

My unit has no or low suction?

Plug in and turn on the vacuum.

My unit will not turn on or turns off on its own?**The brushroll is not spinning?**

Ensure the unit is plugged in and turned on.

Switch the unit to "Carpet" mode II. (The brushroll does not spin in the hard floor setting)

Place your foot on the cleaner head and tilt the handle back to engage the brushroll. Now turn on the unit.

Check to see what the status of the Brushroll indicator light is.

[There is a burning smell?](#)

If the smell is out-of-the-box unit, This may be a new motor smell for the first couple uses.

Turn off and unplug the vacuum. Inspect the power cord and plug for exposed wires, burns or obvious damage.

My unit is making an unusual noise?

Turn off and unplug unit.

Remove the dust cup. Holding it over a trash receptacle, press the release button near the bottom of the dust cup. The bottom door will open to let dust and debris fall into the trash.

Open the top lid on the dust cup by pressing the top door release button. Reach inside the dust cup to ensure that no dust or pet hair is blocking the airflow through the cone-shaped screen in the center of the dust cup. Put the dust cup aside.

Plug in and turn on the vacuum without the dust cup on.

My unit is clogging?

You will need a coin handy to perform the following steps

Turn off and unplug the vacuum.

Start by removing the dust cup by lifting the two side latches up from the side of the vacuum canister. Over an open trash receptacle, press the bottom button on the dust cup to remove any debris and closing the lid. Then, open the top button on the dust cup to access the top lid. Remove any debris that is blocking the air flow through the metal mesh cone in the center of the dust cup. Close the lid and set aside.

Now, detach handle from wand by pressing the "Handle" button on the back of the wand near the top. Now turn on the unit to check suction at the end of the handle.

Detach the hose from back of canister by squeezing the two tabs and Drop a coin down one end of the handle/hose to see if it comes out the other end. If coin does not come out, this means there is a blockage. Remove blockages, if any and set aside the handle and hose

Remove the wand from the unit by pressing the "Extension Wand" button in the back of the vacuum canister. Drop a coin down one end of the wand to see if it comes out the other end. If coin does not come out, this means there is a blockage. Remove blockages, if any and set aside the wand.

Lay the vacuum down with the nozzle head flat.

Carefully clean the brushroll of any hair, dirt and debris with scissors.

Remove the floor nozzle hose from the unit and check for any debris or clog.

Reassemble the vacuum, making sure each piece clicks securely into place.

Plug in the unit. Place your foot on the nozzle and tilt the handle back to engage the brushroll. Turn on the vacuum.

Blockages should be cleared, and the vacuum should be running pro

The unit pushes or lifts my area rugs?

Move power switch setting to "position I – suction only" to disengage the brushroll.

Rotate the suction release collar on the handle counter-clockwise to reduce suction power.

Note: This vacuum works great on most carpets, and rugs however, due to the great suction it may struggle with some area rugs and high/plush pile carpets.

My unit is overheating?

The vacuum cleaner is equipped with a motor protective thermostat. If for some reason your vacuum overheats, the thermostat will automatically turn the unit off.

Should this occur, perform the following steps to restart the motor thermostat:

Unplug the unit.

Allow the unit to cool down for 60 minutes.

After the unit has cooled for up to 60 minutes, plug it back in and press the power button.

If the vacuum does not restart properly, try troubleshooting for [My unit will not turn on or turns off on its own](#)

[Go to My unit will not turn on or turns off on its own](#)

The brush is not spinning on the Pet Power Brush?

Turn the Pet Power Brush over so that the brushroll is facing up.

At the neck of the pet power brush there is a button. Slide the button down to open the brush.



Check to make sure the belt inside the brush is not broken.