

DAPPER

User Manual

Dapper Commercial Carpet Extractor

Model: DP-HCE1215



For any service-related issues,

Please contact us: Phone Number: 718-301-8243

Email address: support@dapper-supply.com

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Safety

Grounding Requirements

This machine must be grounded at all times. Proper grounding provides a path of least resistance in the event of an electrical malfunction, reducing the risk of electric shock. The machine is equipped with dual power cords that include an equipment-grounding conductor and a grounding plug. Plug each cord into a properly installed, grounded outlet that complies with all applicable local codes.

DANGER: Do not remove the grounding pin from the plug. If the grounding pin is missing or damaged, replace the plug before use. Improper grounding can result in severe electric shock or death.

This machine is rated for a nominal 120V circuit. Do not use extension cords. The green (or green-yellow) wire in the cord is the grounding wire — when replacing a plug, this wire must connect only to the grounding pin.

NOTE: Grounding adapters are not approved for use in Canada.

Parts, Service, and Name Plate

For repairs, always use Dapper Supply original replacement parts. Contact an authorized Dapper Supply Service Center for service needs. The model number plate is located on the lower rear of the machine near the leakage protector — record it here for future reference.

Unpacking

When the machine arrives, carefully inspect both the shipping carton and the machine for damage. If any damage is evident, retain the carton and contact the carrier immediately to file a freight claim.

Warning Symbol Definitions

Dapper Supply uses the following symbols throughout this manual to identify potentially hazardous conditions:

DANGER: Immediate hazard that will cause severe personal injury or death.

WARNING: Situation that could cause severe personal injury.

CAUTION: Situation that could cause minor personal injury or property damage.

Safety Rules

- To reduce the risk of fire, electric shock, or injury, observe the following rules at all times:
- Read all instructions before using this machine.
- Use only as described in this manual. Use only manufacturer-recommended attachments.
- Always unplug the power cord from the electrical outlet before making any adjustments or performing repairs.
- Never unplug by pulling on the cord. Grasp the plug firmly and pull straight out of the outlet.

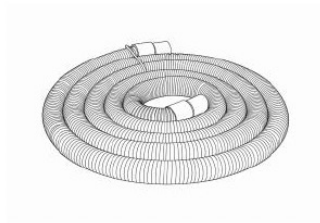
- Do not pull, carry, or drag the machine by its power cord. Do not pinch the cord in a door or route it around sharp edges or corners.
- Do not run the machine over its own power cord. Keep the cord away from hot surfaces.
- Do not use the machine with a damaged cord or plug. Repair or replace immediately if damage is found.
- Do not use outdoors or on wet surfaces or standing water.
- Always unplug or disconnect from power when the machine is not in use.
- Do not allow this machine to be used as a toy. Exercise close supervision when used by or near children.
- Do not use in areas where flammable or combustible materials are present.
- Do not expose the unit to harsh weather. Temperatures below freezing can damage internal components and void the warranty.
- Use only the designated handles to move and lift the machine. Do not use hoses or other components as handles.
- Do not pull the machine by its hoses. Always use the appropriate handles.
- Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts.
- Use extra caution when operating on stairs.
- Do not use this machine with a solid-state speed control device — this creates a risk of fire or electric shock.
- Confirm that the voltage and frequency on the name plate match the wall outlet supply voltage before plugging in.
- When cleaning and servicing the machine, comply with all local and national regulations governing the safe disposal of liquids that may contain chemicals, grease, oil, acids, alkalies, or other hazardous substances.
- Do not leave the machine operating unattended.

Parts List

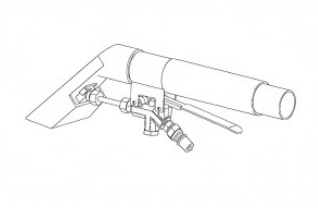
What's in the Box

The following items are included with the DP-HCE1215:

1. 32 ft x 2 Vacuum Hose
2. 32 ft Solution Hose
3. Upholstery Cleaning Tool
4. 2x 14 AWG Double Power Cables
5. Filter Bag
6. Water Fill Hose with Quick Connect



