:</b> Avg. 3.2 mm/s <sup>2</sup> , max at 7.0 mm/s <sup>2</sup>
<b>240V:</b> max 85dBA measured. Avg. 66dBA	<b>240V:</b> Avg. 3.2 mm/s <sup>2</sup> , max at 7.0 mm/s <sup>2</sup>

- Never inhale dust created by the use of this machine. Any modifications to this machine may result in damage to the machine or injury to the operator or others nearby. Alterations to the machine will also void any and all warranty and liabilities.
- Sanding wood decks is not recommended by Square Scrub due to uneven surfaces which could lead to damage to the machine. Some pressure treated wood found in decking contains arsenic that, when sanded, will create hazardous dust. Square Scrub assumes no liability if the machine is used on decks, and damage caused from sanding pressure treated wood will not be warrantied.
- Do not operate this machine around fuels, solvents, flammable floor finishes, thinners, wood particulate or any flammable materials. Cigarette lighters, pilot lights, electrical sparks and all other sources of ignition should be extinguished or avoided. Work areas should be well ventilated.
- Keep the power cord clear of the pad. Always lift the cord over the machine. Do not pull on the power cord in an attempt to move the machine. This could result in electrocution. Operating this machine with a damaged power cord could lead to electrocution or fire. Cord should remain clear of moving parts during operation. Never use the cord to navigate the machine. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Servicing this machine while still connected to a power source could lead to electrocution or fire. Before performing machine service or maintenance, disconnect the machine from its power source.
- Do not use machine if it has been sprayed with water or left out in the rain. This could result in a shock injury or electrocution.
- Keep feet, hands, and loose clothing away from any moving parts on the machine to avoid injury. Disconnect power cord before changing the pad or when servicing. Damage can occur to the machine or to other property if instructions in the owner's manual are not followed.
- This machine is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the machine by a person responsible for their safety.

**Warning: This machine is not suitable for picking up hazardous dust.**

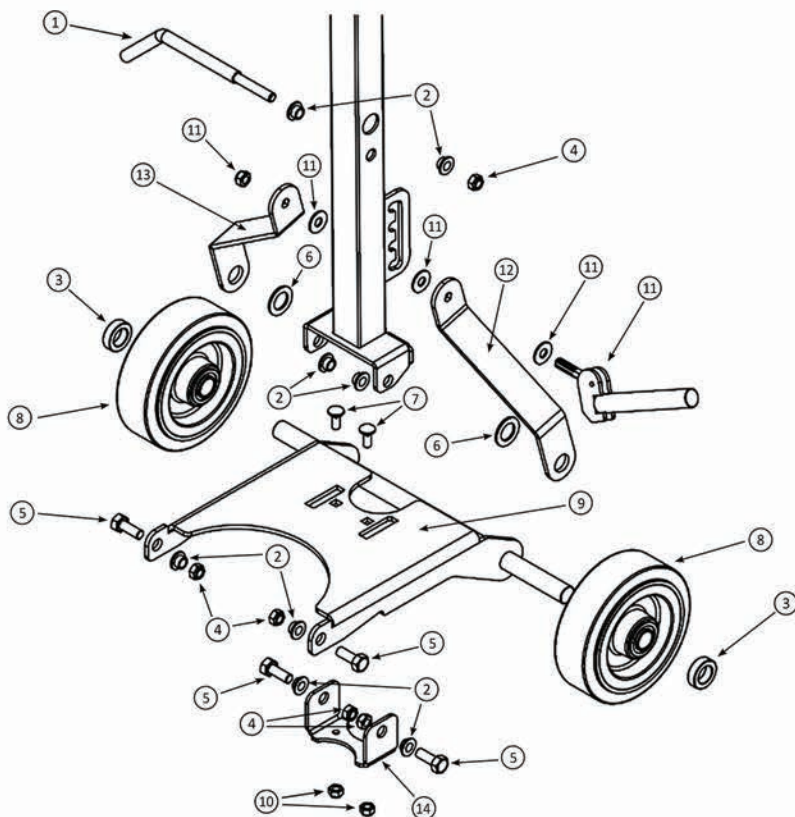


**Please provide machine serial number when ordering parts.**

Item No.	Part No.	Part Description	Item No.	Part No.	Part Description
1	SS 01011Z	Box Cover Screws	12	SS 0107PVT	Box Cover
2	SS 01062PVT	Switch Box Bracket Screws	13	*Sold in Kit	Hour Meter Screws(2)
3	SS 142051	Rubber Bumper x2	14	SS 142008	Hour Meter Kit *
4	SS 0101Z	Foam Hand Grip	15	SS 142050	Conduit Nut
5	SS 142034	Trigger End Cap	16	SS 0106Z	Cord Strain Relief
6	SS 0103Z	Trigger	17	SS 01011Z	Box Cover Screws
7	SS 01063PVT	Trigger Guides	18	SS 01015PVT	Handle
8	SS 0108PVT	Switch Box Bracket			
9	SS 142004	Micro Switch			
10	SS 0101064Z	Micro Switch Screw			
11	SS 0104Z	Switch Spring			

