

105 bar (1500 psi)

11.3 L/min (3.0 GPM)

active

COMMERCIAL GRADE PRESSURE WASHER

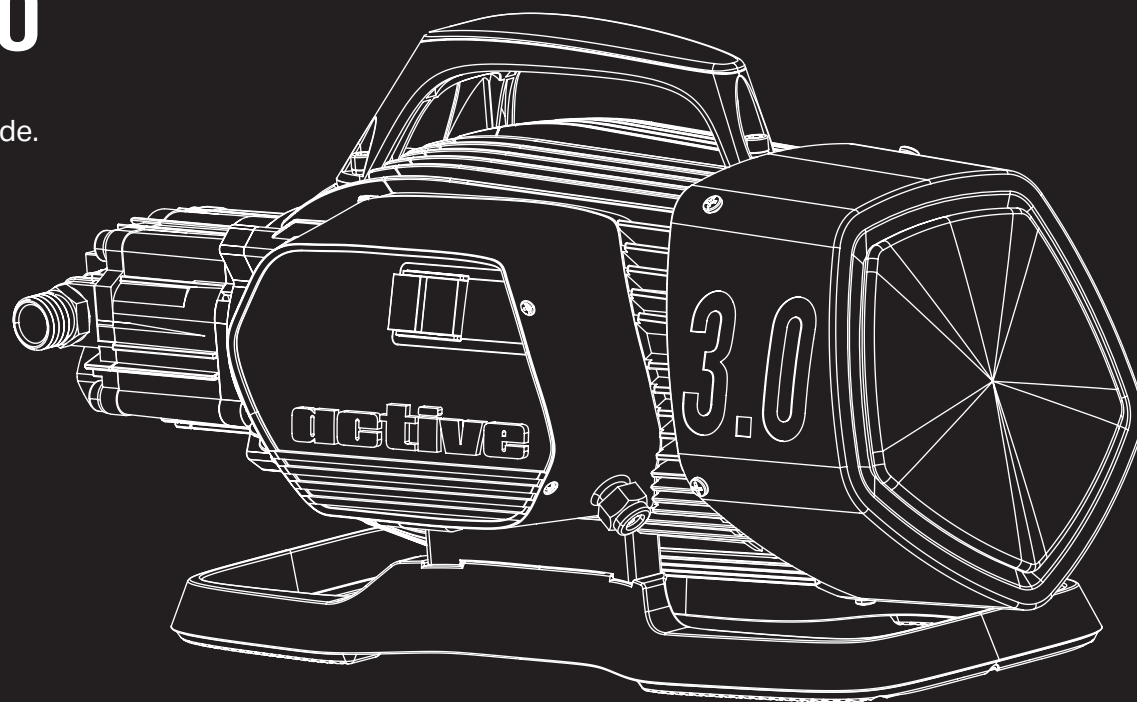
USER AND CARE GUIDE

Congratulations on the purchase of your new Active™ product. In order to ensure you have the best possible experience, please read and save these instructions.

3.0

Active™

Liberate your ride.



DIGITAL MANUAL & ADDITIONAL LANGUAGES

Scan the QR code to
access this in other
available languages.

➡ **KEEP THE ORIGINAL BOX, PACKAGING,
AND RECEIPT. BEFORE OPERATING THIS
UNIT, READ THE MANUAL THOROUGHLY
AND RETAIN IT FOR FUTURE REFERENCE.**

1. IMPORTANT PRECAUTIONS	3
1.1 Definitions	3
1.2 Safety Warnings	3
1.3 Intended Application	5
2. SAFETY FEATURES AND ELECTRICAL INFORMATION	5
2.1 Extension Cords	5
3. ASSEMBLY INSTRUCTIONS	6
3.1 Surface Preparation	6
3.2 Water Supply (Cold Water Only)	6
3.3 Safety Advice	6
3.4 Assembly Steps	6
4. OPERATING INSTRUCTIONS	9
4.1 Using With Aftermarket Foam Cannon	9
4.2 Shutting Down and Cleaning Up	9
4.3 Taking Breaks	9
4.4 Warnings	9
5. WINTERIZING AND LONG-TERM STORAGE	10
5.1 Optimum Winterizing Procedure	10
5.2 Storage	10
5.3 Removing From Storage	10
6. CLEANING AND MAINTENANCE	11
6.1 Connections	11
6.2 Cleaning the Nozzle	11
6.3 Water Filter Screen	11
6.4 Change Pump Oil	11
7. REGIONAL PLUG SPECIFICATIONS	12
8. UNIVERSAL TECHNICAL SPECIFICATIONS	13
9. REGIONAL TECHNICAL SPECIFICATIONS	13
10. TROUBLESHOOTING	14
11. WARRANTY	18

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.