32' x 2 Vacuum Hose



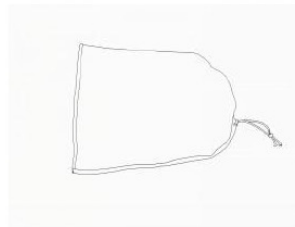
Upholstery Tool



32' Solution Hose



2x14AwgDouble Cables

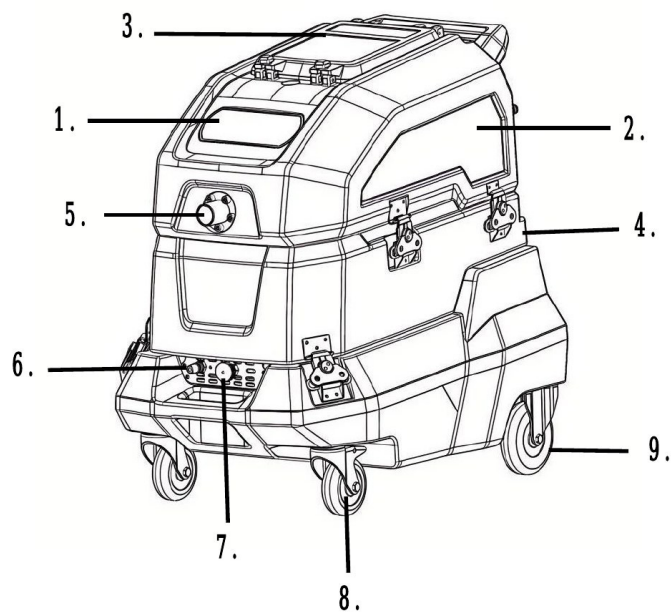


Filter Bag



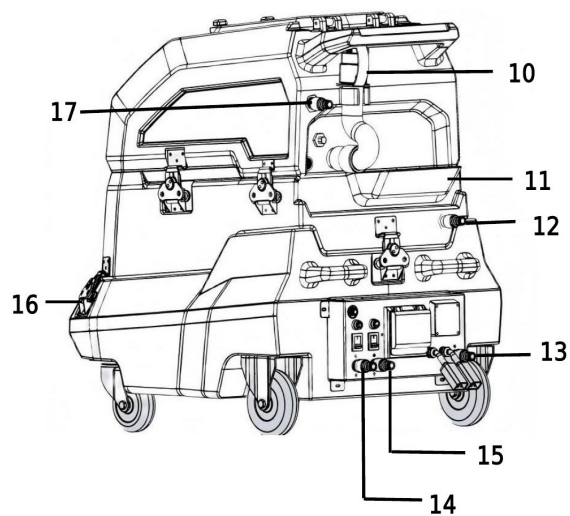
Connect the water hose

Front View — Component Identification



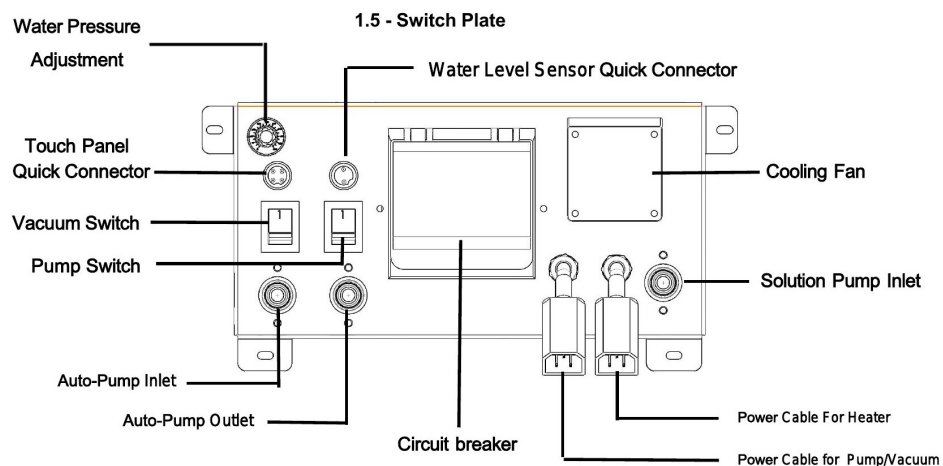
1	Touch Screen / Control Panel
2	Recovery Tank
3	Recovery Tank Lid
4	Solution Tank
5	Suction Inlet
6	Brass Quick Connect (solution outlet)
7	Water Flow Valve
8	4 Caster Wheels (front)
9	10 Drive Wheels (rear)

Rear View — Component Identification



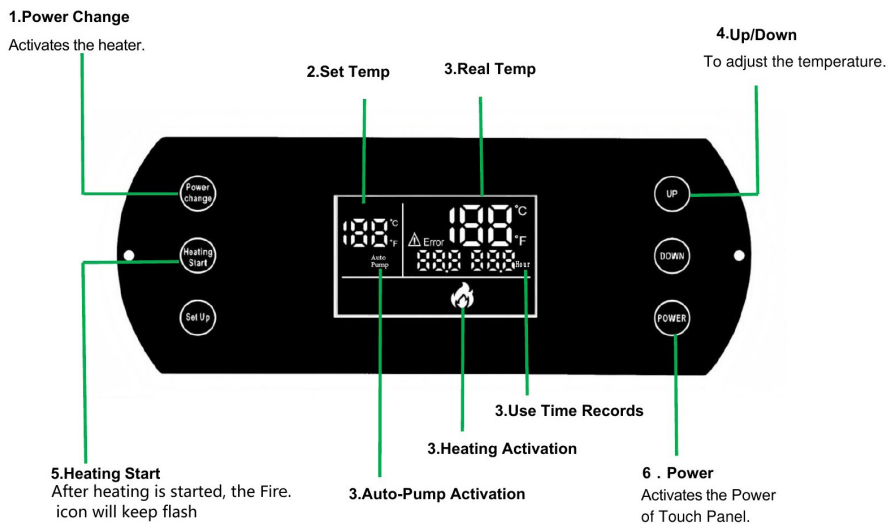
10	Recovery Tank Drain Hose
11	Solution Tank Opening (fill port)
12	Solution Tank Water Outlet
13	Solution Pump Inlet
14	Auto-Pump Inlet
15	Auto-Pump Outlet
16	Recovery Tank Outlet (feeds Auto-Pump Inlet)
17	Butterfly Lock

Switch Plate and Touch Panel



- Switch plate controls (left side):
- **Water Pressure Adjustment Knob:** sets solution pump output pressure
- **Touch Panel Quick Connector:** connects the touch screen cable
- **Vacuum Switch:** turns vacuum motor on/off
- **Pump Switch:** turns solution pump on/off
- **Auto-Pump Inlet / Auto-Pump Outlet:** connects the auto-discharge pump hose
- **Circuit Breaker:** protects the electrical circuit; reset if tripped
- **Solution Pump Inlet:** solution line connection
- **Cooling Fan:** always verify the fan is running before operating
- Water Level Sensor Quick Connector
- Power Cable for Heater / Power Cable for Pump & Vacuum

Touch panel functions:



Power Change (1): Activates the heater power mode

Set Temp (2): Displays the target temperature set point

Real Temp (3): Displays current water temperature, use-time records, heating activation status, and auto-pump activation status

