

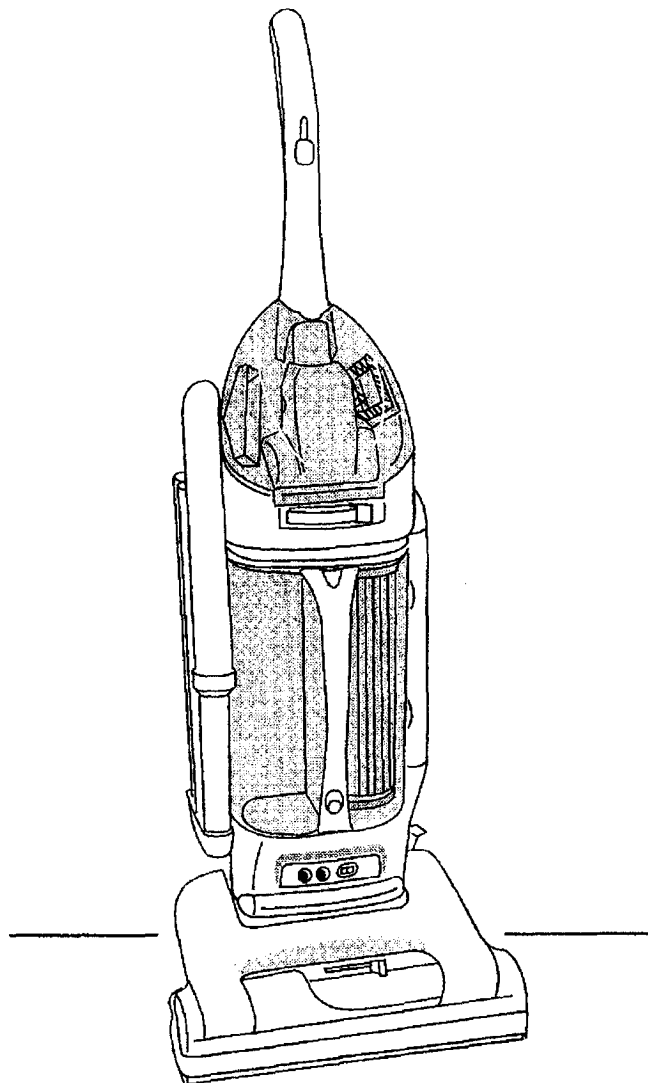


# Owner's Manual

*Operating and Servicing Instructions*

---

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



---

Please review this manual before operating your Hoover® product.

---

©2008 Healthy Gain Investments, Ltd. All rights reserved. #56511C67. 3/08

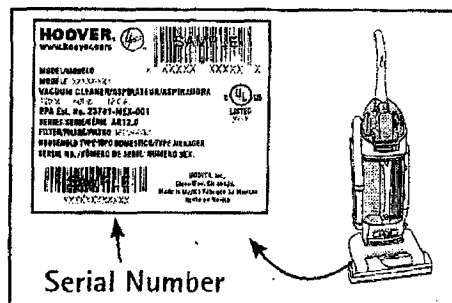
## Thank you for choosing a HOOVER® product.

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.

## Contents

Important Safeguards .....	3
Assembling Cleaner .....	4
Carton Contents .....	4
How To Use .....	5
Cleaner Descriptions .....	5
Embedded DirtFINDER™ Feature .....	6
Cleaning Tools .....	8
Maintenance .....	9
Emptying Dirt Cup .....	9
Cleaning filters .....	10
Thermal Protector .....	16
Replacing Headlight .....	12
Replacing Belt .....	12
Replacing Agitator Brush Roll .....	13
Replacing Edge Groomers .....	14
Replacing Power Hand Tool .....	14
Agitator Brush Roll .....	14
Replacing Power Hand Tool Belt .....	15
Lubrication .....	15
Authorized Service .....	16
If You Have a Problem .....	17
Clearing Blockages .....	18
Parts & accessories mail order form .....	19

### If you need assistance:

Visit our website at [hoover.com](http://hoover.com). Follow the service center link to find the service outlet nearest you OR Call 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) OR Call 1-800-263-6376 to speak with a representative in our Consumer Response Center; Mon-Fri 8am-7pm EST.

Please do not return this product to the store.

This carpet cleaner is intended for household use.

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

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

Plug carpet cleaner into a properly grounded outlet.

# Important Safety Instructions

When using an electrical appliance, always follow basic precautions, including the following:

## READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

**WARNING:** To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Close supervision is necessary when any appliance is used by or near children. Do not allow vacuum cleaner to be used as a toy.
- Do not run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings, rotating agitator and other moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use to pick up flammable or combustible materials such as gasoline or fine wood sandings or use in areas where they may be present.
- Always turn off this appliance before connecting or disconnecting hose.
- Unplug cleaner before connecting the powered hand tool.
- Do not use without dirt cup or filters in place. Empty cup and clean filter frequently when picking up very fine materials such as powder.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, or anything that may reduce air flow.
- Always disconnect cord from electrical outlet before servicing the cleaner.
- Always unplug cleaner when not in use. Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- The use of an extension cord is not recommended.
- 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 Hoover Sales and Service Center or Authorized Hoover Warranty Service Dealer (Depot).
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Use vacuum cleaner only for its intended use as described in the instructions. Use only attachments recommended by Hoover; others may cause hazards.

## WARNING:

- This product contains chemicals known to the State of California to cause cancer and reproductive toxicity. Wash hands after handling.
- Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner.

