

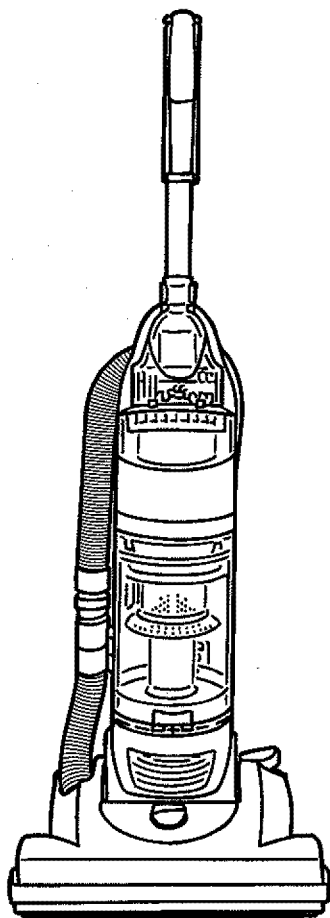


# Owner's Manual

*Operating and Servicing Instructions*

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



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Please review this manual before operating your Hoover® product.

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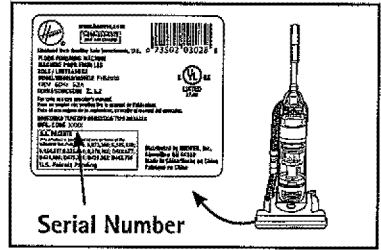
# Thank you for choosing a HOOVER® product.

Please enter the complete model and serial numbers 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.



Be sure to fill out and return the product registration card included with your cleaner.

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### 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.

This product is intended for household use only.

This cleaner is intended for household use.

Not intended for commercial use in any household or for any other commercial purpose.

Operate cleaner only at voltage specified on data plate on back of cleaner.

Plug carpet cleaner into a properly grounded outlet.

**THIS CLEANER IS INTENDED FOR HOUSEHOLD USE ONLY.**

## **IMPORTANT SAFETY INSTRUCTIONS**

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

- **WARNING: THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER, BIRTH DEFECTS OR REPRODUCTIVE HARM. WASH HANDS AFTER USING.**
- **IN STORAGE POSITION, BRUSHROLL DOES NOT SHUT-OFF.**

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

- 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. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- 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, return it to a service center. Call 1-800-263-6376 for the nearest service center.
- 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 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.
- Turn off all controls before unplugging.
- Do not place appliance on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, fine wood sandings, or use in areas where they may be present.
- Unplug before connecting Power Brush Tool.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without Dirt Cup and/or filters in place.

**SAVE THESE INSTRUCTIONS**

**WARNING:** To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

**THERMAL PROTECTOR:** 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 the cleaner OFF and disconnect it from the electrical outlet.
2. Check dirt cup and filters for dirt accumulation.
3. Refer to "If You Have A Problem" section.
4. When cleaner is unplugged and the motor cools for 30 minutes, the thermal protector automatically resets and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner may need servicing (see "Service" section).

# 1. Features

## Cleaner description

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

The assembled cleaner will look like the drawing.

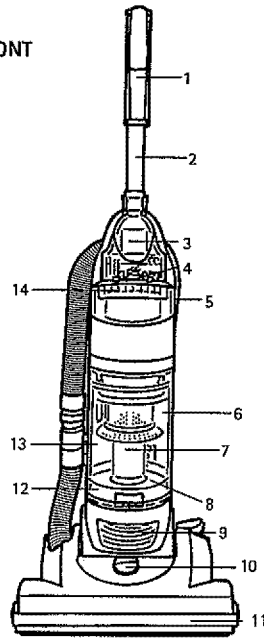
### FRONT

1. Handle Grip
2. Handle/Extension Wand
3. Power Brush Tool
4. Dirt Cup Release Button
5. On/Off Switch
6. Dirt Cup
7. Cyclone Dust Cup
8. Clean Release Empty Button  
(located on back of dirt cup)
9. Headlight
10. Height Adjust Knob
11. Bumper
12. HEPA Filter (located under dirt cup)
13. Foam Filter
14. Carry Handle