Up / Down (4): Adjusts the target temperature setting

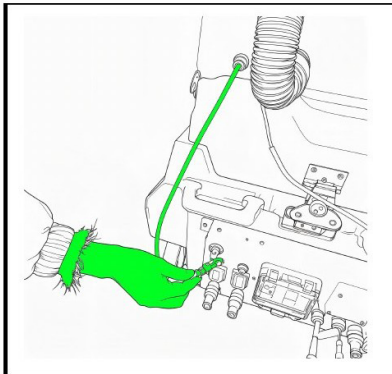
Heating Start (5): Starts the heater; the flame icon flashes while heating is active

Power (6): Activates the touch panel display

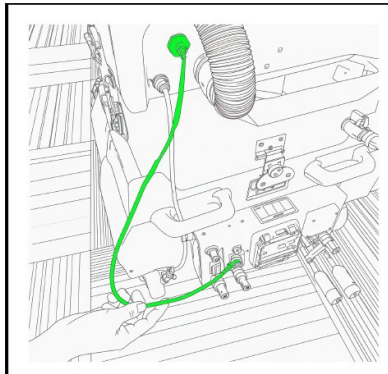
Machine Operation

Installing the Touch Panel Cable and Opening the Valve

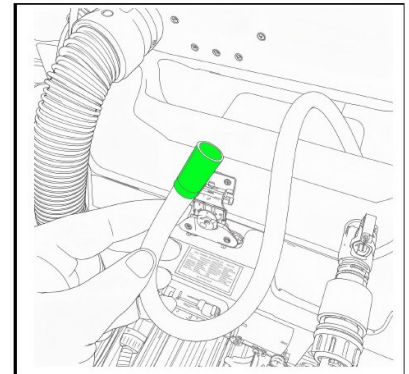
Before each use, connect the touch panel cable and water level sensor, and verify the solution valve is in the open position.



Installing the cable of Touch Panel

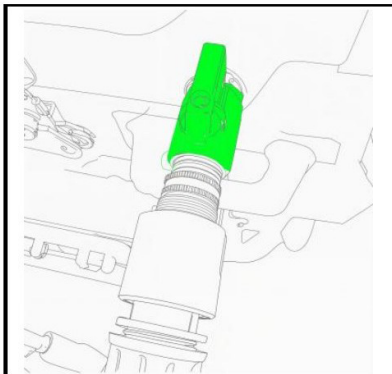


Connecting the water level sensor

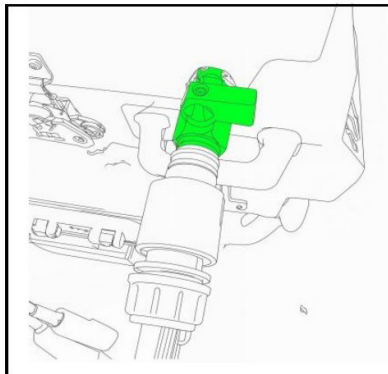


Metal Filter

(If machine discharging water, check if the filter end is clogged)



Valve Open



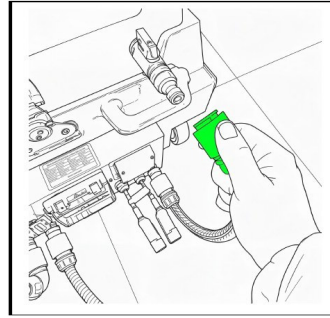
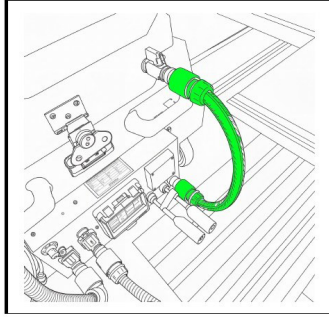
Valve closed

Metal filter: If the machine is discharging water unexpectedly, check whether the metal filter at the valve end is clogged and clear it if necessary.

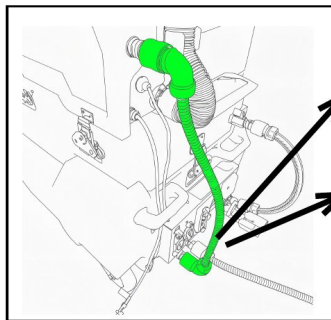
Valve open: Turn the valve handle to the open position before operating.

Valve closed: Close the valve when the machine is not in use or before transporting.

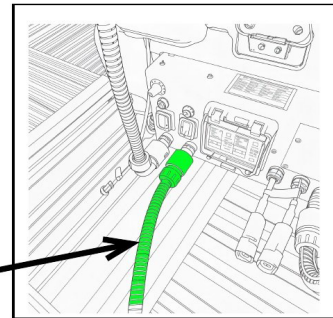
Connecting Water Hoses to the Solution Tank



2.3 - Installing Auto-Pump Hose for Recovery Tank



1. Do not Disassemble the water Hose and connector when vacuum motor working
2. The water In the Recovery Tank will be discharged countiously when the cable with 2 Pins quick connectors are installed!
3. The outlet hose could be extend to an bucket back of the machine or sewer



Connecting the solution hose:

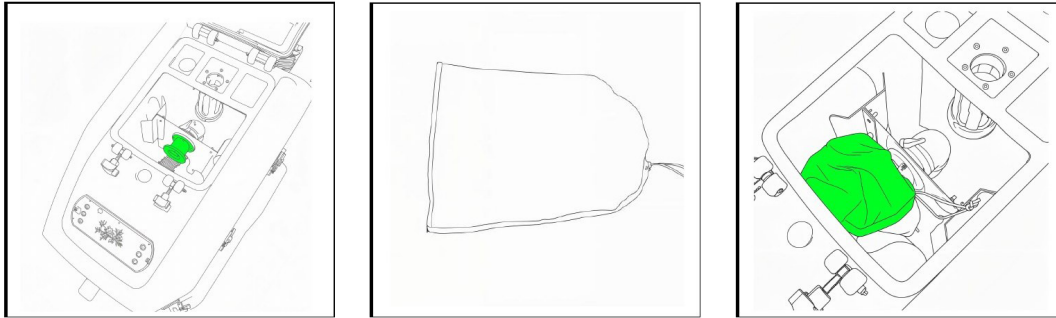
1. Attach the solution hose from the cleaning tool to the brass quick connect on the front of the machine (Fig. 2-2).
2. Verify all connections are seated firmly before starting the pump.

