

User Manual

MODEL NO. SE12

1500 PSI

2.3 GPM

Congratulations on the purchase of your new ACTIVE™ pressure washer. In order to ensure you have the best possible experience, please read through the following instructions.

IMPORTANT SAFETY INSTRUCTIONS, KEEP THIS INSTRUCTION MANUAL WITH MACHINE ALL TIME.

active



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Important Precautions

1. Important Precautions

IMPORTANT. RETAIN FOR FUTURE REFERENCE AND READ CAREFULLY!

Do not attempt to install or operate this device until you have read the safety instructions in this manual. Safety items throughout this manual are labelled with Danger, Warning, or Caution depending on the risk type.

Failure to follow or comply with the instruction manual in product set-up, usage or storage will void the warranty.

1.1 Definitions

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

✓!\ DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

/!\ WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



ATTENTION

Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.



→ IMPORTANT

Installation, operation, or maintenance information which is important but not hazard-related.

1.2 Safety Warnings

DANGER

To reduce the risk of fire, electric shock, explosion or injury to people, read the following:

- · This product is intended for domestic outdoor use only.
- The water spray must never be directed towards any electric wiring, devices, or directly towards the pressure washer itself, or fatal electric shock may occur.



- The pressure washer should not be used in areas where gas vapours may be present. An electric spark could cause an explosion or fire.
- Risk of explosion. When a combustible liquid is sprayed, there can be danger of fire or explosion, especially in a closed area. Therefore, do not spray flammable liquids. Do not use acids and solvents with this product either. These products can cause physical injuries to the operator and irreversible damage to the device.
- Risk of electric shock. Inspect the cord before using the device - do not use it if the cord is damaged.
- Risk of injury. Do not direct the water flow at people. The highpressure jet can be dangerous if misused, and therefore must not be directed at people, animals, electrical devices or the unit itself.



This device is capable of producing high pressure as rated in the Technical Specifications. To avoid rupture and injury, do not operate this machine with components rated less than the unit itself (including but not limited to spray guns, hose, and hose connections).





Important Precautions



1. Important Precautions (cont.)

1.2 Safety Warnings (cont.)

/!\ WARNING — INJECTION HAZARD

Equipment can cause serious injury if the spray penetrates the skin. Do not point the gun at anyone or any part of the body. In case of penetration, seek medical aid immediately.



!\ CAUTION — DETERGENTS

This device has been designed for use with detergents that are specifically approved for pressure washer use. The use of other cleaning detergents may affect the operation of the device and void the warranty.



/!\ CAUTION — SPRAY GUN

The spray gun kicks back, so hold it with both hands. The trigger gun safety lock prevents the trigger from being engaged accidentally. However, the safety feature DOES NOT lock the trigger in the ON position.

CAUTION — WATER CONNECTIONS

- For use with fresh and clean water only. Do not use this product with other liquids.
- The water supply system must be protected against backflow.
- Never use this product with water contaminated with solvents (e.g. paint thinners, gasoline, oil, etc.).
- Always prevent debris from being drawn into the product by using a clean water source and an additional water filter, if required.
- If this device is connected to a potable water system, the system must be protected against
- Suitable water temperature: from 5 to 40 °C (41 to 104 °F).

CAUTION — USE

- Learn how to stop the device and release the pressure quickly. Familiarize yourself with the
- Keep all connections dry and off the ground.
- Avoid accidental starts. Shut power OFF before connecting or disconnecting the power cord.
- Never carry the pressure washer by the cord.
- Do not pull on the cord to disconnect from the outlet.
- To allow for free air circulation, the pressure washer should not be covered during operation.
- Do not operate the product when tired or under the influence of alcohol or drugs.
- Do not stand on unstable surfaces. Stand with both feet balanced at all times.
- Keep the operating area clear of people and pets.