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

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.
- To reduce the risk of injury, close supervision is necessary when a product is used near children.
- Know how to stop the product and bleed pressures quickly. Be thoroughly familiar with the controls.
- Stay alert – watch what you are doing.
- This Product Is Provided With A Ground Fault Circuit Interrupter Built Into The Power Cord Plug. If Replacement Of The Plug Or Cord Is Needed, Use Only Identical Replacement Parts.
- WARNING – Risk of Injection or Injury. Do Not Direct Discharge Stream At Persons.
- 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 high-pressure 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).

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 backflow.
- 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 controls.
- 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.

1. IMPORTANT PRECAUTIONS (CONT.)

1.2 Safety Warnings (CONT.)

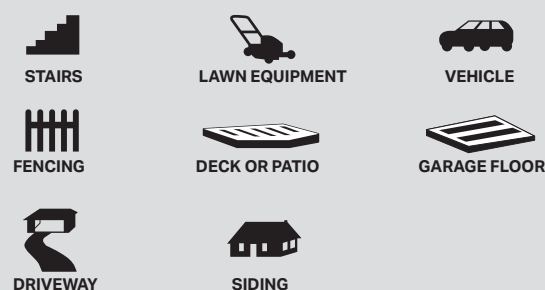
⚠ IMPORTANT – GROUNDING

- 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.
- 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 qualified electrician. Do not use any type of adaptor with this product.

1.3 Intended Application

This product is designed for residential and 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.

⚠ IMPORTANT – 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

- Extension cord specifications vary by country and region. Please refer to the "Regional Information" section (Page 13) for applicable requirements.
- Only use extension cords that are intended for outdoor use. These extension cords are identified by a marking that reads "Acceptable for use with outdoor appliances; store indoors while not in use."
- 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.

3. ASSEMBLY INSTRUCTIONS

***Assembly diagrams are intended for general reference only. Actual product appearance and components may vary by model and region.**

! ATTENTION

This model of the Active™ 3.0 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 when setting up with your own accessories. The depicted accessories may not be included with the item you received.

3.1 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.

3.2 Water Supply (Cold Water Only)

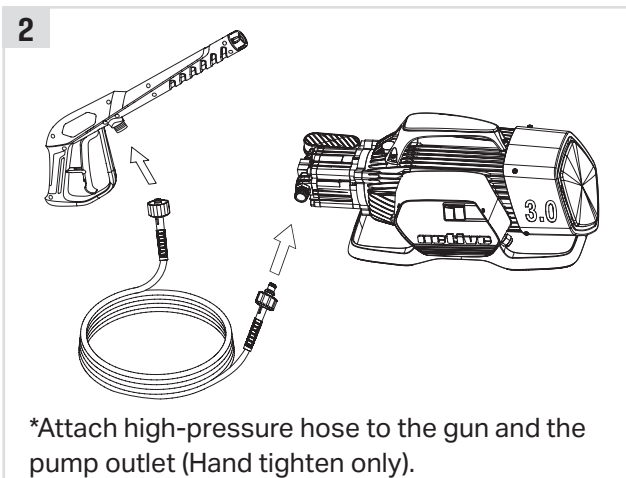
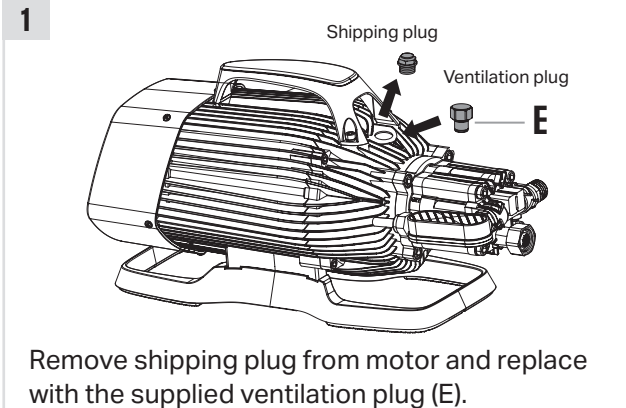
Only draw water through the unit. The device must be used with cold water supply only. The water hose must be at least 1/2" (13 mm) in diameter. The water flow rate must not fall below 3.4 GPM (13 LPM). The flow rate can be determined by running water for one minute into an empty container. The water supply temperature must not exceed 40 °C (104 °F).

