

My CrossWave HF3 has no power | Support

CrossWave HF3™ Cordless Multi-Surface Wet Dry Vac

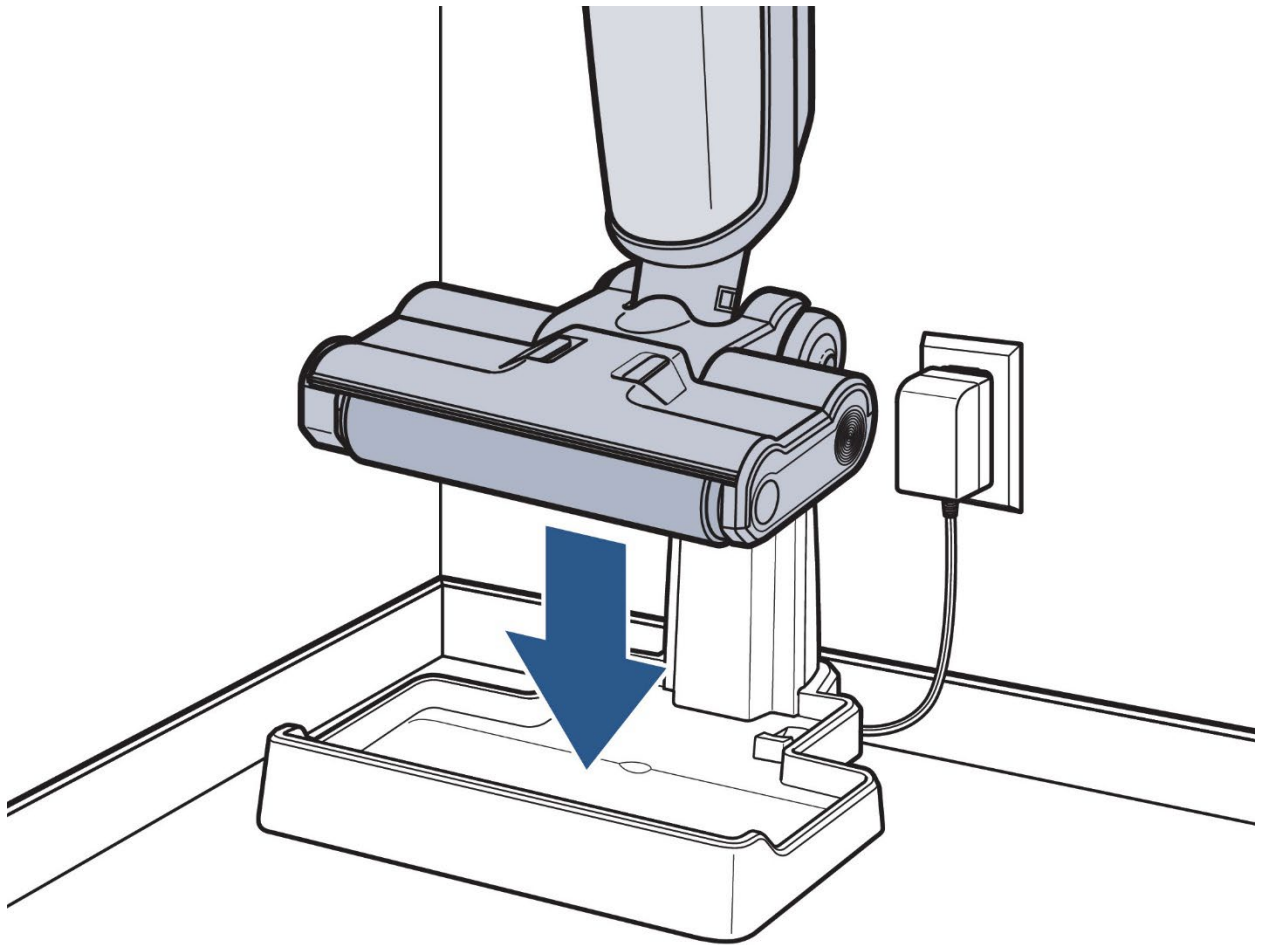
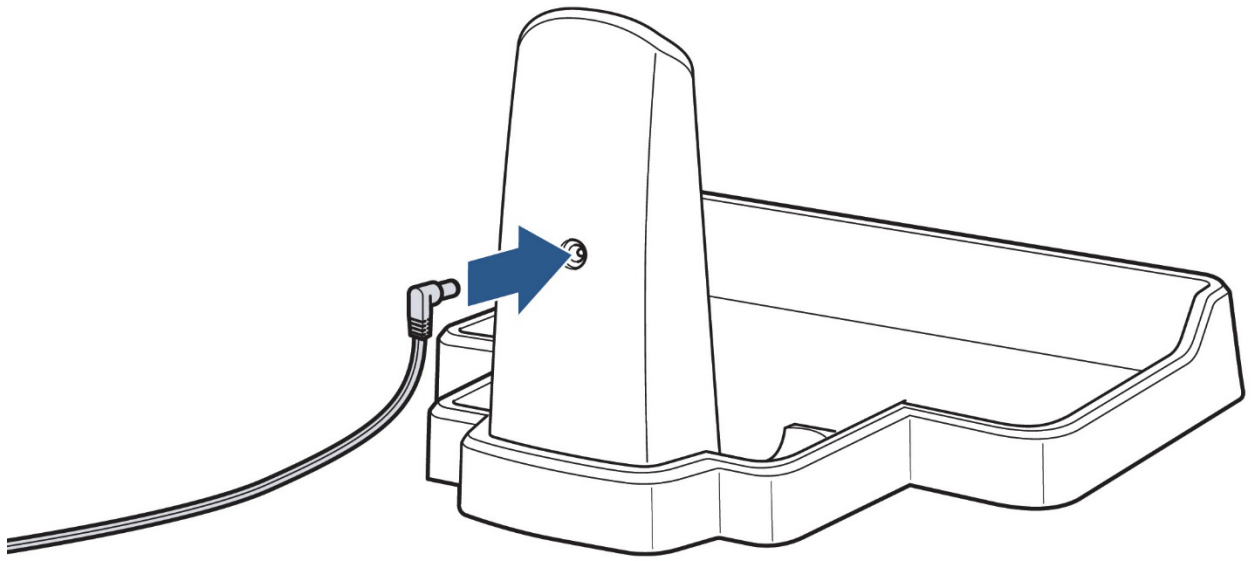
If your CrossWave HF3 isn't turning ON, or if it's shutting off after a few seconds, follow these steps to resolve

