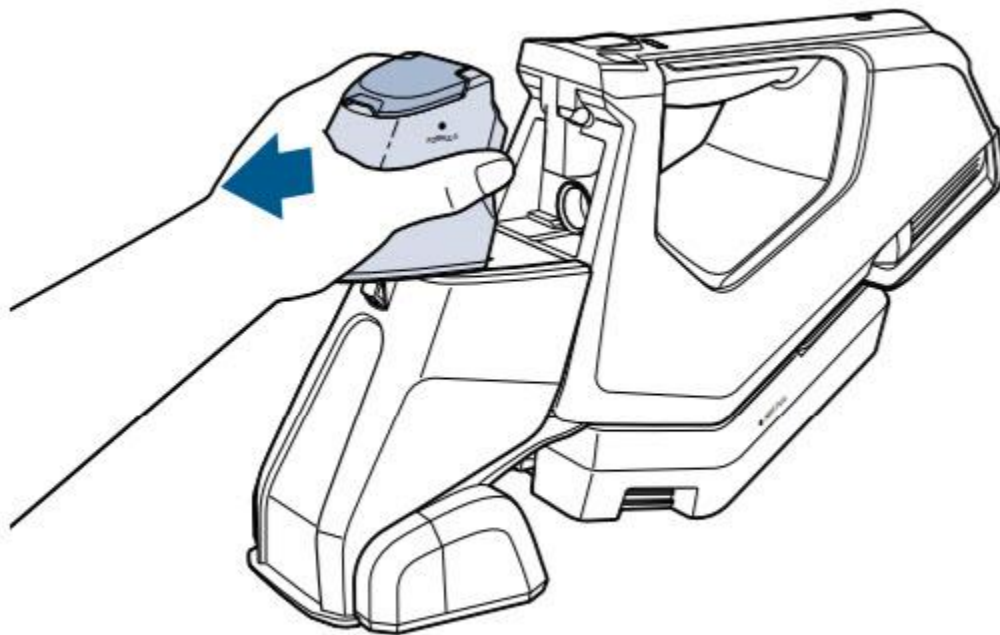


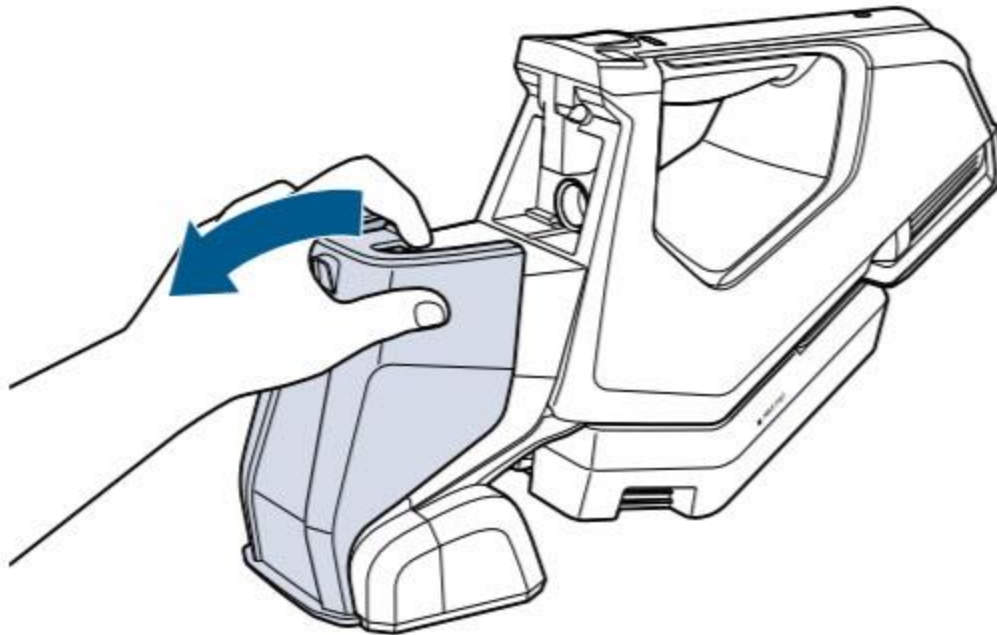
My Pet Stain Eraser has No/Low Suction | Support