Installing the Auto-Pump Hose for Continuous Recovery Tank Drainage

CAUTION: Do not disconnect the auto-pump hose or its connector while the vacuum motor is running — this can damage the pump and flood the work area.

1. Connect the auto-pump hose between the Recovery Tank Outlet (port 16) and the Auto-Pump Inlet (port 14).
2. Connect the Auto-Pump Outlet (port 15) to a discharge hose routed into a drain bucket or floor drain.
3. Once the 2-pin quick connector is installed, the recovery tank will drain automatically and continuously during operation.
4. The outlet hose can be extended to a bucket behind the machine or directed to a sewer drain.

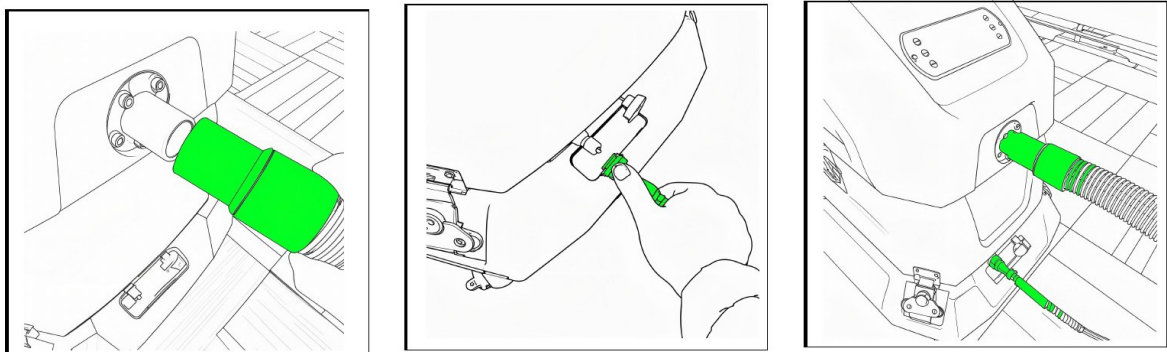
Installing the Filter Bag



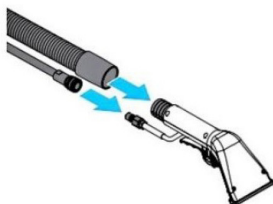
1. Open the recovery tank lid.
2. Insert the filter bag over the vacuum inlet standpipe inside the tank, seating the opening securely around the standpipe collar.
3. Verify the bag is fully unfolded and seated flat against the tank walls before closing the lid.

NOTE: Always install the filter bag before operating. Running without it allows debris to enter the vacuum motor, causing damage not covered under warranty.

Connecting Hoses and Cleaning Tools



CAUTION



1. Push the vacuum hose end into the suction inlet on the front of the machine until it clicks and locks.
2. Connect the solution hose quick connect to the brass fitting on the machine.

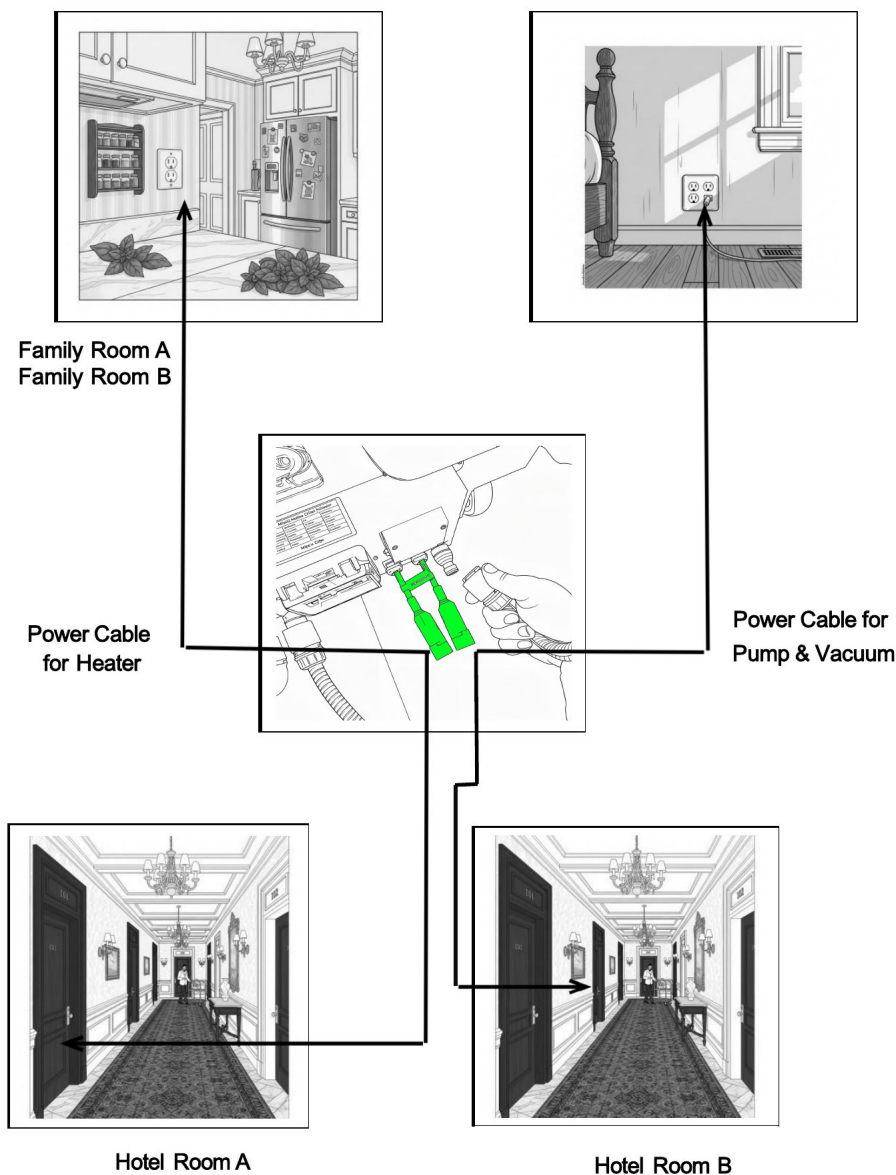
3. Connect the opposite ends of both hoses to the cleaning tool or upholstery tool.