3.3 Safety Advice

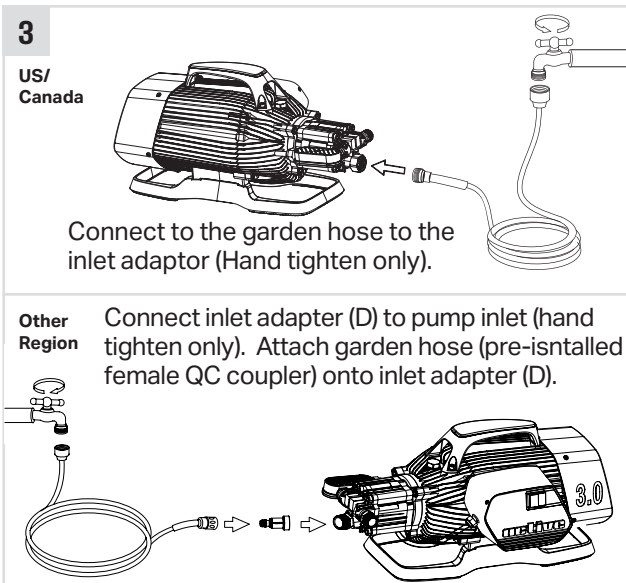
! CAUTION

- 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.

3.4 Assembly

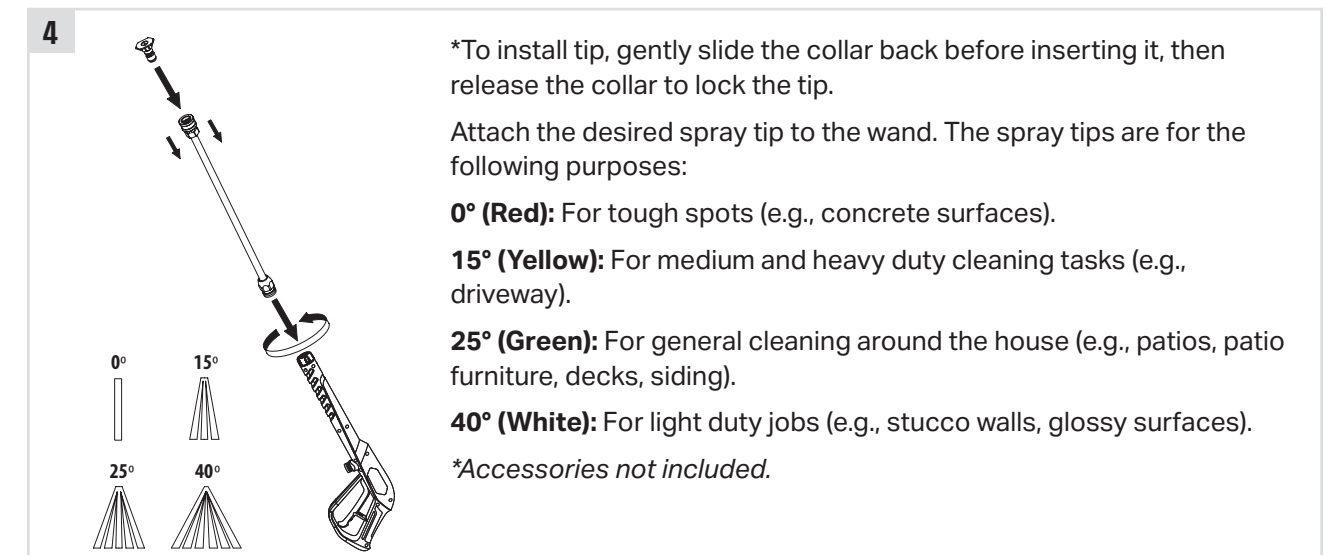


**Accessories not included.*



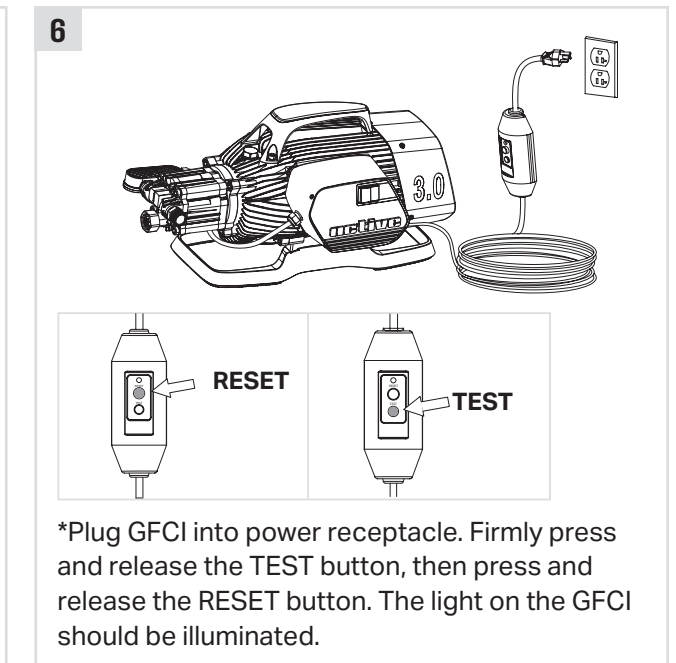