If you are experiencing No/Low Suction, follow these steps to resolve:

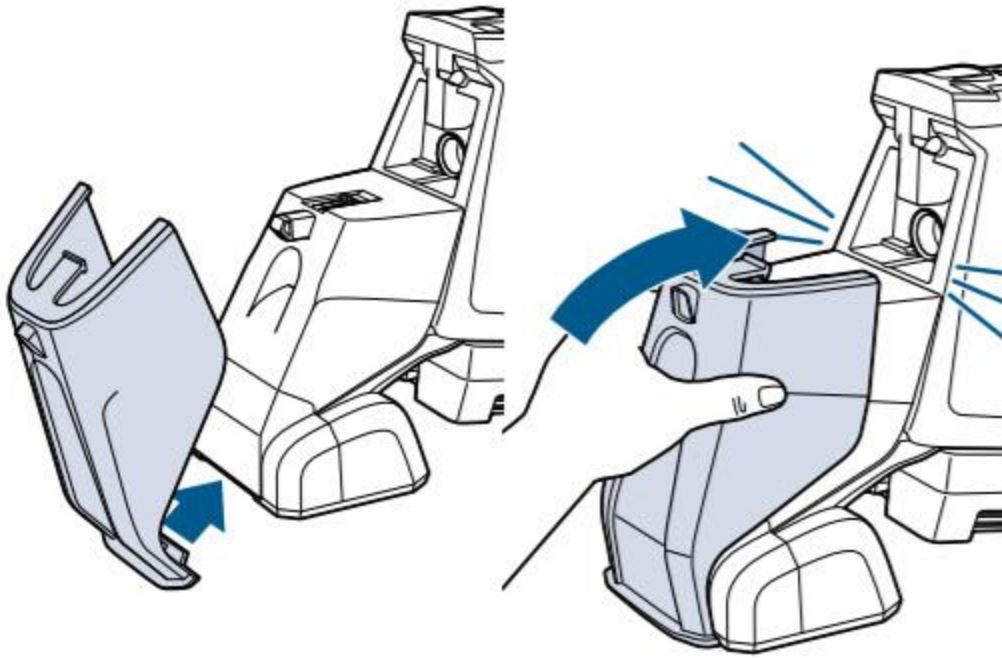
- Turn machine off
- Remove Formula Tank by grabbing both sides and pulling outward



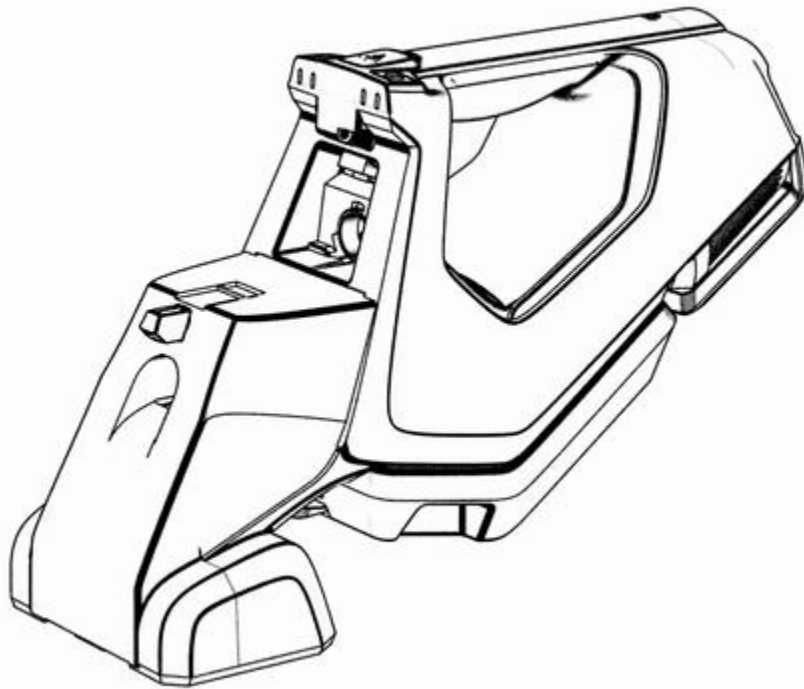
- Remove Suction Lens by raising latch at the top and pulling outward
 - Check Suction Lens and black gasket in Suction Lens for any damage or deformity
 - If damaged, a new Suction Lens should be ordered
 - > Go to [Parts & Supplies](#)