\* Hour Meter Kit includes: hour meter, screws, connectors, and threadlock

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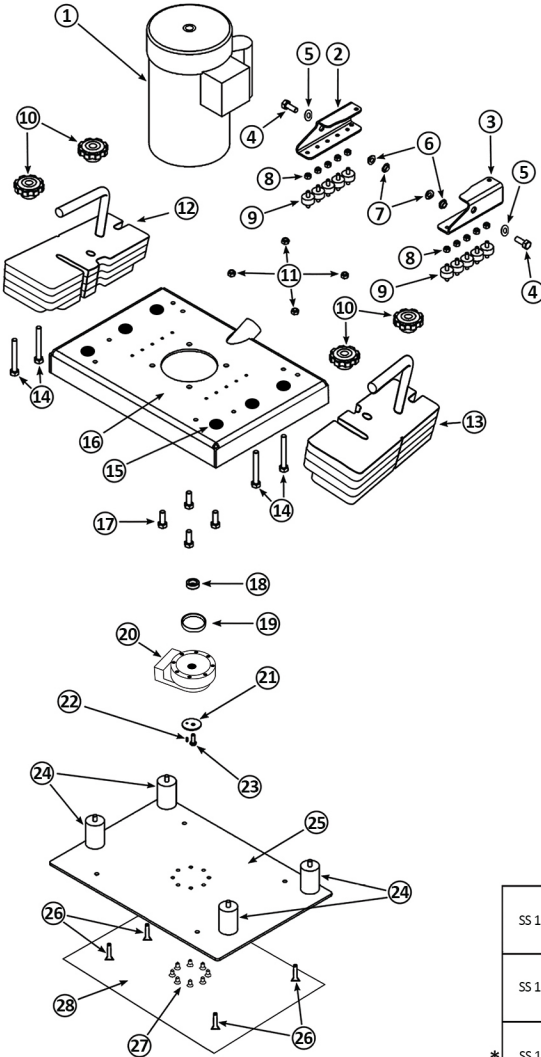


**Please provide machine serial number when ordering parts.**

Item No.	Part No.	Part Description	Item No.	Part No.	Part Description
1	SS 01065 PVT	Cord Wrap	11	SS 01022Z	Tension Handle Assembly
2	SS 01066 PVT	Plastic Flange Bushing	12	SS 01021 PVTL	Handle Adjustment Bar (left)
3	SS 01026Z	Axle Collar	13	SS 01021 PVTR	Handle Adjustment Bar (right)
4	SS 01071 PVT	3/8 Lock Nut	14	SS 01072 PVT	Handle Yoke
5	SS 010167 PVT	3/8 Pivot Point Bolts			
6	SS 01024Z	Axle Wave Washer			
7	SS 01068 PVT	Handle Yoke Bolt			
8	SS 01025ZA	Wheel			
9	SS 01069 PVT	1 pc Axle Attachment BRKT			
10	SS 01070 PVT	Handle Yoke Nut			

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## EBG - 18 Pivot



Item No.	Part No.	Part Description
1	SS 142006	Motor Assembly
2	SS 01073 PVT	Right Pivot Bracket
3	SS 01073 PVT	Left Pivot Bracket
4	SS 01067 PVT	3/8 Pivot Point Bolt
5	SS 142052	Stainless Steel Washer(2)
6	SS 01066 PVT	Plastic Flange Bushing
7	SS 01071 PVT	3/8 Lock Nut
8	SS 01074 PVT	1/4 Lock Nut
9	SS 01075 PVT	1/2 Tall Isolator
10	SS 142014 PVT	Removable Weight Knob
11	SS 01076 PVT	5/16 Lock Nut
12	SS 121809WSR	Right Weight
13	SS 121809WSL	Left Weight
14	SS 01082 PVT	4" Weight Bolts
15	SS 142053	Felt Dots(6)
16	EBG-18-40-CP	18" Base
17	SS 01085 PVT	3/8 Motor Mount Bolts
18	SS 01086 PVT	Motor Shaft Spacer 20.341
19	*Sold in Kit	Ring Spacer
20	*Sold in Kit	Eccentric Assembly 18"
21	SS 01030Z	Motor Shaft Crush Washer
22	SS 142031	Key
23	SS 010312B	Motor Shaft Bolt
24	SS 01090 PVT	2 1/4" Isolator (4)
25	SS 121864	Aluminum Driver Plate 18"
26	SS 01036Z	Isolator Bolt
27	SS 01035Z	Eccentric Bearing Cup Bolts
28	SS 121803V	Grip Face 18"
NOT SHOWN	SS 01014Z	Power Cord Assembly
NOT SHOWN	SS 121805	Skirt/Velcro 18"

