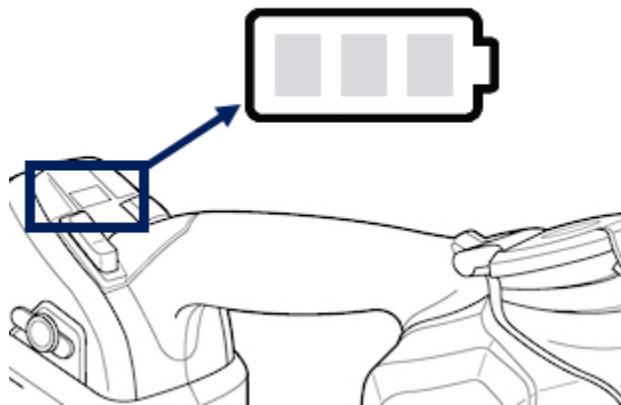


# Stain Eraser™ Pet has No Suction | Support

If you are experiencing no/low suction, follow these steps to resolve:

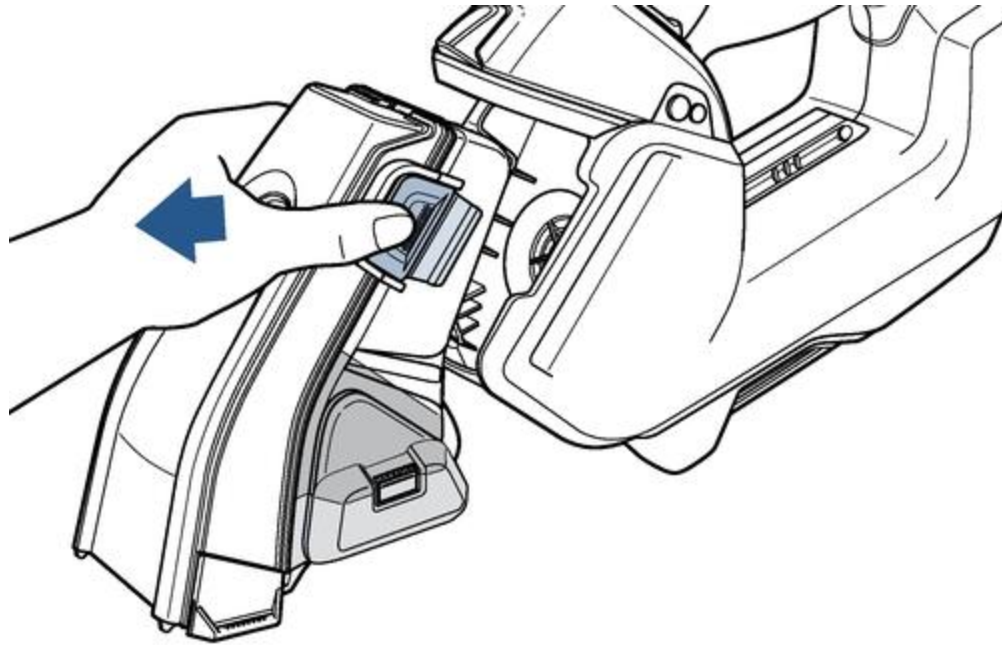
## Check battery is charged

- A fully charged battery will have 3 white lights when turned on



## Inspect for damages

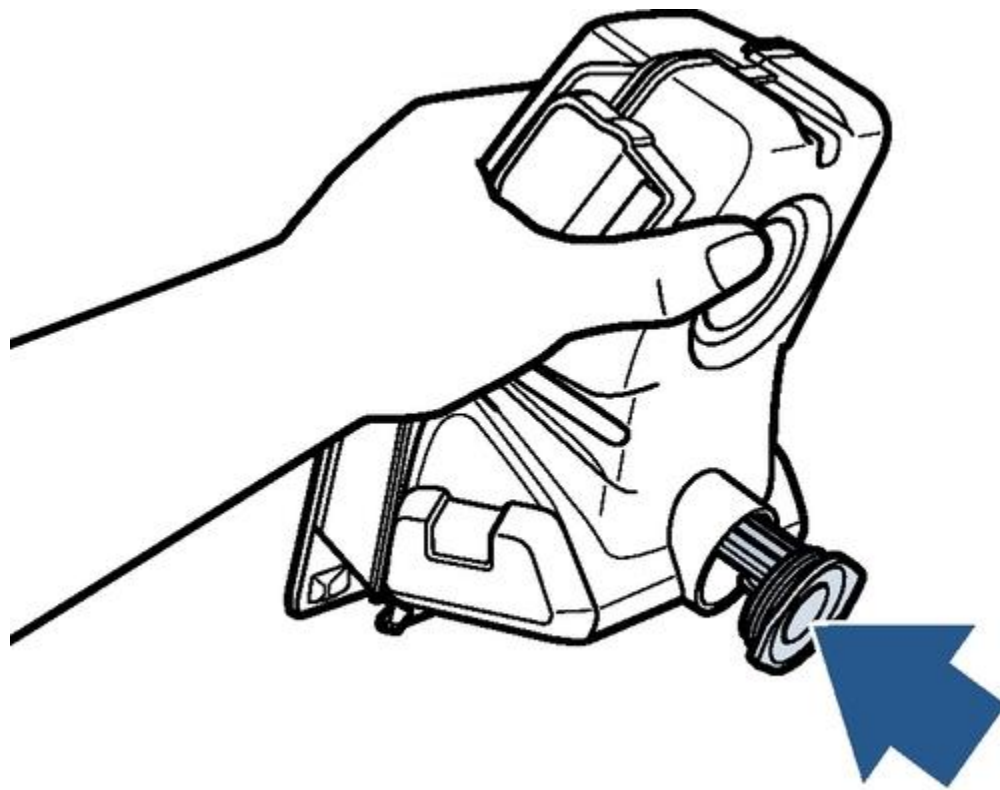