→ IMPORTANT — MAINTENANCE

- Any assembly, use or maintenance of the product must be carried out by adults only.
- Follow the maintenance instructions specified in the manual.
- If replacement of the power plug or cord is needed, use only identical replacement parts.
- Repairing and replacing parts should be done by an adult within the scope of Active documentation for product troubleshooting and maintenance.
- Before servicing, cleaning or removal of any parts, shut the power OFF and release the pressure.

IMPORTANT — GROUNDING

This product must be grounded. If it has a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded to meet all local codes and ordinances. The pressure washer is equipped with a stop device that senses when the trigger on the spray gun is released. It will open the power circuit to the motor and cause the pressure washer motor to stop. The motor will start again when the trigger is pulled.



Important Precautions / Safety Features and Electrical Information

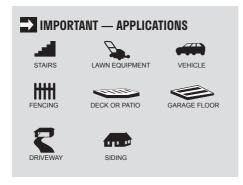
1. Important Precautions (cont.)

■ IMPORTANT — GROUNDING

DANGER - Improper connection of the quipmentgrounding conductor can result a ris of electrocution. Check with a quaified electrician or service personnel if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the product - if it will not fit the outlet, have a proper outlet installed by qualifed electrician. Do not sue any t ype of adaptor with this product.

1.3 Intended Application

This product is designed for residential and slight commercial applications. Do not modify or use this product for any application other than the one it was designed for. This equipment was not designed for complex industrial use. Please refer to the icons below for suggested applications.



2. Safety Features and Electrical Information

The pressure washer is equipped with a stop device that senses when the trigger on the spray gun is released. It will open the power circuit to the motor and cause the pressure washer motor to stop. The motor will start again when the trigger is pulled.

WARNING

 The pressure washer is also equipped with a main power ON/OFF switch. It should always be moved to the OFF position when the pressure washer is not being used to prevent possible injury or damage.

2.1 Extension Cords

If possible, do not use extension cords with this product. However, if you must use one, observe all warnings and instructions listed below:

⚠ CAUTION — USE A SUFFICIENT GAUGE

- Use only 3-wire extension cords that have 3-prong grounding-type plugs and 3-pole cord connectors that accept the plug from the product.
- Maximum cable length: 15 m (50"). Only use 14 AWG rated extension cords. Only use extension cords that have an electrical rating not less than the rating of the product (15 A).
- Do not use damaged extension cords. Examine the extension cord before using and replace it if damaged. Do not abuse extension cords and do not pull on any cord to disconnect the device.
- Keep cord away from heat and sharp edges.
- Always disconnect the extension cord from the power outlet before disconnecting the extension cord from the product.
- To reduce the risk of electric shock, keep all connections dry and off the ground. Do not touch the plug with wet hands.

IMPORTANT SAFETY INSTRUCTIONS, KEEP THIS INSTRUCTION MANUAL ALL TIME.



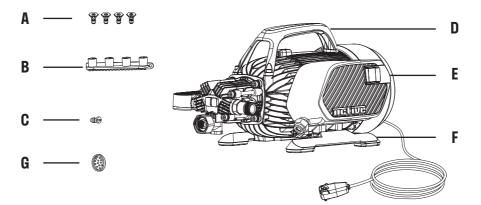




Exploded View / Parts List



3. Exploded View



4. Parts List

ltem#	Part Name	Qty.	Part #
А	Tips kit (4 pcs)	1	SE10-020-0004
В	Tip Holder	1	SE11-000-1200
С	1.45 mm Nozzle	1	SE10-020-0005
D	Metal handle	1	SE11-000-1300
E	AP 2.3	1	SE11-000-5100
F	Support feet	1	SE11-100-2000

ltem#	Part Name	Qty.	Part #
G	Water filter	1	Pre-attached on the machine
N/A	Clean needle	1	Included in user manual

^{*}The metal handle, support legs and water filter are pre-assembled by machine.



Assembly Instructions

5. Assembly Instructions

ATTENTION

This model of the Active 2.3 comes as a tool only option including the nozzles and foam cannon orifice only. The below setup steps for the hose, gun and lance are suggested steps hen setting up with your own accessories. The depicted accessories may not be included with the item you received.