### BACK

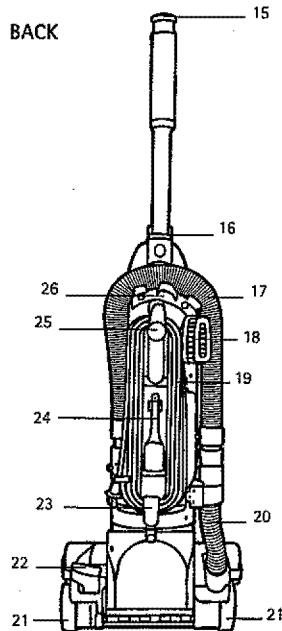
15. Wand Cap
16. Handle/Extension Wand Release Button
17. Upper Hose
18. Dust Brush
19. Long Power Cord
20. Lower Hose
21. Wheels
22. Handle Release Pedal
23. Lower Cord Wrap
24. Crevice Tool
25. Upper Cord Wrap With Quick Cord Release
26. Hose Guide

FRONT

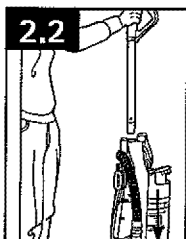


1.1

BACK

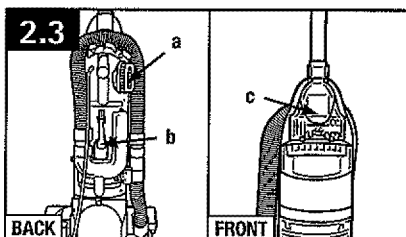


## 2. How to Assemble Handle Assembly



Slide handle through top of back panel until it snaps into place.

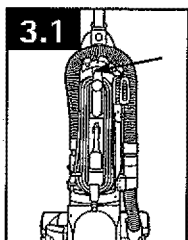
## Tool Storage



Attach tools: (a) Slide the dust brush into the hole on the back of the cleaner with bristles facing out. Slide the Crevice Tool (b) onto round post on the back of the cleaner and snap into place. Clip Power Brush Tool onto the front of the cleaner (c).

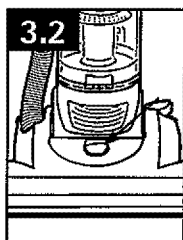
## 3. How To Use

### Cord Release



Turn Quick Cord Release for easy cord removal.

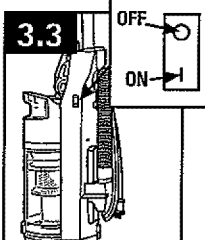
### Height Adjust Lever



Turn the height adjustment knob to match the surface being cleaned.

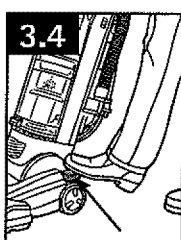
**IMPORTANT:** For easiest adjustment, place cleaner in full upright position.

### On/Off Switch



Plug cord into electrical outlet. Turn cleaner on by pressing the on/off switch located on the side of unit.

### Handle Release Pedal

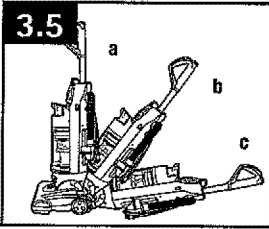


To release handle, push the handle release pedal located on the lower left side of the cleaner.

**CAUTION:** Brushroll continues to rotate while hose is removed or in use and at all times while cleaner is on. Keep hair, loose clothing, fingers, and all parts of body away from brushroll area while cleaner is on.

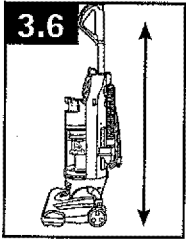
Cleaner must be in the upright position to lift the rotating brushroll off the carpet when cleaning above the floor.

## Floor/Carpet Cleaning

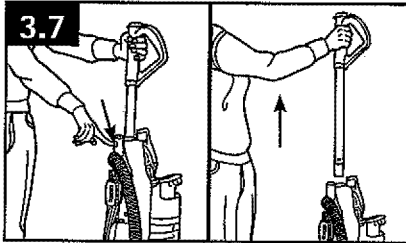


Move the handle and adjust it to the desired position for (a) storing the upright, (b) operating the cleaner, and (c) depress the handle release pedal again to clean under furniture. NOTE: Rotating brushroll could cause area rug fringe to become tangled within cleaner. Use caution when vacuuming throw rugs with fringe.

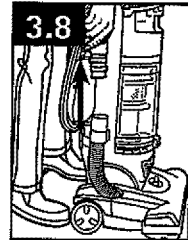
## Above Floor Cleaning



Cleaner must be in its upright position to raise brushroll.

