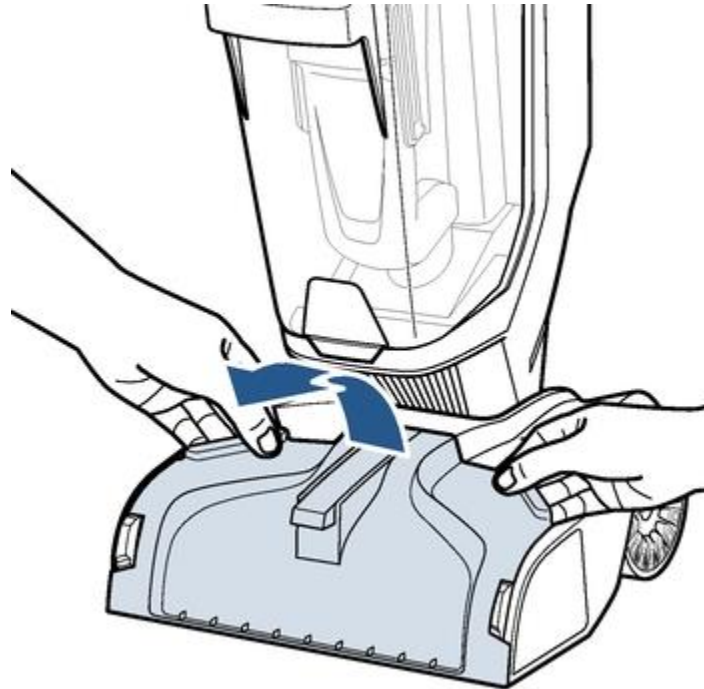
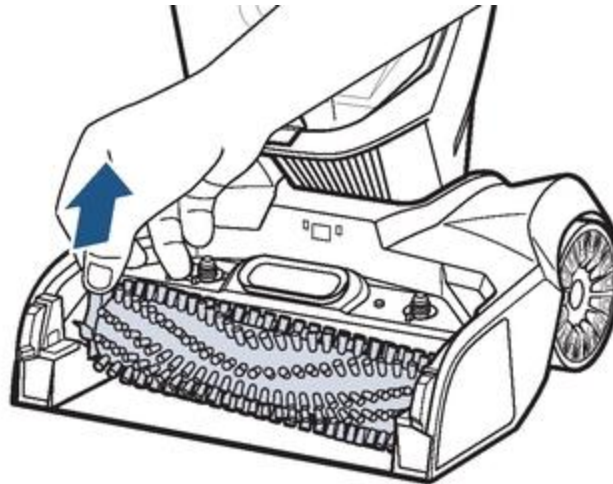


My **Hydrowave** brush is not turning | Support

- Plug machine in
- If LED headlights on the front of the foot turn on proceed with troubleshooting
- If LED headlights do not turn on, refer to [No Power troubleshooting](#)
- Select either Express or Deep Clean mode to turn on machine
- Recline machine
- If the brush roll does not turn, or the machine shuts off after a short time, continue troubleshooting
- Unplug Machine
- Remove the Nozzle by pulling up on both sides of the Nozzle



