

PowerFresh Steam Mop 1940 Series

No Power

1. **Check the entire length of the power cord for damage.** If there is damage, advise the consumer to stop using the machine and set up a cut cord RA if within warranty. If outside of warranty, upsell new machine.
2. **Make sure the unit is plugged into a functioning outlet.**
3. **Check to see if any of the lights come on, on the control panel once plugged into a functioning outlet.** If there are lights, please refer to the No Steam Troubleshooting as the machine is receiving power.
4. **If there is still no power, issue cut cord RA if the machine is within warranty.**