### KITS

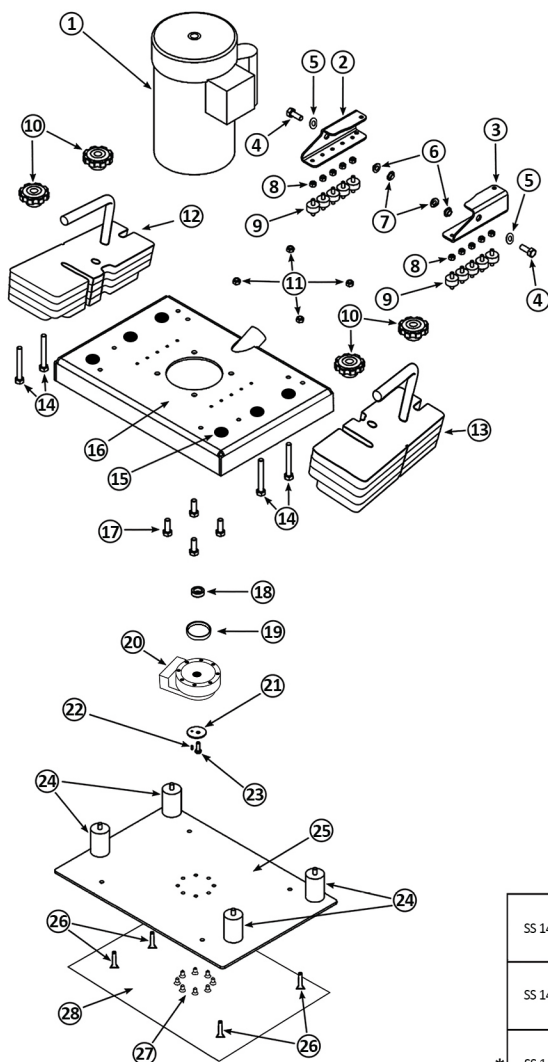
SS 121801 PVT	<b>Isolator Replacement Kit</b> (includes: 11, 21, 22, 23, 24, 26, 27, 28)
SS 121819 PVT	<b>Pivot Weight Bolt Kit</b> (includes: 11, 14, 21, 23, 24, 26, 27, 28)
* SS 121815 PVT	<b>Pivot Base Plate Assembly</b> (includes: 11, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28)
SS 01075 PVT	<b>1/2" Isolator Kit</b> (includes: 8, 9)

Please provide machine serial number when ordering parts.

[www.squarescrub.com](http://www.squarescrub.com) / 800-557-6822



### EBG - 20/C Pivot



Item No.	Part No.	Part Description
1	SS 142006	Motor Assembly
2	SS 01073 PVTR	Right Pivot Bracket
3	SS 01073 PVTL	Left Pivot Bracket
4	SS 01067 PVT	3/8 Pivot Point Bolt
5	SS 142052	Stainless Steel Washer(2)
6	SS 01066 PVT	Plastic Flange Bushing
7	SS 01071 PVT	3/8 Lock Nut
8	SS 01074 PVT	1/4 Lock Nut
9	SS 01075 PVT	1/2 Tall Isolator
10	SS 142014 PVT	Removable Weight Knob
11	SS 01076 PVT	5/16 Lock Nut
12	SS 121809WSR	Right Weight
13	SS 121809WSL	Left Weight
14	SS 01082 PVT	4" Weight Bolts
15	SS 142053	Felt Dots(6)
16	SS 01083 PVT	20" Base
17	SS 01085 PVT	3/8 Motor Mount Bolts
18	SS 01086 PVT	Motor Shaft Spacer 20.341
19	*Sold in Kit	Ring Spacer
20	*Sold in Kit	Eccentric Assembly 20"
21	SS 01030Z	Motor Shaft Crush Washer
22	SS 142031	Key
23	SS 010312B	Motor Shaft Bolt
24	SS 01090 PVT	2 1/4" Isolator (4)
25	SS 01034 PVT	Aluminum Driver Plate 20"
26	SS 01036Z	Isolator Bolt
27	SS 01035Z	Eccentric Bearing Cup Bolts
28	SS 142003V	Grip Face 20"
NOT SHOWN	SS 01014Z	Power Cord Assembly
NOT SHOWN	SS 142005	Skirt/Velcro 20"