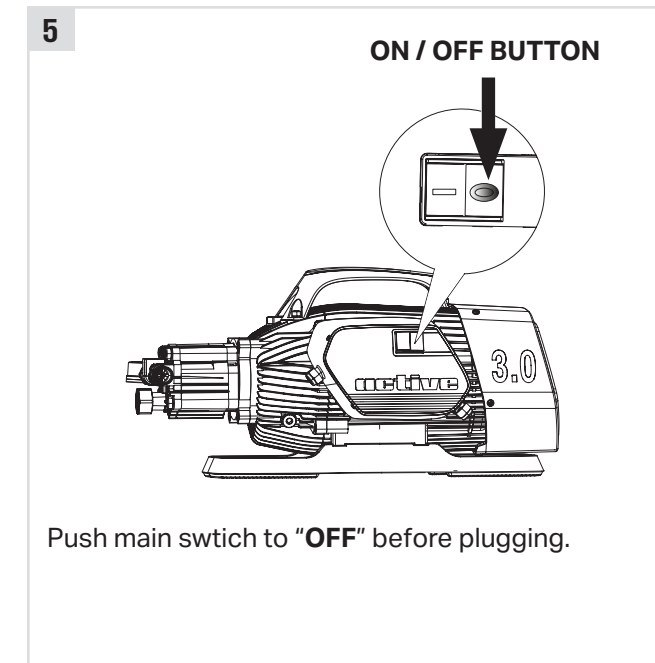
3. ASSEMBLY INSTRUCTIONS (CONT.)

3.4 Assembly (cont.)



! WARNING

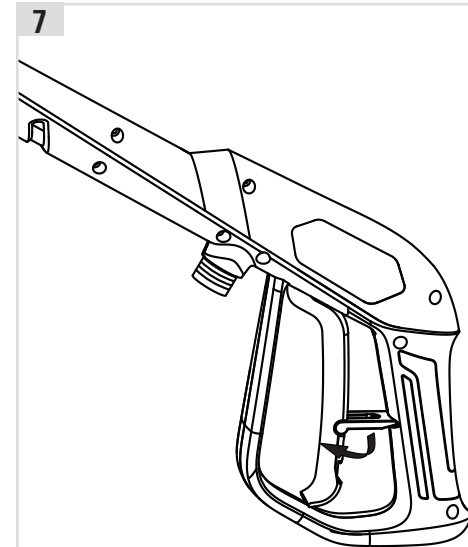
Make sure your hands are dry. Plug the unit into an outlet.