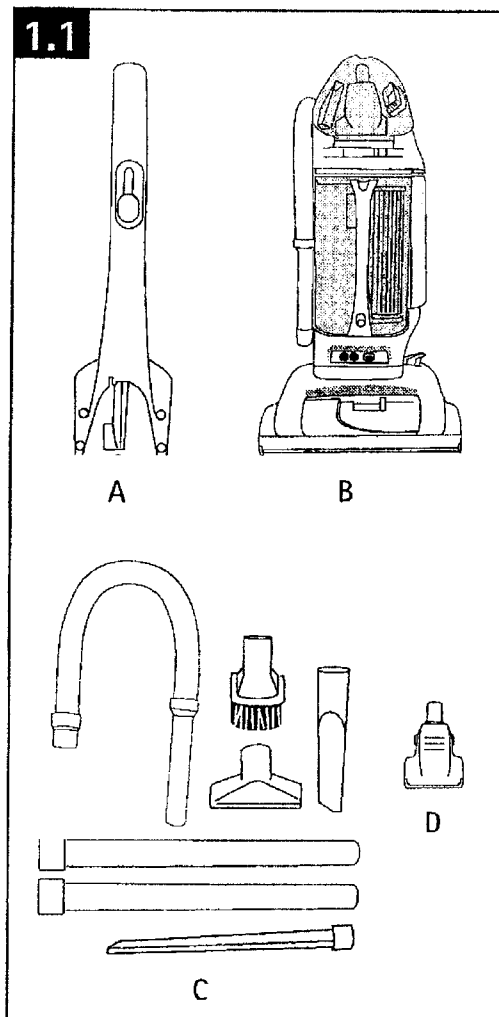
# Save these instructions!

# 1. Assembling cleaner

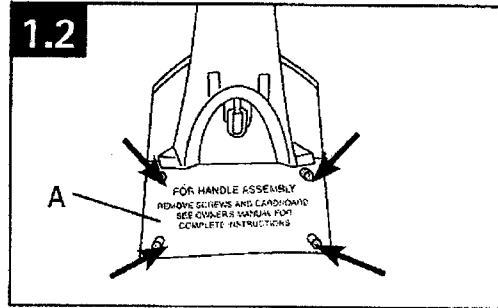
## Carton contents

- A. Handle section
- B. Cleaner body
- C. Hose, cleaning tools and wands (packed on cleaner). Short crevice tool only available with some models.
- D. Powered hand tool (some models)

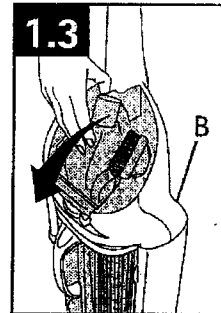
Remove all parts from carton and identify each item shown. Make sure all parts are located before disposing of packing.



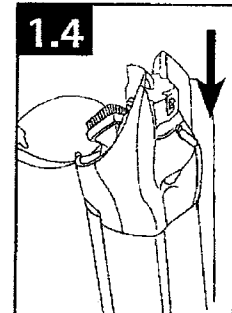
## Attach handle



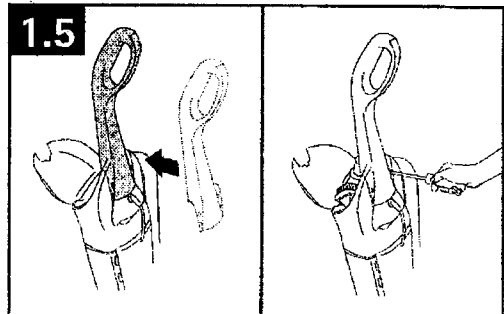
Disconnect cleaner from electrical outlet. Remove cardboard (A) and screws from handle section. Discard cardboard.



Open tool cover on cleaner body (B). Remove powered hand tool (some models).



Make sure that the switch is in the OFF position.



Slide handle section onto back of handle. Push screws into holes on back of handle. Tighten screws securely with a Phillips screwdriver.

Remove powered hand tool (some models) from plastic bag and return it to the tool storage area.

## 2. How to use

### Cleaner description

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

The assembled cleaner will look like the drawing.

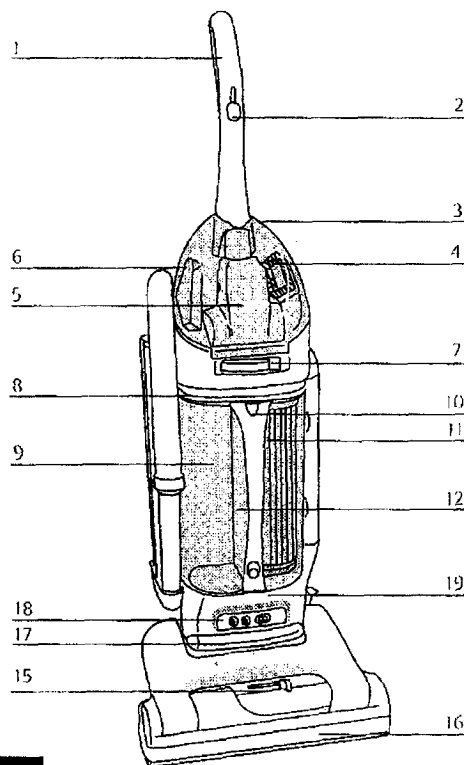
1. Handle
2. ON/OFF switch
3. Tool cover
4. Dusting brush
5. Powered hand tool\* or Crevice tool\* (depending on model)
6. Furniture nozzle
7. Dirt cup latch
8. Dirt cup lid
9. Dirt cup
10. Dirt cup handle
11. HEPA cartridge filter
12. Pre-filter
13. Final filter
14. Three position handle release pedal: Step on lever to lower handle to operating or low positions.
15. Nozzle control knob: Slide knob to correct setting for height of carpet being cleaned.
16. Furniture guard
17. Headlight
18. DirtFINDER™ display\*
19. Embedded DirtFINDER™ sensitivity switch\*
20. Edge groomers
21. Hose
22. Hose rack
23. Cord hooks: Wrap cord around hooks for storage. The top hook can be rotated right or left for easy cord release.
24. Carrying handle
25. Extension wands
26. Crevice wand\*: stores in rear wand.

