

My CrossWave HF3 has no suction | Support

CrossWave HF3™ Cordless Multi-Surface Wet Dry Vac

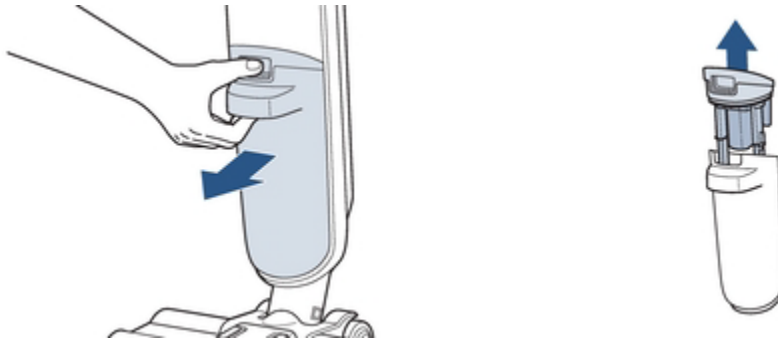
If your CrossWave HF3 has no or low suction, follow these steps to resolve

Test For Power

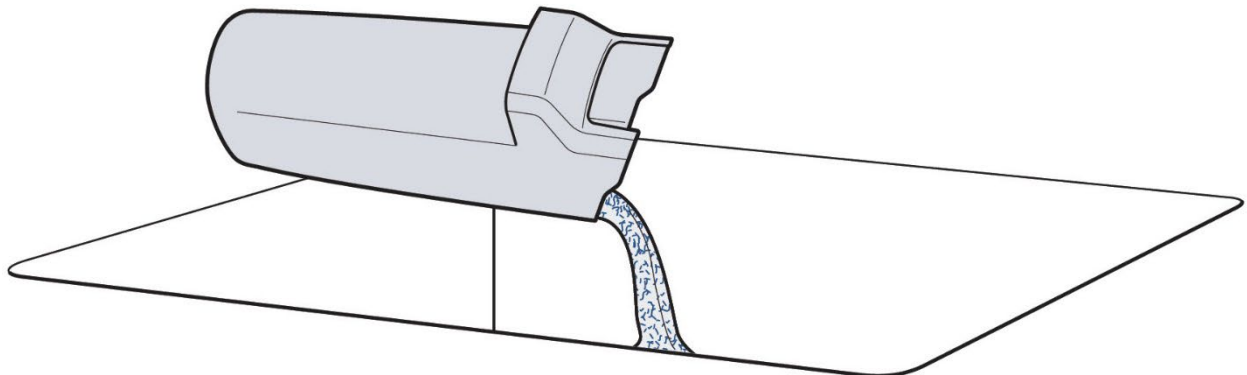
- Remove machine from docking station
- Recline handle and turn ON
- If machine does not turn ON > Go to [No Power](#)

Empty Dirty Water Tank

- Remove dirty water tank by pressing down on tank button located above tank handle & pulling



- Pour dirty water into utility sink or other waste receptacle

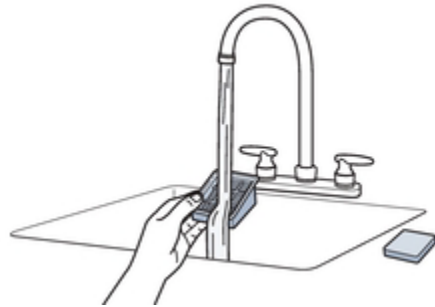


Clean Filters

- Remove both pleated and foam filters from top of tank > Grasp on sides and pull up