* The step is for USA & Canada Only. Plugs vary by country and region. Please refer to the "Regional Information" section (Page 12) for applicable requirements.

3. ASSEMBLY INSTRUCTIONS (CONT.)

3.4 Assembly (cont.)



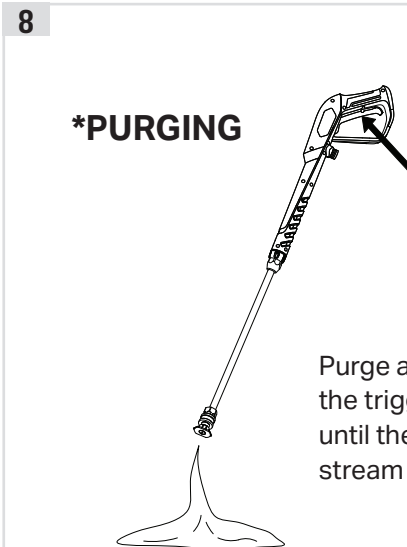
*Release the safety trigger if it is locked.

*Accessories not included.

! CAUTION

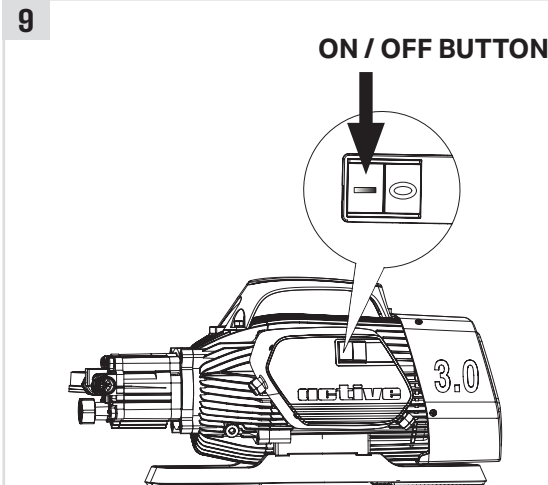
Drain unit after each use (for storage): remove water connection, turn ON the machine for a few seconds and press gun trigger to drain remaining water in the pump.

Turn OFF immediately.



***PURGING**

Purge air by squeezing the trigger on the gun until there is a steady stream of water.



Push main switch to "ON" and machine is ready to operate.

! WARNING

To operate machine the 1st time after long time storage, pulling the gun trigger while turning on switch ON to avoid high current impact to trip the breaker.

4. OPERATING INSTRUCTIONS

4.1 Using With Aftermarket Foam Cannon

The **Active™ 3.0 pressure washer** is a high flow pressure washer meant to run under **20A in a 110-120V circuit and 10A in a 230-240V circuit**. The use of aftermarket foam cannons equipped with a **1.1 or 1.25 mm orifice will cause the unit to draw current in excess of rated current of the 3.0 pressure washer**. 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 **1.65 mm** for use with foam cannons and the **Active™ 3.0**.

4.2 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.

4.3 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.

4.4 Warnings

! WARNING

Never use:

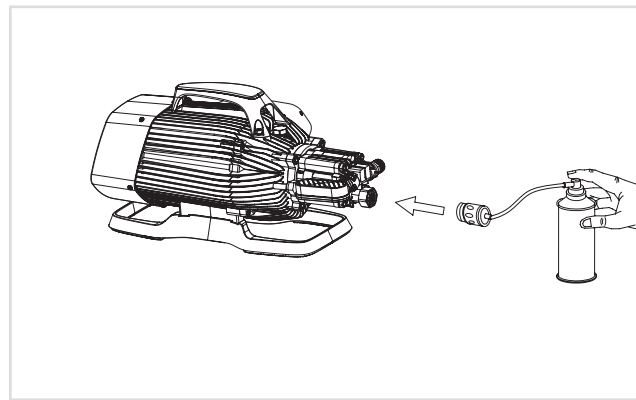
- Bleach, chlorine products or other corrosive chemicals
- Liquids containing solvents (i.e., paint thinners, gasoline, oils, etc.)
- Tri-sodium phosphate products
- Ammonia products
- Acid-based products

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

5. WINTERIZING AND LONG-TERM STORAGE

5.1 Optimum Winterizing Procedure

Winterizing your pressure washer will help protect and prolong its life. If exposed to freezing temperatures, pumps can crack if not prepared and stored correctly. It's important to remember that even warm regions often have a few cold nights each year. We strongly recommend you follow the below steps using Pump Saver (Pressure Washer Antifreeze) before storing for the winter. This will keep the internal parts lubricated, protected from rust, and prevents damage.



