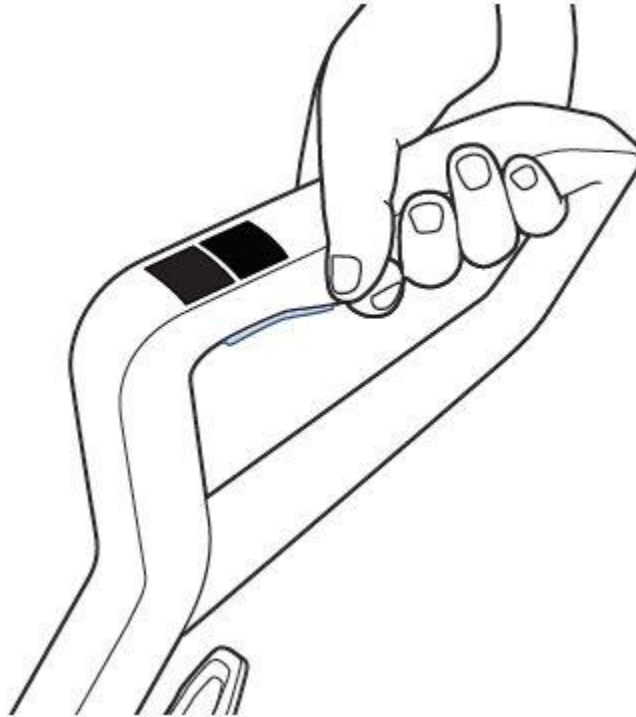
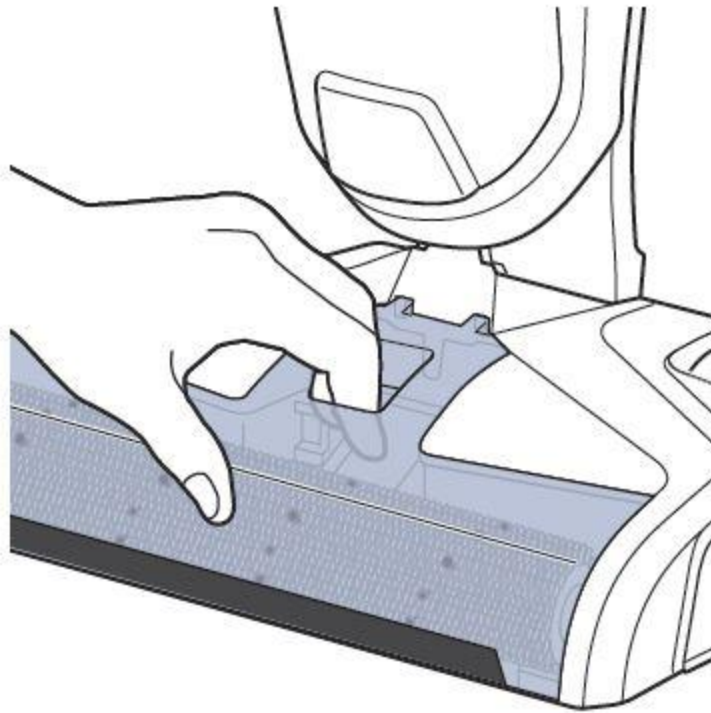


Why CrossWave® Cordless Multi-Surface Wet Dry Vac brush is not turning | Support

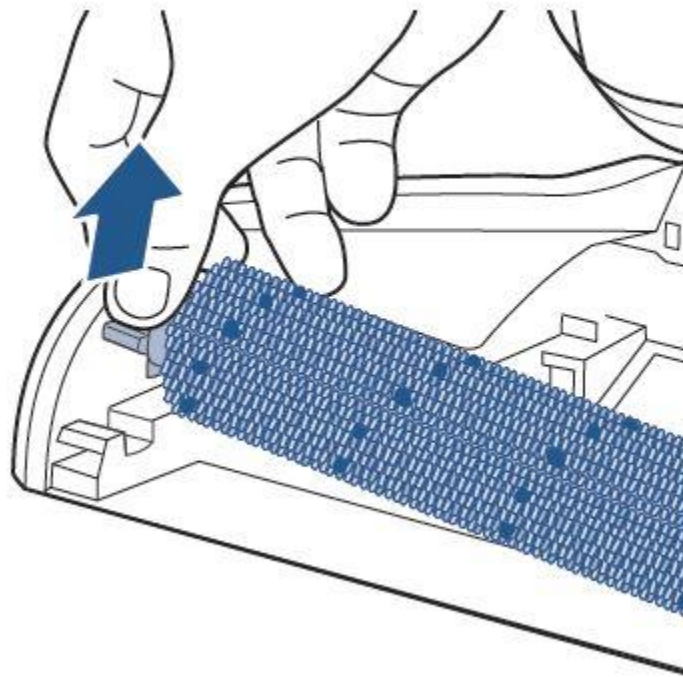
- Select cleaning mode ("Hard Floor" or "Rug")