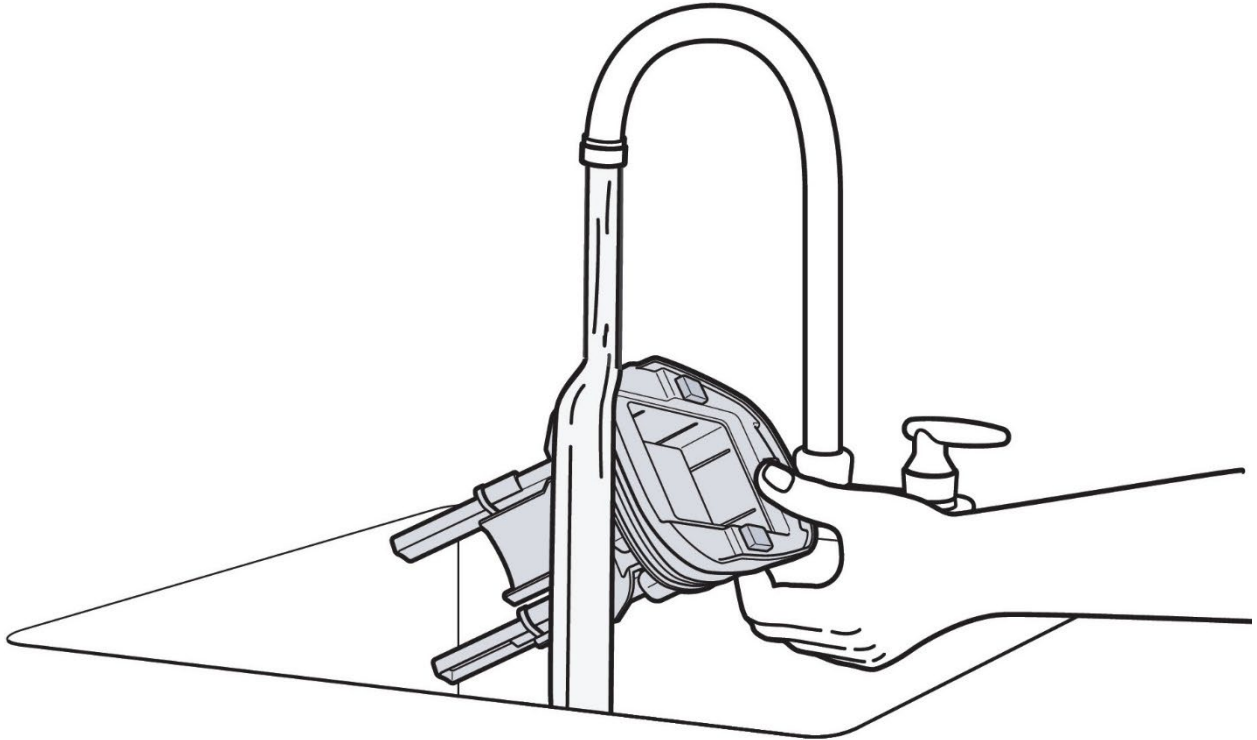


- Rinse dirty water tank with warm water
- Hand wash filters with warm water
 - Ensure all debris is removed from filters

