

# OWNER'S MANUAL

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*Operating and Servicing Instructions*

Español - página E1



[www.hoover.com](http://www.hoover.com)



## **IMPORTANT: READ CAREFULLY BEFORE ASSEMBLY AND USE.**

Questions or concerns? For assistance, please call Customer Service at  
1-800-944-9200 Mon-Fri 8am-7pm EST before returning this product to the store.

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**THIS PRODUCT IS INTENDED FOR COMMERCIAL USE ONLY.**

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*Thank you for choosing a HOOVER® product.*

Please enter the complete model and serial number in the spaces provided.

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Hint: Attach your sales receipt to this owner's manual. Verification of date of purchase may be required for warranty service of your HOOVER® product.



**SERIAL NUMBER**

(Label located on bottom of vacuum)

## CONTENTS

Important Safeguards.....	3
Cleaner Assembly .....	6
Carton Contents .....	6
Attach Main Body to Nozzle.....	6
Attach Handle.....	7
Attach Hose.....	7
Position Tools .....	7
Power Cord Assembly.....	7
How To Use.....	8
Vacuum Description .....	8
LED Diagnostic Panel .....	8
On-Off Switch.....	9
Transporting Cleaner.....	9
Carry Handle .....	9
Handle Positions .....	9
Carpet Height Adjustment .....	9
Height Settings.....	9
Cord Storage.....	10
Cleaning Lightweight Flexible Rugs.....	10
Tools.....	10
Maintenance.....	11
Filter Bag.....	11
Filters .....	12
Agitator Brushroll.....	13
Resetting LED Indicator Light .....	14
Clearing Blockages .....	15
Lubrication.....	15
Troubleshooting Guide .....	16
Service .....	17

If you need assistance:

Visit our website at [hoover.com](http://hoover.com). Follow the authorized dealer locator link to find the Hoover® authorized dealer nearest you or call 1-800-944-9200 for an automated referral of Hoover® authorized dealer locations (U.S. only) or to speak with a customer service representative; Mon- Fri 8am- 7pm EST. Please do not return this product to the store.

# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.**

### **WARNING: TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:**

- Fully assemble before operating.
- Operate vacuum only at voltage specified on data label on bottom of cleaner.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close supervision is necessary when used near children. To avoid injury or damage, keep children away from product, and do not allow children to place fingers or other objects into any openings.
- Use only as described in this manual. Use only manufacturer's recommended attachments and products.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center prior to continuing use.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not place product on cord. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts. Brushroll continues to rotate when in the upright position.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the cleaner from falling, always place cleaner at bottom of stairs on floor. Do not place cleaner on stairs or furniture, as it may result in injury or damage.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or fine wood sandings, or use in areas where they may be present.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without Dust bag and Filters in place.
- **WARNING:** This product contains chemicals known to the State of California to cause cancer, birth defects or reproductive harm.

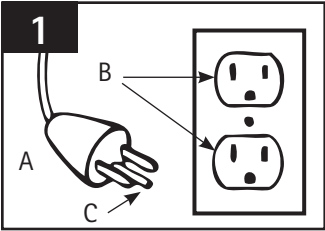
- Make sure your extension cord is in good condition and is the correct size for your appliance. Table (A) shows the correct size to use depending on cord length and nameplate ampere rating. If in doubt, use the next heavier gauge. The smaller the gauge number, the heavier the cord. An undersized extension cord will cause a drop in line voltage resulting in loss of power and overheating.
- Use only three-wire outdoor SJ or SJT-type cords that have three-prong grounding plugs and grounding receptacles that accept the appliance's plug.
- To reduce the risk or personal injury due to a loose connection between the appliance's plug and the extension cord, firmly and fully attach the appliance plug to the extension cord. Periodically check the connection while operating to ensure it is fully attached. Do not use an extension cord that provides a loose connection. A loose connection may result in overheating, fire and increase the risk of burning.
- Maintain Appliance With Care- Inspect extension cords periodically and replace if damaged.