- Remove dirty water tank by grasping front assembly & pulling out



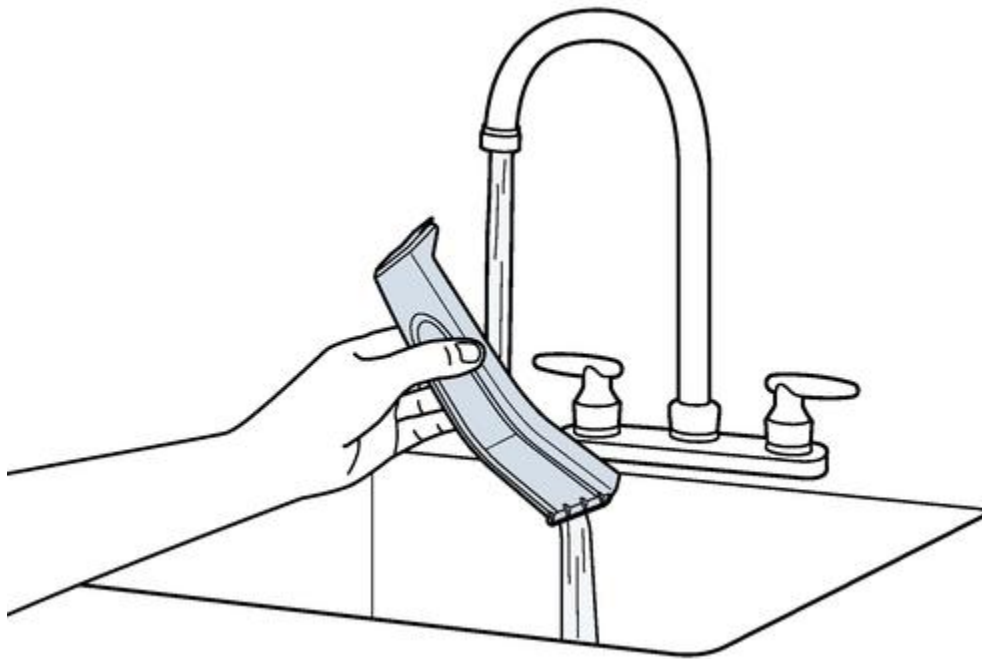
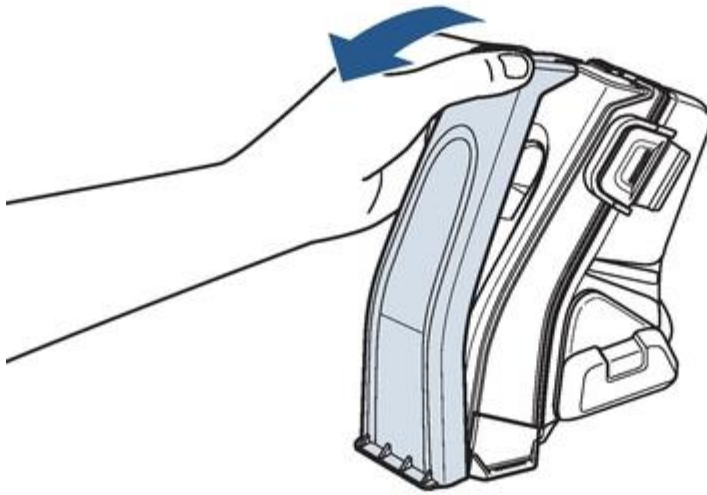
- Inspect for damage (cracks or deformations)
  - If damaged, order a new front assembly > Go to [Parts & Supplies](#)
- Inspect grey gasket on machine for damage
  - If gasket is damaged > [Contact Us](#)