CAUTION: Use only low-foam or no-foam detergent/shampoo. Excessive foam buildup inside the recovery tank will void the warranty.

CAUTION: Empty the recovery tank every time you refill the solution tank to prevent the recovery tank from overfilling and flooding.

Running Dual Power Cables to Separate Rooms

The DP-HCE1215 requires two separate 115V / 20A circuits — one for the heater and one for the pump and vacuum. For long-reach jobs, these can be plugged into outlets in two different rooms to stay within cord reach.

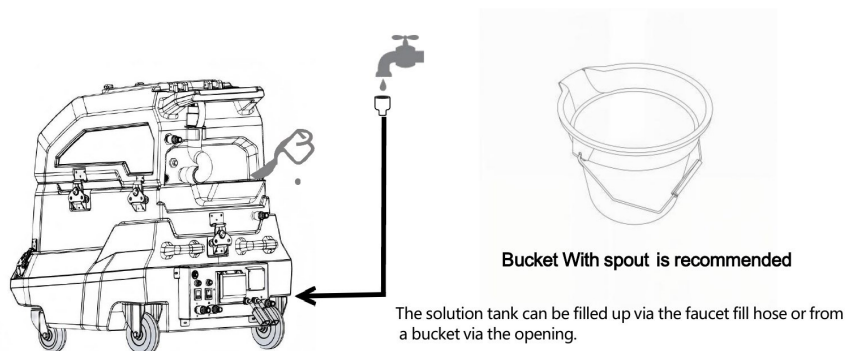


Heater cable: Plug into the outlet in Room A (or the room nearest the machine).

Pump & vacuum cable: Plug into the outlet in Room B (or the adjacent room).

CAUTION: Both outlets must be dedicated 20A grounded circuits. Do not use power strips, extension cords, or share circuits with other high-draw appliances.

Filling the Solution Tank:



The solution tank (8 gallon capacity) can be filled in two ways:

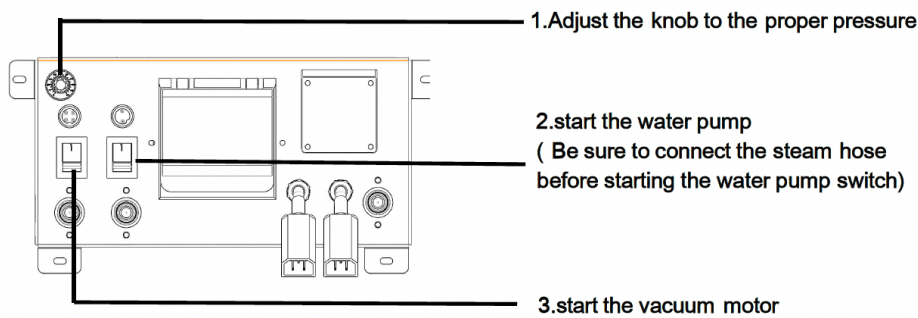
Faucet fill hose: Connect the included water fill hose to a faucet and route the other end to the solution tank opening (port 11) on the rear of the machine.

Bucket: Pour water directly through the solution tank opening using a bucket with a spout for control. A bucket with a pour spout is recommended.

Add only approved, low-foam or no-foam carpet cleaning solution at the dilution ratio specified by the detergent manufacturer.

Starting the Machine — Correct Startup Sequence

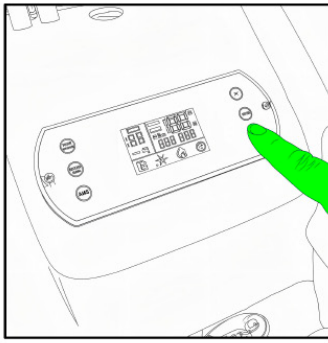
IMPORTANT: Always follow this startup order to prevent vapor lock in the pump and heater.



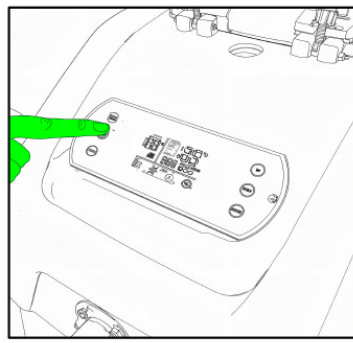
1. Adjust the water pressure knob to the desired setting.
2. Turn on the pump switch. Make sure the solution hose is connected to the cleaning tool before starting the pump.
3. Pull the trigger on the cleaning tool to release trapped air from the solution line. Hold the trigger until a steady, uninterrupted flow of water exits the wand.
4. Once the pump is primed and pressure is established in the solution line, press Heating Start on the touch panel and allow several minutes for the water to reach operating temperature.
5. When the water has reached temperature, turn on the vacuum switch and begin cleaning.