## CAUTION: TO REDUCE THE RISK OF DAMAGE:

- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store in a dry place. Do not expose machine to freezing temperatures.
- Brushroll continues to turn while product is turned on and handle is in upright position. To avoid damage to carpet, rugs, furniture and flooring, avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.
- Do not use sharp objects to clean out hose as they can cause damage.

## GROUNDING INSTRUCTIONS

This appliance must be grounded.



If it should malfunction or breakdown, grounding provides a path of least resistance for electrical current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor (C) and grounding plug (A).

The plug must be plugged into an appropriate outlet (B) that is properly installed and grounded in accordance with all local codes and ordinances.

## GROUNDING INSTRUCTIONS (CONT'D)

**DANGER** – Improper connection of the equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120 volt circuit and has a grounding plug that looks like the plug in sketch (1)- see page 4

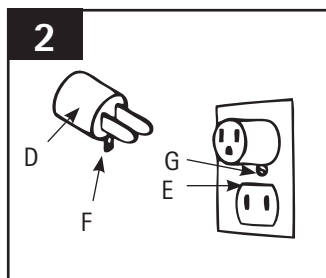
A temporary adapter (D) may be used to connect this plug to a 2-pole receptacle (E) if a properly grounded outlet is not available.

The temporary adapter should be used only until a properly grounded outlet (B) can be installed by a qualified electrician.

The green colored rigid ear, lug, or the like (F) extending from the adapter must be connected to a permanent ground (G) such as a properly grounded outlet box cover.

Whenever the adapter is used, it must be held in place by a metal screw.

*Note: In Canada, the use of a temporary adapter is not permitted by the Canadian Electrical Code.*



## EXTENSION CORD GUIDELINE

- Do not use appliance with damaged cords or plugs. When servicing, refer to a qualified electrician or service person only. Use only identical replacement parts.
- Make sure your extension cord is in good condition and is the correct size for your appliance. Table (A) shows the correct size to use depending on cord length and nameplate ampere rating. If in doubt, use the next heavier gauge. The smaller the gauge number, the heavier the cord. An undersized extension cord will cause a drop in line voltage resulting in loss of power and overheating.

**• TABLE A •**  
**MINIMUM GAUGE EXTENSION CORDS**

Unit's Ampere Rating		Volts	Total Length of cord in feet			
		120 V	25	50	100	150
more than	not more than		AWG			
0	6		18	16	16	14
6	10		18	16	14	12
10	12		16	16	14	12

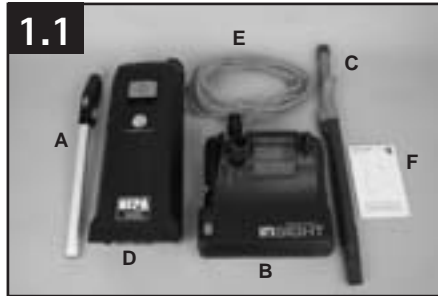
# 1. CLEANER ASSEMBLY

## CARTON CONTENTS

- A. Handle Assembly
- B. Nozzle Assembly
- C. Wand with Handle Grip and Hose
- D. Cleaner Body
- E. Extension Cord
- F. Instruction manual

Remove all parts from carton and identify each item shown.

Make sure all parts are located before disposing of packing materials.



## ⚠ WARNING ⚠

To reduce the risk of electric shock, unplug before cleaning or servicing.

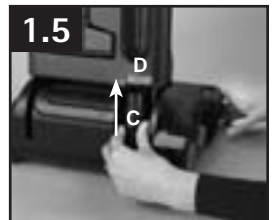
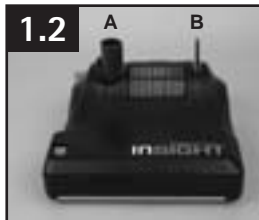
## ATTACH MAIN BODY TO NOZZLE

1.2 Place the nozzle on a flat surface with the neck (A) and the support lever (B) in the upright locked position.

1.3 Hold the bag housing vertically and place over neck and support lever.

1.4 Push firmly down until the bag housing locks in place

1.5 Push the end of the nozzle hose (C) into the opening on the bottom of the bag housing (D) until it clicks into place.