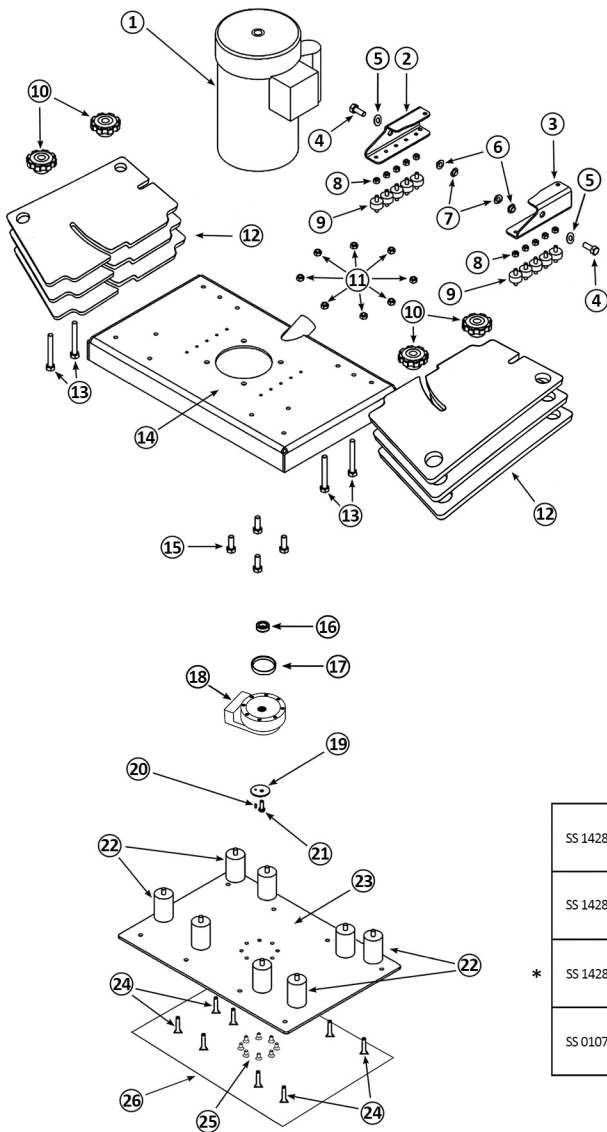
## KITS

SS 142001 PVT	<b>Isolator Replacement Kit</b> (includes: 11, 21, 22, 23, 24, 26, 27, 28)
SS 142019 PVT	<b>Pivot Weight Bolt Kit</b> (includes: 11, 14, 21, 23, 24, 26, 27, 28)
SS 142015 PVT	<b>Pivot Base Plate Assembly</b> (includes: 11, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28)
SS 01075 PVT	<b>1/2" Isolator Kit</b> (includes: 8, 9)

**Please provide machine serial number when ordering parts.**

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EBG - 28 Pivot



Item No.	Part No.	Part Description
1	SS 142006	Motor Assembly
2	SS 01073 PVTR	Right Pivot Bracket
3	SS 01073 PVTL	Left Pivot Bracket
4	SS 01067 PVT	3/8 Pivot Point Bolt
5	SS 142052	Stainless Steel Washer(2)
6	SS 01066 PVT	Plastic Flange Bushing
7	SS 01071 PVT	3/8 Lock Nut
8	SS 01074 PVT	1/4 Lock Nut
9	SS 01075 PVT	1/2 Tall Isolator
10	SS 142014 PVT	Removable Weight Knob
11	SS 01076 PVT	5/16 Lock Nut
12	SS 01081 PVT	Weight 28"
13	SS 01082 PVT	4" Weight Bolts
14	SS 01084 PVT	28" Base
15	SS 01085 PVT	3/8 Motor Mount Bolts
16	SS 01087 PVT	Motor Shaft Spacer 28.213
17	*Sold in Kit	Ring Spacer
18	*Sold in Kit	Eccentric Assembly 28"
19	SS 01030Z	Motor Shaft Crush Washer
20	SS 142031	Key
21	SS 010312B	Motor Shaft Bolt
22	SS 01090 PVT	2 1/4" Isolator (8)
23	SS 01091 PVT	Aluminum Driver Plate 28"
24	SS 01036Z	Isolator Bolt
25	SS 01035Z	Eccentric Bearing Cup Bolts
26	SS 142803V	Grip Face 28"
NOT SHOWN	SS 01014Z	Power Cord Assembly
NOT SHOWN	SS 142805	Skirt/Velcro 28"