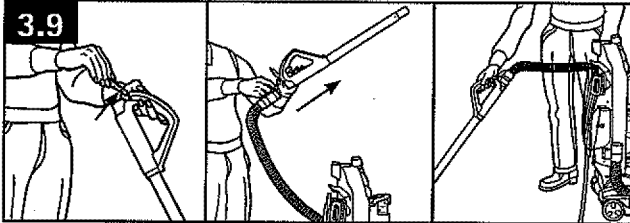


Press handle/extension wand release button and pull handle/extension wand up to remove.

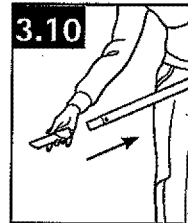


Pull hose end out of lower hose and remove the hose from the tool caddy.

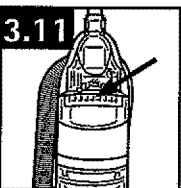
## Extension Wand



Lift wand cap to attach hose to handle/extension wand. Choose any of the handy accessories or use the extension wand alone.



Simply push the attachment firmly onto the end of the extension wand. To remove tool, twist and pull apart gently.



## Carry Handle

Cleaner must be in its upright position to raise brushroll.

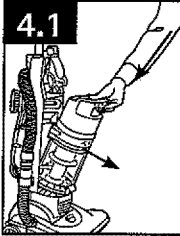
## 4. Maintenance

### Dirt Cup & Filter: Removal & Replacement

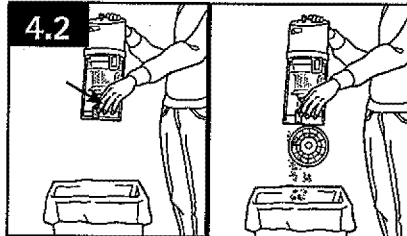
**WARNING** - To reduce the risk of electric shock - Unplug before cleaning or servicing.

For filter replacement, please visit our website at [www.hoover.com](http://www.hoover.com) to buy online or call customer service at 1-800-263-6376.

#### Empty Dirt Cup

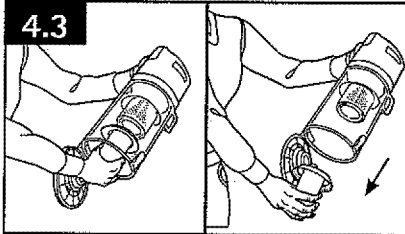


Press dirt cup release button and remove dirt cup from cleaner.

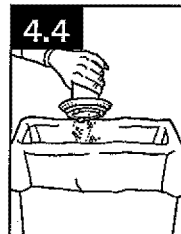


Hold dirt cup inside garbage can and press clean release dirt cup button to empty. Tap the dirt cup on the inside of garbage can to remove excess dust.

#### Remove Cyclone Dust Cup

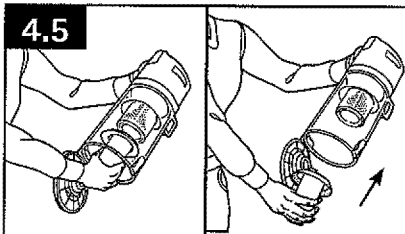


Twist and remove cyclone dust cup.



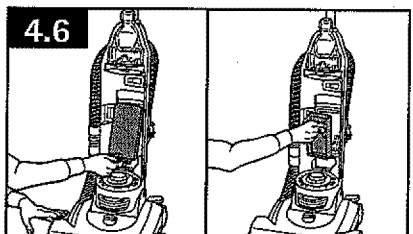
Tap the cyclone dust cup on the inside of a garbage can to remove excess dust and dirt from cup.

#### Replace Cyclone Dust Cup



Replace cyclone dust cup and twist to secure.

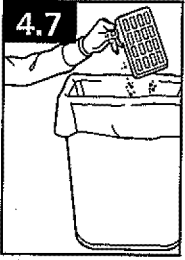
#### Remove Foam Filter



Press tab on bottom of foam filter cover and pull to remove.

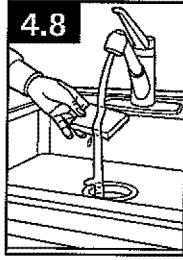


### Clean Foam Filter



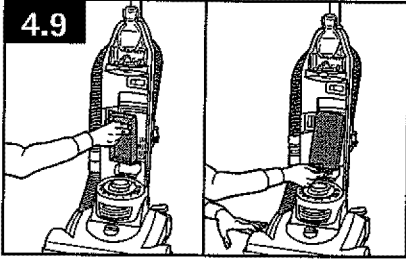
4.7 Tap the foam filter assembly on the inside of a garbage can to remove excess dust and dirt from filter.