5.1 Surface Preparation

Before beginning any cleaning task, it is important to inspect the area for objects that could create a hazard. Remove any objects from the work area that could be tripped over, such as toys or outdoor furniture. Ensure that all doors and windows are closed tightly.

5.2 Water Supply (Cold Water Only)

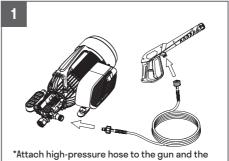
Only draw water through the unit. The device must be used with cold water supply only. The water hose must be at least 1/2" (13 mm) in diameter. The water flow rate must not fall below 4.8 GPM (18 LPM). The flow rate can be determined by running water for one minute into an empty container. The water supply temperature must not exceed 40 °C (104 °F).

5.3 Safety Advice

A CAUTION

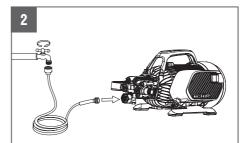
- Never use the pressure washer to draw in water contaminated with solvents (e.g. paint thinners, gasoline, oil, etc.).
- Dirt in the water inlet will damage the unit.
 To avoid this risk, we recommend checking the water filter (located inside the water inlet. To clean it out, refer to the Cleaning and Maintenance section).
- Always prevent debris from being drawn into the unit by using a clean water source and an additional accessory water filter, if required.
- To prolong the life of the unit, let it rest for 5 minutes after every 30 minutes of use.
- · Check to make sure you have all the parts.

5.4 Assembly



*Attach high-pressure hose to the gun and the pump outlet (Hand tighten only).

^{*}Accessories not included.



Connect to the garden hose to the inlet adaptor (Hand tigghten only).

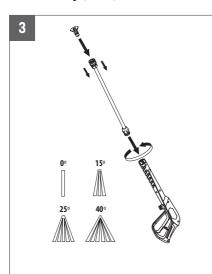


Assembly Instructions



5. Assembly Instructions (cont.)

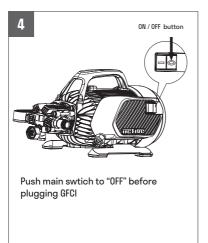
5.4 Assembly (cont.)

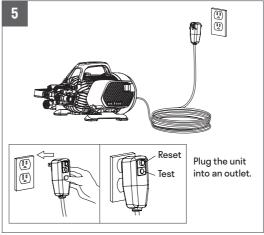


*To install tip, gently slide the collar back before inserting it, then release the collar to lock the tip.

Attach the desired spray tip to the wand. The spray tips are for the following purposes:

- **0° (Red):** For tough spots and grimes (e.g., concrete surfaces).
- **15° (Yellow):** For medium and heavy duty cleaning tasks (e.g., driveway).
- **25° (Green):** For general cleaning around the house (e.g., patios, patio furniture, decks, siding).
- **40° (White):** For light duty jobs (e.g., stucco walls, glossy surfaces).
- *Accessories not included.







Make sure your hands are dry. Plug the unit into an outlet.

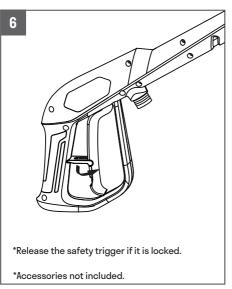


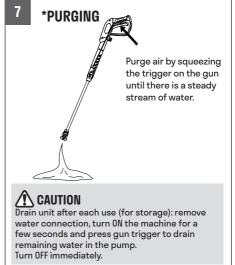


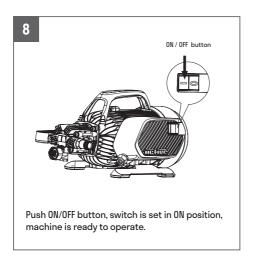
Assembly Instructions

5. Assembly Instructions (cont.)

5.4 Assembly (cont.)







Operating Instructions



6. Operating Instructions

6.1 Using With Aftermarket Foam Cannon

The Active 2.3 pressure washer is a high flow pressure washer meant to run under 15A. The use of aftermarket foam cannons equipped with a 1.1 or 1.25mm orifice will cause the unit to draw current in excess of 15A. Use of these nozzles may cause damage to the product over prolonged use and will void the warranty.