NOTE: When cleaning upholstery, always check the fabric manufacturer's care instructions before applying heat or solution.

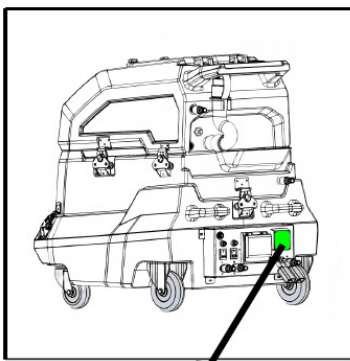
Verifying Power — Pre-Operation Checks



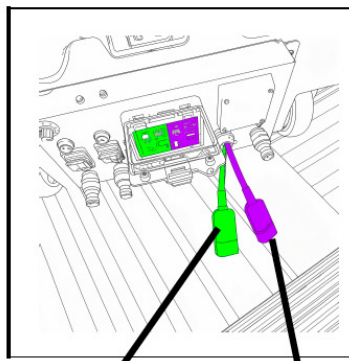
1. Turn on the touch screen



2. Touch the heating switch

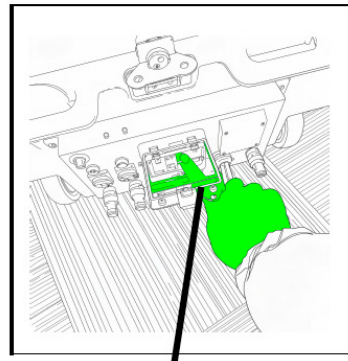


cooling fan



Heater Cable

Touch panel /Vacuum
Pump Cord



Test Button

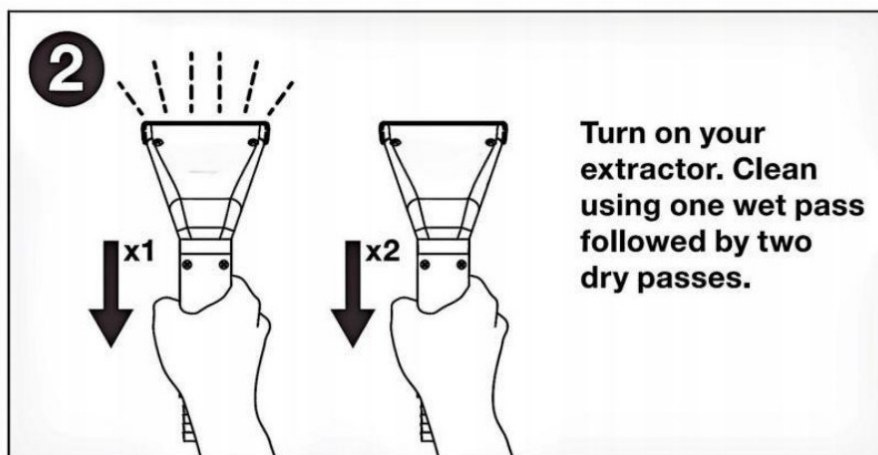
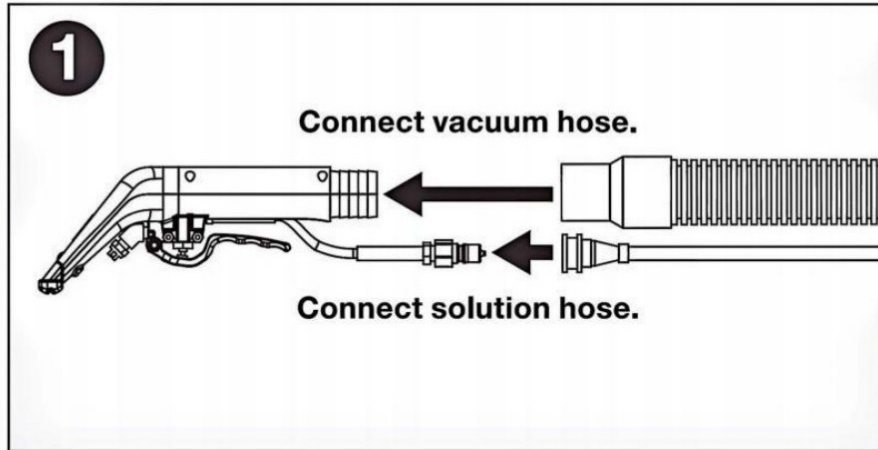
Cooling fan: Before starting work, confirm the cooling fan is running by listening for fan noise. The machine must not operate with a damaged or non-running fan — stop work and replace the fan before continuing.

Heater: If the heater will not start, confirm the Heating Start button is engaged and that neither leakage protector has tripped.

Leakage protectors: Press the small TEST button on each leakage protector. The protector should trip immediately. If it does not trip, the circuit may be energized — do not use that outlet.

Power cables: Use only the supplied 14 AWG cords connected directly to wall outlets. Do not use non-rated power strips or extension cords.

Cleaning Procedure — Carpet and Upholstery



For best cleaning results:

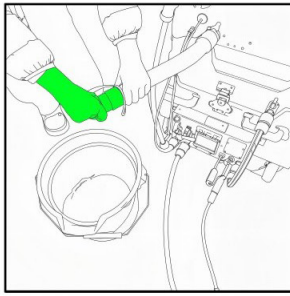
One wet pass: Pull the trigger on the cleaning tool and make one slow pass over the surface, injecting heated solution into the carpet or fabric.

