

Troubleshooting Steps

Brushbar not turning

☒ Is there a red light on the base?

Something has obstructed the brush bar. Remove belt cover, remove brushbar and clear any debris from around the brushbar itself

Is the belt broken?

Yes?

A replacement belt is required, go to 'Spares' tab above

No?

Re-assemble the brushbar, replace belt cover and stand the machine in the upright position

Recline the handle, and press the power button to switch the machine back on

The green light should now display and the brushes should be turning

If no light is on the base, press the brushbar on/off button to activate the brushes

The green light should now appear and the brushes should now be turning

☒ Is the brushbar switched on

Recline the handle, and press the power button to switch the machine on

If no light is on the floorhead, whilst looking at the brushbar itself, switch the brushbar on/off button on and off a few times

You should see and hear the brushes stopping and starting

Intermittent or no power

The machine cuts out or won't switch on

The machine may not have switched on when you went to use it, or it may have cut out during use

Excessive Noise If yes

Check the seals

Remove the dirt container and open both ends, remove the separator and clean all seals

Clean the seal at the top of the main hose

Replace the separator, filter and lid and re-attach the dirt container

Excessive Noise If no

This indicates a blockage

Empty the dirt container and clean the filter and separator. Replace the separator, filter and lid and refit the dirt container

No Suction

Have you checked the hose?

Remove hose from the base of the machine and remove the dirt container

Drop a small ball of paper down the top of the hose, this is where the hose meets the dirt container

Is the paper stuck?

Yes?

There is a blockage and this will need to be removed

No?

Complete a visual check of the hose

Are there any splits/tears on the hose?

Yes?

A replacement hose is required, go to 'Spares' tab above

No?

Go to 'Have you checked the base for a blockage?'

Have you checked the base for a blockage?

Remove belt cover, remove brushbar and clear any debris from around the brushbar itself

Push through a wire coat hanger (or something similar) from the back of the machine towards the brushes to remove the obstruction

Still experiencing a problem?

[Email us](#)

☐ Check the suction from the motor

Remove the dirt container and switch the machine on

Place your hand over the hole located on the top right hand side of the machine, this is where the lid of the dirt container is normally attached to