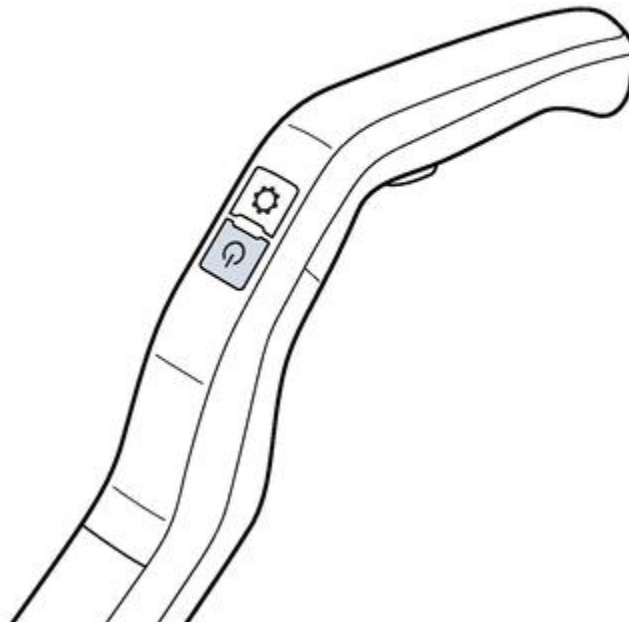


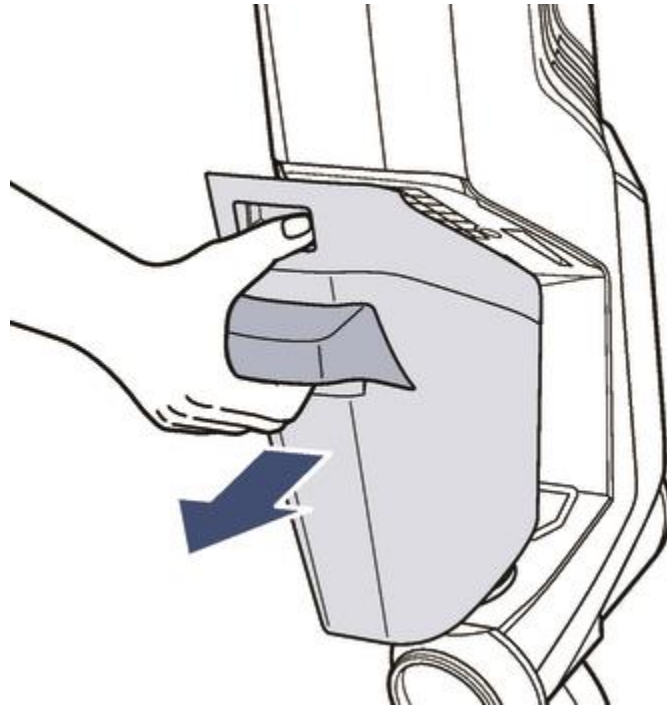
My CrossWave® Cordless Max has no suction | Support

My CrossWave® Cordless Max has no suction

- Take machine off of docking station
- Remove brush window by pulling up on both sides of brush window
- Clear debris from suction pathway on foot behind brush roll
- Clean brush roll and brush roll window of any debris or hair wraps
- With brush roll and brush window removed, press power button to activate suction
- If machine does not turn on, see [No Power Steps](#)



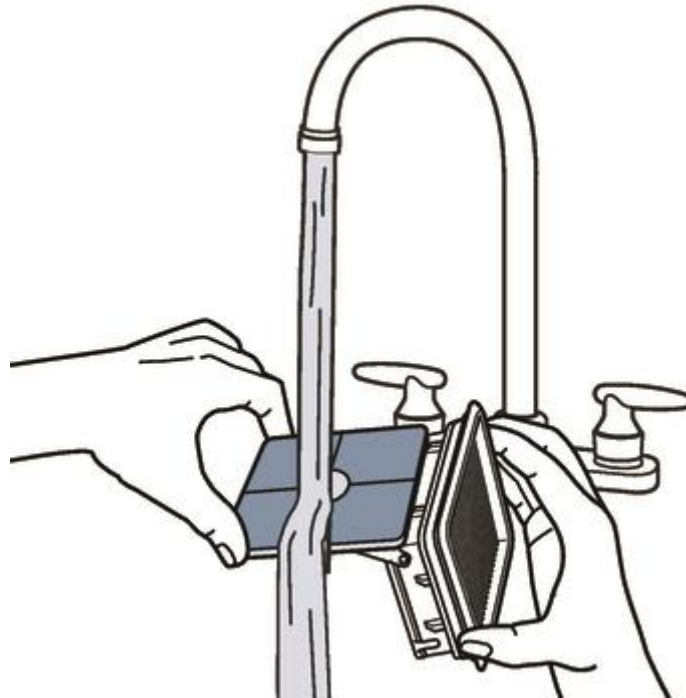
- Check for suction in suction pathway on foot by placing your hand in front of it
- If there is little or no suction coming from suction pathway continue troubleshooting
- Turn machine off by pressing power button
- Remove dirty water tank by pressing down on recessed button on top of tank



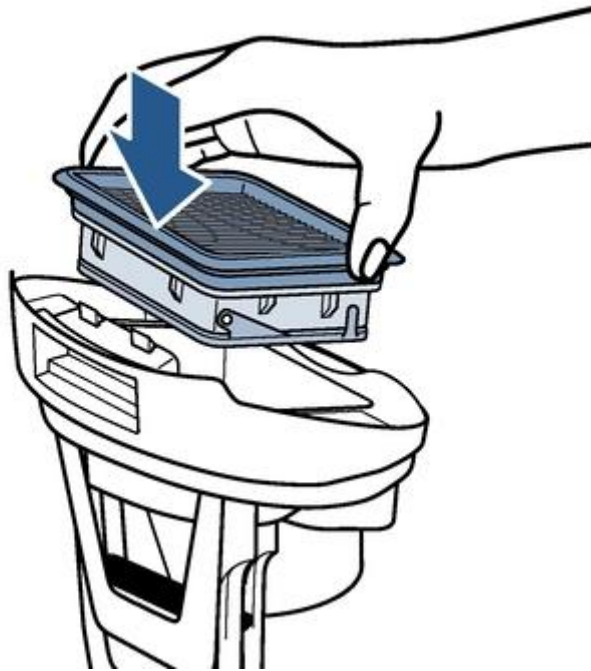
- Remove strainer from tank and discard debris



- Remove filter and clean any debris, inspect for any tears or damage to filter
 - If filter is damaged, a replacement should be ordered



- Remove debris from filter, screen and float indicators (located on the bottom of the dirty tank lid)
- It is recommended to routinely hand wash the filter, screen, and float indicators in warm water and allow 24 hours to dry
- Replace filter - be sure edges are smooth and not folded over



- Clear any clogs in debris pathway in dirty tank pocket



- Reattach tank, angling water tank back into body of machine bottom first - push tank in until it clicks
- Tank should NOT be loose or have any gaps when installed on machine
- If still no suction, visit a [contact us](#)