Getting your Vacuum ready for mail-in service

1. For robot vacuums, include the charging dock and power cord. The remote does not need to be included unless it is part of the issue.

2. For all vacuums, do not include any accessories unless they are part of the issue.

3. Your vacuum is now ready to be shipped in for service. If you already arranged to have your vacuum repaired, you should have received instructions on how to mail it in. If you didn’t get the instructions or you misplaced them, contact us for support.