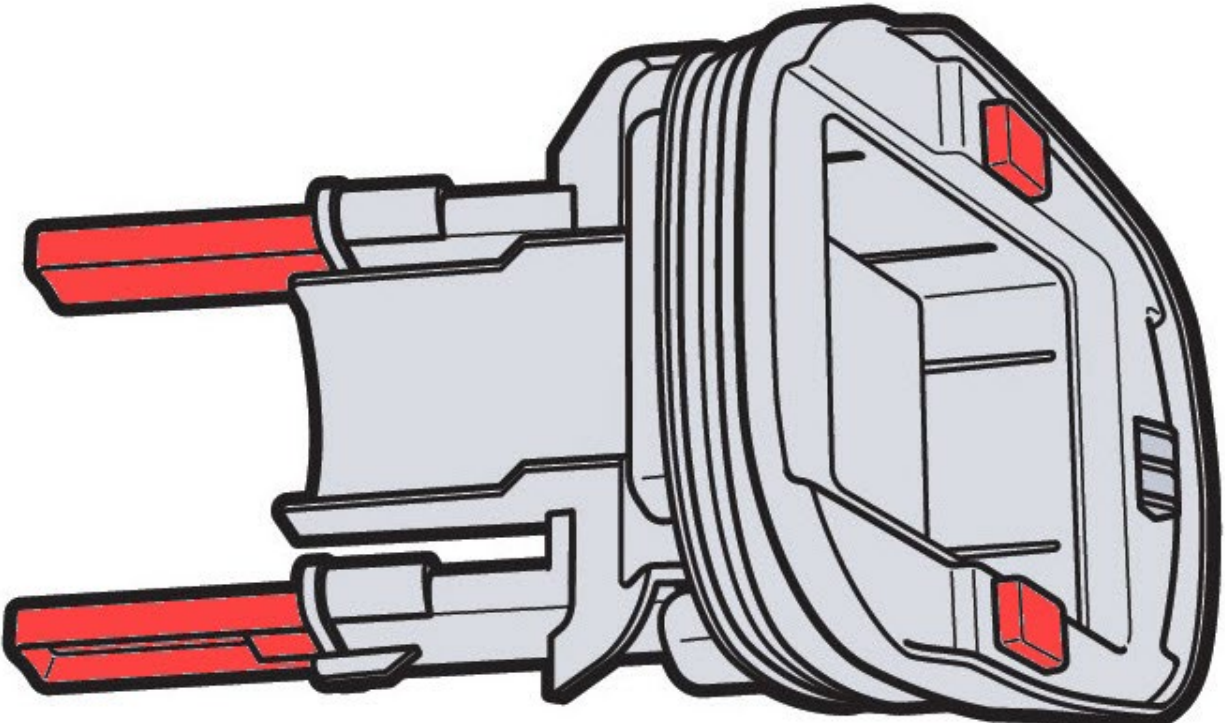


Clean tank lid

- Clean tank lid with warm water
 - Ensure all debris is removed

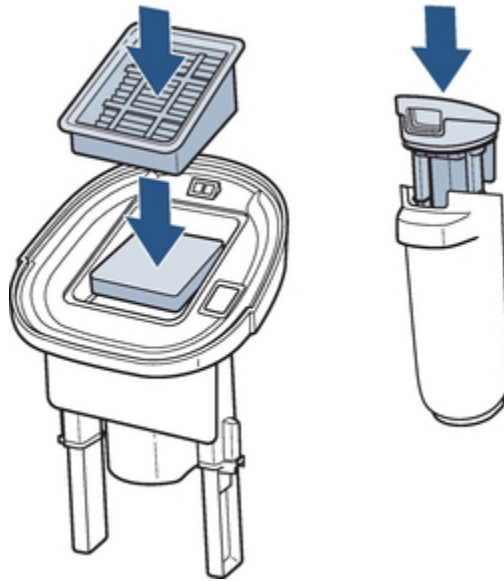


- Use cloth or magic eraser to clean sensors located on:
 - Top of lid
 - Spindles dipping into tank
 - If these sensors are covered with debris > Error codes can occur



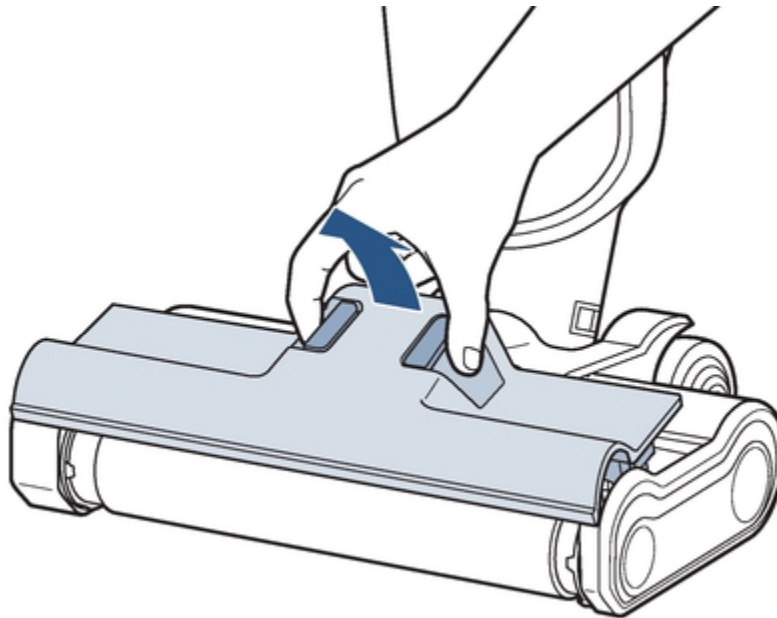
Reinstall tank parts

- Once dry, insert foam filter first > Ensure it is seated flat & not folded
- Insert pleated filter on top of foam filter

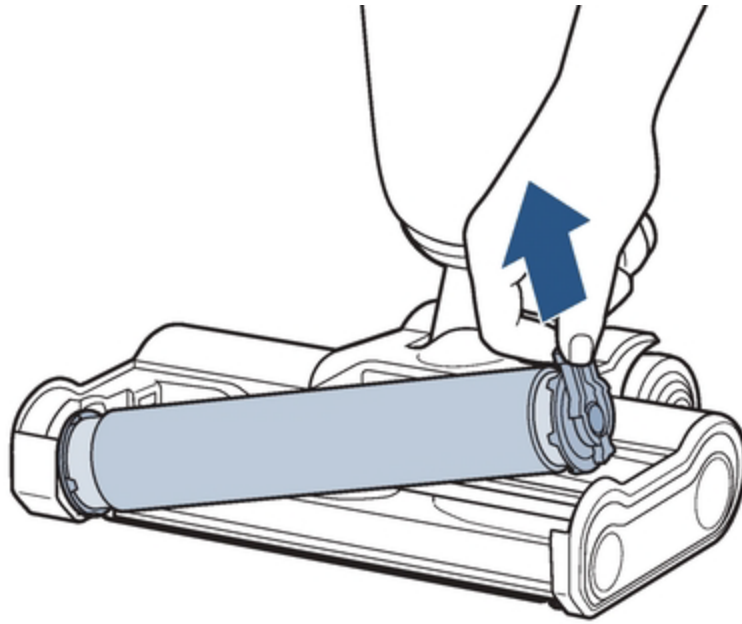


Clean foot area

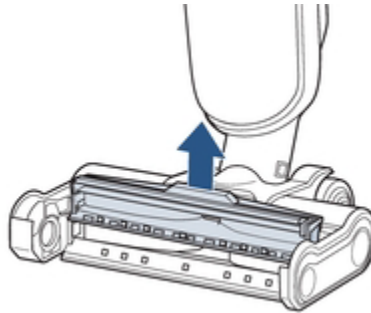
- Remove brush window > Pinch tabs and lift up



