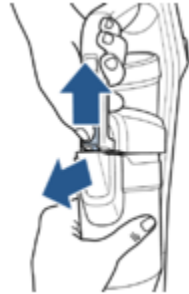
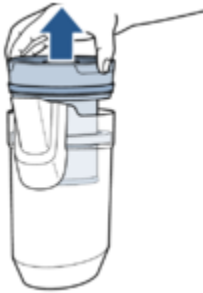


# My ICON™ Cordless Vacuum has no/low suction | Support

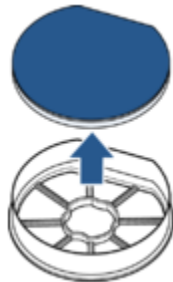
- Remove the dirt tank



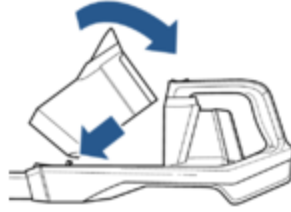
- Grip the top portion of tank and pull up to remove & clean the separator (the bottom ring of the separator will activate to "wipe" debris from screen & deposit into tank)



- Pull the filter frame from the top of the separator to remove & clean the pre motor filter
- Pre motor filter can be rinsed in warm water, allow to completely air dry (24 - 48 hours) before reinstalling



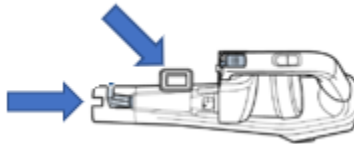
- The tag on the filter should be inserted 1st when returning filter to filter frame
- Insert filter & filter frame into separator
- Put separator into tank
- Attach tank to hand vac, it should "click" into place



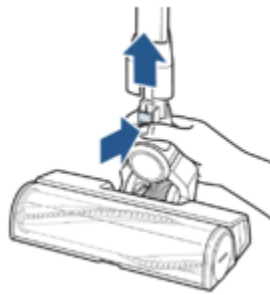
- Remove extension wand, turn on & check suction at the end of hand vac



- If no/low suction remove hand vac and clear debris from openings



- Remove the foot from the extension wand



- Look through the extension wand
  - The opening at the end of the extension wand should be circular and light should be visible
  - If not, clear debris in extension wand



- To clear debris from foot area, see [Brush not turning steps](#)
- The post motor should also be cleaned regularly
  - Press the latch on the back of the hand vac to locate the filter
  - Pull filter out to clear of debris
  - This filter can be rinsed in warm water, allow to completely air dry (24 - 48 hours) before reinstalling



- Vacuum should not be used without all filters in place  
If the machine continues to not have suction, please [Contact Us](#)