

My CrossWave® Cordless Multi-Surface Wet Dry Vac has no power | Support

*The machine will not turn on until the Rug or Hard Floor setting is selected

*Verify the machine is sufficiently charged, refer to video at the bottom of the page

Note: 3 Solid red LED lights indicate there is an obstruction in the brush roll which can cause the machine to shut off

- If there are 3 solid red LED lights, see [Brush not turning steps](#)
- If there are 2 or 3 flashing red LED lights turn your machine off by pushing the Hard Floor button twice
 - Then select Hard Floor button again to turn on
 - If machine will not turn on and red lights are still flashing, [Contact Us](#)
- Remove machine from docking station and turn off by pushing the Hard Floor button
- If there are no visible LED lights on the battery display, the handle should be reinstalled
 - Remove clean water tank from the back of the machine
 - Insert a blunt tip object (i.e. screwdriver or pen) into small circular area above white label on handle
 - Pull up on handle while pushing the blunt tip object into the small opening and pull up on handle to remove
 - Once fully removed, reinstall handle until you hear a click
 - You must also gently tap the top of the handle downward, you will hear a faint click sound again indicating the handle is fully reconnected



- Turn machine on by pushing the Hard Floor button