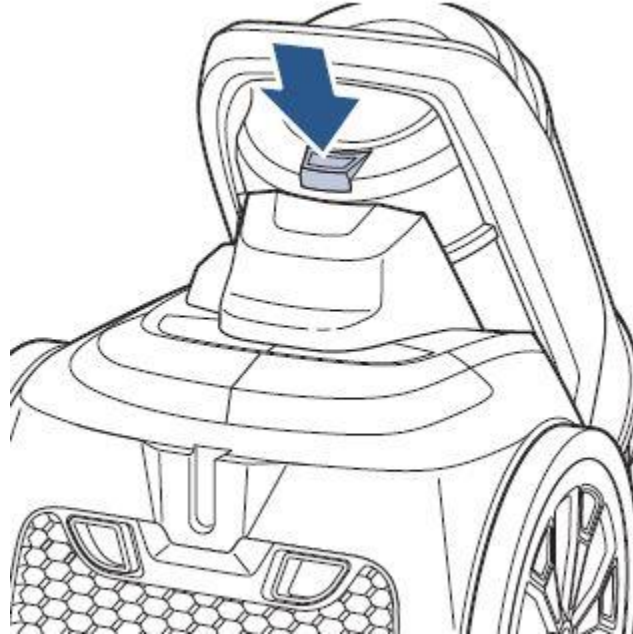
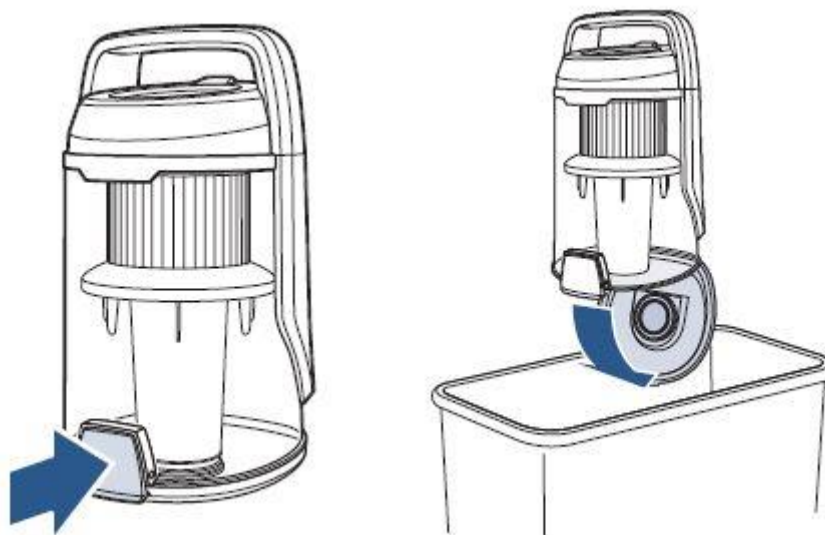


# My SmartClean Canister Vacuum has no/low suction | Support

- Remove the dirt cup by pushing the latch on the back of the top of the tank



- Empty the dirt cup



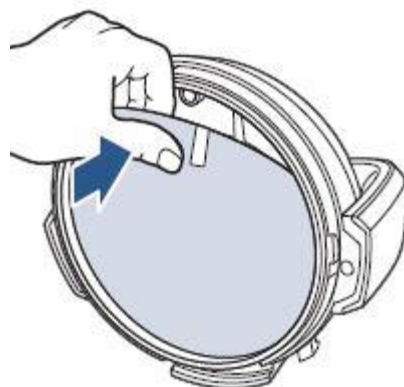
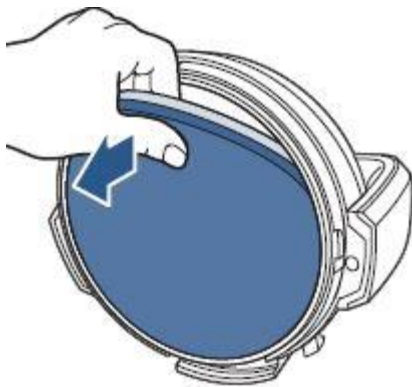
- Disconnect separator to remove debris/clean
  - Separator can be rinsed in warm water with mild dish soap
  - Allow to completely air dry before reinstalling (24 - 48 hours)



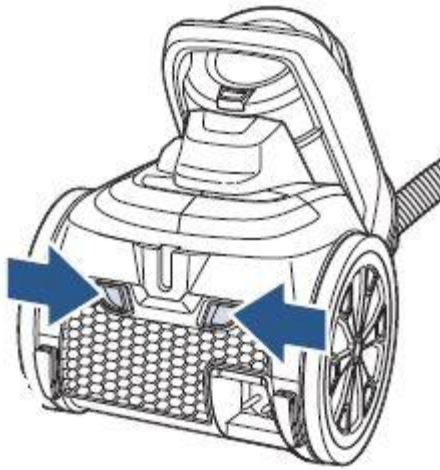
- Clean the filters
- Disconnect the tank lid



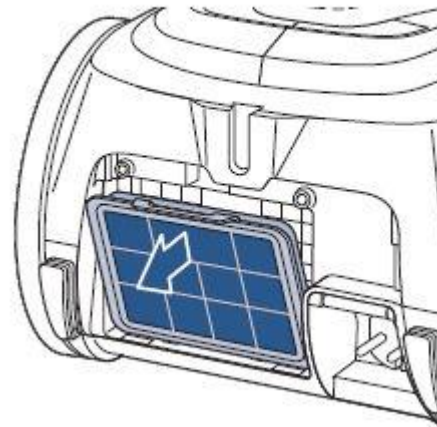
- Remove foam and carbon pre-motor filters
- Both can be washed in warm water and mild dish soap
- Allow to completely air dry before reinstalling (24 - 48 hours)