- Take the brush roll out of the machine by pulling up on the brush roll tab

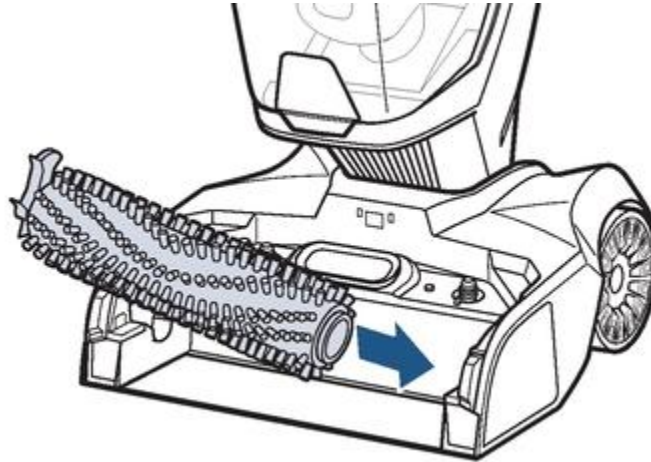


- Check for hair wrap and debris around the brush roll and brush roll ends

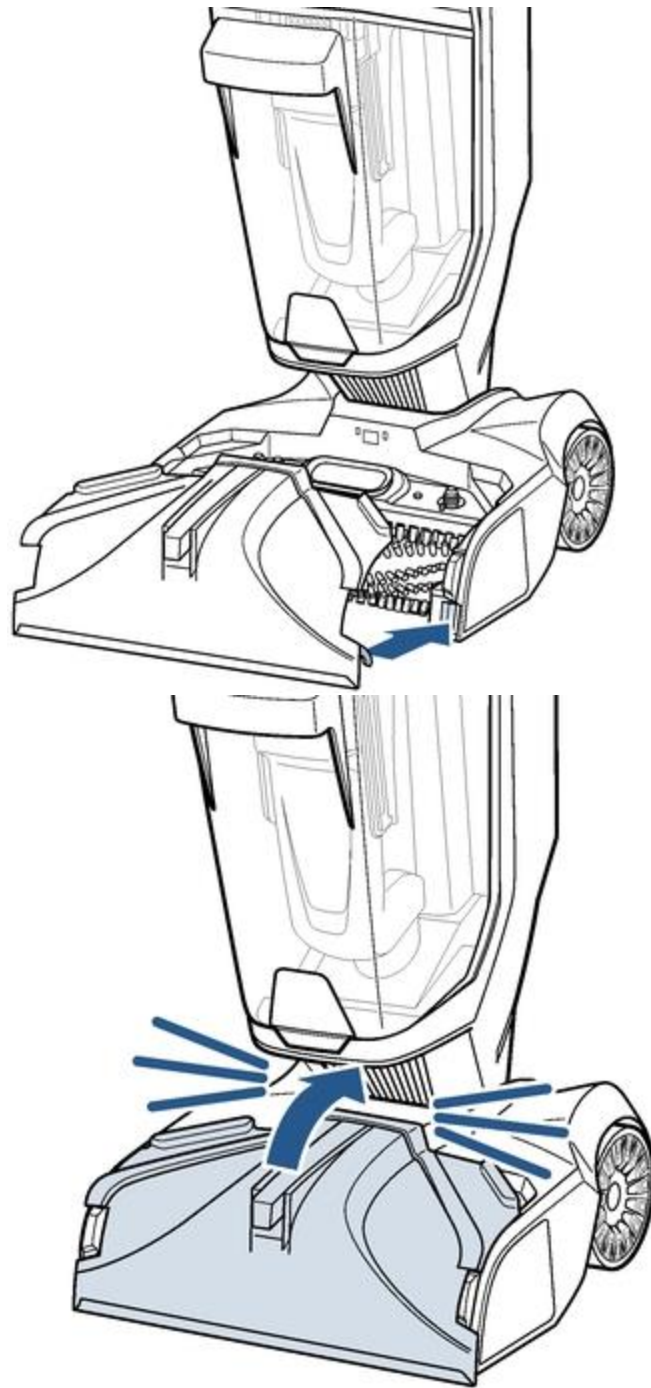


- Test the brush by holding the pull tab and spinning the other end
 - If the brush doesn't spin, a replacement brush needs to be ordered
- Check the plastic drive gear, (where the brush roll is inserted into, on the foot of the machine) remove hair/debris wrapped in this area
 - Turn gear by hand to make sure it spins
 - If the gear doesn't turn by hand or is deformed [Contact Us](#)

- Reinstall the brush roll by inserting the right side of of the brush roll into the right side of the machine and then pressing down on the tab until it is securely in place



- Reattach the nozzle to the machine
 - Line up tabs on the front edges of the foot and then push the window into place until it clicks



- Plug machine in, recline it and select either Deep Clean or express clean mode to power on and test to see if the brush turns
- If the brush still does not spin [Contact Us](#)