# 1. CLEANER ASSEMBLY (CONT'D)

## ATTACH HANDLE

1.6 Lift the handle lock button up and place the handle assembly down into the opening on top of the bag housing as far as it will go.

1.7 When the handle assembly has been pushed down as far as it can go, press the handle lock back down. As a precaution, pull up on handle to confirm it has been locked properly.

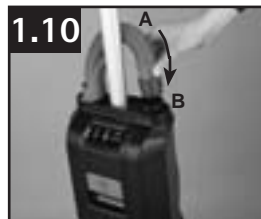
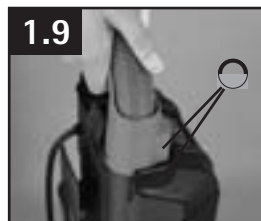


## ATTACH HOSE

1.8 Hold wand with handle grip and hose at a slight angle as you slide bottom end of wand into channel on back of bag housing.

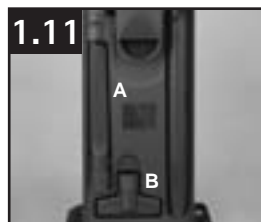
1.9 As you are lowering the wand down into the channel, align the indicator graphic on the handle grip with the indicator graphic on the channel in the bag housing.

1.10 Push the opposite end of the hose (A) into the opening in the top of the cleaner body (B) until it clicks into place.



## POSITION TOOLS

1.11 Make sure the crevice tool (A) and upholstery tool (B) are in their designated places on the back of the machine.



## POWER CORD ASSEMBLY

1.12 This cleaner is equipped with a Quick-Change power cord (A). To connect the extension cord to the Quick-Change power cord, plug the socket end of extension cord into the 3-prong end of the Quick-Change cord.

When completed, plug extension cord into properly grounded outlet to operate. If extension cord is damaged during use, simply replace with new extension cord (see Extension Cord Guideline on page 5).



## 2. HOW TO USE

### VACUUM DESCRIPTION

1. Handle grip
2. ON/OFF switch
3. Handle
4. Hose release button on bag housing
5. LED diagnostic panel
6. Bag door release latch
7. Bag housing
8. Bag door cover
9. Nozzle
10. Brushroll Quick-Release button
11. Upper cord hook
12. Extension cord
13. Hose
14. Wand handle grip
15. Handle lock
16. Wand
17. Quick-change cord
18. Carrying handle/lower cord hook
19. Crevice tool
20. Upholstery nozzle
21. Bag housing release button
22. Nozzle hose release button
23. Nozzle hose
24. Handle release pedal
25. Carpet height adjustment knob



### LED DIAGNOSTIC PANEL

2.2 The LED diagnostic panel, located on top of the bag housing, features three performance indicators which inform the user that either the bag, filter or brush roll need maintenance/checked.

When maintenance is required, a red light will turn on above the particular icon that needs serviced.



#### BRUSHROLL CHECK:

When the red indicator light above the brushroll check icon illuminates and **is blinking**, the brushroll is jammed and needs maintenance.

When the red indicator light above the brushroll check icon illuminates and **stays solid**, the brushroll bristles are worn and the brushroll needs replaced. See maintenance section on how to service the brushroll (page 13).

#### FILTER FULL:

When the red indicator light above the filter full icon illuminates, the secondary filter needs to be replaced. See maintenance section on how to replace the filter (page 12).

#### BAG FULL:

When the red indicator light above the bag full/clog icon illuminates, the bag needs to be checked. See maintenance section on how to service the bag (page 11-12).

#### MOTOR ERROR:

If all three indicator lights illuminate and **stay solid**, there is a motor error. Contact your local authorized Hoover service representative.

