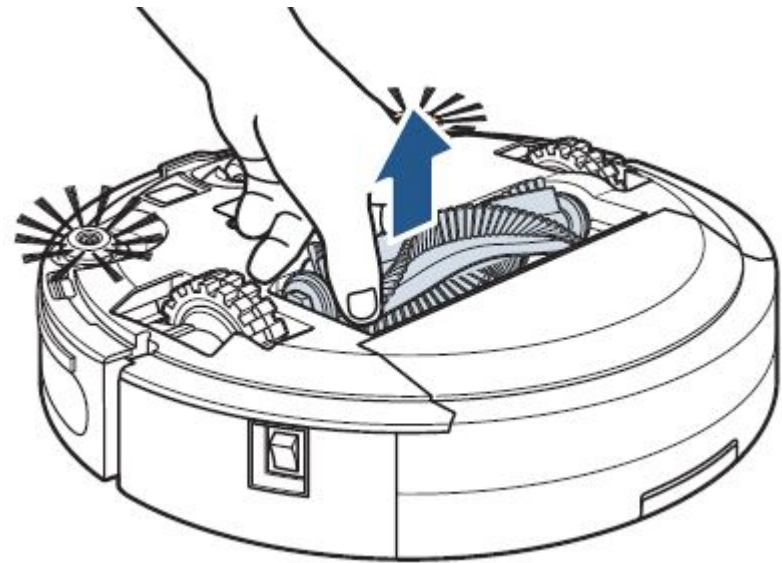
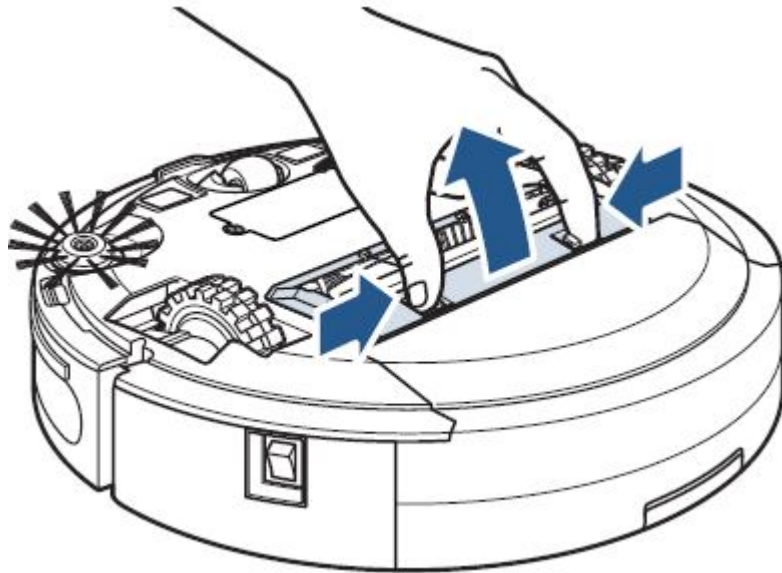
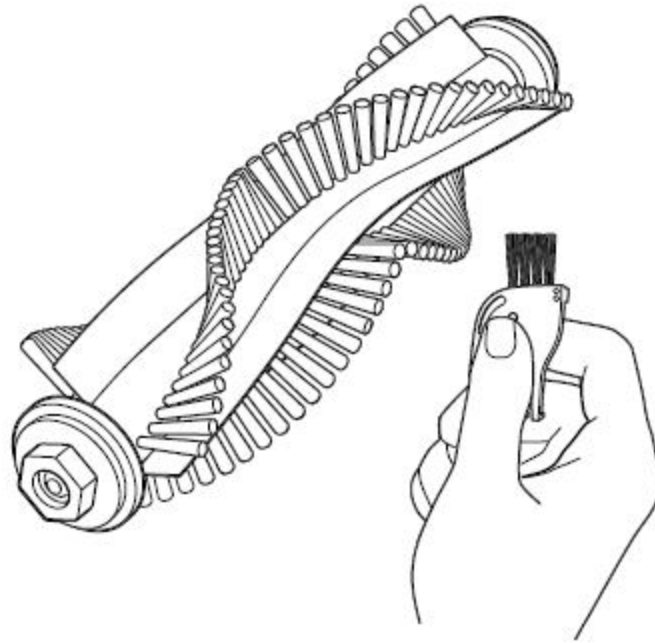


My CleanView® Connect Robotic Vacuum Brush is Not Turning | Support

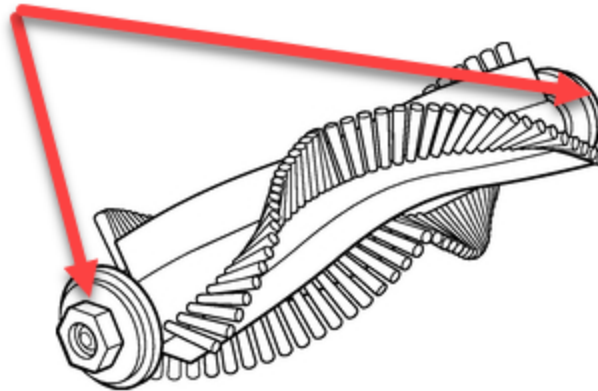
- The brush may automatically shut off if it is having a hard time spinning on high pile carpet
- It's intended for use on low pile carpet and bare floors
- Turn power switch off and turn the machine over so Brush is facing up
- Remove the Brush guard by pinching the tabs inward
- Pull the Brush up to remove



- Clean any debris wrapped around the Brush and intake area



- Check the Brush for damage > The End Caps should spin when turned by hand
- If Brush is damaged > Replace Brush > Go to [Parts & Supplies](#)



- Reinsert Brush - there are two different end pieces
 - Make sure the square-shaped end piece is inserted into the square-shaped port
 - If Brush Roll Stuck Error continues when Brush is inserted > Remove Brush > Press Start Button twice
 - Is the Robot working without the Brush installed?
 - Yes > Replace Brush > Go to [Parts & Supplies](#)
 - No > Please [Contact Us](#)