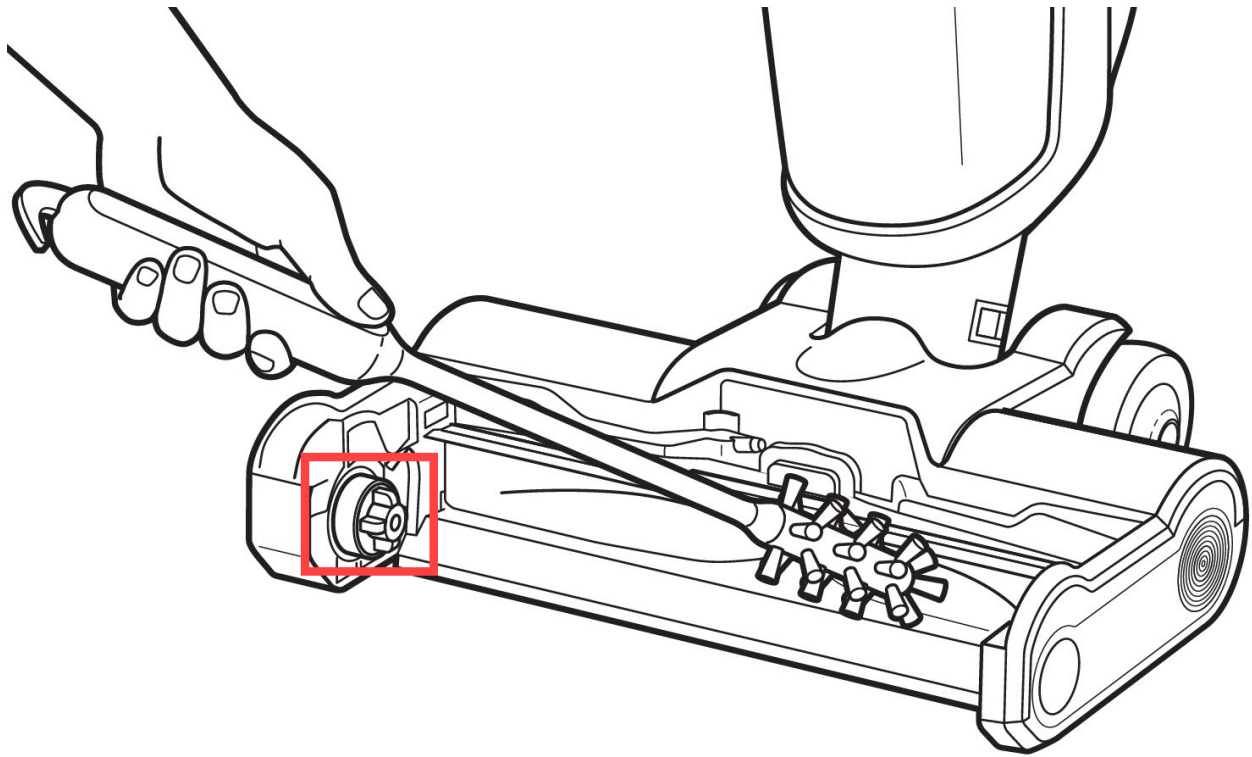
- Remove brush roll > Pull tab on right of brush roll



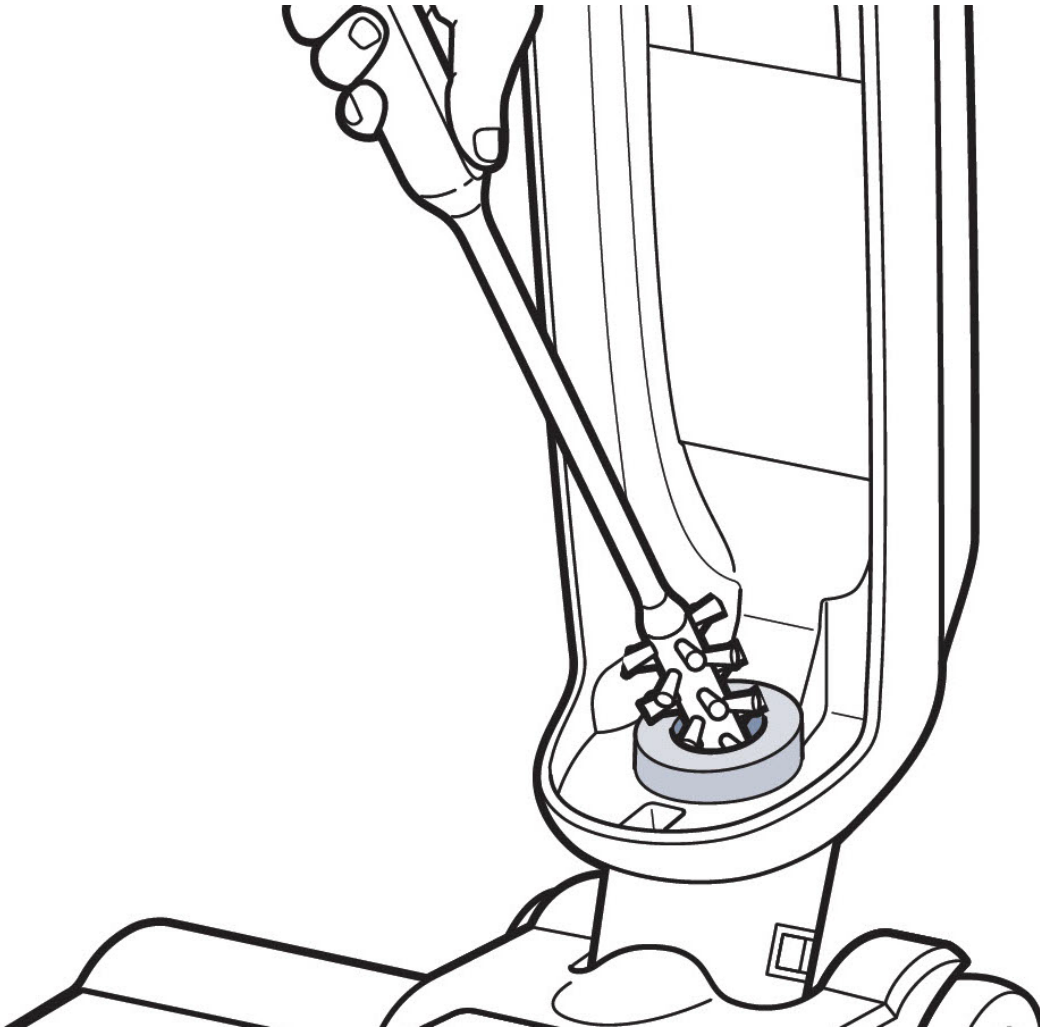
- Remove squeegee by pulling on pull tab