*\*some models only.*

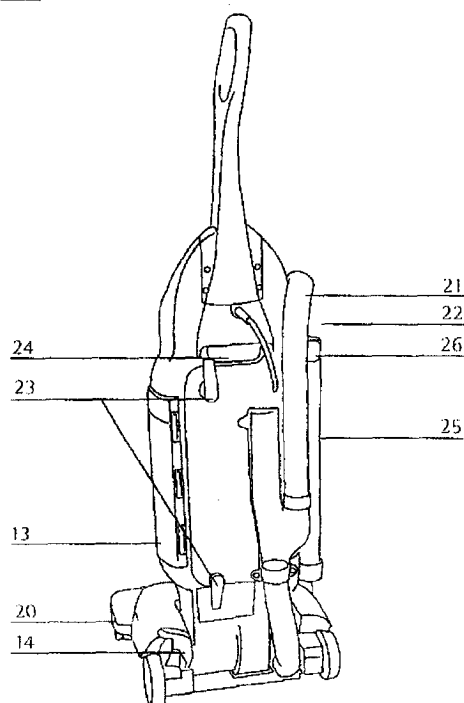
**This cleaner is intended for household use. Not intended for commercial use in any household or for any other commercial purpose.**

### Polarized plug

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.



**2.1**



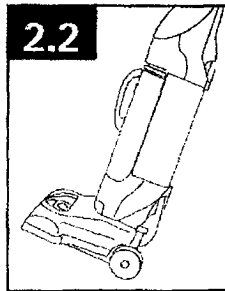
## ON-OFF switch

Plug cord into electrical outlet.

To turn cleaner ON, push switch up.

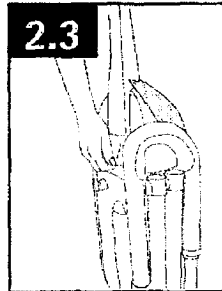
To turn cleaner OFF, push switch down.

## Transporting cleaner



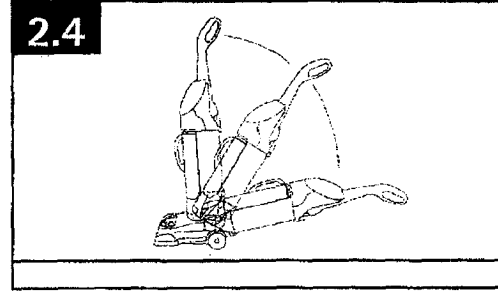
To move your cleaner from room to room, put handle in upright position, tilt cleaner back on rear wheels and push forward.

## Carrying cleaner



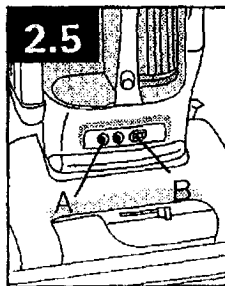
The cleaner can also be moved by using the carrying handle.

## Handle positions



The handle of your cleaner has three positions; upright for storage and when using cleaning tools; operating position for general operation on carpet and floors; low for reaching under low furniture. Step on handle release lever to lower handle.

## Embedded DirtFINDER™ feature (available on some models)



With red and green lights (A), the DirtFINDER™ system alerts the user to areas of carpet that may need more cleaning attention. It is able to sense when larger amounts of dirt particles, especially

embedded dirt, are removed.

To let you know that the DirtFINDER™ feature is ready, the red light will come on when the cleaner is first turned on. After a few seconds, the red light will go off and the green light will come on. Cleaning may then begin.

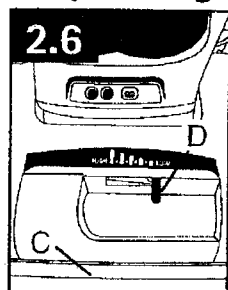
The green light will remain on throughout cleaning, except when the detector senses that a larger amount of dirt is being picked up; then the red light will come on.

When the red light is on, you should take additional cleaning strokes in the area until it changes to green.

- The red light may seldom come on during cleaning. This means that your cleaner is picking up primarily fine surface dust and lint which the system may not detect, or that the carpet is generally clean. To increase the feature's sensitivity to dirt, set the switch (B) to the "HI" position.

- At other times, the red light may stay on for a considerable amount of time. This means that the carpet contains a high level of dirt which is being removed by the cleaner. To decrease the feature's sensitivity to dirt, set the switch to the "REG." (Regular) position.

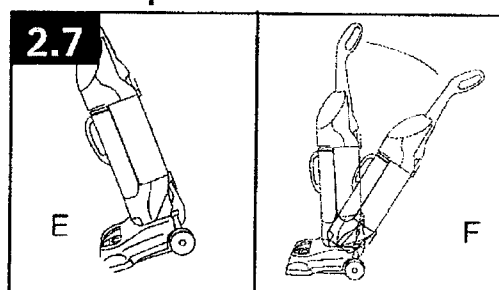
## Carpet height adjustment



The cleaning of carpet and rugs takes place at the nozzle (C).

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

## Handle position



For ease in sliding knob, place handle in the upright position and tilt cleaner forward (E).

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

## Settings



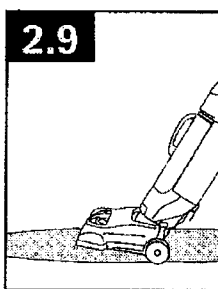
For maximum cleaning performance, the following carpet height settings are recommended.

- **Lowest setting:** for bare floors and all types of carpet

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

- **Higher settings:** for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.

## Cleaning lightweight flexible rugs

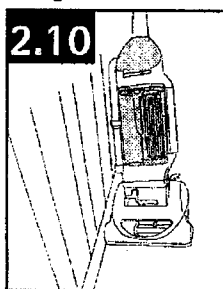


Stand on one end of rug and move cleaner toward other end or edge.

Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) 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.