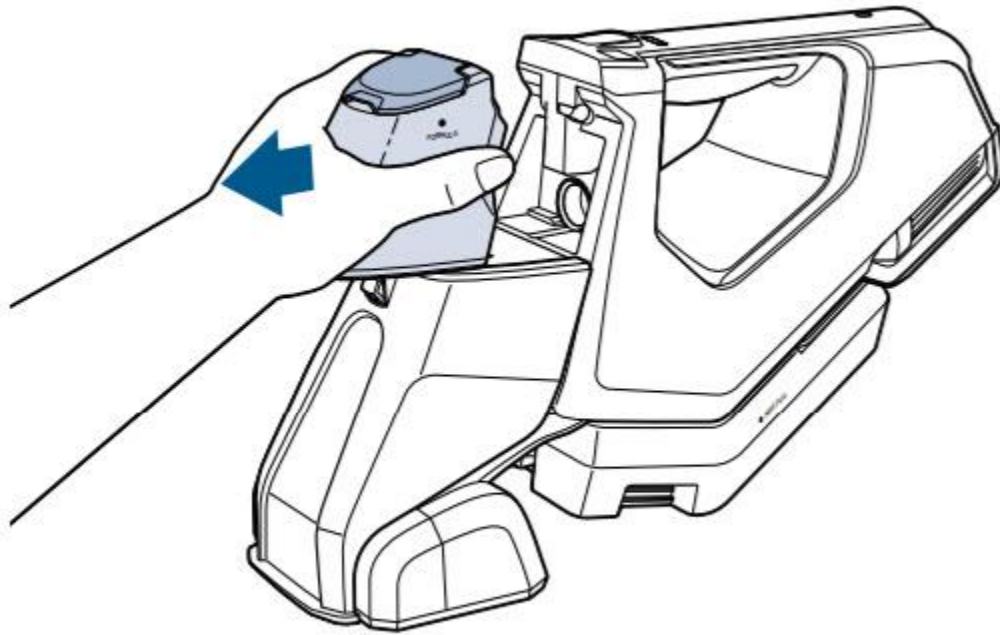
- Rinse Suction Lens under water, wipe any debris from the front of the machine
- Let dry
- Put Suction Lens back onto machine
 - Attach front lip to front of the machine by the brush roll, rotate Lens towards machine until it clicks into place



