

# My Pet Stain Eraser PowerBrush has No Power | Support

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

- Unplug charger from both the machine and outlet on wall
- Run hand over the entire length of the cord and check for any damage, rips, or punctures
- Inspect the prongs for damage
  - If damaged, order a new charger > Go to [Parts & Supplies](#)
- Insert the charging adaptor plug into the charging port
- Plug the outlet end into a functioning outlet
  - Lights in battery icon should illuminate
- Charge machine for 4.5 hours prior to first use
- Has this resolved the issue?
  - Yes > Great! Glad we could get you back to cleaning!
  - No > [Contact Us](#)