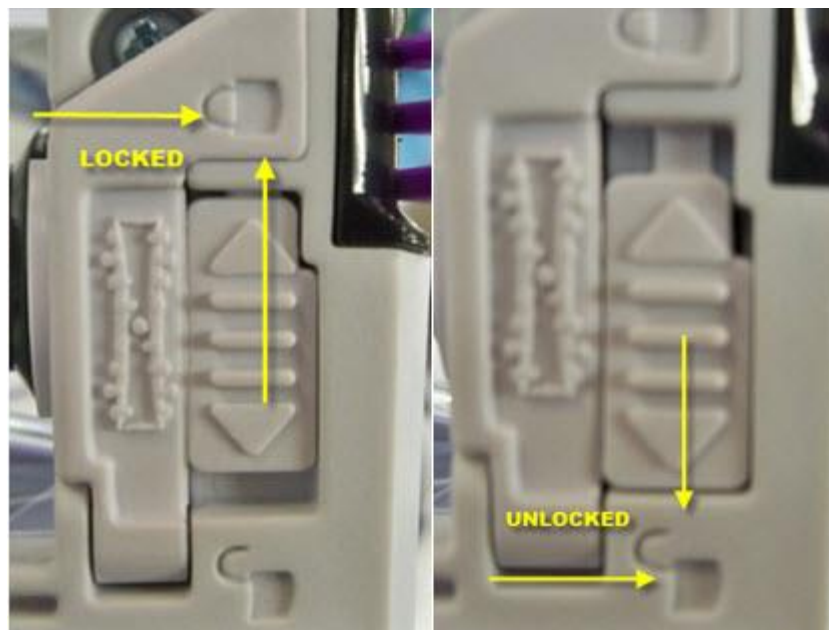


## The Brush on my BOLT™ is not turning. What do I check?

### Answer:

- Make sure the brush power button is on. If it is not on, the brush will not turn. Note: The brush switch turns off each time the machine is turned off.
- Check the brush roll for any obstructions.
  - If there are obstructions...
    - This unit features a Brush Roll reset feature so if large debris becomes lodged in the brush roll it will shut off.
    - If this has happened, turn the machine off and remove the obstruction.
    - Wait approximately 15 seconds for the motor to cool down before turning the machine back on. After this time has lapsed the brush will function correctly.
  - If there are no signs of obstructions...
    - The brush roll may need to be cleaned of debris. Turn the machine off so the brush is facing you
    - While looking at the bottom of the machine at the foot, on the right side of the foot, there is a lock feature. If it is showing locked, the slide button will be pointing at the "lock" symbol. To unlock, move the arrow down toward the "unlock" symbol. (See pictures below)



- Lift the tab and then take the brush out of the foot and clear brush of debris. (See picture below for tab shown up).
  - Note: There is no belt to remove and check.



- With the brush roll removed, check the end caps on the brush roll and foot housing for any damage to the end caps. Also, check and clean debris build-up on the brush roll while it is removed.
- Put the brush back into place and secure the lock by pushing the lock arrows up toward the "lock" symbol. The square end fits in the square slot below the locking latch. Try and turn the brush freely by hand. If this works, put the vacuum back upright, turn the power on and check to see if the brush has started rotating through the clear brush window.
- If the brush does not turn, take foot off again, remove the brush and try another brush (if you have more than one that came with your machine). If that brush works, then the other brush will need to be replaced.
- If the brush is still not turning and another brush does not work, please contact BISSELL Consumer Care for further assistance at 1300 247 735