

CrossWave® / CrossWave® Pet Pro | No Power

Check setting controls

- Machine does not power ON until a cleaning mode is pressed
- Brush roll does not begin to turn until machine is reclined
- If machine turns ON but shuts off after reclining > Brush roll may be seized & causing machine to shut off > Go to [Shuts off automatically](#)

Check power cord

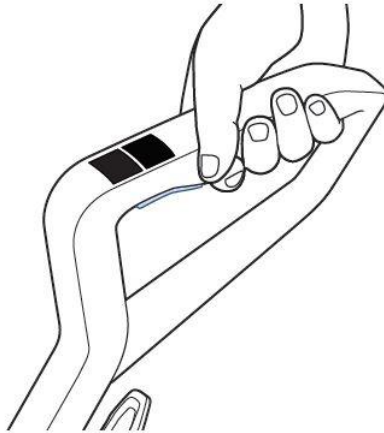
- Unplug machine
- Run hand along entire length of power cord > It should be smooth with no damage
- Check plug for damage
 - Is cord or plug (prongs) damaged?
 - Yes > We can likely repair this issue > [Find your nearest BISSELL Service Center](#)
 - No > Continue troubleshooting

Test power outlet

- Check to see if outlet is working
 - Plug in a cell phone charger or small appliance
 - If no power to outlet > Test a different outlet in a separate room
 - Reset circuit breaker if needed

Test machine for power

- Plug machine into wall outlet
- Turn ON by pressing rug or hard floor button



- Does machine turn ON?
 - No > Go to next step

Remove & reinstall handle

- Remove clean water tank from back of machine
- Insert a blunt tip object (i.e. screwdriver or pen) into small circular area above white label on handle
 - Pull up on handle while pushing blunt tip object into small opening & pull up on handle to remove
 - Once fully removed > Reinstall handle firmly until you hear a click



- Plug machine in
- Turn ON by pressing rug or hard floor button