KITS

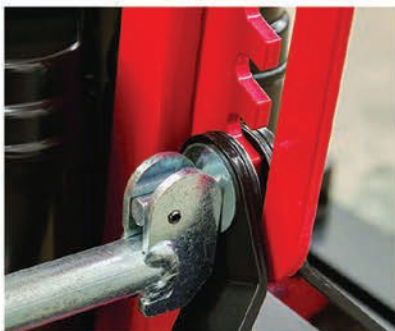
SS 142801 PVT	<b>Isolator Replacement Kit</b> (includes: 11, 19, 20, 21, 22, 24, 25, 26)
SS 142819 PVT	<b>Pivot Weight Bolt Kit</b> (includes: 11, 13, 19, 20, 21, 22, 24, 25, 26)
* SS 142815 PVT	<b>Pivot Base Plate Assembly</b> (includes: 11, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26)
SS 01075 PVT	<b>1/2" Isolator Kit</b> (includes: 8, 9)

Please provide machine serial number when ordering parts.

[www.squarescrub.com](http://www.squarescrub.com) / 800-557-6822

## **Transport of Machine**

**To transport this machine, the following procedure is advised:**



- Unplug machine from power source.
- Always leave a pad on the machine to protect the grip face from damage in transport and storage.
- Wrap cord using cord wrap and handle.
- Raise handle adjustment lever and lock into the transport notch in an upright position.
- Tilt machine onto wheels and transport slowly.
- Remove machine weights before lifting.
- Square Scrub recommends that at least two persons lift when picking up the machine. With one user on each side of the machine, place one hand on machine axle and one hand around the front base of the machine.
- Lift machine, making sure to bend at the knees.
- Secure machine when transporting in a vehicle to prevent movement.



***Caution: This machine is very heavy. Get assistance when lifting.  
Do not attempt to lift alone.***

## **Maintenance Schedule**

### **Prior to using (daily)**

- Check AC power cord. Do NOT operate equipment if AC power cord is cut, frayed or if ground is missing.
- Check vacuum hose and connections (if equipped).
- Check grip face and driver pad: inspect for wear/debris. Replace as needed.

### **After use (daily)**

- Clean pad and base plate assembly: remove/replace pad as needed.
- Inspect grip face for wear. Remove debris between grip face and base plate.
- Wipe base plate and motor assembly with damp microfiber cloth.
- Make certain a pad is placed on grip face.

### **Weekly Preventative Maintenance**

- Check grip face for wear.
- Use vacuum to clean away debris build-up around motor assembly, weights and base plate.

### **Annually**

- Replace ALL isolators annually or 2,000 hours, whichever occurs first

# General Operating Instructions

Visit [www.squarescrub.com](http://www.squarescrub.com) for instructional videos and support documents.

1. Move machine to work location. Never operate, transport, or store the machine without a pad to protect the grip face.
2. Remove transport/storage pad and install new driver/backer pad prior to use.
3. All pads require a driver pad, except the Blue Tile & Grout Pad.
4. **You must use a Blue Driver Pad or a 1/4" White Driver Pad when using any type of aggressive pad.**
5. For information on the appropriate pad to use for specific applications visit: [www.squarescrub.com/floor\\_type.html](http://www.squarescrub.com/floor_type.html)
6. Visit [www.squarescrub.com/floor\\_type.html](http://www.squarescrub.com/floor_type.html) for information on when to use white or blue driver pads.
7. Only plug machine into grounded power outlets.
8. Stand behind the Square Scrub machine and place your hands on the padded grips.
9. Gently squeeze the coated metal handle underneath the hand grips to engage the motor. Depending on the pad configuration, the machine may initially pull in one direction. This is normal and you will be able to quickly steady the machine.
10. Begin moving forward in straight lines.
11. If the handle is too tall, disengage the handle lock mechanism and slide the handle toward you until you find a comfortable height. Lock the handle into that position either with your hand or press firmly with your foot.
12. Continue moving in straight lines, checking your pad every 15 to 30 minutes (depending on pad in use) to maintain optimum performance. When using a vac system, check frequently.
13. Always check and tighten knobs. **Running the machine with loose weights can cause weight bolts to break.**
14. If your machine has the **on board HEPA Dry Vac** for dry stripping, **you must remove the three way plug before you use the machine in wet applications.**