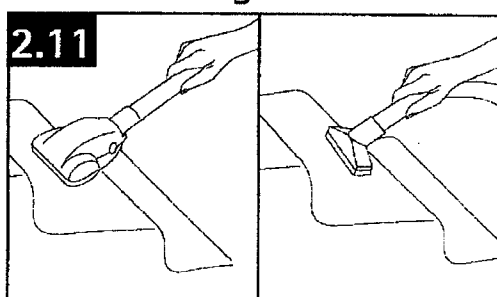
## Edge cleaning



Special edge groomers are provided on both sides of the nozzle to remove dirt in carpet near baseboards and furniture.

Guide either side of nozzle parallel to edge of carpet or furniture.

## Stair cleaning

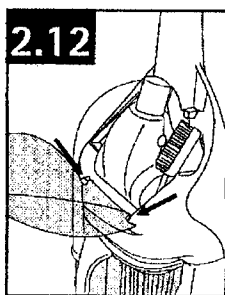


Use the hose and powered hand tool (some models) or furniture nozzle for stair cleaning. Clean from bottom to top.

When using cleaning tools, the agitator will continue to rotate.

**CAUTION:** To avoid personal injury or unnecessary wear to carpet, and to prevent the cleaner from falling, always place it at bottom of stairs.

## How to attach tool cover



The tool cover is designed with a "break-away" feature which allows it to snap free if it is pushed open too far.

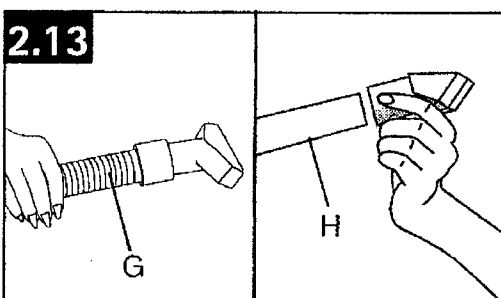
To reattach, align hinges of cover with slots on sides of tool storage area.

Push cover down to secure in place.

## Cleaning tools

Tools allow for cleaning surfaces above the floor and for reaching hard to clean areas. Handle must be in the upright position for tool use.

**CAUTION:** Agitator continues to rotate while cleaner handle is in upright position. Avoid tipping cleaner or setting it on furniture, fringed area rugs or carpeted stairs during tool use.



### Attach wand and tools

Attach tool or wand to the hose (G).

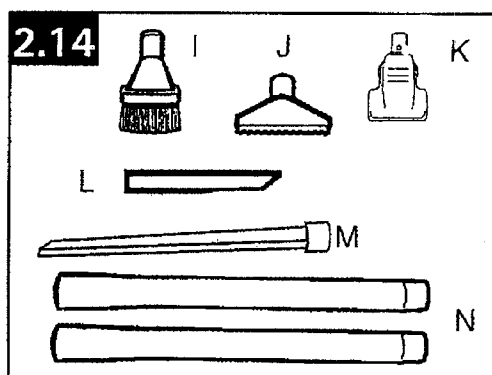
Attach second wand or tool to wand (H) by pushing it firmly onto the wand.

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

### How to clean tools

To clean the hose and the powered hand tool, wipe off dirt with a cloth dampened in a mild detergent. Rinse with a damp cloth. Do not submerge powered hand tool in water.

Cleaning tools may be washed in warm water with a detergent. Rinse and air dry before using.



### Select proper tool

I. **Dusting brush** may be used for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers.

J. **Furniture nozzle** may be used for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.

K. **Powered hand tool\*** may be used for upholstered furniture, carpeted stairs and hard-to-reach places.

L. **Crevice tool\*** may be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs and baseboards.

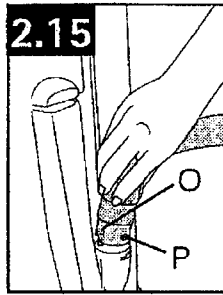
M. **Crevice wand\*** can be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards. It can also be used for extra reach with the dusting brush and/or extension wand.

N. **Wands** are used to give extra length to your hose. Use them with any of the above tools.

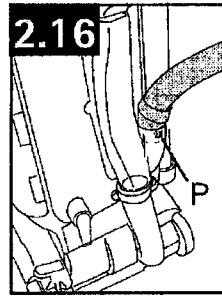
*\*some models*



### Extra reach hose\*



Push ON/OFF switch to OFF position. Remove regular hose from cleaner. Align end of extra reach hose with projections (O) over slots (P) in dirt duct.



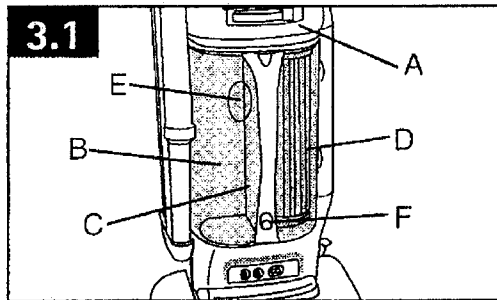
Slide hose into (P) and twist hose to lock it into place. (To detach hose, reverse procedure.) Attach wands or tools to the other end of hose.

\*Available at additional cost if not included with your cleaner.

## 3. Maintenance

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

### Dirt cup



The dirt cup assembly consists of the following parts:

- Lid (A)
- Dirt Cup (B)
- Prc-filter (C)
- HEPA Cartridge Filter (D)
- Dirt Inlet Opening (E)
- Bottom Door Release Button (F)

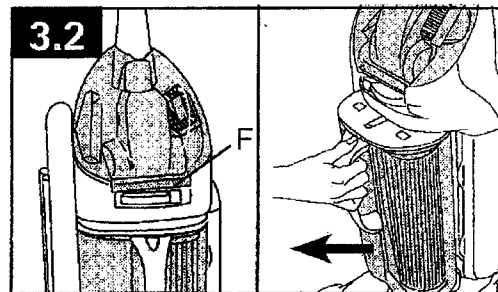
While the cleaner is in operation, the pre-filter screen will stop larger debris from entering the HEPA cartridge filter chamber. This larger debris will be seen collecting in the left side of the dirt cup. The HEPA cartridge filter will collect fine particles that have passed through the pre-filter screen.

