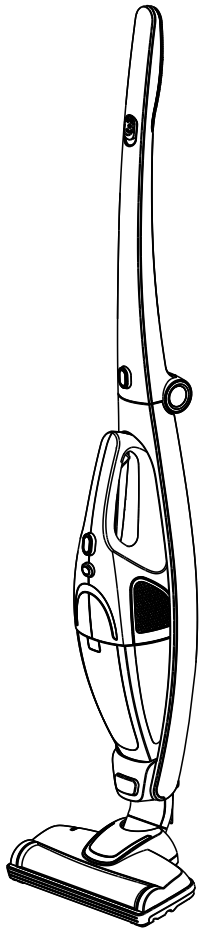
OWNER'S MANUAL

Operating and Servicing Instructions

Español - página E1

hoover.com



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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. **PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.**

THIS PRODUCT IS INTENDED FOR HOUSEHOLD USE ONLY.
IF USED COMMERCIALLY WARRANTY IS VOID.

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Thank you for choosing a HOOVER® product.

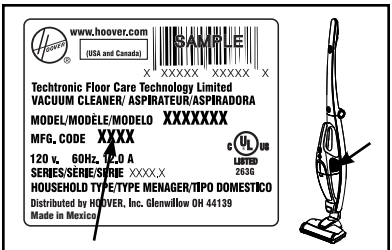
Please enter the complete model and Manufacturing Code in the spaces provided.

MODEL _____

MFG. CODE _____

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 register your product online at Hoover.com or call 1-800-944-9200 to register by phone. Visit Hoover.com for additional video instructions for assembly and maintenance.



MANUFACTURING CODE
(Label located on back of handheld)

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If you need assistance:

Visit our website at 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.
- Do not use, store, or charge product on wet surfaces. Do not expose to rain. Store indoors.
- 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 charger 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 charger 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 charger by pulling on cord. To unplug charger, grasp the plug, not the cord.
- Do not handle charger including charger plug and charger terminals, 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.
- Use extra care when cleaning on stairs. Do not place cleaner on stairs or furniture, as it may result in injury or damage.
- Do not allow to pick-up flammable or combustible liquids, such as gasoline, or fine wood sandings or use in areas they may be present.
- Use only charger supplied by the manufacturer to recharge.
- Do not incinerate the appliance even if its severely damaged. The batteries can explode in a fire.
- Always turn off the handheld unit before returning it to the stick vac body.
- Leaks from battery cells can occur under extreme conditions. If the liquid gets on the skin (1) wash quickly with soap and water or (2) neutralize with a mild acid such as lemon juice or vinegar. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of 15 minutes. Seek medical attention immediately.
- Always ensure that the power switch for both the stick vac and the handheld are in the off position (O = OFF) before returning the appliance to the charging station.

- Always turn off this appliance before connecting or disconnecting motorized nozzle.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filter and/or dirt cup in place.
- **WARNING:** This product contains chemicals known to the State of California to cause cancer, birth defects or reproductive harm. ***WASH HANDS AFTER USING.***

CAUTION: TO REDUCE THE RISK OF DAMAGE:

- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store appropriately indoors and 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, and flooring, avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs.
- With brushes on, do not allow cleaner to sit in one location for an extended period of time, as damage to the floor can result.

1. VACUUM ASSEMBLY

CARTON CONTENTS

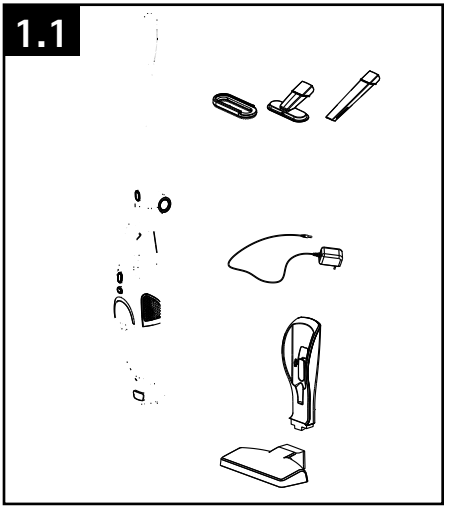
A. Stick Vac Body
B. