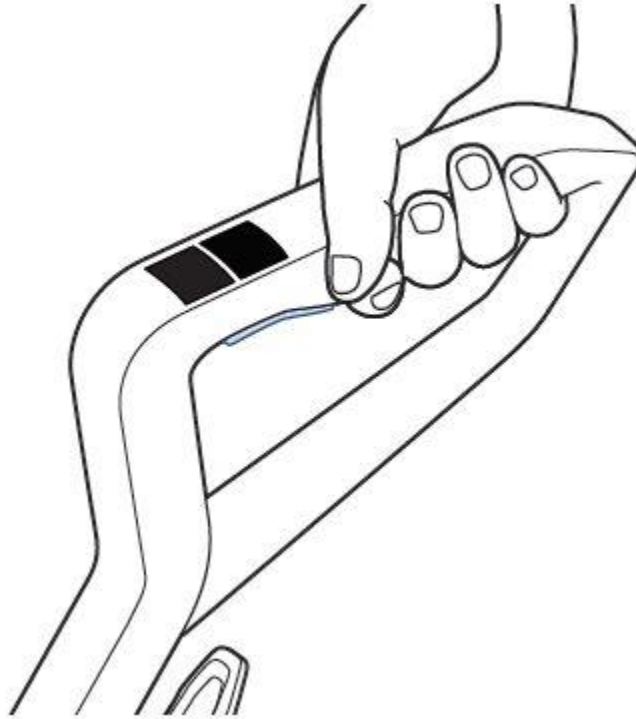


My **CrossWave®** Cordless Multi-Surface Wet Dry Vac has no suction | Support

- Remove machine from docking station
- To activate suction, press "Hard Floor" or "Rug" button on handle
- If machine does not turn on, see [No Power Steps](#)



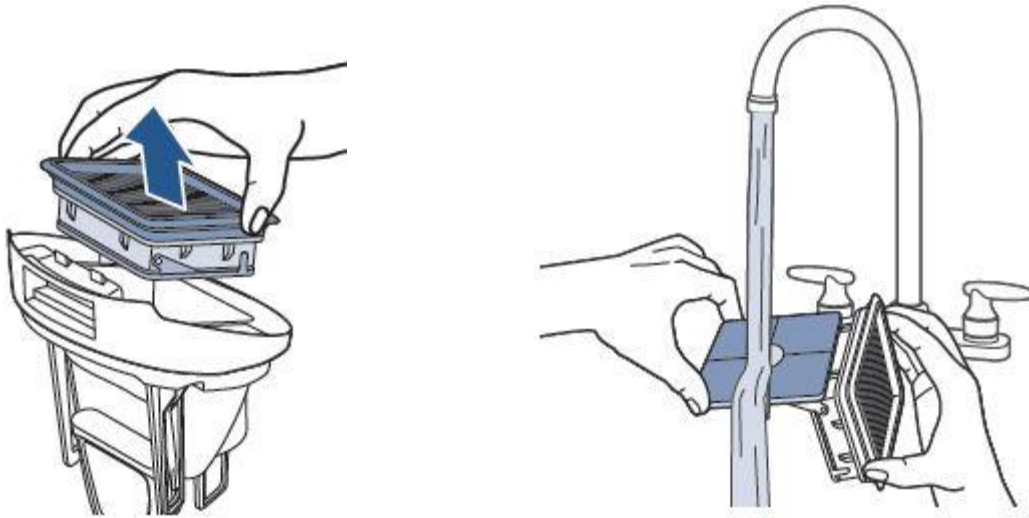
- Remove dirty water tank by pressing down on the recessed button on the top of the tank



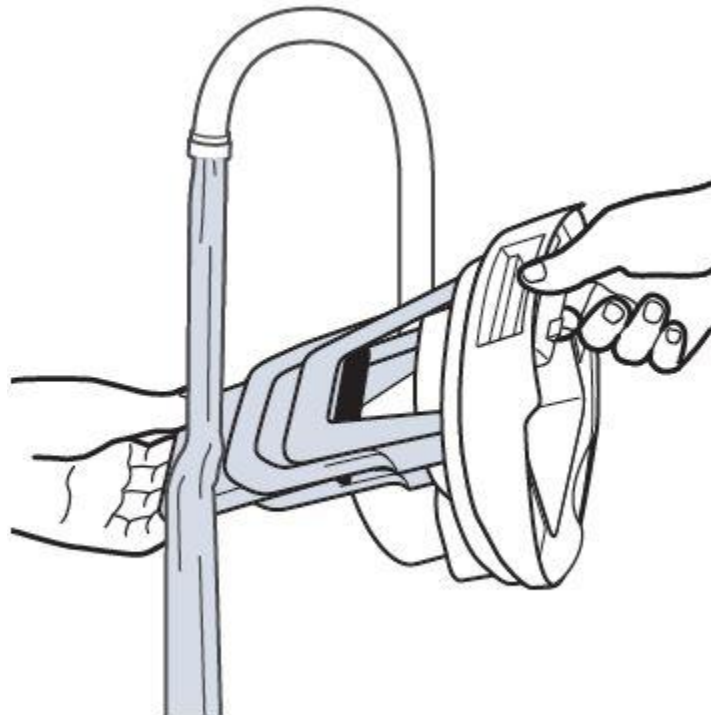
- With the machine on and a floor type selected, feel for suction strength at the motor vents (on the upper portion of where the top of the dirty tank connects)
- If no suction, visit a [BISSELL Authorized Service Center or Contact Us](#)
- If suction is strong, continue troubleshooting
- Empty dirty water tank by grasping the top of the tank at the sides and pulling up to remove the top
- Remove strainer from tank and discard debris



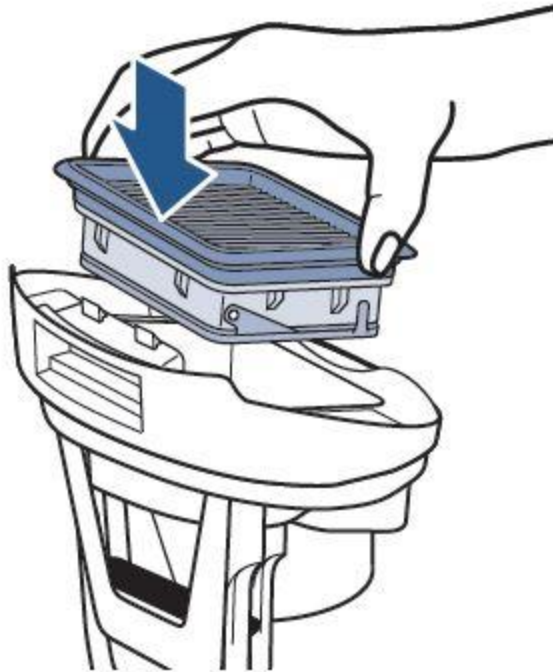
- Remove filter and clean any debris



- Hand wash filter, screen, and float with warm water
-
- Manually move the float up and down to ensure it moves freely and is not stuck in place



- Replace filter (after it has dried) - be sure the edges are smooth and not folded over



- Check for a black rubber gasket around the top portion of the dirty water tank
 - If it is missing, a new dirty water tank should be ordered
- After parts dry completely, reattach the tank
 - Angle the water tank back into the body of the machine bottom first - push tank in until it clicks
 - Tank should NOT be loose or have any gaps when installed on machine
- Turn machine on and test for suction
 - If still no suction, turn machine off
- Remove the dirty tank, remove the brush window
- Clear any clogs in the debris pathway in the dirty tank pocket



- Also clear debris from the suction pathway on the foot
- Reattach the dirty tank and brush window and test for suction
- If still no suction, contact us