#### SYSTEM ERROR:

If all three indicator lights illuminate and **are flashing**, there is a system error. Contact your local authorized Hoover service representative.



## ON-OFF SWITCH



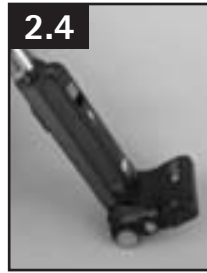
2.3

2.3 Plug cord into electrical outlet. LED lights will flash on and then off.

To turn cleaner ON, push ON/OFF switch to “|” position.

To turn cleaner OFF, push ON/OFF switch to “O” position.

## TRANSPORTING CLEANER



2.4

2.4 To move your cleaner from room to room, put handle in upright position, tilt cleaner back on rear wheels and push forward.

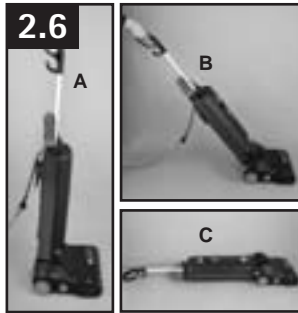
## CARRY HANDLE



2.5

2.5 The cleaner can also be moved by using the carry handle (A).

## HANDLE POSITIONS



2.6

2.6 The handle of your cleaner has three positions; (A) upright for storage and when using cleaning tools; (B) operating position for general operation on carpet and floors; (C) low for reaching under low furniture. Step on handle release lever to lower handle into each position (B & C).

## CARPET HEIGHT ADJUSTMENT

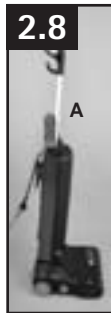
### FOR MODELS WITH MANUAL HEIGHT ADJUSTMENT



2.7

2.7 The cleaning of carpet and rugs takes place at the nozzle.

When it is necessary to raise and lower the nozzle for various carpet pile heights, turn the nozzle control knob (A) to the desired setting.



2.8

2.8 For ease in turning knob, the handle should be in the upright position (A).

The nozzle will not move into the adjusted position until the cleaner handle is lowered to the operating position (B).



**⚠ CAUTION ⚠**

Not to be used for grooming a pet!

2.9

2.9 For maximum cleaning performance, the following carpet height settings are recommended:

- **Lowest setting (1):** for bare floors and low pile, level loop, kitchen-type or commercial grade carpet.
- **Medium setting (2):** For medium pile types of carpet.
- **Higher settings (3-4):** For very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.

**Note:** If the cleaner is difficult to push, turn the control knob to the next higher setting.

# CARPET HEIGHT ADJUSTMENT (CONT'D)

## FOR MODELS WITH AUTOMATIC HEIGHT ADJUSTMENT

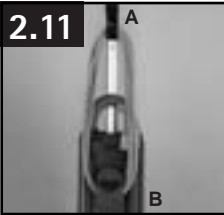
2.10



2.10 The brushroll automatically adjusts for any carpet or hard surface. The DUAL wheel stabilizing system, located on the underside of the nozzle, adjusts the brushroll up and down in order to reach the optimal setting for the desired floor/carpet type.

## CORD STORAGE

2.11



2.11 Wrap cord around cord hooks (A & B) for convenient storage. Attach the plug end to cord.

## CLEANING LIGHTWEIGHT FLEXIBLE RUGS

2.12



2.12 Stand on one end of rug and move cleaner toward other end or edge. Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) as shown and will prevent rug from clinging to cleaner. Continue to lift up nozzle so that when you have reached the edge, it is completely off the rug. Move cleaner back to start again, lower nozzle, and use only forward strokes.

# 3. TOOLS

Tools allow for cleaning surfaces above the floor and for reaching hard to clean areas.

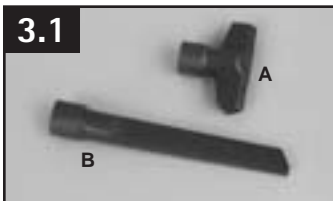
The vacuum is ready for tool use when handle is in upright position.