### When to empty

It is recommended that the dirt cup be emptied before the dirt reaches the dirt inlet opening on back of dirt cup (Fig. 3-1) or after every use if preferred.

**CAUTION:** Very fine materials, such as face powder or cornstarch, may seal the filter and cause loss of suction. When using the cleaner for this type of dust, empty the cup and clean the filters often.

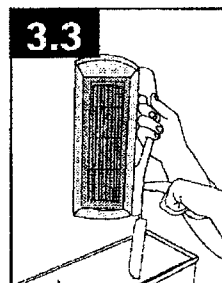
### How to empty



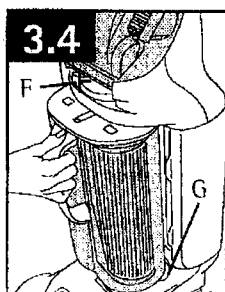
**Disconnect cleaner from electrical outlet. Do not use cleaner without dirt cup or filters in place.**

Push latch (F) to the left to unlock.

Lift cup slightly and pull **straight out** to remove from cleaner.



Hold the dirt cup over trash receptacle. Press the dirt cup bottom door release button to empty dirt cup. Tap side of cup to remove debris. Close the bottom door firmly to latch.



Slide cup straight into cavity. Bottom of cup will rest behind grooves at bottom of cleaner cavity (G).

Push latch (F) to the right to lock in place.

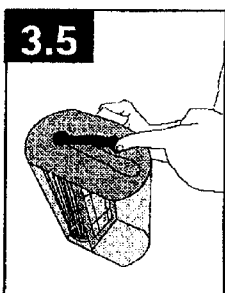
## Filter assembly

The HEPA cartridge filter and pre-filter are essentially self-shedding.

Tapping the side of the dirt cup as described in "How to empty dirt cup" should sufficiently remove dust and fine particles from the HEPA cartridge filter and pre-filter.

The filter assembly can also be removed for additional cleaning.

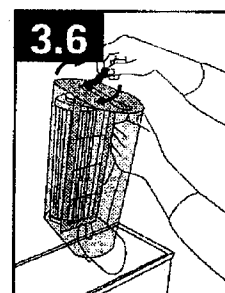
## How to clean filter assembly



Remove dirt cup as described in "How to empty dirt cup."

Lift up the crank located at the top of the dirt cup on the lid.

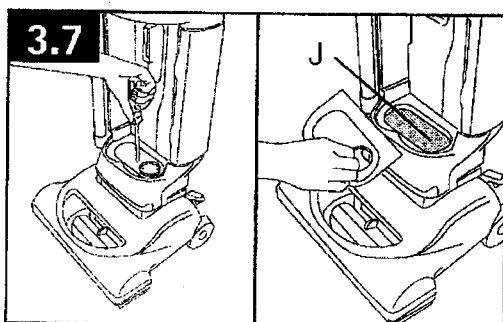
Hold the dirt cup over trash receptacle. Press the dirt cup bottom door release button to open the dirt cup. Rotate the crank until filter is clean. Close the bottom door firmly to latch before returning dirt cup to the unit.



Note: The filter can also be removed from the dirt cup and cleaned. To do so, open top lid and remove filter and prefilter assembly. Hold filter over trash receptacle. Tap side of filter against trash receptacle to remove debris. Return the filter and prefilter assembly back into the dirt cup. Close the lid firmly to latch it before returning the dirt cup to unit.

## Secondary and final filters

### Cleaning secondary filter



Disconnect cleaner from electrical outlet.

The secondary filter (J), located behind the grill in the bottom of cleaner cavity, protects the motor from dirt particles.

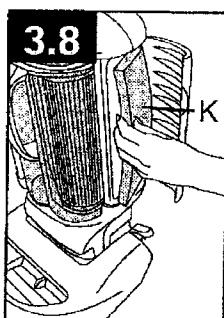
If the filter becomes dirty, remove dirt cup (Fig. 3-2). Remove screw and pull grill out. Lift out filter.

Hand wash filter in cold water with mild detergent, then air dry.

Reposition dry filter, grill and screw.

Replace dirt cup.

Should you want to replace this filter, ask for **HOOVER part No. 38762008**.



### Cleaning final filter

The final filter assists in the filtration process to return clean air to the room.

To remove this filter when it becomes dirty, open the door on

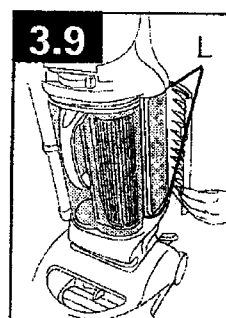
the side of the cleaner.

Lift out filter (K) and hand wash it in cold water with mild detergent.

Let filter air dry and reposition it on the side of cleaner. Make sure the white side of the filter faces outward. Close door.

Should you want to replace this filter, ask for **HOOVER part No. 40110006**.

Do not operate cleaner without any of the filters in place.



### Reattaching filter door

The filter door is designed with a "break-away" feature which allows it to snap free if it is pushed open too far.

To reattach, align hinges (L) of cover with slots on sides of filter area.

Press door back into place.

## Check agitator shield

Because your cleaner picks up so well, we strongly recommend you check for debris accumulation under the agitator shield each time you clean the filters.

Removing debris under the shield will help maintain your cleaner's excellent pick up and suction. Remove debris as follows:

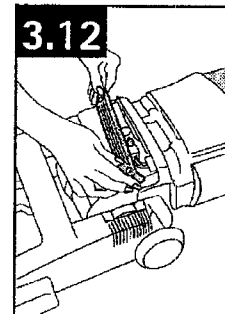
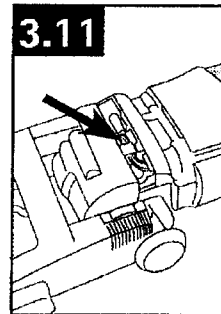
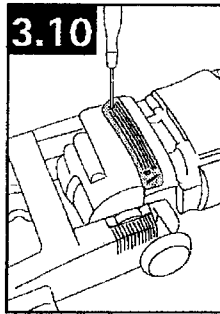
1. Disconnect cleaner from electrical outlet.