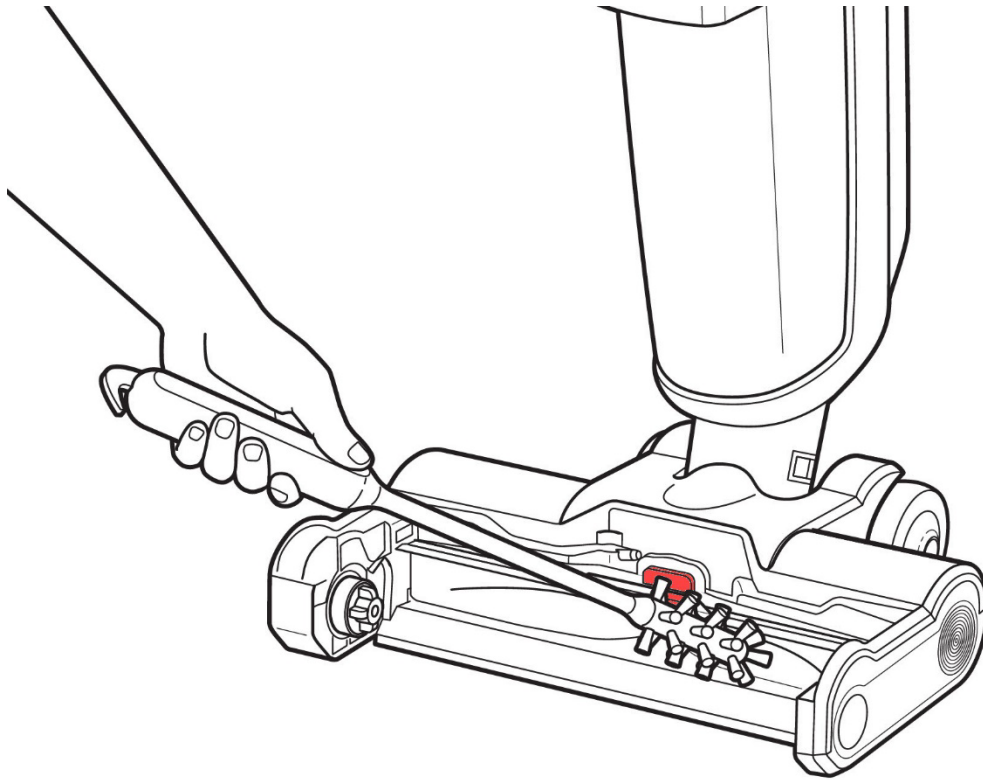
- Clean brush roll gear
 - Remove all wrapping & debris



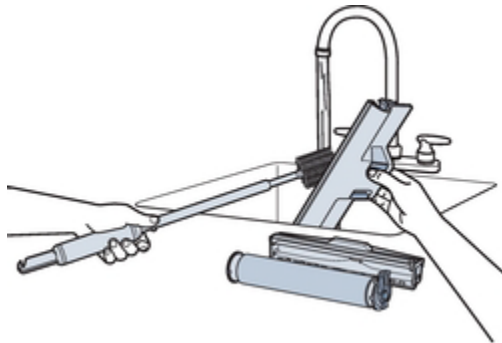
- Clean suction channel
 - Use toothbrush, bottle brush, or soft bristled brush to clean suction path
 - Insert brush into suction channel from the top