## • IMPORTANT •

Brushroll continues to turn while product is turned on and handle is in upright position. To avoid damage to carpet, rugs, furniture and flooring, avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

## SELECT PROPER TOOL

3.1

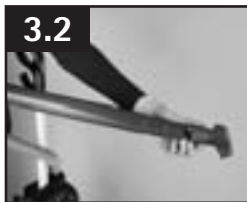


3.1

A. Upholstery nozzle may be used for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.  
B. Crevice tool may be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs and baseboards.

## 3. TOOLS (CONT'D)

### ATTACH WAND AND TOOLS



3.2 Remove wand from compartment on cleaner body.

Attach desired tool by pushing it firmly onto the end of the wand.

Twist wand or tool slightly to tighten or loosen the connection.

**To use tools without the wand:** Pull the hose out of the wand while the wand is still docked in the channel on the back of the machine. Attach tools directly to the end of the hose.

### HOW TO CLEAN TOOLS

3.3 To clean the hose, wipe with a damp cloth. Do not submerge in water. Cleaning tools may be washed in warm water with a detergent. Rinse and air dry completely before using.

## 4. MAINTENANCE

Familiarize yourself with these maintenance tasks as proper use and care of your vacuum will ensure continued cleaning effectiveness.

Any other servicing should be done by an authorized service representative.

### ⚠ NOTICE ⚠

An Internal Thermal Protector has been designed into your cleaner to protect it from overheating. When the thermal protector activates the cleaner will stop running.

If this happens proceed as follows:

1. Turn cleaner OFF and unplug it from the electrical outlet.
2. Check fullness of filter bag; change if needed.
3. Inspect and remove blockage along the dirt path. This blockage may occur at the: nozzle, nozzle inlet, wand, nozzle hose, hose, inspection door, filter bag inlet, secondary filter, and final filter.
4. When cleaner is unplugged and motor cools for 30 minutes, the thermal protector will deactivate and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner needs servicing.

### FILTER BAG: When to Replace

#### ⚠ CAUTION ⚠

Very fine materials, such as face powder or cornstarch, may seal the filter bag and may cause it to burst even though it is partially full of dirt. When the cleaner is used to remove material of this nature, change filter bag often.

**When the red indicator light for the bag full/clog light illuminates, the following should be checked:**

- If the filter bag is full; change the filter bag.
- If very fine materials have been picked up clogging the bag pores; change the filter bag.
- If there is a blockage at the bag opening; remove the blockage.

#### • IMPORTANT •

All new carpet has loose fibers which can fill the bag quickly while vacuuming. This type of debris does not activate the "Bag Full/Clog" indicator.

### What to Buy: Filter Bag

Use only genuine Hoover bags with your vacuum. When purchasing a new bag, ask for Hoover Allergen Filtration Type SB disposable filter bags.

## FILTER BAG: How to replace

4.1 To change filter bag, lift up bag door release latch and pull out.

4.2 Grasp plastic bag collar (A) and pull collar from bag support frame (B). Do not pull on paper flap seal. Paper flap will seal the bag opening automatically when removed from the support frame, preventing dust from being released into the air. Discard used filter bag.

### • IMPORTANT •

Do not clean out old filter bag and reuse. Discard used filter bag.

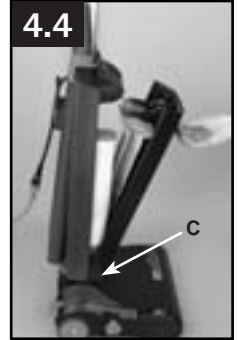
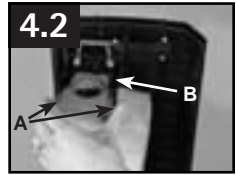
4.3 Hold new filter bag as shown. Slide plastic bag collar into the bag support frame until the bag is securely in place. Tuck in filter bag.