Two dry passes: Release the trigger and make two additional passes without spraying, extracting as much moisture as possible. This prevents over-wetting and keeps solution temperature higher.

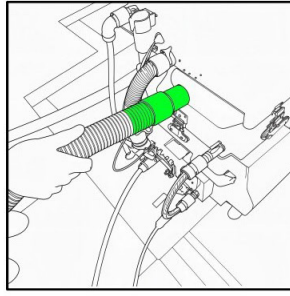
NOTE: The solution pump turns on only when there is a pressure demand (trigger pulled or at start-up). Continuous pump cycling does not indicate a fault. If the pump is not producing correct pressure or flow, see the Troubleshooting chapter.

Emptying the Solution and Recovery Tanks

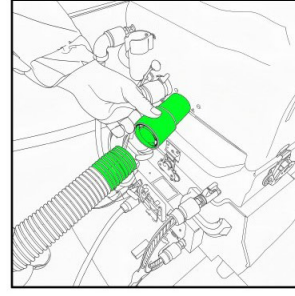
Option One: Emptying the Solution Tank



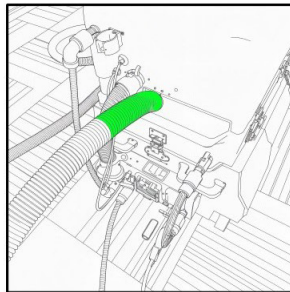
1. Emptying the Solution



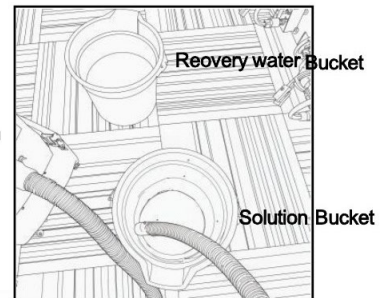
2. Find the cuffs



3. remove cuffs clockwise



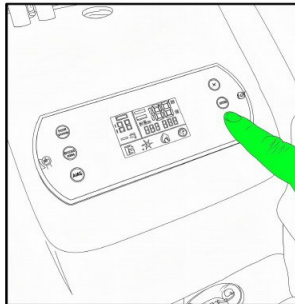
5. The Vacuum hose extends into the solution tank to suck up the clean water



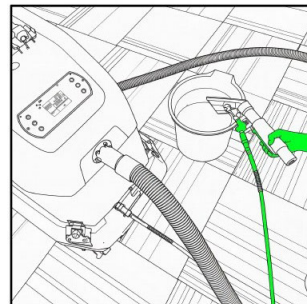
4. To clean vacuum hose with clean water



Option Two: Emptying the Solution Tank



Turn Off The Power



Release hot water to cold water

Machine Maintenance

Following the maintenance schedule below keeps the DP-HCE1215 running efficiently and reduces unplanned downtime.

Maintenance Task	Daily	Weekly
Clean and inspect tanks	X	
Clean and inspect hoses	X	
Check and clean internal filters	X	
Check power supply cable	X	
Clean machine exterior with all-purpose cleaner	X	
Check spray nozzles	X	
Flush solution system with System Maintainer		X
Inspect vacuum hoses for holes and loose cuffs		X
Inspect spray tips — remove and soak in neutralizer 6 hrs if clogged		X
Lubricate wheels with water-resistant oil		X
Inspect machine for water leaks and loose hardware		X

Filter Maintenance

- The recovery tank contains a small filter at the top of the vacuum stack (inlet standpipe). This filter catches debris before it can reach the vacuum motor and must be inspected and cleaned after every use.
- Remove the recovery tank lid.
- Lift out the filter and shake loose debris into a trash receptacle.
- If the filter is wet or clogged, rinse it with clean water and allow it to air-dry completely before reinstalling.
- Reinstall the filter and close the lid before the next use.

System Maintainer — Weekly Flush

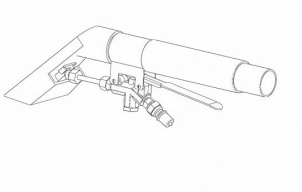
- Regular flushing with System Maintainer removes hard water scale that builds up inside the pump, heater, and solution lines, preventing flow restrictions and extending component life.
- Mix System Maintainer with warm water at a 1-1 ratio in a separate container. Pour the mixture into the solution tank.
- Connect a cleaning tool (upholstery tool or wand) and remove the spray jet(s) to prevent clogging from any dislodged mineral deposits.
- Turn on the pump and run the System Maintainer solution through the machine into a bucket or drain until you have a solid, uninterrupted stream.
- Let the solution sit inside the machine for approximately 5 minutes.
- Continue running the rest of the solution through until the tank is empty.

- Fill the solution tank with clean water and flush the entire system to remove any remaining System Maintainer.

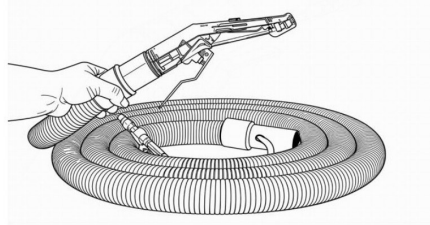
CAUTION: Do not tamper with the set screw on the pump pressure switch. Adjusting this screw can damage the pressure switch and void the warranty.

Available Accessories

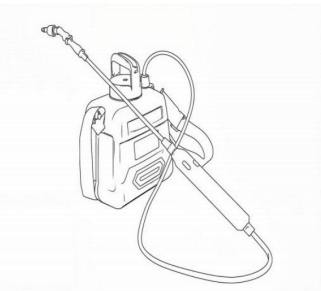
The following accessories are available for the DP-HCE1215. Contact your authorized Dapper Supply dealer to order.