- Insert brush into suction path in foot area to remove clogs & debris
 - Ensure suction pathway is fully cleaned

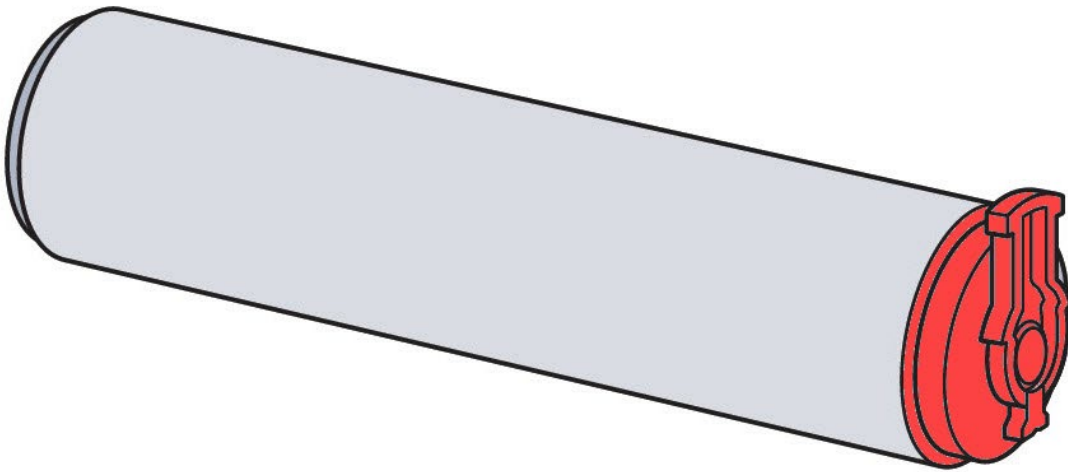


Clean all parts



- Rinse brush roll window
 - Rinse entire window with warm water
 - Ensure window is wiped with cloth > Debris buildup can cause suction issues
 - Debris build-up inside window can cause suction issues

- If window is cracked or damaged > Go to [Parts & Supplies](#) to order replacement
- Wash squeegee
 - Rinse with warm water & remove all debris
 - Wipe rubber squeegee with cloth from ALL angles to remove dirt build-up
 - Ensure entire part is cleaned
 - If squeegee rubber is damaged > Go to [Parts & Supplies](#) to order replacement
- Clean brush roll by hand with water and mild detergent
 - Wash all brush roll fibers > If brush roll is dirty, suction & streaking can occur
 - Ensure all debris is removed
 - Remove all wrapping around brush roll ends > Especially around end tab

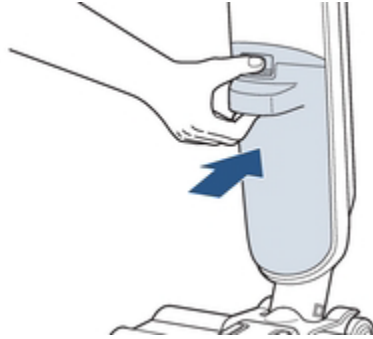


- Test brush roll for damage
 - Hold brush roll by end tab
 - Spin brush roll
 - Brush should spin several times with one flick
 - If brush roll does not spin freely > Go to [Parts & Supplies](#) to order replacement