4.4 Reposition bag door by aligning tabs on bottom of door into openings on cleaner body (C). *(Make sure the bag door release latch is lifted up, otherwise, the bag collar will not engage and door will not close.)*

Close bag door and snap securely shut. Press down on bag door release latch to lock into place.

## ⚠ WARNING ⚠

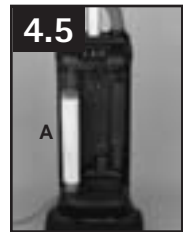
To reduce the risk of personal injury, unplug before cleaning or servicing.  
Do not use vacuum without filter bag in place.



*Note: Bag door will not latch without bag properly installed.*

## SECONDARY FILTER: When to Replace

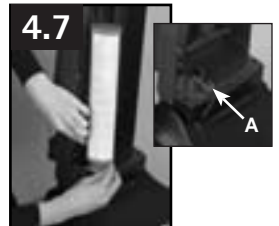
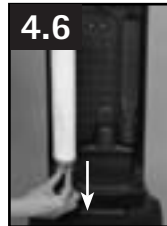
4.5 When the red indicator light for the filter full illuminates or the unit is not cleaning well, the secondary filter (A) located inside the bag compartment is clogged with dirt or dust; change the secondary filter.



## SECONDARY FILTER: How to Replace

### ⚠ WARNING ⚠

To reduce the risk of personal injury, unplug before cleaning or servicing.  
Do not use vacuum without either the secondary or final filter in place.



### Secondary Filter

The secondary filter is located inside the bag compartment and protects the motor from dirt particles.

4.6 To change the secondary filter first remove the bag door then slide the filter out by grasping and pulling from the bottom (as shown).

4.7 Insert the new filter by lifting the metal safety lever (A) and sliding the new filter in until it is securely in place. Be sure to grab filter by plastic frame and finger loop located on bottom of filter. Reattach bag door.

*NOTE: Bag door cannot be closed unless filter is in place.*

**4.8 WHEN FILTER HAS BEEN REPLACED, RESET THE "FILTER FULL" INDICATOR ON THE LED DIAGNOSTIC PANEL (SEE PAGE 14).**

### What to Buy

Use only genuine Hoover Secondary Filters with your vacuum. When purchasing a new Secondary Filter, ask for Hoover **Part No. 440001913**

## FINAL FILTER: When to Replace

4.9 The final filter (A) located on top of the nozzle should be changed when clogged with dirt or dust. Inspect regularly or when changing the secondary filter.



## FINAL FILTER: How to Replace

### ⚠ WARNING ⚠

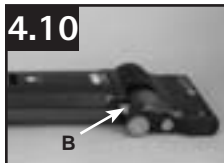
To reduce the risk of personal injury, unplug before cleaning or servicing. Do not use vacuum without either the secondary or final filter in place.

4.10 To remove this filter when it becomes dirty, first release the handle all the way to the floor by stepping on the handle release lever (B) twice.

4.11 To remove final filter, pull tab (C) forward. Remove filter cover and filter. Insert a new filter and replace the filter cover.

### What to Buy

Use only genuine Hoover Final Filters with your vacuum. When purchasing a new Final Filter, ask for Hoover **Part No.440001914**.



## BRUSHROLL: When to Clean or Replace

When the red indicator light above the brushroll check icon illuminates and **is blinking**, the brushroll is jammed and needs checked and cleaned.

When the red indicator light above the brushroll check icon illuminates and **stays on**, the brushroll bristles are worn and the brushroll needs replaced.

It is also advised to check occasionally for excess hair or fiber wrapped around the brushroll.

## BRUSHROLL: How to Clean or Replace

### ⚠ WARNING ⚠

To reduce the risk of personal injury from moving parts, unplug vacuum before servicing.

4.12 To remove the brushroll, tilt nozzle on its side with brushroll side plate up. Push the brushroll release button (A) forward and remove the side plate (B).

4.13 Twist brushroll forward and lift brushroll out. If cleaning, remove any debris and/or hair from the brushroll. If replacing, discard old brushroll and install a new one.