1. Disconnect garden hose from pump inlet.
2. Turn on the device for a few seconds and pull trigger, purging all remaining water from pump and hose. Turn the device off immediately after that.
3. Do not allow the high-pressure hose to become kinked.
4. Connect the Pump Saver (Pressure Washer Anti-Freeze) to the inlet adaptor.
5. Depress button on top of the Pump Saver container.
6. Continue until Pump Saver fluid exits the pressure hose.
7. Remove the Pump Saver canister from the pump inlet.

! WARNING

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.

5.2 Storage

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

- DO NOT store the device and its accessories in a space that reaches freezing temperatures (32°F, or 0°C), e.g., unheated garage, truck, or shed.
- DO NOT store them near furnaces or other sources of heat, as that might dry out the pump seals.

5.3 Removing From Storage

When using the pressure washer for the first time after winterization, with power off, flush out Pump Saver for 5 minutes before using pressure washer to prevent damage to paint or other surfaces.

! CAUTION

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

! WARNING

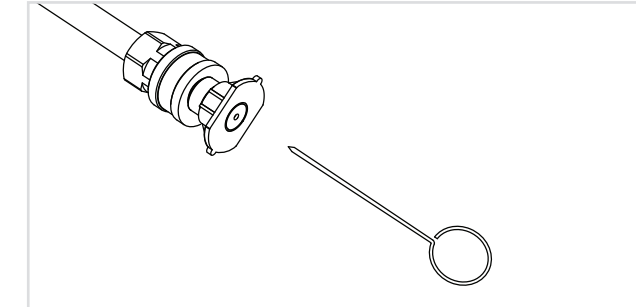
Store the pressure washer unit in a location where temperature does not fall below 32°F (0°C) at all times. The pump in the machine is susceptible to damage if exposed to cold temperatures. **FREEZE DAMAGE IS NOT COVERED BY THE WARRANTY.**

6. CLEANING AND MAINTENANCE

6.1 Connections

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

6.2 Cleaning the Nozzles

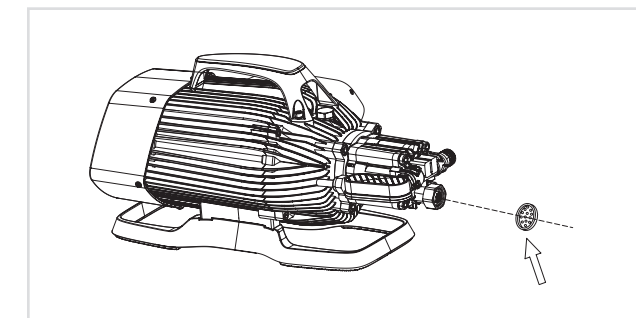


Clogging of the nozzle causes the pump pressure to be too high, making it necessary to clean the nozzle immediately. You can clean the nozzle by carefully inserting the cleaning needle or a thin, sharp instrument (i.e. paperclip) into the tip to clean out any deposits.

6.3 Water Filter Screen*

***This step is ONLY applicable for US & Canada.**

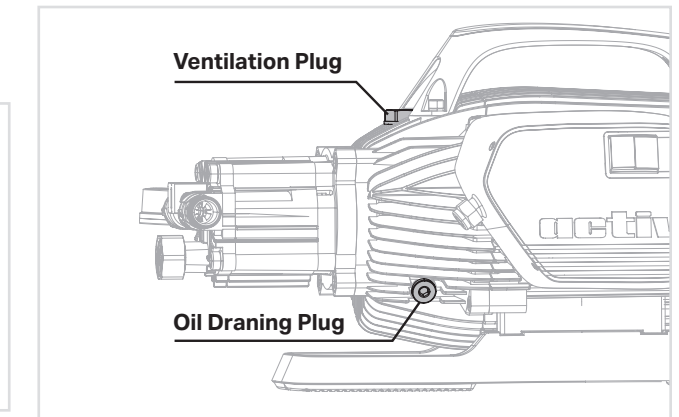
The pressure washer is equipped with a water inlet screen to protect the pump. If the screen is not kept clean, the flow of water to the pressure washer will be restricted, and the pump may become damaged.