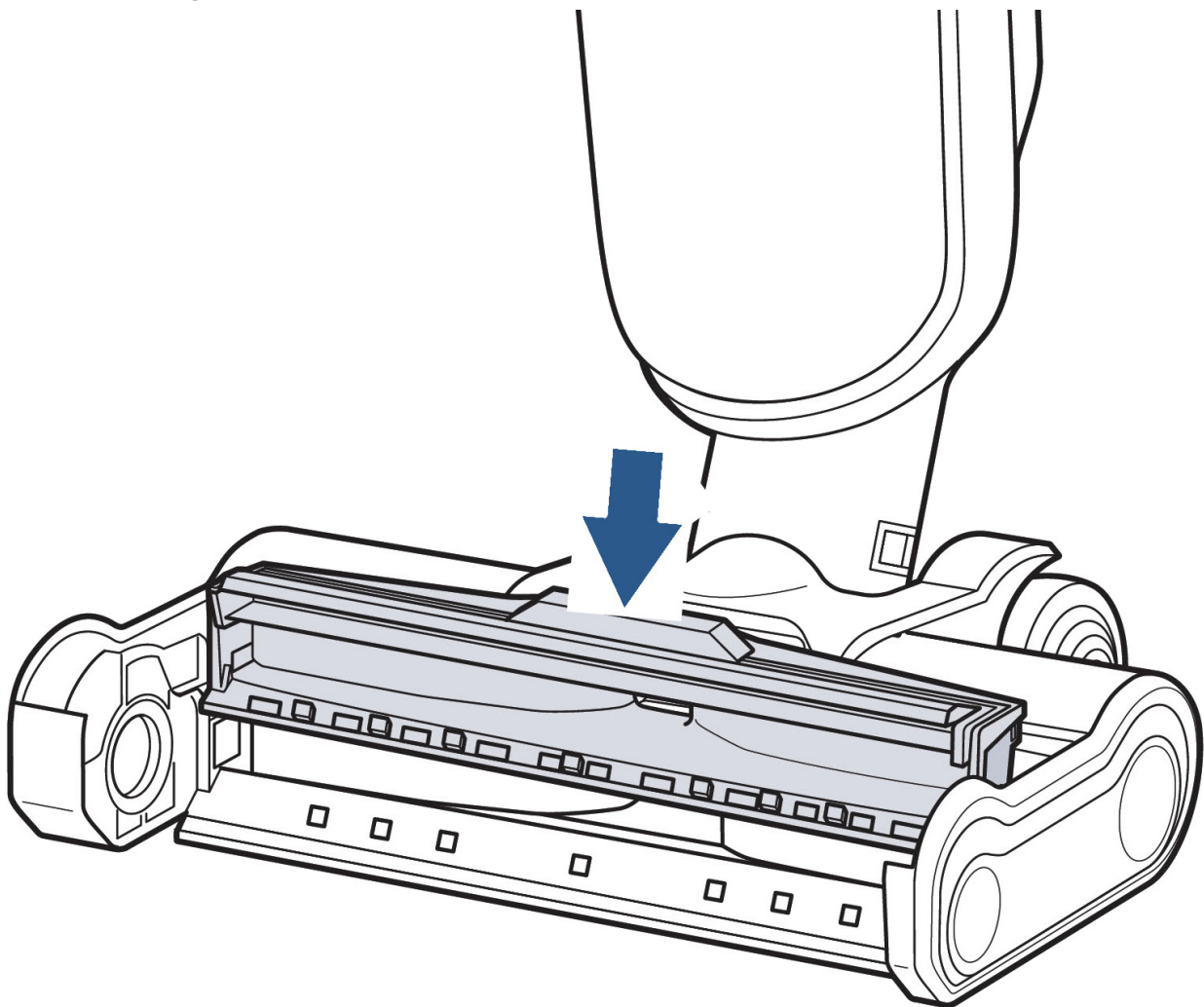
Reassemble parts

- Insert dirt tank

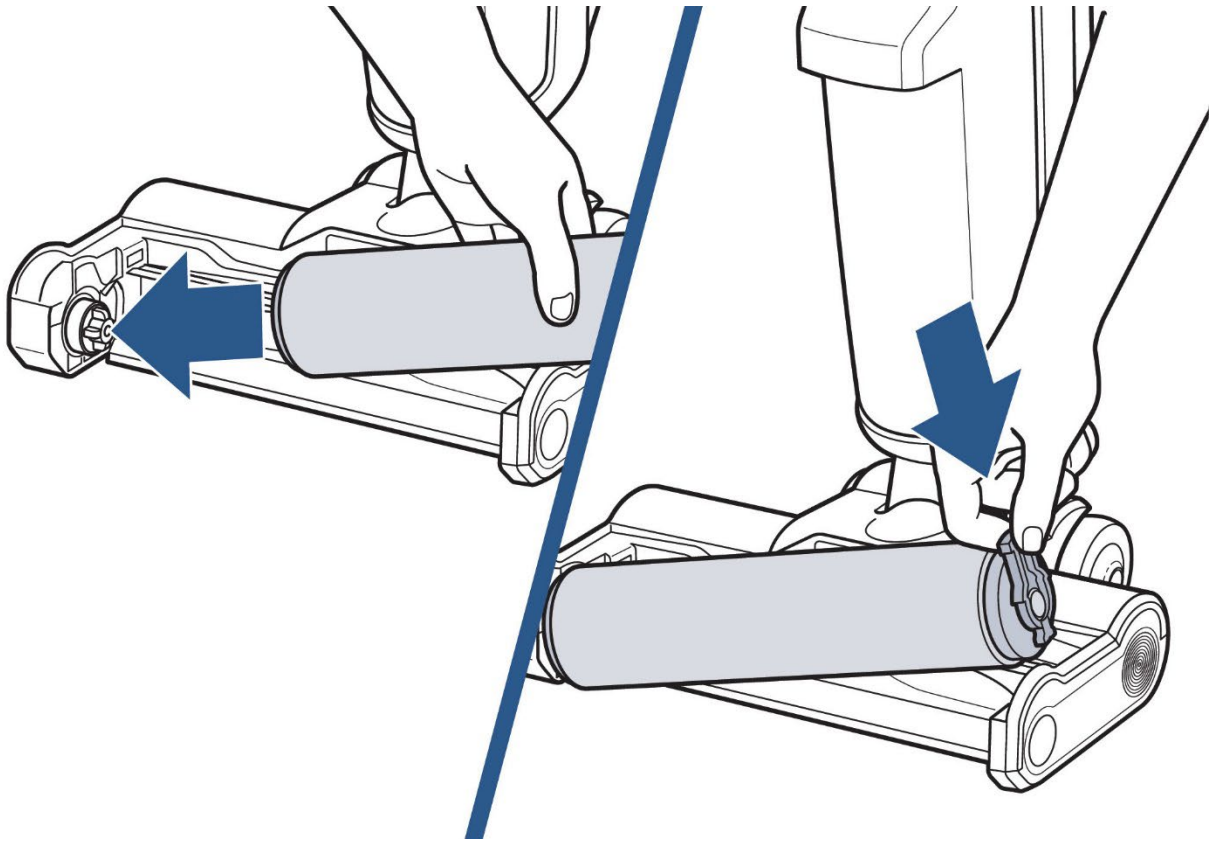
- Ensure tank clicks when inserted
- Confirm tank is firmly seated with NO spaces