2. Check for dirt accumulation by removing bottom plate (Fig. 3-13), removing agitator (Fig. 3-14), and lifting agitator shield (Fig. 3-16).

3. Remove any debris and replace shield, agitator and bottom plate (Figs. 3-16 to 3-18).

## Headlight replacement

Disconnect cleaner from electrical outlet.



### What to buy

This cleaner uses a 12 volt, wedge base type 912 bulb, Hoover part No. 27313101.

### Removing lens

Disconnect cleaner from electrical outlet.

Using a screwdriver, remove the two screws as shown and lift off lens.

### Installing bulb

Pull old bulb straight out of socket. Push new bulb straight into socket until locked in place.

Excessive force is not required.

### Replacing lens

Reposition lens and secure with the two screws.

## Belt replacement

### Belt replacement

The belt on your HOOVER cleaner causes the agitator to rotate and is important for the effective operation of the cleaner. The belt is located under the bottom plate of the cleaner and should be checked from time to time to be sure it is in good condition.

### When to replace

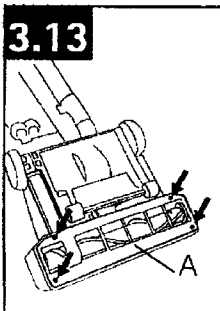
Disconnect cleaner from electrical outlet.

To check belt, remove bottom plate as shown in "How to replace." Replace belt if it is stretched, cut or broken.

### What to buy

To assure effective operation, use only genuine HOOVER belts with your cleaner. When purchasing a new belt, ask for Hoover part No. 38528033.

## How to replace

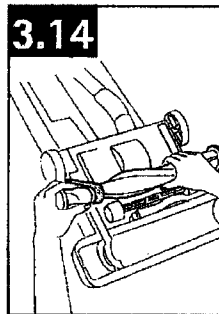


Disconnect cleaner from electrical outlet.

Place handle in low position and turn cleaner over so bottom side is up.

Remove the 4 screws as shown with a Phillips screw driver.

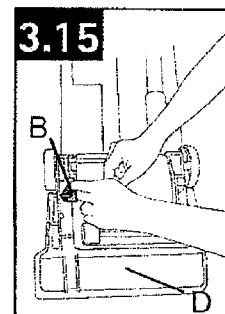
Lift off bottom plate (A).



### Removing belt

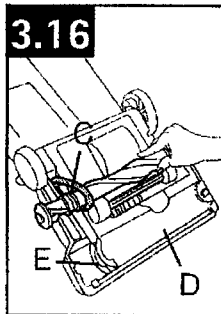
Remove agitator brush roll and used belt.

Discard used belt.



### Installing new belt

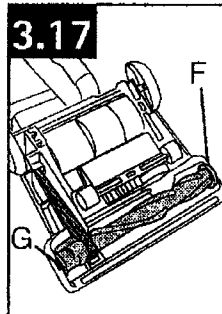
With lettering on outside of belt and positioned as shown in box on (D), slide new belt over motor pulley (B).



### 3.16 Replacing agitator brush roll

Insert agitator through belt and place belt in belt guide (C) on agitator.

Should the agitator shield (D) become dislodged while replacing the belt or the agitator, reposition it as shown noting the placement of its belt guide (E).

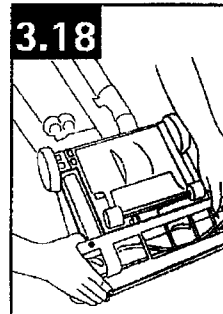


### 3.17 Securing agitator

Grasp agitator firmly and fit it into position by first sliding end opposite the belt into the rectangular slot (F) on side of cleaner.

Pull other side of agitator (G) into place.

Turn agitator making sure belt is not pinched between agitator and agitator shield.



### 3.18 Replacing bottom plate

Reposition bottom plate and 4 Phillips head screws. Tighten screws securely.

## The agitator brush roll

### When to replace

When agitator brushes are worn, the agitator should be replaced.

To check condition of brushes, **disconnect cleaner from electrical outlet**. Move edge of a card across bottom plate while turning agitator. To maintain cleaning effectiveness, replace agitator if brushes do not touch card.

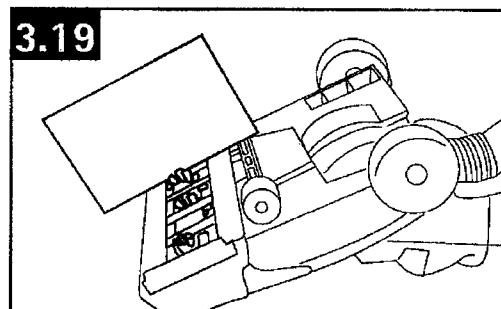
### What to buy

When purchasing a new agitator, ask for Hoover part No. 48414132.

### How to replace

**Disconnect cleaner from electrical outlet.**

Remove bottom plate, belt and agitator following directions in "The belt" section beginning with Fig. 3-13.



Discard old agitator.

Continue following the directions in "The belt" section to reposition belt, new agitator and bottom plate.

## The edge groomers

### When to replace

The edge groomers, located on both sides of the nozzle, should be replaced when they appear worn.

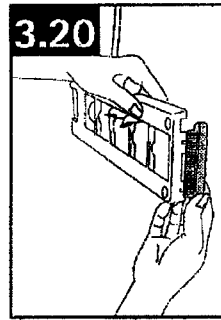
### What to buy

When purchasing edge groomers, ask for HOOVER part No. 39511018.

### How to replace

Disconnect cleaner from electrical outlet.

Remove bottom plate as described in "The belt" section (Fig. 3-13).



### Installing groomers

Lift off both old edge groomers and slide new edge groomers into position as shown.