4.14 To reinstall the brushroll, slide the brushroll back into the brush housing and twist it backwards until it locks in place.

4.15 Press the side plate (C) back onto the nozzle, until it locks into place.

**4.16 If you've replaced the brushroll with a new one, reset the brushroll check indicator on the LED Diagnostic Panel (see page 14).**



### What to Buy

Use only genuine Hoover Brushroll with your vacuum. When purchasing a new Brushroll, ask for Hoover **Part No. 440001916**.

## RESETTING LED INDICATOR LIGHT

### 4.17



4.17 When it is time to change the Brushroll or change the Secondary Filter, the indicator light above those particular icons will illuminate and stay on (solid). Once the Brushroll or Secondary Filter has been replaced, the indicator light will need to be manually reset. The indicator light **ALWAYS** needs to be reset whenever the brushroll or secondary filter have been replaced.

To reset the indicator light, first turn the unit off, while making sure it is still plugged in. Take a paper clip or pen tip and gently push the tip into the opening next to the ▲. The "Brushroll Check" indicator light will begin to blink, signifying that you have activated the "reset" mode.

Upon activating the "reset" mode, the indicator light above the "Brushroll Check" icon will begin to blink first (default), indicating that you have selected to reset the "Brushroll Check" indicator. Pushing the tip into the opening next to the ▲ again will make the "Filter Full" light blink, indicating that you've selected the "Filter Full" indicator to reset. Pressing the ▲ will toggle between the filter and the brushroll.

Once you've selected the correct indicator that you need to reset, push the paper clip or pen tip into the opening next to the ■ and hold it there until the indicator light turns off.

## CLEARING BLOCKAGES

### ⚠ WARNING ⚠

To reduce the risk of personal injury, unplug before cleaning or servicing.

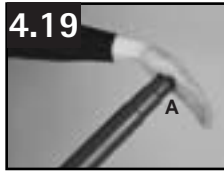
Low suction or pick up may be due to a blockage in the system. Refer to the following steps to check for blockages, continuing with each step until the blockage is found:

4.18 Check fullness of filter bag

- a. Change if needed.

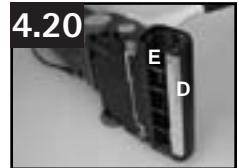
4.19 Check airflow path

- a. Plug cleaner in and turn ON. Check for suction at end of hose (A).
- b. If there is suction, continue to step 4.20.
- c. If there is no suction, check for blockage in hose and wand as follows:
  - i) Disconnect wand from hose by pressing the wand release button (B) and pulling wand from hose. Clear any blockages in wand.
  - ii) Remove hose by pressing hose release button on cleaner body (C) and pulling hose out. Clear any blockages from hose or hose duct.
  - iii) Reattach hose and wand by reversing steps above.



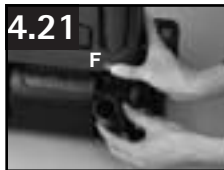
4.20 Check under nozzle.

- a. Turn cleaner OFF and unplug.
- b. Release the handle all the way to the floor by stepping on the handle release lever twice.
- c. Turn cleaner on its side.
- d. Remove brushroll by following steps on page 13.
- e. Inspect nozzle (D) and nozzle inlet (E) and remove any blockages.
- f. Replace brushroll by following steps on page 13.



4.21 Check nozzle hose located on back of cleaner

- a. Slide the nozzle hose release button (F) to disconnect the hose and clear any blockages.
- b. Proceed to 4.22



4.22 Check Inspection door

- a. Open the inspection door on the bottom of cleaner.
- b. Twist nozzle hose to unlock hose inside inspection door.
- c. Remove hose and clear any blockages.
- d. Reattach hose inside nozzle and twist to lock into place. Close inspection door.
- e. Reattach nozzle hose on back of cleaner body.



*Note: Inspection door will not close unless hose is properly locked in position.*

## LUBRICATION

The motor is equipped with bearings that contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. Therefore, do not add lubricant to motor bearings.