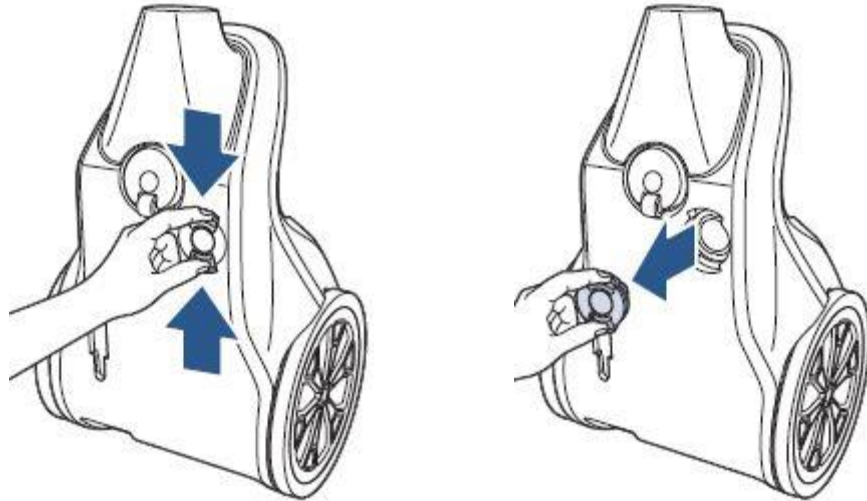
- Open the post motor filter cover located on the back of the machine



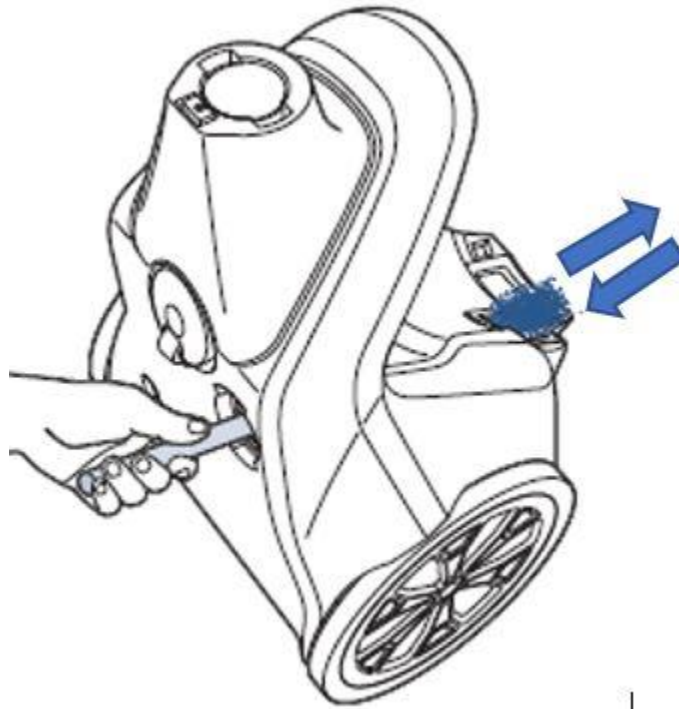
- Remove the foam and pleated post-motor filters
  - Both can be washed in warm water and mild dish soap
  - Allow to completely air dry before reinstalling (24 - 48 hours)



- Check for a clog in the base by removing the hole plug on the bottom of the machine
  - If hole plug is missing it should be replaced - suction will be greatly reduced without the hole plug securely in place

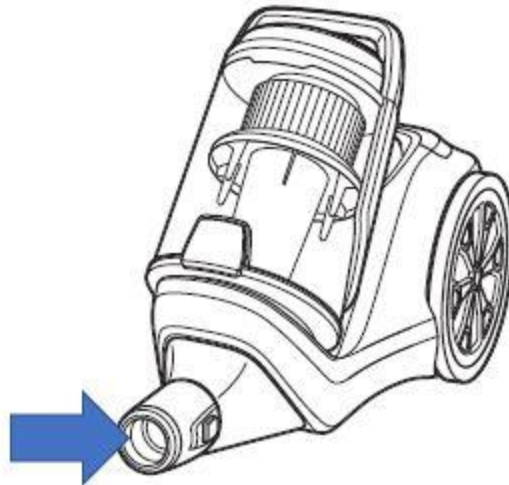


- Push a broomstick through hole plug/or opposite end to clear debris



- Reinsert hole plug and return tank with filters to machine
- Remove foot assembly by pressing on silver latch to release
- Plug machine in and turn on, check for suction at the end of the extension wand
  - If there is no suction, remove extension wand
  - Check for suction at the end of the hose handle

- if there is suction, then the extension wand is clogged
- Push a broomstick through extension wand to clear
- If there is no suction at the end of the hose handle, remove hose from machine by pressing on the 2 silver tabs
- Check for suction at the opening where the hose connects



- If no suction here, please [Contact Us](#)
  - If there is suction, check the hose for cracks, holes or any damage
    - The hose may be clogged. Attempt to clear any debris from both sides of hose openings
  - If the hose is damaged or you're unable to clear any clogs, the hose should be replaced
  - If there is suction at the end of the extension wand, check for a clog in the foot assembly
    - Push a broomstick through opening toward bottom of foot assembly to clear debris
  - For better access you can disconnect the neck of the floor nozzle
  - Use a flat headed screwdriver inserted into the small tabs, then pull apart to remove
  - Remove debris from both parts by pushing a broomstick through to clear
  - Once clear of debris, reconnect all parts
- If still no suction, please [Contact Us](#)