**Please provide machine serial number when ordering parts.**

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## Troubleshooting

<b>Problem</b>	<b>Cause</b>	<b>Action</b>
<b>Machine will not start</b>	Not Connected to power source Voltage too low Defective switch	Check power source connection and lighted plug Have electrician check outlet Contact Square Scrub dealer
<b>Runs erratically</b>	Low voltage from excessive length or undersized extension cord. Defective start switch Defective motor	Use 10-gauge extension cord no longer than 25' Contact Square Scrub dealer Contact Square Scrub dealer
<b>Fuses/Circuit Breaker Trips</b>	Low voltage  Low input volts	Allow motor to cool. The circuit breaker is a red button on the side of the motor that will reset when pressed.  Eliminate extension cord. Locate power cord closer to work site. Have voltage checked by electrician.
<b>Machine pulls hard to one side</b> Note: The rubber isolators on the EBG are considered wear items. It is recommended to replace the entire set of all four isolators once per year (or sooner under heavy use) to prevent failure and damage to the machine.	Worn Pad  Rubber isolators are worn out Bent base plate	Rotate pad 180° Flip pad over or replace Replace isolators Replace base plate
<b>Machine is noticeably louder than it was when originally purchased</b>	Rubber isolators worn Removable weights not secured	Replace isolators Tighten knobs on removable weights.

## **Grip face care. Be kind to your grip face. The grip face has a very tough life!!!!**

The white or silver one-piece grip face material on this Square Scrub machine is the very best we have ever tested! With proper care and attention, it will do a great deal of work for you. Our machine drives a huge amount of energy into the grip face and then the driver pad and then to the floor. Some pads are more durable and longer lasting than others. All of the pads that we may use will wear out. The driver pads must be checked on a regular basis. The amount of time the driver will last varies greatly based on the task being done. Some pads last longer than others in similar conditions. We encourage you to do some testing on pads to find the one that works best for your situation. Check the pad condition very often until you get a feel for about how long it is going to hold up. Time is the factor in how long a driver pad can last. Square footage is not a good measurement.

Very aggressive wet stripping pads that are being used in wet high alkaline caustic conditions really destroy driver pads quickly!!!! Some pads will break down in as little as five minutes. Other pads may last 15 minutes while other might be even better and last 30 minutes. It is difficult to know how long the driver will hold up. Lots of different pads and chemical strippers on the market.

Diamond grinding with Trizact<sup>™</sup> or other types of diamonds uses lots of energy. Diamonds are doing a great deal of work on the floor surfaces. The result of the grinding is fine particles of the material being polished are contaminating the pad. These gritty particles get to work quickly breaking down and destroying not only the driver pads but also the grip face itself. If you are doing a diamond grinding project please have some spare grip faces on hand. Even being super cautious and aware grip faces will still get destroyed.

Here are links to our website videos showing how to replace the grip face. The first one shows the best way to do a replacement. The second one shows a method that will work in the field if you are in the middle of a project and need to get back to work fast.

[www.squarescrub.com/assets/grip-face-replacement.mp4](http://www.squarescrub.com/assets/grip-face-replacement.mp4)

[www.squarescrub.com/assets/grip-face-replacement-fast.mp4](http://www.squarescrub.com/assets/grip-face-replacement-fast.mp4)

This is our Square Scrub driver pad that seems to perform well in most situations.

P1420DRIVER for the 20" machine 10 per case

P1428DRIVER for the 28" machine 10 per case

Thick white pads work and thick blue also work. Test each pad in your situation with your chemicals and your floors to determine what is best for you.

**Be kind to your grip face. The grip face has a very tough life!!!!**

### **Check the driver pad every 15 minutes to start:**

After you have ran the machine and the pads you will establish a realistic pad life expectation. You must tilt the machine on its back to inspect the pad. Many times, the outside edge of the pad will still look new but the underside of the pad where the work is being done will be destroyed.

### **Rotate the driver pad and working pad each time you check it:**

We see the rear right-hand corner get worn more quickly than the rest of the pad most of the time. Our machine rotates clockwise which creates more pressure on that side. This is where you will see wear the soonest.

### **Wet chemical stripping:**

Chemical strippers speed up how fast the pads break down. Wet stripping is normally done with very aggressive super abrasive pads. This type of aggressive pad also works to destroy the driver pads fast. Watch your pads very closely until you get a feel for how long they will last.

### **Test out different pads:**

Test several different pads for yourself in your buildings with your floors and your chemicals. We have tested lots of pads from everyone we know of that makes pads. Some pads are better than others. Please try some options if you are unhappy with how well the pads you are using hold up.