### Wash Foam Filter



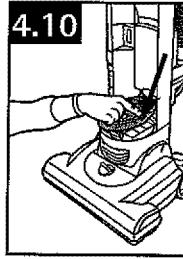
4.8 Hold foam filter under running water to wash. Ring excess water out of filter. Allow filter to dry for at least 24 hours before replacing in filter cartridge.

### Replace Foam Filter

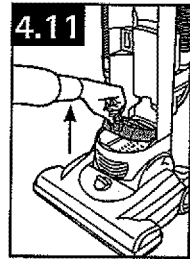


4.9 Return foam filter assembly to cleaner and snap into place. Replace foam filter cover and snap into place to secure.

### Remove HEPA Media Filter

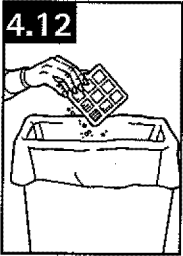


4.10 Press tab on side of HEPA Media filter cover and lift to remove.



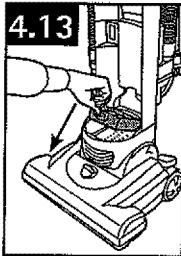
4.11 Press tab on HEPA Media filter and lift filter out of base of cleaner.

### Clean HEPA Media Filter

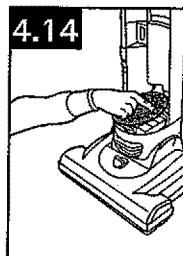


4.12 Tap the HEPA Media filter on the inside of a garbage can to remove excess dust and dirt from filter.

### Replace HEPA Media Filter

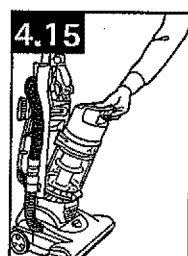


4.13 Return HEPA Media filter to base of cleaner and snap into place.



4.14 Replace HEPA Media filter cover and snap into place to secure.

### Replace Dirt Cup



4.15 Return dirt cup to cleaner. Align slot on bottom of dirt cup with tab on cleaner. Push to snap into place.

**NOTE:** Each time the dirt cup is emptied, the foam filter should be cleaned. Tap the filter firmly against the inside of a trash can until the dirt stops falling from the filter. (Filter will be discolored after use, this will not affect the filter's performance.) Do not brush the filter. The cleaning instructions may vary depending on the dirt conditions. In some cases, more or less cleaning of the filter may be required.

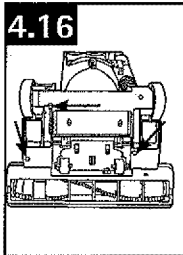
# Belt Or Brushroll: Removal & Replacement

TOOL REQUIRED: phillips or flathead screwdriver

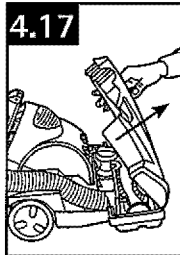
**WARNING:** To reduce the risk of injury from moving parts – Unplug cleaner before changing belt or brushroll.

For Belt Style 20 replacement, please visit our website at [www.hoover.com](http://www.hoover.com) to buy online or call customer service at 1-800-263-6376.

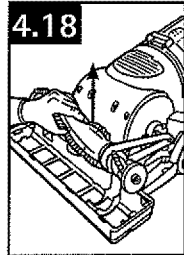
## To Remove Belt



Lay cleaner flat and flip cleaner to expose nozzle base. Base should lay flat and face up. To remove nozzle guard, use Phillips screwdriver to remove the three (3) screws. Arrows show location of screws.

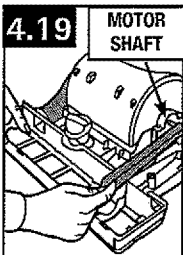


Flip cleaner right side up. Rotate nozzle guard forward and lift off.

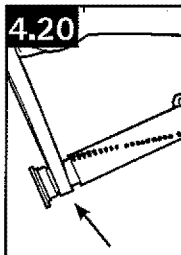


Lift and remove brushroll. Dispose of old belt.