Turn Machine ON

- Recline machine and press power button to turn ON
- Does machine turn ON for a few seconds?
 - Yes > Go to [Shuts Off Automatically](#)
 - No > Go to next step
- Do ANY lights show on the LED display
 - Yes > Go to [User Interface Troubleshooting](#) to diagnose the light error
 - No > Go to next step

Charge machine

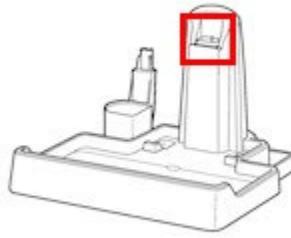
- Ensure charging dock is plugged into outlet
- Place machine on docking station to charge



- Are battery lights lit?
 - Yes > Machine needs to charge
 - Let charge for at least 4 hours for full charge before use
 - No > Continue below

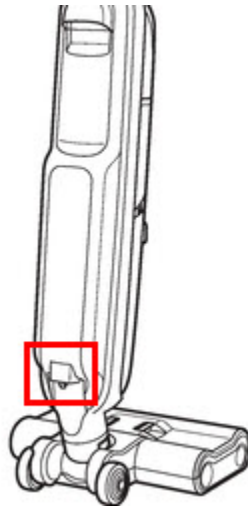
Clean dock charging connections

- Remove machine from docking station
- Clean metal contacts on dock
 - Located inside charging station
 - Press down on plastic separator
 - Wipe metal contacts located on side of shaft



Clean machine charging connections

- back of machine with damp cloth



- Set machine back on dock
- Is machine charging?
 - No > Continue below

- Yes > Let machine charge for 15 minutes
 - Remove from dock > Recline and turn machine ON
 - Does machine have power restored?
 - Yes > Great! Glad we could get you back to cleaning
 - No > [Contact us](#)

Test Outlet

- Unplug dock from outlet
- Test outlet with cell phone charger or another small appliance
 - Reset circuit breaker if needed
- Plug dock back in
- Set machine back on dock
- Is machine charging?
 - No > [Contact us](#)
 - Yes > Let machine charge for 15 minutes
 - Remove from dock > Recline and turn machine ON

Did this resolve your issue?

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