## 5. TROUBLESHOOTING

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the checklist below. Any other servicing should be done by an authorized service representative.



### WARNING

To reduce risk of personal injury - unplug vacuum before servicing.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
<b>Cleaner won't run</b>	1. Not firmly plugged in.	1. Plug unit in firmly.
	2. No voltage in wall receptacle.	2. Check fuse or breaker in home or building.
	3. Blown fuse or tripped breaker.	3. Replace fuse or reset breaker in home or building.
	4. Thermal protector activated .	4. Unplug and allow cleaner to cool for 30 minutes (this will reset the thermal protector).
	5. Brushroll jammed.	5. Clear/remove debris from brushroll- page 13.
	6. Needs service.	6. Contact your local authorized Hoover service representative.
<b>Cleaner/ tools won't pick up or low suction</b>	1. Incorrect carpet height setting.	1. Move carpet height adjustment knob to lower setting- page 9.
	2. Filter bag full and/or clogged.	2. Change filter bag- page 11-12 .
	3. Secondary or final filter clogged.	3. Replace secondary or final filter- page 12-13.
	4. Blockage in air flow passage.	4. Clear blockage- page 15.
	5. Agitator brushroll worn.	5. Replace brushroll- page 13.
	6. Brushroll not turning.	6. Contact your local Authorized Hoover service representative.
	7. Needs service.	7. Contact your local authorized Hoover service representative.
<b>Cleaner hard to push</b>	1. Incorrect carpet height setting.	1. Move carpet height adjustment knob to higher setting- page 9.
<b>Dust escaping from vacuum</b>	1. Filter bag full.	1. Change filter bag - page 11-12.
	2. Filter bag not installed correctly.	2. Review filter bag removal and replacement- page 11-12.
	3. Hose not installed correctly.	3. Review hose installation - Page 7.
	4. Filter damaged or missing.	4. Replace Filter- page 12-13.
	5. Needs service.	5. Contact your local authorized Hoover service representative.
<b>Brushroll Indicator light is on (solid)</b>	1. Brushroll needs replaced.	1. Replace Brushroll- page 13.
<b>Brushroll indicator light is flashing</b>	1. Brushroll may be jammed.	1. Clean brushroll- page 13.
<b>Filter indicator light is on (solid)</b>	1. Secondary filter needs replaced.	1. Replace secondary filter- page 12.
<b>Bag full indicator light is on (solid)</b>	1. Filter bag full.	1. Change filter bag- page 11-12.



## 5. TROUBLESHOOTING

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
All three LED lights are on (solid)	1. There is a motor error	1. Contact your local authorized Hoover service representative.
All three LED lights are flashing	1. There is a system error	1. Contact your local authorized Hoover service representative.

## 6. SERVICE

To obtain approved Hoover service and genuine Hoover parts, locate the nearest Authorized Hoover Warranty Service Dealer (Depot) by:

- Checking the Yellow Pages under "Vacuum Cleaners" or "Household".
- Visit our website at [hoover.com](http://hoover.com) (U.S. Customers) or [hoover.ca](http://hoover.ca) (Canadian customers). Follow the service center link to find the service outlet nearest you.
- For an automated referral of authorized service outlet locations call 1-800-944-9200.

Do not send your vacuum to Hoover, Inc., Company in Glenwillow for service. This will only result in delay.

If you need further assistance:

To speak with a customer service representative call 1-800-944-9200; Mon-Fri 8am-7pm EST.

In Canada, contact Hoover Canada, Toronto: 755 Progress Ave., Scarborough, ON M1H 2W7 OR Hoover Canada, Edmonton: 18129-111 Ave., Edmonton, AB T5W 2P2, Phone: 1-800-944-9200, Mon-Fri 8am-7pm EST.

Always identify your vacuum by the complete model number when requesting information or ordering parts. (The model number appears on the bottom of the vacuum.)

PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.