- 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.

6.4 Change Pump Oil

The pump oil is recommended to be replaced after the first 25 hours of operation. After that, it should be replaced every 60 hours or every 6 months.



Replace Pump Oil Procedures:

- Place an oil container underneath machine.
- Remove ventilation plug, then oil draining plug.
- Once the oil has been completely drained, tighten oil draining plug.
- Fill **100 ml SAE 85W-90 oil** from oil filling opening, tighten ventilation plug.

7. REGIONAL PLUG SPECIFICATIONS

Region	Plug Description	Plug Line Art
US/Canada 20A 3-pin GFCI Plug & outlet	Plug the unit into an power outlet. *This appliance has a NEMA 5-20P protocol plug, with one blade at a right angle to the other. To reduce the risk of electric shock, this plug is intended to fit in a polarized 20A outlet only one way. If it does not fit your outlet, contact a qualified electrician. Do not attempt to defeat this safety feature.	
GROUND FAULT CIRCUIT INTERRUPTER PROTECTION This pressure washer is provided with a groundfault circuit-interrupter (GFCI) built into the plug of the power-supply cord. This device provides additional protection from the risk of electric shock. Should replacement of the plug or cord become necessary, use only identical replacement parts that include GFCI protection.		
Japan 3-pin Plug & outlet	Plug the unit into an power outlet.	
European Plug & outlet, grounded	Plug the unit into an power outlet.	
Australia 3-pin Plug & outlet	Plug the unit into an power outlet.	
UK/ Malaysia Plug & outlet	Plug the unit into an power outlet.	

8. UNIVERSAL TECHNICAL SPECIFICATIONS

*UNIVERSAL SPECIFICATIONS			
Peak pressure:	10.3 MPa (1500 psi)	Inlet water:	Cold tap water
Rated pressure:	7.0 MPa (1000 psi)	Motor:	Induction
US GPM:	11.3 L/Min (3.0 GPM)	Pump:	Brass, direct-drive
Generator warnings:	Different generator brands are equipped with varying failsafe systems, some of generators can cause the pressure washer trip or overload the generator. To properly power a commercial pressure washer long term, we suggest using the following formula when determining your generator's surge watts: AMPS × VOLTS × 3. To use the Active 3.0 as intended, we recommend at least: 7200 running watts.		

* Some Technical Specifications can vary based on region. Please refer to the "Regional Technical Specifications" section below for applicable requirements.

9. REGIONAL TECHNICAL SPECIFICATIONS

	US & CANADA	EUROPEAN	AUSTRILIA	UK & MALAYSIA	JAPAN
Power source requirement:	120 V / 60 Hz	220-240 V / 50 Hz	220-240 V / 50 Hz	220-240 V / 50 Hz	100 V / 60 Hz
Electric power cord:	10.7 m (35') 14 AWG	5 m (16.4')	5 m (16.4')	5 m (16.4')	5 m (16.4')
Current drawn:	18 A	10 A	10 A	10 A	18 A
Maximum Extension cord:	15 m (50') 14 AWG 20 A	10 m (30') H05VV-F 3x2.0 mm² 10 A	10 m (30') H05VV-F 3x2.0 mm² 10 A	10 m (30') H05VV-F 3x2.0 mm² 10 A	15 m (50') VCT 3x2.0 mm² 20 A

10. TROUBLESHOOTING

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

- If you are not able to identify the root cause of your issue, or if you need assistance with replacing a part, reach out to **support@active products.com** or your local distributor.
- Repair and troubleshooting guides for most issues are available on the **Active Products Inc. YouTube channel (@ACTIVEPRODUCTS)**
- Replacement parts are available to North American customers for purchase online via Active's Part Store.