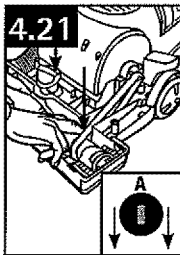
## To Replace Belt Or Brushroll



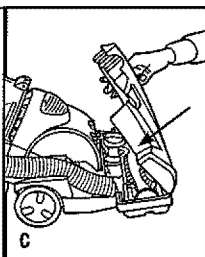
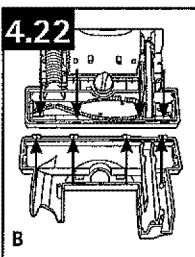
Slide belt onto motorshaft.



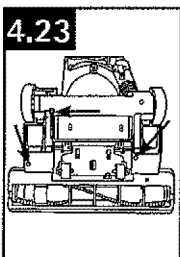
Place new belt in area of brushroll without bristles.



With new belt in place, pull and slide brushroll into nozzle making sure that the brushroll end caps are in the correct orientation (A). Rotate brushroll manually to make sure belt is properly aligned.



Reattach nozzle guard by aligning the four (4) tabs in the base slots (Figure B). Rotate nozzle guard back in place (Figure C).



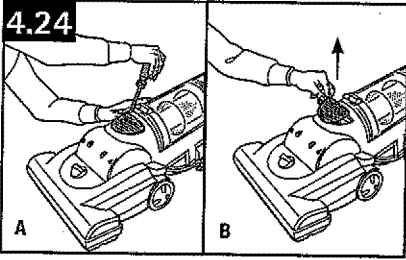
Replace all three (3) screws to secure nozzle guard.

# Lightbulb: Removal & Replacement

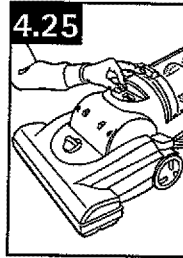
TOOL REQUIRED: Flathead screwdriver.

**WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK - UNPLUG CLEANER BEFORE REMOVING OR REPLACING LIGHTBULB.**

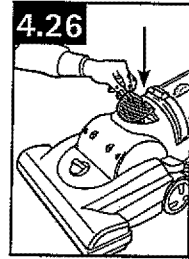
This cleaner uses a common automotive lamp #906, 13.0 volts. For bulb replacement call 1-800-263-6376 or your local auto parts store.



Using the end of a Flathead screwdriver, gently pop open the lens (Figure A). Remove lens (Figure B).



Pull bulb out of socket. Do NOT twist. Gently push bulb into socket to replace.



Replace lens by aligning tab and snapping into place.

## Debris Removal

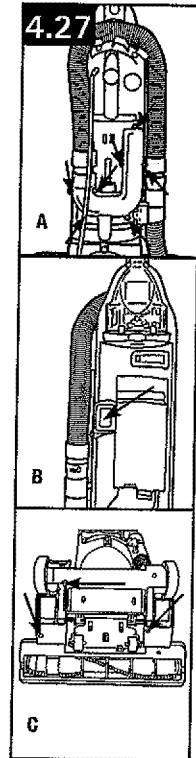
**WARNING: TO REDUCE THE RISK OF INJURY FROM MOVING PARTS - UNPLUG CLEANER BEFORE SERVICING.**

### Debris Removal from Hose

Check to see if dirt cup is full; empty if needed.

Plug cleaner in and check to see if there is any suction at end of hose. If there is suction at end of hose, move on to Figure 2.28. If there is no suction at the end of hose, follow these steps:

1. Unwrap hose from caddy. Twist and unlock to remove clogs. Clean out hose with a broom handle. Check access door on back of cleaner (near hose end). Remove the seven (7) screws and check for obstruction (Figure A).
2. Remove dirt cup and check dirt cup inlet located on cleaner (Figure B).
3. Remove nozzle guard (see Figure C) by removing the three (3) screws. Remove obstructions (Refer to "Belt and Brushroll removal and replacement").



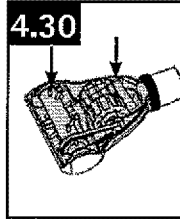
## Debris Removal from Power Brush Tool



Turn the Turbo Tool/Power Brush over and slide off the O-ring.



Pivot lower housing and remove clog.



To reassemble, be sure tabs are engaged. Pivot the lower housing closed. Slip the O-ring into the groove at the neck of the Turbo Tool/Power Brush to complete reassembly.

