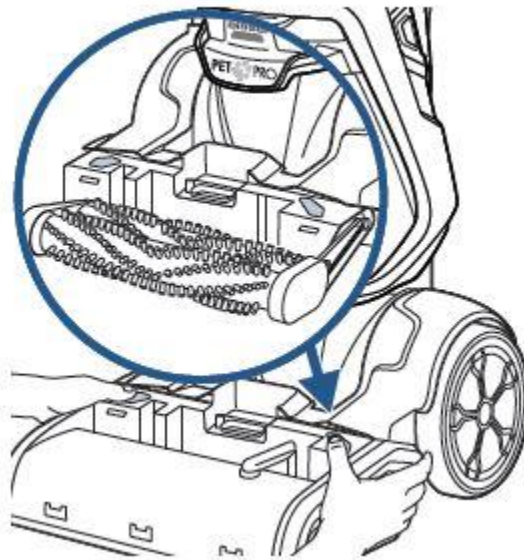


# My ProHeat 2X® Revolution® Pet Pro Carpet Cleaner brush is not turning | Support

Unplug the machine before continuing

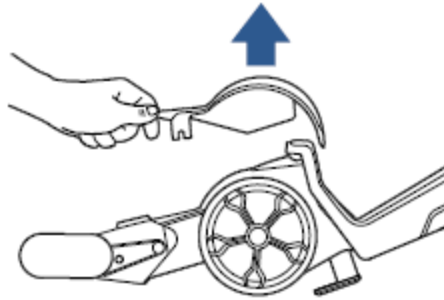
- Check for obstructions in the brush area - clothing, rug, string, etc.
- Remove any obstructions
- While the machine is upright, unplug the machine and remove both tanks
- Remove the nozzle and brush chamber cover



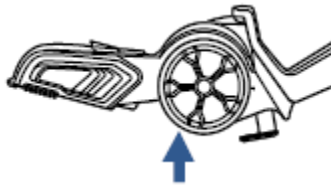
- Press the recline pedal and lay the machine on its back



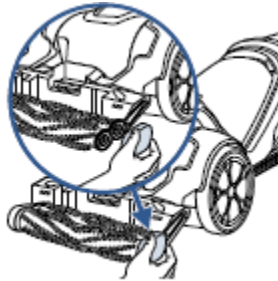
- Check for broken belts
  - Use a flathead screwdriver and press it into the slot at the back and then front of the belt access door
  - Lift to remove the belt access door



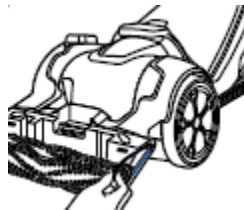
- Then, remove the wheel by the belts
- Turn the machine on its side and use a Philips screwdriver to remove the screw just underneath the wheel



- Slide the wheel down to remove
- Lay the machine back down on its back
- Use a Phillips-head screwdriver to remove the screw on the brush roll end cap

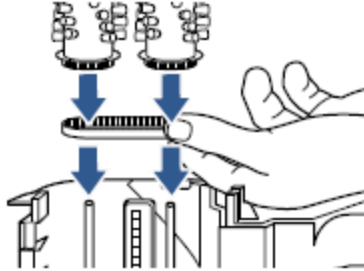


- If the gear belt is broken, gently remove it
- If you are replacing your brush rolls, gently remove the belt

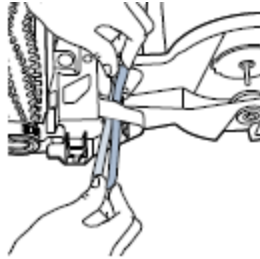


- There are washer at the ends of the brush rolls, be careful that these do not fall off or get lost
- To replace brush rolls, remove them from the metal posts and replace
- Make sure the metal post goes completely through the end of the brush roll
- The brush roll bristles should be aligned in a 'V' pattern

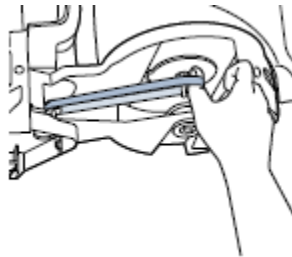
- Align brush rolls with belt at other end
- To ensure alignment, hold the end of one brush roll and twist
- The other brush roll rotates with it
- Check that washers are in place
- Reassemble the belt and end cap, securing with screws you removed



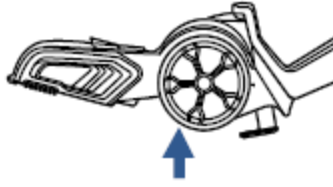
- If the flat belt is broken, gently remove the belt
- If it needs replacing for any reason, the gear belt should already be removed before removing the flat belt
- Rotate the machine back to its side
- Feed the new flat belt through the opening so that it wraps around the red pulley



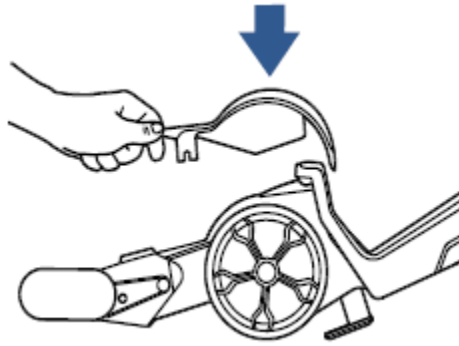
- Keep it wrapped on the red pulley and adjust the machine so it is laying on its back again
- Use your thumb to stretch the flat belt back to wrap around the metal axle



- Re-secure the wheel and belt access door
- Slide the wheel up back into the slot and secure with the screw that was removed



- Snap the belt access door back down into place



- Replace the brush cover and front nozzle to test  
If brushes still won't turn contact us
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