### **Check for large debris**

- Check red filter for large debris
  - Use damp cloth to remove debris from filter
- Pull plug & empty tank dirty water tank into sink
- Replace plug & ensure it's secure



- Lift red tab on top of nozzle assembly to remove suction lens
- Rinse suction lens under warm water to clean

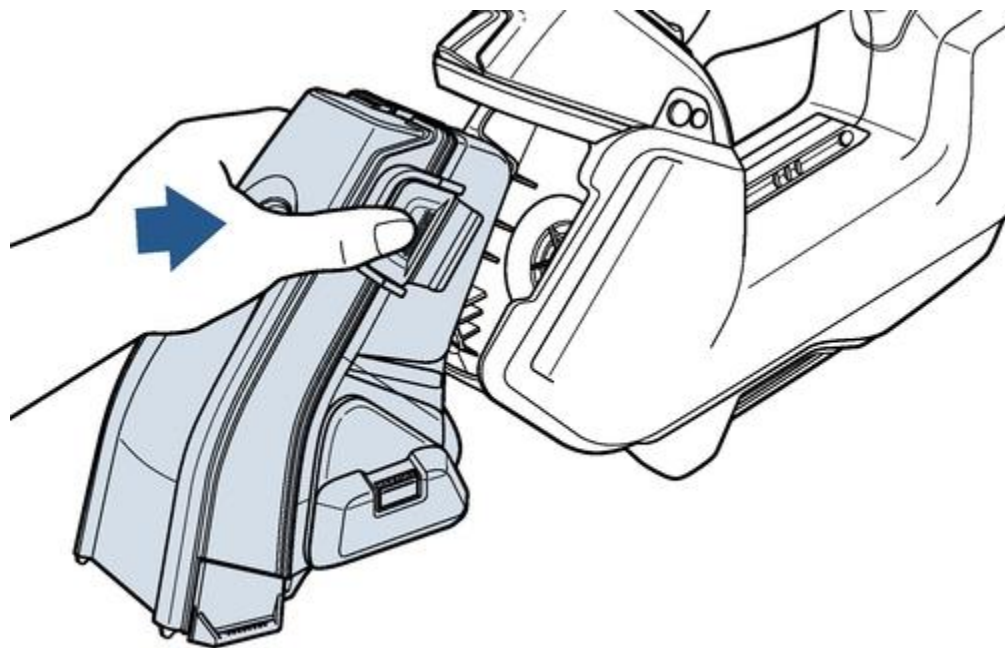


### **Reassemble machine**

- Reattach suction lens by hooking the lower edge onto the front assembly and snapping into place



- Reattach front assembly by pressing in until you hear a click



**Did this resolve your issue?**

- If you still need assistance > [\*\*Contact Us\*\*](#)