## 5. If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the check list below.

**WARNING: TO REDUCE RISK OF PERSONAL INJURY - UNPLUG CLEANER BEFORE SERVICING**

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	Power cord not firmly plugged into outlet.	Plug unit in firmly.
	Blown fuse or tripped breaker.	Check fuse or breaker in home. Replace fuse/reset breaker in home.
	Needs service.	Call customer service: 1-800-263-6376.
	Thermal Protector activated.	Turn cleaner off and disconnect from electrical outlet. Allow cleaner to cool for 30 minutes. Clean Filters and check for obstruction in hose. If problem continues see service solution below.
Cleaner won't pick-up or low suction	Dirt cup not installed correctly.	Review "Dirt Cup Removal and Replacement".
	Dirt Cup full.	Empty Dirt Cup.
	Brushroll worn.	Replace brushroll.
	Broken or worn belt.	Replace belt.
	One or both filters are clogged.	Remove both filters and clean.
	Nozzle/dirt passage clogged.	Open access door; remove obstruction.
Carpet height setting is incorrect.	Set carpet height adjustment to appropriate setting for carpet being cleaned.	
Dust escaping from cleaner	Dirt cup full.	Empty dirt cup.
	Dirt cup not installed correctly.	Review "Dirt Cup removal & replacement".
	Hose not installed correctly.	Review "Hose Installation".
	Filter not installed completely.	Review Filter Removal & Replacement.
Cleaner tools won't pick-up	Hose clogged.	Remove hose and tools; remove obstruction.
	Dirt cup full.	Empty dirt cup.
	One or both filters are clogged.	Remove both filters and clean.
Headlight not working	Bulb burnt out.	Replace bulb.
	Loose electrical wires.	Call customer service: 1-800-263-6376.
Cleaner is difficult to push or won't move forward	Carpet height setting is incorrect.	Set carpet height adjust. lever to appropriate setting for carpet being cleaned.

ANY OTHER SERVICING SHOULD BE DONE BY AN AUTHORIZED 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 cleaner 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 1-800-263-6376; 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: 1-800-263-6376, Mon-Fri 8am-7pm EST.

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

Please do not return this product to the store.

## Limited One Year Warranty (Domestic Use)

### WHAT THIS WARRANTY COVERS

When used and maintained in normal household use and in accordance with the Owner's Manual, your HOOVER® product is warranted against original defects in material and workmanship for a full one year from date of purchase (the "Warranty Period"). During the Warranty Period, Hoover will provide labor and parts, at no cost to you, to correct any such defect in products purchased in the United States, U.S. Military Exchanges and Canada.

### HOW TO MAKE A WARRANTY CLAIM

If this product is not as warranted, take or send the product to either a Hoover Sales and Service Center or Hoover Authorized Warranty Service Dealer along with proof of purchase. For an automated referral to authorized service outlets in the U.S.A., phone: 1-800-944-9200 OR visit Hoover online at [www.hoover.com](http://www.hoover.com). For additional assistance or information concerning this Warranty or the availability of warranty service outlets, phone the Hoover Consumer Response Center, Phone 1-800-263-6376, Mon-Fri 8am-7pm EST. In Canada, contact Hoover Canada, Carson Building, 100 Carson St., Etobicoke, Ontario M8W 3R9, Phone: 1-800-263-6376, Mon-Fri 8am-7pm EST.

### WHAT THIS WARRANTY DOES NOT COVER

This Warranty does not cover: use of the product in a commercial operation (such as maid, janitorial and equipment rental services), improper maintenance of the product, damage due to misuse, acts of God, nature, vandalism or other acts beyond the control of Hoover, owner's acts or omissions, use outside the country in which the

product was initially purchased and resales of the product by the original owner. This warranty does not cover pick up, delivery, transportation or house calls. However, if you mail your product to a Hoover Sales and Service Center for warranty service, cost of shipping will be paid one way.

This warranty does not apply to products purchased outside the United States, including its territories and possessions, a U.S. Military Exchange and Canada.

### OTHER IMPORTANT TERMS

This Warranty is not transferable and may not be assigned. This Warranty shall be governed and construed under the laws of the state of Ohio. The Warranty Period will not be extended by any replacement or repair performed under this Warranty.

THIS WARRANTY IS THE EXCLUSIVE WARRANTY AND REMEDY PROVIDED BY HOOVER. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE DISCLAIMED. IN NO EVENT WILL HOOVER BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE TO OWNER OR ANY PARTY CLAIMING THROUGH OWNER, WHETHER BASED IN CONTRACT, NEGLIGENCE, TORT OR STRICT PRODUCTS LIABILITY OR ARISING FROM ANY CAUSE WHATSOEVER. Some states do not allow the exclusion of consequential damages, so the above exclusion may not apply to you. This warranty gives you specific rights; you may also have others that vary from state to state.