Problem	Cause	Solution
The motor does not start.	The device is in OFF 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 extension cord is too long. The extension cord is not the proper gauge. The extension cord is damaged.	If possible, we suggest plugging the power cord directly into an outlet. If you must use an extension cord, use a cord with either a 33' (10m) 14/3 gauge cord or 50' (15m) 12/3 gague cord.
	The power outlet does not supply adequate power.	Try connecting this unit to another dedicated outlet that can meet the power requirements for your region (See page 13: Regional Technical Specifications)
	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.	The GFCI plug may need to be replaced with another compatible plug.
	Tripping the circuit breaker.	Clean your nozzles completely before reconnecting your unit. Utilize the OEM nozzles provided.
	Excess pressure built up in pump.	Pull trigger to release the excess pressure. Turn ON unit.
	The microswitch terminals are burned.	Replace the microswitch. Refer to your local distributor to source a replacement microswitch.
The device does not reach high pressures.	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 water inlet filter is clogged.	Remove the filter and rinse it with warm water.
	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 16).

10. TROUBLESHOOTING

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

Problem	Cause	Solution
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 OFF, 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.
The garden hose connection leaks.	Calcified gun, hose, or power nozzle.	Run distilled vinegar through the detergent container.
	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 ¾" 11.5 TPI fitting.	Use a garden hose with a standard ¾" 11.5 TPI fitting.
	The threads of the hose or pump inlet fastener are stripped.	Replace garden hose or pump inlet.
	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 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 O-ring or plastic insert.	Replace the part.
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.	Replace the water seals.

10. TROUBLESHOOTING

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

Problem	Cause	Solution
Oil is dripping.	Oil seals are damaged or worn.	Replace the oil seals.
Motor hums but fails to run.	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 ON.
	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 ON 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.	Replace the microswitch.
	Stuck bypass valve.	Lubricate the bypass valve with silicon-based grease.
Whether or not the gun trigger is being pulled, the motor turns itself on and off more than three times per minute.	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.	Replace the microswitch.
	Stuck bypass valve.	Lubricate the bypass valve with silicon-based grease.
When the gun trigger is pulled, power to the motor is delayed or intermittent.	Stuck bypass valve.	Lubricate the bypass valve with silicon-based grease.



10. TROUBLESHOOTING

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

*Accessories specifications	
Pressure Hose	• Ensure the pressure hose is steel braided and has a minimum internal diameter of 5/16". Please do not use 1/4" hoses with the 3.0. • Ensure the hose is no greater than 100 ft (30m) in length . • Ensure the hose has compatible M22-14mm connections . • Ensure any quick connects used are M22-14mm compatible .
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 6.5. • The nozzle size is listed on the side of the nozzle as the final two numbers in a 5-number code, e.g., 45063 is size 6.3.
Foam cannon	• The Active™ 3.0 is a high water flow unit and required a larger orifice 1.65 mm for thick foaming capabilities. Please refrain from using < 1.65mm orifices which will cause pressure washer to draw excessive current and damage the motor.

11. WARRANTY

Limited Warranty Statement

Active pressure washers are designed to be easily maintained and repaired by our customers with basic tools. As such, Active warranties are structured with the expectation that customers will carry out necessary troubleshooting, part replacements, and repairs with the guidance of Active’s support team as an ordinary part of warranty service. This is core to our philosophy: empowering our users, reducing the carbon footprint of heavy freight, and minimizing unnecessary waste.

The following product issues are not covered under warranty:

- Unreasonable use or use outside the scope of the product’s intended purpose
- Damage from ignoring the storage and operational instructions (e.g., freezing)
- Damage caused by use of unauthorized parts, accessories, or modifications
- Set-ups incompatible with the product’s or electrical or water requirements
- Normal wear and tear like surface scuffs or mineral and sediment deposits
- Degradation of consumable components like rubber gaskets and filters
- Use of improper detergents or other chemical agents
- Accidental damage

The warranty does not provide insurance for costs incurred due to loss of use, costs associated with unauthorized repairs, or any other consequential damages.

This warranty is non-transferable and applies only to the original purchaser. The warranty terms are applied based on the date of purchase on the original proof of purchase (POP). Valid POP from an authorized retailer along with the product serial number (SN) are required to initiate the warranty claim.



Scan this QR to view your product’s full warranty terms.



Scan this QR to contact Active’s support team in your region.

* To register your unit and initiate a claim, please be prepared to share your POP, SN, name, phone number, email, and shipping address.

NOTES

 3.0

Active™.
Liberate your ride.

activeproducts.com

active