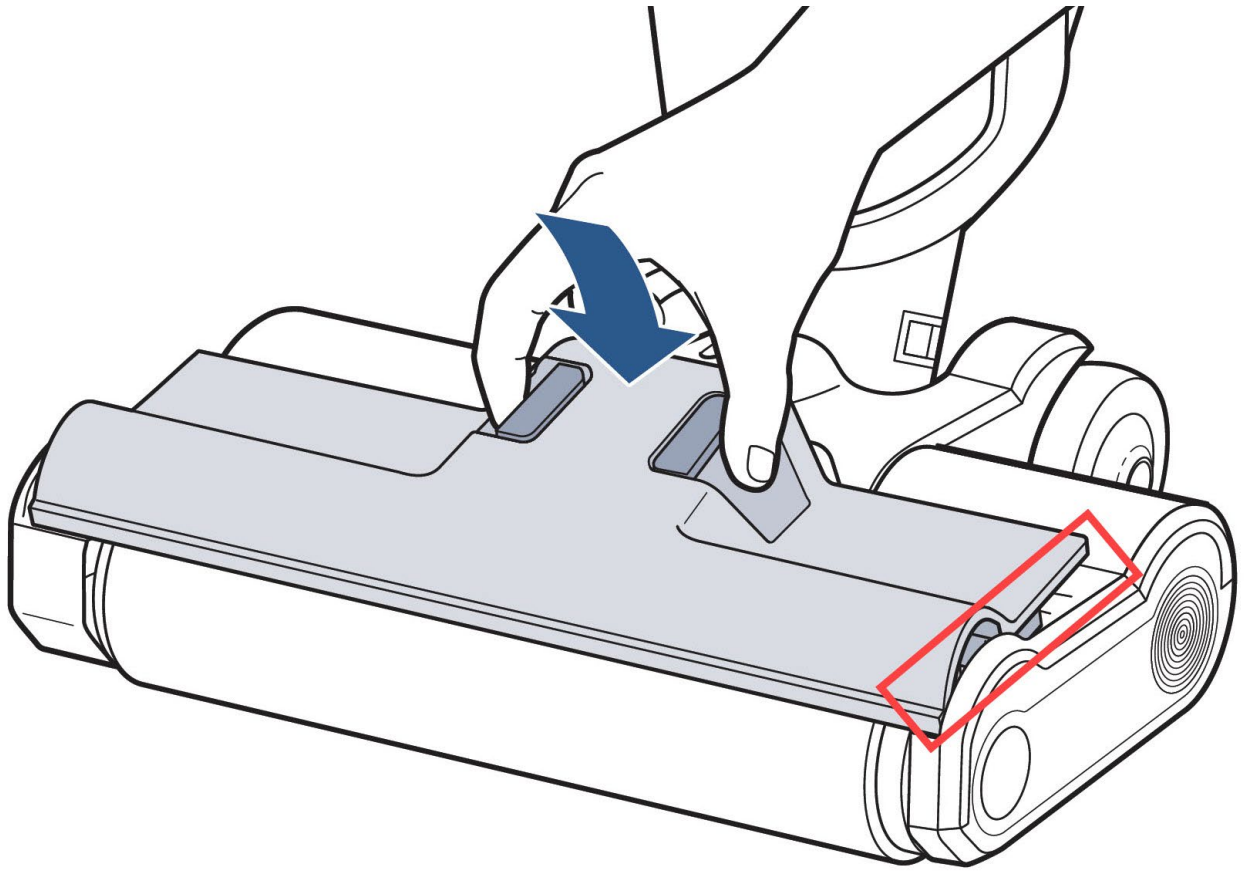
- Seat squeegee
 - Ensure there is NO space between squeegee rubber gasket & suction path gasket



- Insert brush roll
 - Press end tab until fully inserted



- Install brush roll window
 - Ensure there is NO space between cover & foot
 - If there is a space here > Suction will be impacted
 - Press down on front of window until you hear a click & there's NO space



Test machine

- Turn ON & recline machine
- Make several cleaning passes on dry floor