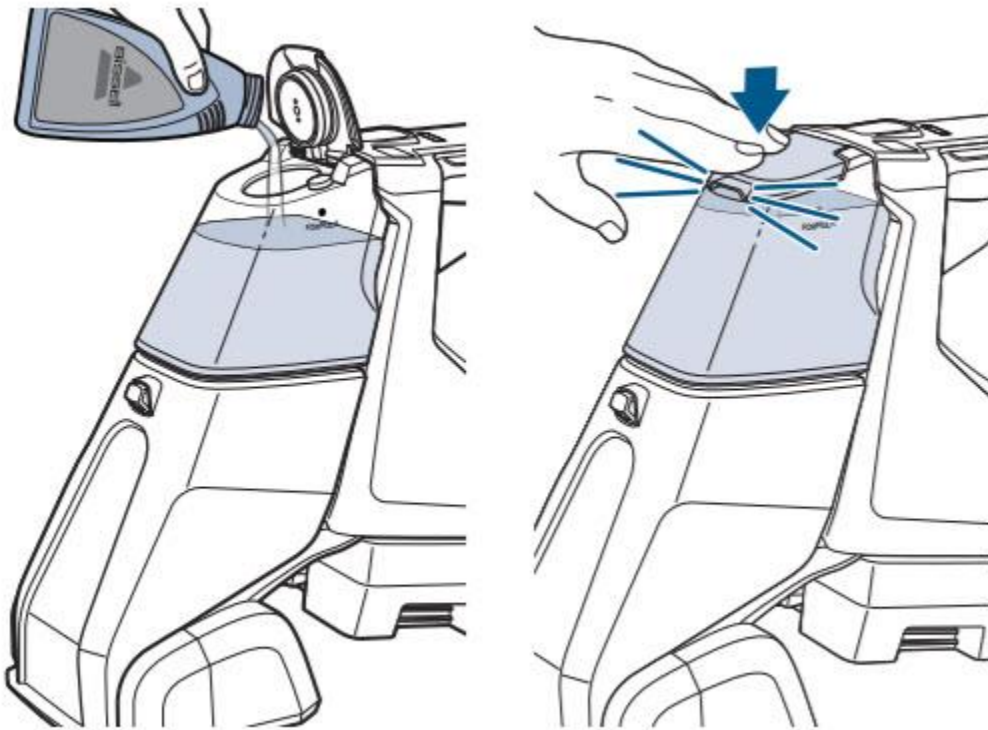
- Ensure Lens is attached properly



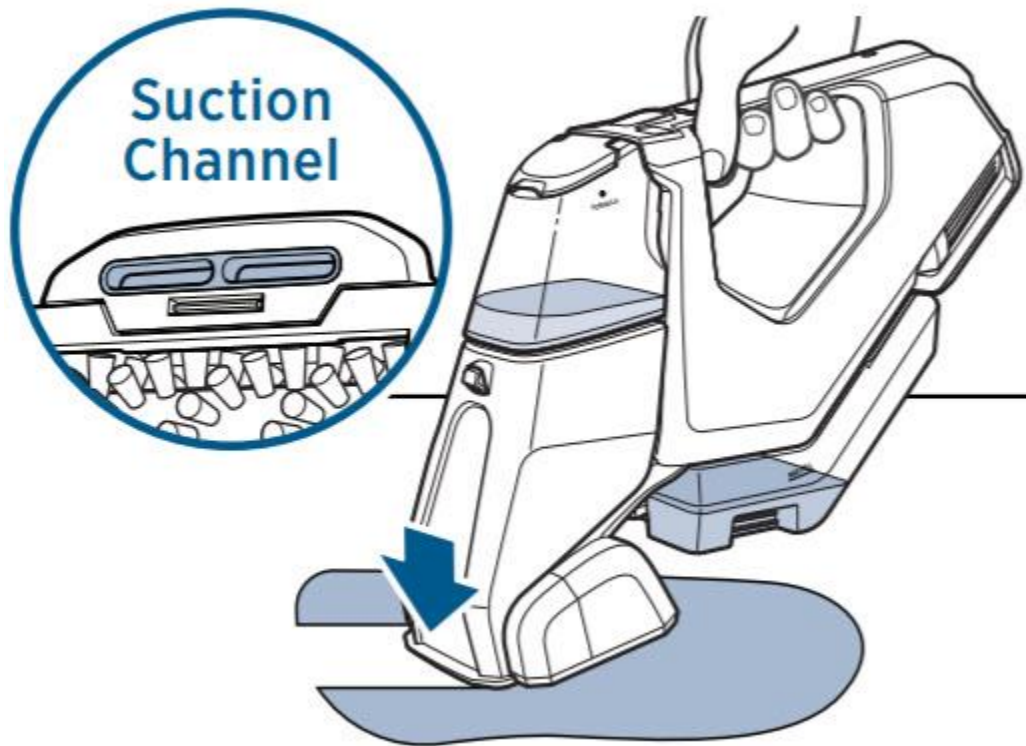
- Put Formula Tank back onto machine until it clicks into place



- Fill Formula Tank if needed
 - Make sure cap clicks securely into place when closing



- Turn machine on and perform a few cleaning strokes with the spray button pressed and released to test for suction
 - While performing dry cleaning strokes with the spray button released, tilt machine slightly forward
 - Make sure suction lens is engaging with the carpet while cleaning



- Has this resolved the issue?
 - Yes > Great! Glad we can get you back to cleaning!
 - No > Go to **No Suction Dirty Water Tank**