### **Store your machine on its back if possible:**

Never put your machine on the floor without a pad covering the grip face. The "teeth" on the grip face can be damaged if they don't have a pad on them

**Be kind to your grip face it has a very tough life!**



## **SQUARE SCRUB 3-5 WARRANTY**

**On all machines built on or after October 1, 2018.**

### **General**

The warranty will commence on the purchase date by the original end user from an authorized Square Scrub agent, and is subject to proof of purchase. If proof of purchase cannot be provided, the warranty shall begin from the date of shipment to an authorized Square Scrub dealer. Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period.

**3-Year Limited Warranty** - This Square Scrub EBG Series Floor Preparation Machine is warranted to be free from defects in materials and workmanship under normal use and service for a period of three years. This includes the machine frame and base, as well as on all parts and labor when operated and maintained in accordance with Square Scrub Maintenance and Operating Instructions (see product exceptions & exclusions below).

**5-Year Limited Warranty** - The eccentric assembly has a five-year warranty, when operated and maintained in accordance with Square Scrub Maintenance and Operating Instructions (see product exceptions & exclusions below).

The warranty period is subject to the conditions stated below.

### **Disqualifications**

This warranty shall not apply to repairs resulting from accidents or misuse, damage in transit, overloading the capacity of the machine, damage resulting from lack of proper maintenance or care as described in the Maintenance Schedule and General Operating Instructions listed in the Owner's Manual. Minor adjustments, not related to the replacement of parts, are not covered. Repairs or alterations made by an organization other than the factory or an Authorized Service Center are not covered and will void warranty as it relates to the parts or systems repaired or altered by the non-authorized organization.

### **Product Exceptions & Exclusions**

- Machine Cord
- White Driver Pad (shipped with machine)
- Grip Face
- Capacitor failure resulting from machine use in insufficient power settings
- Rubber Isolators

If a difficulty develops with the product, contact your local Square Scrub dealer or call Square Scrub at 800.557.6822. Only Square Scrub can authorize repairs under warranty. Square Scrub may elect to require the return of components to validate a claim. Any defective part to be returned must be shipped freight prepaid to an authorized Square Scrub Dealer/Service Center or to the Square Scrub factory. No travel coverage is extended on warranty repairs.

### **90 Day Warranty Extension Available**

Upon receipt of the Machine Registration, Square Scrub will extend the warranty coverage period by 90 days, from the date of purchase, by the original end user. To qualify, machines must be registered within 30 days of warranty inception.

Square Scrub's liability under this warranty is limited to repair of the product and/or replacement of parts and is given to purchaser in lieu of all other remedies, including INCIDENTAL AND CONSEQUENTIAL DAMAGES. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE SPECIFIED HEREIN. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION OF THE FACE HEREOF. NO WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTY OF MERCHANT ABILITY, SHALL BE IMPLIED.

Machine Serial #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

**Please provide machine serial number when ordering parts.**



# HEPA Dry Vack Kit Trouble Shooting Guide

For EBG-20/CV & EBG-28/CV models

- Always disconnect the power cord before servicing.
- Repairs should only be performed by an authorized service center.
- Always use HEPA Vac with dust skirt.
- HEPA filter, cloth bag, and microlined bag must be used at all times.
- Check HEPA filter, cloth bag, and microlined bag often for cleaning and replacement.
- Remove 3-way plug when using in a wet environment.
- Empty HEPA Vac before storing overnight.
- If HEPA Vac does not power up with machine, check the on/off switch at the base of the vacuum, and 3-way plug to ensure a good connection.

## PROBLEM: Loss of suction.

### CAUSE:

1. Cap is damaged.
2. Faulty vacuum motor.
3. Full paper filter bag.
4. Clogged hose or wand.
5. Loose or broken fan.

### SOLUTION:

1. Inspect and replace if needed.
2. Call manufacturer or service center.
3. Replace paper filter bag.
4. Remove obstruction.
5. Contact manufacturer or service center

## PROBLEM: Motor is not running.

### CAUSE:

1. Faulty ON/OFF switch.
2. Power cord defective
3. Loose connection or wiring.
4. Motor defective.
5. Blown fuse or tripped circuit breaker.

### SOLUTION:

1. Contact manufacturer or service center.
2. Contact manufacturer or service center.
3. Contact manufacturer or service center.
4. Contact manufacturer or service center.
5. Replace fuse or reset circuit breaker.

## PROBLEM: Dust blowing from vacuum when running.

### CAUSE:

1. Full paper filter bag.
2. Paper filter bag not installed properly.
3. Cloth filter bag dirty.
4. Cloth or paper filter bag is torn.