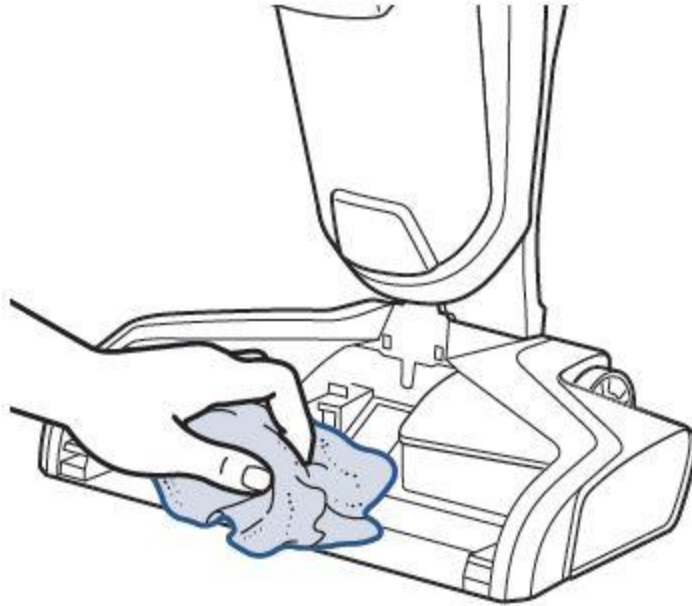
- Recline the machine to activate brush roll
- 3 solid red LED lights indicate an obstruction in the brush roll
- If brush roll does not turn, turn machine off by pushing the hard floor button, the red lights should turn off
- Remove brush window by pulling up on the front of the brush roll window



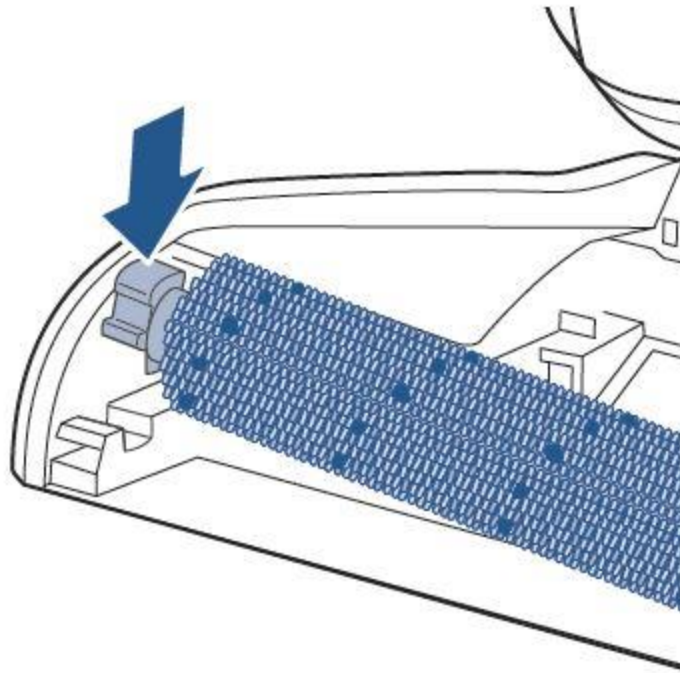
- Pull the tab on the left side of the brush roll to remove



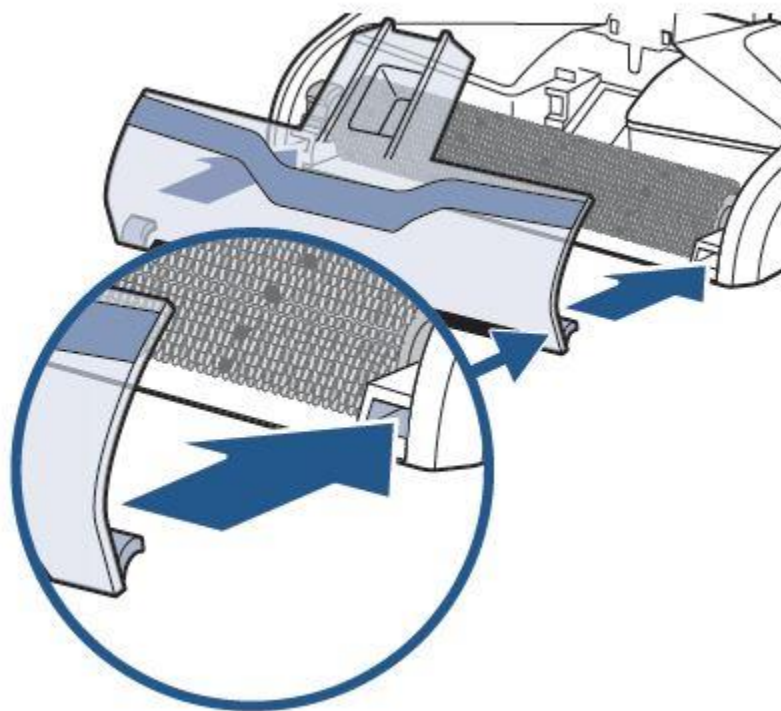
- Clear all debris from brush roll, brush ends, brush gear and brush housing



- Test brush by holding the colored pull tab and spinning the other end
- If brush does not spin, **a replacement brush is needed**
- Also check for significant wear/tear to the gray colored end of the brush (opposite the pull tab)
- It is normal the brush roll will have some marks after using - it will not affect any function
- Check the gear that the end of the brush inserts into. remove debris & turn gear by hand
- If it doesn't spin or is deformed, visit a [BISSELL Authorized Service Center or Contact Us](#)
- Reinstall the brush roll by inserting the gray tipped end into the right side of the machine and then pressing down on the colored tab until it clicks into place



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



- Turn machine on, recline, and test to see if brush roll will turn
- If brush still won't turn contact us