We have provided an aftermarket orifice rated at 1.45mm for use with foam cannons and the Active 2.3. (SE10-020-0005)

6.2 Shutting Down and Cleaning Up

1	Turn off water supply and disconnect the garden hose from the water inlet on the pressure washer.
2	Pull the trigger to release any remaining water pressure.
3	Set the ON/OFF switch to the OFF position.
4	Unplug the power cord from the outlet.
5	Engage the safety lock on the spray gun.

! WARNING

Turn off the water supply and pull the trigger to depressurize the device. Failure to do so might result in personal injury due to discharge of high-pressure water.

6.3 Taking Breaks

If taking a five minute or longer break while using the pressure washer:

1	Engage the safety lock on the spray gun.
2	Set the ON/OFF switch to the OFF position.
3	Unplug the power cord from the outlet.

6.4 Warnings

A CAUTION

Failure to clean this product properly will cause the detergent injection system to become clogged and inoperable.

WARNING

Never use:

- Bleach, chlorine products or other corrosive chemicals
- Liquids containing solvents

 (i.e., paint thinners, gasoline, oils, etc.)
- · Tri-sodium phosphate products
- · Ammonia products
- · Acid-based products

These chemicals will harm the unit and will damage the surface being cleaned.







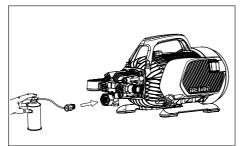
Winterizing



7. Winterizing and Long-Term Storage

7.1 Optimum Winterizing Procedure

Winterizing your pressure washer will help protect and prolong its life. We strongly recommend you follow the below steps using a Pressure Washer Antifreeze before storing for the winter. This will keep the internal parts lubricated, protected from rust, and prevents the pump from freezing.



- 1. Connect the Pump Saver to the inlet adaptor.
- 2. Depress button on top of the pump saver container.
- 3. Continue until fluid exits the pressure hose.
- 4. Remove the hose from pump inlet.

MARNING

Flush the pressure washer unit out with clear water before reusing. Anti-freeze can damage the paintwork and product, so you must ensure there is no anti-freeze left in product system before using it again.

7.2 Quick Winterizing Procedure

If you are unable to perform the optimum winterizing procedure, you can still protect your pressure washer from winter damage by doing the following:

- · Disconnect all water connections.
- Turn on the device for a few seconds, until the remaining water flows out of the pump. Turn the device off immediately after that.
- Do not allow the high-pressure hose to become kinked.
- Store the device and its accessories in a room that does not reach freezing temperatures. Do not store them near furnaces or other sources of heat, as that might dry out the pump seals.
- · Recommended: Pressure Washer Antifreeze.

A CAUTION

Drain any remaining water from the gun assembly. Aim the gun downwards and pull the trigger.

MARNING

Store the pressure washer unit in a location where temperature does not fall below 32°F (0°C) at all times. The pump in the machine is susceptible to damage if exposed to cold temperatures. FREEZE DAMAGE IS NOT COVERED BY THE WARRANTY.







Cleaning and Mentenance

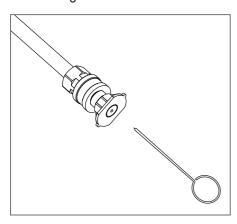


8. Cleaning and Maintenance

8.1 Connections

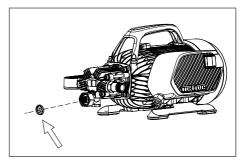
The connections on the pressure washer's hoses, gun, and spray wand should be cleaned and lubricated with non-water soluble grease regularly.

