

**If you are experiencing No Power, follow these steps to resolve:**

- Unplug machine
- Run hand along entire length of power cord, it should be smooth
- Check plug for damage
  - If either the cord (not smooth or exposed wires) or plug (prongs) are damaged, [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 in and turn on to test for power
- Did this resolve the issue?
  - Yes > Great! glad we can get you back to cleaning
  - No > [Contact Us](#)