Upholstery Cleaning Tool



Upholstery Wand Tool



8L Electric Sprayer



10" Jet Carpet Cleaning Wand

Upholstery Cleaning Tool	Handheld tool for fabric sofas, chairs, and auto interiors — connects to vacuum and solution hoses
Upholstery Wand Tool	Extended-reach wand for upholstery and tight spaces
8L Electric Sprayer	Battery-powered backpack sprayer for pre-treatment and sanitizing applications
10" Jet Carpet Cleaning Wand	Wide cleaning wand for flat carpet extraction — connects to vacuum and solution hoses

Technical Specifications

Solution Tank Capacity	8 gallons
Recovery Tank Capacity	8 gallons
Vacuum	Single 5-Stage
Airflow	100 CFM
Water Lift	130 in (sealed)
Pump Pressure	800 PSI
Pump Flow Rate	1.5 GPM (5.5 L/min)
Heater	2,000W — 210°F max
Power Consumption	1× 16.5A @ 115V (pump/vacuum) + 1× 14.5A @ 115V (heater)
Machine Weight	127 lbs
Machine Dimensions	30" × 22" × 30"
Power Cords	Dual 25 ft, 14/3 AWG
Intended Use	Commercial — indoor use only

Troubleshooting

Use the table below to diagnose and resolve common issues. Contact an authorized Dapper Supply Service Center for any issue that cannot be resolved through the steps listed here.

Issue	Possible Cause	Solution
Machine will not turn on	Power cord is unplugged	Plug into a grounded 20A outlet
	Circuit breaker tripped in building or on machine	Reset the breaker at the panel or on the machine
	Faulty power switch or cord	Contact Dapper Supply Service Center
Poor solution flow	Spray jet is clogged	Remove the jet and soak in a 50/50 vinegar-water solution for up to 1 hour. Scrub gently with a soft brush and repeat if needed
	Blockage or clog in solution line	Run System Maintainer through the machine per Section 3.2
Pump runs/pulses continuously without correct pressure or flow	Leak in solution line between pump and cleaning tool	Locate and repair the leak or replace the hose
	Nozzle tip clogged or under-sized — causing rapid switch cycling	Clear the tip or replace with the correct size
	Check valve failure between pump and heater — hot water returning to pump	Contact Dapper Supply Service Center
	Cracked pump inlet port — pump drawing air	Contact Dapper Supply Service Center
	Damaged pump switch housing	Contact Dapper Supply Service Center
Water not pumping out of machine	Vapor lock — heater was turned on before pump was primed	Turn off the heater and allow machine to cool completely. Then restart using the correct startup sequence in Section 2.8
Vacuum/pump will not turn on	Faulty power switch	Test by transferring wires to another switch and verifying the component activates. Replace the switch if defective
Vacuum not producing suction	Recovery tank is full	Empty and rinse the recovery tank
	Blockage in vacuum hose	Check all vacuum hoses inside and outside the machine for obstructions
Machine blows water out exhaust	Foam buildup inside vacuum tank	Add a defoaming agent to the recovery tank, or switch to a low-foam or no-foam detergent/shampoo

Issue	Possible Cause	Solution
Water is not getting hot	Heating button on touch panel is off	Press Heating Start on the touch panel to activate the heater
	Circuit breaker tripped behind the machine	Locate and reset the circuit breaker on the rear of the machine

Warranty

Limited Warranty

Dapper Supply, Inc. extends a limited warranty to the original purchaser, guaranteeing that this Dapper Supply product is free from manufacturing defects in material or workmanship for one year from the date of purchase. If a defect is discovered within the warranty period, Dapper Supply, Inc. reserves the right to repair or replace the product at no cost to you, or to cover the cost of replacement parts and repair labor necessary to address defects present at the time of purchase or resulting from normal usage, provided the product has been installed, operated, and maintained according to the provided instructions. Any replacement parts requested within the first year are free of charge and fall under this warranty.

At its sole discretion, Dapper Supply, Inc. may choose to replace the product. In such cases, the replacement product will carry the warranty for the remainder of the original unit's warranty period.

This warranty is valid exclusively for the original purchaser of the product and applies only within the United States. The warranty begins on the date of the original purchase. Proof of the purchase date is required to obtain service under this warranty.

Under this limited warranty, your sole and exclusive remedy is the repair of the product as described above. All warranty services must be performed by a Dapper Supply-authorized service provider.

To claim warranty or request repair service:

Email: support@dapper-supply.com

Include your name, address, phone number, details of the warranty repair request, and a copy of your proof of purchase receipt. Alternatively, visit dapper-supply.com and use the "Contact Us" page. A Dapper Supply customer service representative will assist in arranging service for your product.

Thank you for choosing Dapper Supply.

WARRANTY EXCLUSIONS

This limited warranty does not cover:

- 1.Product failure due to power outages, interruptions, or inadequate electrical service.
- 2.Damage incurred during transportation or handling.
- 3.Damage caused by accidents, pests, lightning, wind, fire, floods, or other acts of God.
- 4.Damage resulting from accidents, misuse, abuse, improper installation, repair, or maintenance, including the use of devices that alter or convert the voltage or frequency of electricity.
- 5.Unauthorized product modifications, repairs performed by unauthorized providers, or use of non-approved replacement parts.
- 6.Cleaning and maintenance not performed according to the user manual.
- 7.Use of incompatible accessories or components.
- 8.Any costs associated with repairs or replacements under these excluded circumstances will be the responsibility of the consumer.

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