8.2 Cleaning the Nozzles



Clogging of the nozzle causes the pump pressure to be too high, making it necessary to clean the nozzle immediately. You can clean the nozzle by carefully inserting the cleaning needle or a thin, sharp instrument (i.e. paperclip) into the tip to clean out any deposits.

8.3 Water Filter Screen



The pressure washer is equipped with a water inlet screen to protect the pump. If the screen is not kept clean, the flow of water to the pressure washer will be restricted, and the pump may become damaged.

To clean the water inlet screen:

- Remove the filter screen from inside the inlet adaptor (the inlet adaptor comes pre-assembled to the machine).
 - Rinse the screen until it is free of debris and obstructions.
- Place the screen back to prevent foreign particles from entering the pump.

9. Technical Specifications

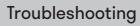
Peak pressure:	1500 PSI (10.3 MPa)
Rated pressure:	1100 PSI (7.6 MPa)
Power source requirement:	120 V / 60 Hz
Electric power cord:	35' (10.7m) 14 AWG
US GPM:	2.3 GPM
Current drawn:	14 A
Inlet water:	Cold tap water
Motor:	Induction
Pump:	Brass, direct-drive













10. Troubleshooting

Disconnect the device from the power source before making any repairs.

making any repairs.			
Problem	Cause	Solution	
	The device is in 0FF mode.	Push the ON/OFF button once to turn to the ON mode.	
	The power cord is not plugged in.	Plug in the power cord.	
The motor does not start.	The extension cord is too long. The extension cord is not the proper gauge. The extension cord is damaged.	If possible, we suggest plugging the 2.3 directly into an outlet. If you must use an extension cord, use a cord with either a 25' (7.6 m) 14/3 gauge cord or a 50' (15 m) 14/3 gauge cord.	
	The power outlet does not supply adequate power.	Connect this unit to a different outlet that can meet the 120V and 15A power requirements.	
	Tripped pressure washer circuit breaker.	Allow the device to cool, and then restart it.	
	The GFCI plug indicator light is not turning on / the GFCI plug is buzzing / the GFCI plug is very hot to touch	Replace the GFCI plug may need to be replaced with another compatible GFCI plug. To do so, call the Toll-free Hotline 1-844-777-455.	
	The garden hose is too small.	Replace it with a 1" (25 mm) or 5/8" (16 mm) garden hose.	
	Water supply is restricted.	Check the garden hose for kinks, leaks or blockage.	
	Not enough water supply.	Open water source fully.	
The device does not	The water inlet filter is clogged.	Remove the filter and rinse it with warm water.	
The device does not reach high pressures.	The pump is sucking air.	Check if all hoses and fittings are airtight. Turn the device to OFF mode, and purge the pump by pulling the trigger on the spray gun until a steady flow of water emerges through the nozzle.	
	Incompatible aftermarket accessories.	Use Active accessories or ensure aftermarket accessories meet specification. *For specifications (See page 17) or call the Toll-free Hotline 1-844-777-455.	
Output pressure fluctuates high and low.	Not enough inlet water supply.	Turn faucet on fully. Check garden hose for kinks, leaks or blockage.	
	The pump is sucking air.	Check if all hoses and fittings are airtight. Turn the device 0FF, and purge the pump by pulling the trigger on the spray gun until a steady flow of water emerges through the nozzle.	
	The water inlet filter is clogged.	Remove the filter and rinse it with warm water.	
	The discharge nozzle is obstructed.	Blow out or remove debris with a fine needle.	
	Calcified gun, hose, or power nozzle.	Run distilled vinegar through the detergent container.	







Troubleshooting



10. Troubleshooting

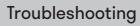
Disconnect the device from the power source before making any repairs.