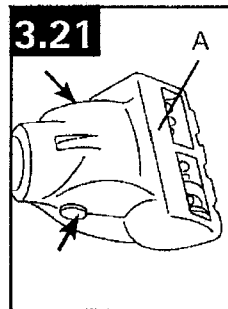
Reposition bottom plate and secure with 4 Phillips head screws.

## Powered hand tool

(some models only)

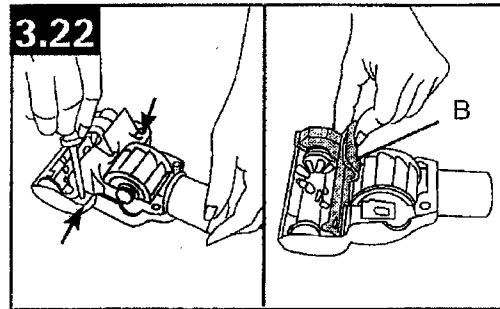
### Agitator brush roll replacement

When agitator brush roll brushes are worn, the brush roll should be replaced. Ask for HOOVER part No. 48414150.

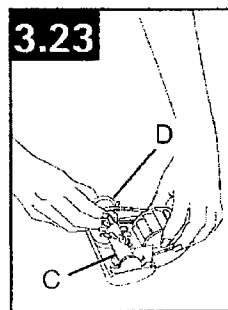


### How to replace

1. Remove tool from hose and turn it so bottom faces up. Press the latches on either side of tool and remove bottom plate (A).



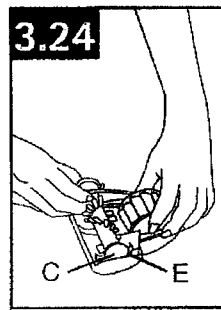
2. Unscrew the two Phillips screws and remove belt guard (B).



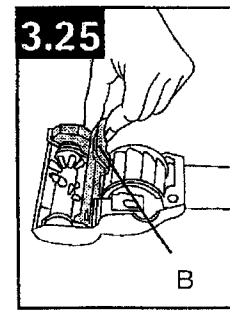
3. Remove agitator including end plates (C) and discard.

4. Inspect belt to ensure that it is in good condition. If belt is cracked, gouged or broken, replace it (see following section).

5. Insert brush roll through belt and position belt over gear teeth (D) on brush roll.

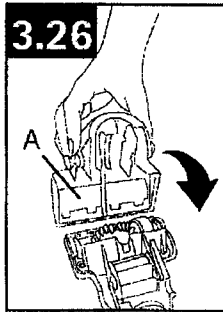


6. With curved ends down, slide end plates (C) of brush roll into slots (E) on tool.



7. Replace belt guard (B) making sure not to pinch brush bristles in guard. Turn agitator, making sure it rotates freely.

Replace and tighten screws.



8. To replace bottom plate (A), insert the four tabs on edge of bottom plate into slots on front of tool.

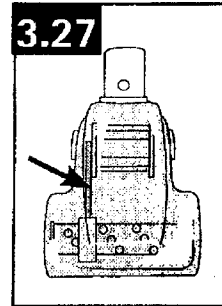
Pivot bottom plate down and snap closed.

## Powered hand tool

### Belt replacement

#### Inspecting the belt

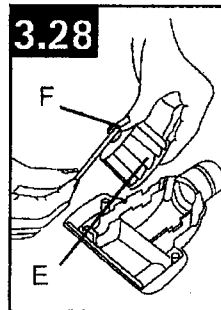
The powered hand tool belt is designed to last a long time and is not normally replaced. However, if the belt is cracked, gouged or broken, it should be replaced.



The belt can be seen through the top of the nozzle or by removing the bottom plate and belt guard (Figs. 3-21 and 3-22).

### Replacing belt

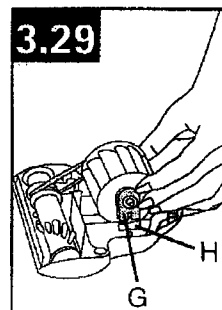
When replacing belt, ask for HOOVER part No. 38528037.



1. Remove bottom plate, belt guard and brush roll as described in Figs. 3-21 through 3-23.

2. Grasp turbine (E) and pull firmly to remove.

3. Remove belt from turbine pulley (F). Replace with new belt.



4. With flat sides of turbine retainers (G) pointing down, slide retainers into grooves (H) in tool housing and snap into place.

5. Replace brush roll, belt guard, and bottom plate as described in Figs. 3-23 through 3-26.

## 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.**

The agitator is equipped with two ball bearings that should be lubricated periodically by a Hoover Sales and Service Center or an Authorized Hoover Warranty Service Dealer (Depot).

## 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 pre-filter, HEPA cartridge filter and secondary and final filters for dirt accumulation.

3. Refer to "Clearing blockages" 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).

---

## Service

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

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- calling 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) OR -
- checking the Service section of Hoover Inc., on-line at [www.hoover.com](http://www.hoover.com)

**Do not** send your cleaner to Hoover Inc. in Glenwillow for service, this will only result in delay.

If further assistance is needed, contact The Hoover Consumer Response Center, Phone: 1-800-263-6376.

