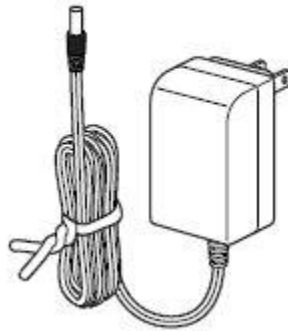


My Stain Eraser™ Pet has No Power | Support

If you are experiencing power issues, follow these steps to resolve:

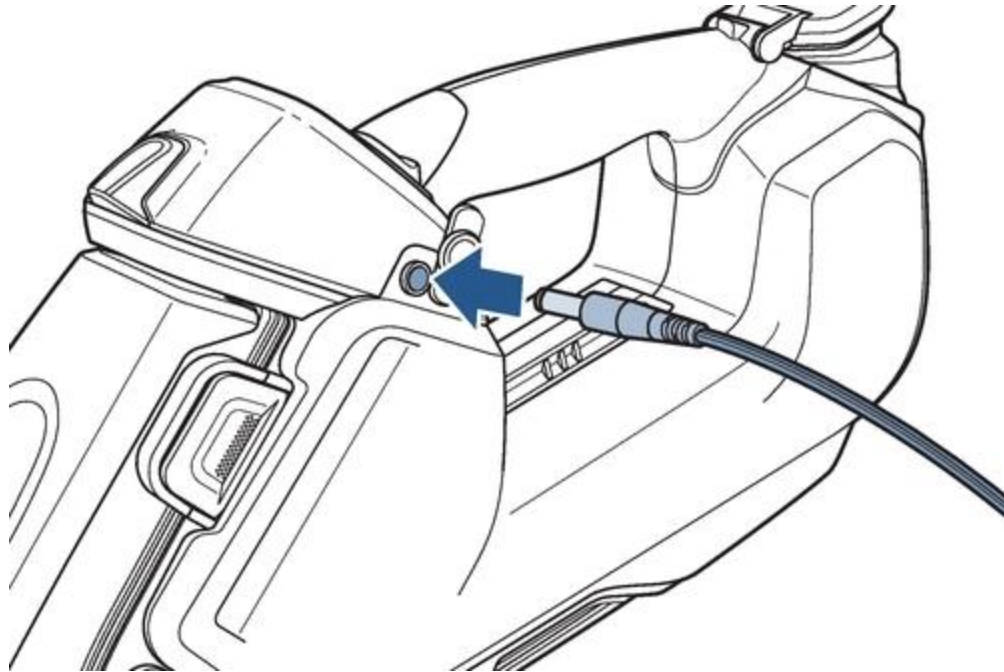
Check charger is correct

- Model number on back of charger should be SSA-100060US



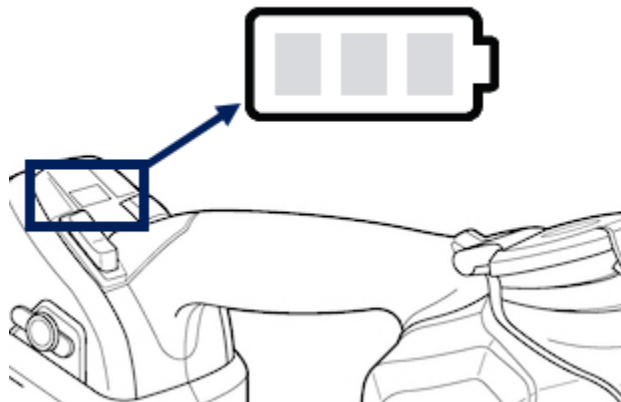
Inspect for damage

- Unplug charger from both machine & outlet on wall
- Run hand over entire length of cord & check for any damage, rips, or punctures
- Inspect prongs for damage
 - If cord or prongs are damaged, order a new charger > Go to [Parts & Supplies](#)



Check for battery lights

- Insert charging adaptor plug into charging port on side of machine near spray button
- Plug outlet end into a functioning outlet
 - White battery lights should illuminate



- When charging cord is plugged in all 3 white lights should be blinking
- If not, test the charger in a different outlet

Charging best practices

- Charge unit for 4.5 hours prior to first use
- Runtime is approximately 15 minutes