Problem	Cause	Solution
Foam blaster is not	Detergent container is empty.	Add more detergent.
	Detergent bottle or suction tube not properly connected.	Check connections.
	Detergent is too thick.	Dilute detergent.
working.	The filter on the detergent suction tube is clogged.	Run warm water through the filter to remove build-up.
	Damaged or clogged detergent suction tube.	Remove obstruction or replace the detergent suction tube.
	The foam is too thin and runny.	Add more detergent
	Loose fittings.	Tighten fittings. Ensure that you are rotating the fastening nut, not the hose itself, to tighten.
	Missing/worn rubber washer.	Insert new washer.
	Garden hose does not have a standard 3/4" 11.5 TPI fitting.	Use a garden hose with a standard ¾" 11.5 TPI fitting.
The garden hose connection leaks.	The threads of the hose or pump inlet fastener are stripped.	Replace garden hose or pump inlet. To replace the pump inlet, call the Toll-free Hotline 1-844-777-455
	Use of plumber's tape (teflon tape).	Remove the tape. The inlet is designed to create a seal without tape, and tape can actually break the seal.
	Displaced washer.	Press the black rubber washer with the water filter mesh flush against the back of the inlet.
Spray wand, extension, or nozzle leaks.	The spray nozzle was not properly attached.	Ensure the quick-connect wand is attached securely. Ensure the project tip is clicked in securely.
	Broken 0-ring or plastic insert.	Call the Toll-free Hotline.
The pump is noisy.	The pump is sucking air.	Check if all hoses and fittings are airtight. Turn the device to OFF mode and purge the pump by pulling the trigger on the spray gun until a steady flow of water emerges through the nozzle.
	The water filter is clogged.	Remove the filter and rinse it with warm water.
Water leaks from the pump (up to 10 drops per minute is permissible).	Loose fittings.	Check if all fittings are tight.
	Water seals are damaged or worn.	Call the Toll-free Hotline.
0il is dripping.	0il seals are damaged or worn.	Call the Toll-free Hotline.











10. Troubleshooting

Disconnect the device from the power source before making any repairs.

Problem	Cause	Solution
Motor hums but fails to	Supply voltage below minimum.	Verify that only the pressure washer is running on this circuit.
	System has residual pressure.	Turn the device to OFF mode, pull the trigger on the spray gun to release pressure, and then turn the device back 0N.
run.	Voltage loss due to the extension cord.	Unplug any extension cords attached and plug the unit directly into the outlet.
	Residual friction among components. The device might hum.	Disconnect water supply and power 0N for 2 to 3 seconds. Repeat this procedure a few times, or until the motor starts.
No water coming out of the nozzle.	Water supply is OFF.	Turn on the water supply.
	Kink in the garden hose.	Remove the kink in the garden hose.
	There is a blockage in the system.	First, check the pump inlet for a blockage. If there is no blockage in or behind the water filter, connect the unit to a water supply and let the water flow. Then, remove components in the following order to isolate location of blockage: Nozzle > Wand > Gun > Hose. If a component is removed and the water starts to flow, that component has a blockage. If water does not flow when the hose has been removed, then the pump itself has a blockage and will need to be disassembled and cleaned. Call the Toll-Free Hotline for assistance.
Whether or not the gun trigger is being pulled, the motor runs continuously.	Use of a non-steel-braided hose.	Use a steel-braided hose.
	Water supply is restricted.	Check the garden hose, pump, and high- pressure hose for leaks, kinks, or blockage.
	Damaged microswitch box.	Call the Toll-free Hotline 1-844-777-4555.
	Damaged internal components.	Call the Toll-free Hotline 1-844-777-4555.







Troubleshooting



10. Troubleshooting

Disconnect the device from the power source before making any repairs.