**In Canada**, contact Hoover Canada, Etobicoke, Ontario M8W 3R9 Phone: 1-800-263-6376.

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



## 4. 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.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	Not firmly plugged in No voltage in wall plug Blown fuse or tripped breaker Thermal protector activated	Plug unit in firmly Check fuse or breaker Replace fuse or reset breaker Allow cleaner to cool for 30 minutes (this will reset the thermal protector)
Cleaner won't pick up	Broken or worn belt Agitator brush roll worn Dirt cup full Incorrect carpet height setting Blockage in air flow passage HEPA cartridge filter clogged Pre-filter clogged Dirt cup not properly installed and latched Dirt cup lid not positioned properly or missing Filter assembly not assembled properly	Replace belt Replace brush roll Empty dirt cup Move nozzle control knob to lower setting Clear blockage Clean HEPA cartridge filter by either tapping the side of the dirt cup or removing the cartridge filter as described in the "Filter assembly" section. Clean pre-filter as described in "Filter assembly" section. Position dirt cup properly and lock latch (Fig. 3-4). Ensure that dirt cup lid is properly positioned. Ensure that filter assembly is positioned properly (Figs. 3-4 to 3-6).
Cleaner hard to push	Incorrect carpet height setting	Move nozzle control knob to a higher setting
Cleaning tools won't pick up	Cleaner handle not in upright position Blockage in hose	Ensure that cleaner handle is locked in upright position. Clear blockage.
Visible dirt leaking through final filter	Filter assembly not installed properly	Remove filter assembly from dirt cup and ensure that HEPA cartridge filter is properly attached to pre-filter screen and that entire filter assembly is properly repositioned inside dirt cup. (Figs. 3-1 through 3-6).
Dirt inside dirt cup stops spinning		Note: Heavy debris may settle to the bottom of the dirt cup and prevent the dirt from spinning without affecting cleaning performance. The cleaner can continue to be used even if the dirt is not spinning inside the dirt cup.  However, if the dirt does stop spinning AND there is a noticeable decrease of performance, check the items under "Cleaner won't pick up".

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Powered hand tool (some models) brush roll won't turn	Too much pressure being applied to tool	Continue using tool applying light pressure.
	Blockage in turbine channel	Remove blockage.
	Broken or worn belt	Replace belt
	Low cleaner suction	Check tips under "Cleaner suction low"
Smoky/burning smell detected	Belt broken or stretched	Replace agitator brush roll belt as described in Figs. 3-13 through 3-23 in the Maintenance section.

## Clearing blockages

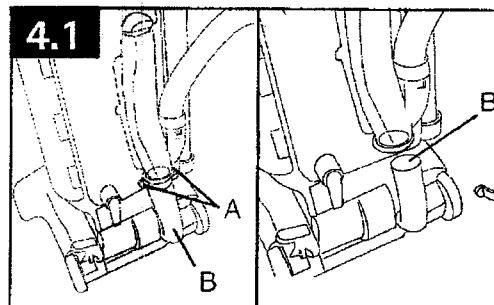
Disconnect cleaner from electrical outlet.

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:

**A. If a blockage occurs during floor cleaning:**

Turn cleaner OFF and disconnect from electrical outlet.

1. Check fullness of dirt cup and filter assembly; empty cup and clean filters if needed.



### Check dirt duct

2. Remove screws on lower back of cleaner handle (A) and remove lower dirt duct (B).
3. Clear blockage from dirt duct sections.

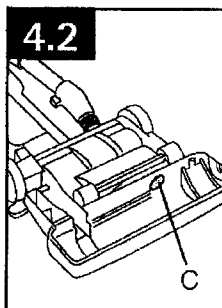
## Checking under bottom plate

4. Turn cleaner OFF and unplug.

5. Remove bottom plate, belt and agitator (see "The belt" section).

Look into opening (C) for blockages and remove.

6. Remove agitator shield (see Fig. 3-16) and remove any loose debris which may have accumulated under it.



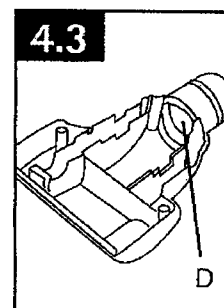
**B. If a blockage occurs during tool use:**

Turn cleaner OFF and disconnect from electrical outlet.

1. Look into hose end and remove any blockage.
2. Check lower dirt duct for blockage (Fig. 4-1).

**C. If a blockage occurs during powered hand tool use (some models only):**

1. Disconnect powered hand tool from hose. Remove bottom plate, belt guard and turbine as described in



Figs. 3-21, 3-22 and 3-29.

Remove any blockage from turbine channel (D).

Replace belt turbine, brush roll, belt guard and bottom plate.

## Parts and Accessories MAIL ORDER FORM

Detach this section and mail to:

Hoover, Inc.  
7005 Cochran Road • Glenwillow, Ohio • 44139  
Attn: Sales & Service Center

Item Description	Part No.	Qty/Pk.	Price/Pk.	Qty.	Total
HEPA Cartridge Filter	40140201	1	\$ 24.99		
Flat Belt	40201160	2	\$ 3.99		
Secondary Filter	38762008	1	\$ 1.99		
Final Filter	40110006	2	\$ 9.99		
Headlight Bulb	27313101	1	\$ 2.49		
Extention Wand	38634078	1	\$ 6.49		
Furniture Nozzle	38614045	1	\$ 4.99		
Crevice Tool -Short	38617033	1	\$ 2.99		
Agitator	48414132	1	\$ 21.99		
Crevice Wand -Long	38617031	1	\$ 4.99		
Dusting Brush	43414197	1	\$ 5.99		
Extra Reach Hose	43434047	1	\$ 31.19		
Edge Groomer	39511018	1	\$ 1.99		
Powered Hand Tool	49124044	1	\$ 35.99		
TOTAL MERCHANDISE				\$	
APPLICABLE STATE TAX +				\$	
SHIPPING & HANDLING +				\$ 7.50	
TOTAL COST				\$	

**Ship to:** (please print clearly)

Name \_\_\_\_\_

Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Payment Method:

☐ Check or Money Order made payable to: Hoover, Inc.

☐ Visa    ☐ Mastercard    ☐ Discover

Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ Day Phone (    ) \_\_\_\_\_

Signature (req.) \_\_\_\_\_

Replacement parts and accessory items may be purchased from your Authorized Hoover Dealer, Leading Retailers, Hoover Sales & Service Centers, on-line at [www.hoover.com](http://www.hoover.com), or by completing this order form.

Mail orders limited to U.S. residents only. In Canada, please call 1-800-263-6376 OR on-line at [hoover.ca](http://hoover.ca)

Please allow 3-4 weeks for delivery.