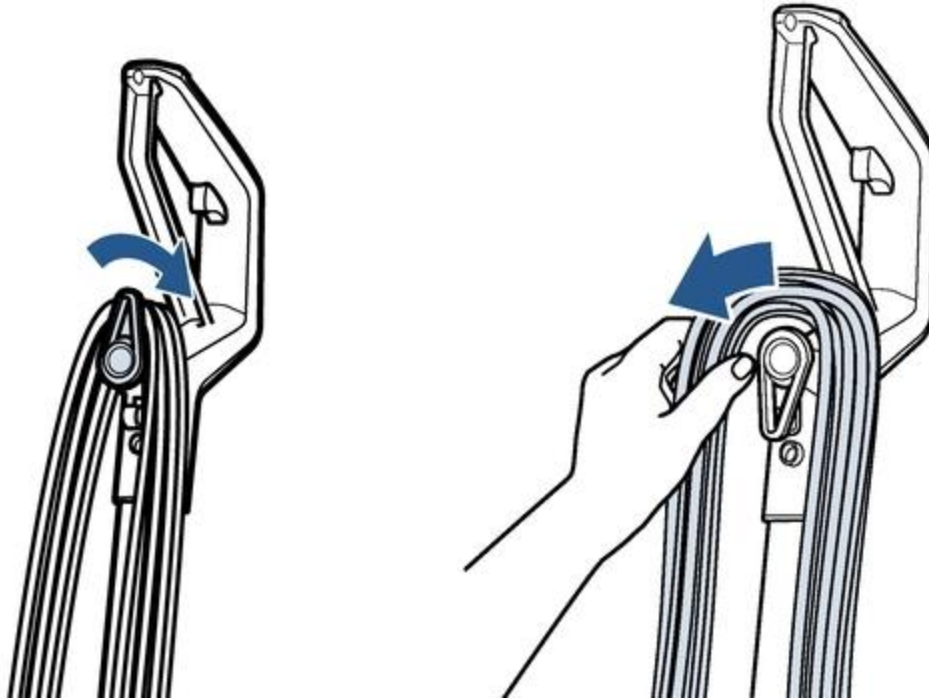


# My HydroWave has no power | Support

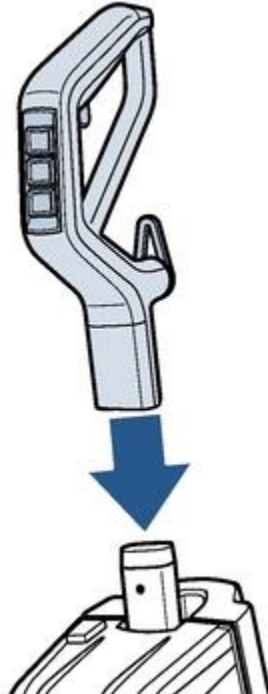
\*Suction does not start when plugged in UNTIL the Express, or Deep Cleaning Mode is selected

Note: If machine turns on but shuts off after Express or Deep Cleaning mode is selected, the brush roll may be seized and causing the machine to shut off, refer to [Shuts Off Automatically troubleshooting](#)

- Unplug machine from wall outlet
- Run hand along entire length of power cord, it should be smooth and undamaged
- Check plug for damage
  - If either the cord (not smooth or exposed wires) or plug (prongs) are damaged, visit a Bissell authorized service center or contact us
- Check to see if outlet is working:
  - Test this by plugging in a cell phone charger or small appliance
  - If no power to outlet, test a different outlet in a separate room
  - reset circuit breaker if needed
- Plug machine into working wall outlet
  - If the lights on the front of the machine turn on when machine is plugged in there is power, refer to [Shuts Off Automatically Troubleshooting](#)
- Turn on by selecting either Express or Deep Cleaning Mode
- If machine still has no power, unplug the machine
- Set the power cord next to the machine using the Quick Release Cord Wrap



- Insert a blunt tip object (i.e. screwdriver or pen) into small circular button below the Quick Release Cord Wrap and pull up to remove the Upper Handle
- Once fully removed, reinstall handle firmly until you hear a click



- Plug machine in, and check for power
- If machine still does not have power, [Contact Us](#)