Problem	Cause	Solution
	Use of a non-steel-braided hose.	Use a steel-braided hose.
Whether or not the gun trigger is being pulled,	Water supply is restricted.	Check the garden hose, pump, and high- pressure hose for leaks, kinks, or blockage.
the motor turns itself on and off more than three times per minute.	Damaged microswitch box.	Call the Toll-free Hotline 1-844-777-4555.
	Damaged internal components.	Call the Toll-free Hotline 1-844-777-4555.
When the gun trigger is pulled, power to the motor is delayed or intermittent.	Mineral buildup on the bypass valve.	Lubricate the bypass valve. For instructions, call the Toll-free Hotline 1-844-777-4555.
	Defective internal components.	Call the Toll-free Hotline 1-844-777-4555.

*Accessories specifications		
Pressure Hose	Ensure the pressure hose is steel braided rubber Ensure the hose is no greater than 100 ft in length. Ensure the hose has compatible M22-14mm connections. Ensure any quick connects used are M22-14mm compatible. Ensure the burst pressure of the hose exceeds the rating of the pressure washer (i.e. 1500psi)	
Gun and Wand	Ensure gun compatible with your hose and lance. Ensure connections match on both hose, gun and lance (i.e. both quick connect or both threaded)	
Nozzles	 Ensure the orifice size is between 4.5 and 6.0. This should be listed on the side of the the nozzle. 	
Foam cannon	The active 2.3 can operate with a variety of foam cannons however most aftermarket foam cannons come with an orifice size too small to function with the 2.3. Before using your new foam cannon, you will need to replace the included orifice for the 2.3 foam cannon nozzle.	

IF YOU ENCOUNTER ANY ADDITIONAL DIFFICULTIES NOT LISTED, VISIT OUR WEBSITE AT

www.activeproducts.com

OR CALL CUSTOMER SERVICE FOR HELP AT

1-844-777-4555





Warranty



11. Warranty

Limited Warranty Statement

This product is to be operated in compliance with the instructions in the operating guidelines. Failure to comply will result in denying warranty.

This warranty does not cover accidental damage, unreasonable use or use outside the scope of intended purpose, any changes made to the product (use of unauthorized accessories or spare parts), maloperation of the product (exceeding or not meeting electrical and input water requirements) and normal wear and tear like belts, chains and tine, use of improper detergents, freezing, neglect, or non-compliance with the operating Instructions.

The warranty does not cover loss of use or other consequential damages arising from any of the above, nor does it cover repairs made or attempted by unauthorized person.

Residential Application

This product is guaranteed to be free from defects in material and workmanship for **TW0(2) YEARS** for residential application from the date of its original purchase. If such a defect appears during the warranty period, upon presentation of proof of purchase and damage, the manufacturer will elect to either 1) Replace the product entirely or provide an appropriate part for replacement with guidance on repair (Note: Shipping costs may apply; No labor warranty) or 2) Refund the purchase price in full (within 30 day return window).

Commercial Application

This product is guaranteed to be free from defects in material and workmanship for **ONE(1) YEAR** for commercial application from the date of its original purchase. If such a defect appears during the warranty period, upon presentation of proof of purchase and damage, the manufacturer will elect to either provide an appropriate part for replacement with guidance on repair (Note: Shipping costs may apply; No labor warranty) or failure to repair, send a replacement product to the customer 2) Refund the purchase price in full (within 30 day return window).









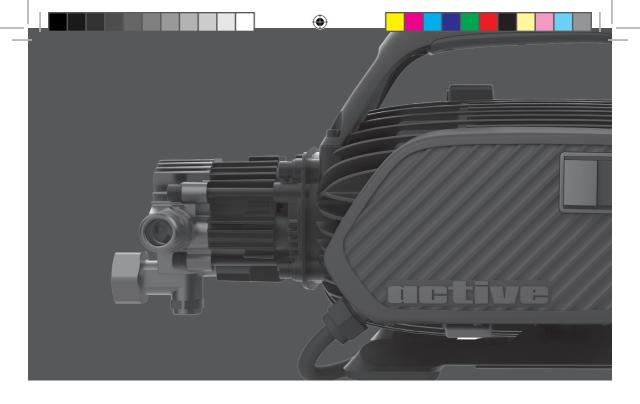














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