### SOLUTION:

1. Replace filter bag.
2. Reinstall or replace.
3. Clean cloth filter bag
4. Replace

**WARRANTY:** Lifetime on Body, 7-years on motor and electrical.

## Return Material Authorization (RMA) Procedure

It is the responsibility of an Authorized Service Center or Distributor with written authorization to ensure the equipment is repaired as soon as possible. Only Square Scrub®, authorized dealers or service centers (with written authorization) may make repairs or replace parts on this machine. All others do so at their own risk and expense, and will void the Square Scrub® warranty. The authorized distributor or service center must contact Square Scrub® at 800-557-6822 and follow standard RMA procedures. Prior to working on the machine or changing out parts, Square Scrub® must be contacted and provided written authorization to approve labor, replacement parts, etc.

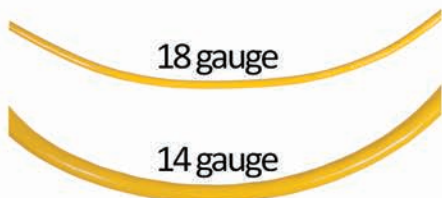
If the machine falls within the given warranty period, Distributor/Service Center will fill out an RMA/Warranty claim form. This form will serve as the repair order to replace defective parts and labor time approval.

DO NOT send parts/machines back to Square Scrub® without an RMA sheet and approval.

All defective parts must be returned to Square Scrub® (unless advised otherwise by Square Scrub®) with a copy of the RMA form for evaluation at the customer's expense. All warranty claims are subject to review by Square Scrub® to determine if warranty will be approved. No labor or parts will be covered if not previously approved by Square Scrub®. Any credit for parts/labor will only be issued upon evaluation and approval from Square Scrub®.

When warranty is approved, the Distributors/Service Centers account will be credited for the replacement part/labor. Square Scrub® will ship the warranted replacement part(s) to the distributor. If warranty is denied, the Distributor's account will not be credited for any parts sent on the claim.

**[www.squarescrub.com](http://www.squarescrub.com) / 800-557-6822**



**Power Cord**

- Do NOT operate equipment if AC power cord is cut, frayed, or ground is missing.
- Extension cords must be 10 gauge, and no longer than 25' (only use when necessary).

**Overused  
Blue Driver Pad**



**Driver Pad**

- Make certain driver pad is not worn, and is correctly placed.
- Inspect for wear/debris.
- Check every 15-30 minutes to maintain optimal performance.



**Excessive Noise**

**- Check the following areas & parts:**

- Switch box cover
- Wheels
- Tension handle
- Weight knobs & bolts
- Isolators
- Eccentric assembly
- Motor



**Troubleshooting**

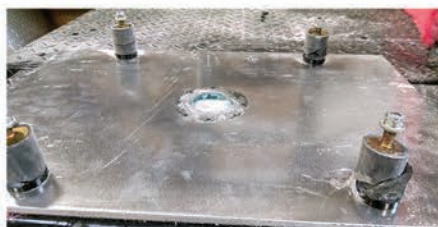
**- Machine will not start**

- not connected to power
- source Voltage too low
- Defective Switch
- Eccentric assembly is locked up.

**- Machine runs erratically**

- Low voltage from excessive length or undersized

# & Troubleshooting



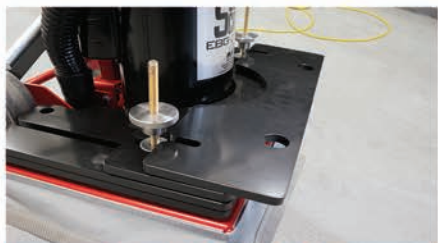
Isolators

- Replace Annually
- Also replace when worn
- Visually inspect every 30-40hrs of use, or if excessive noise is heard.



Grip Face

- Inspect grip face for wear.
- Remove debris from grip face daily.
- Store on a dry pad to prevent damage from chemical stripper use.
- Never operate, transport, or store the machine without a pad to protect the grip face.



Troubleshooting

- **Low input volts**  
Have voltage checked by electrician.
- **Worn Pad**  
Replace the pad. Never use a worn pad.
- **Rubber isolators worn out**  
Replace isolators
- **Removable weights not secured**  
Tighten knobs on removable weights.
- **Machine pulls hard to one side**  
Replace rubber isolators. Rotate driver pad 180°.



Maintenance

- Check HEPA vac hose and connections.
- Replace HEPA vac bags regularly.
- Clean away debris build-up around motor assembly, weights, and base plate.

For Customer Service call:

**800-557-6822**

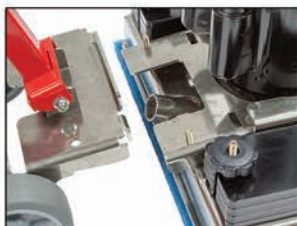
For literature & how-to videos visit:

**[www.squarescrub.com](http://www.squarescrub.com)**





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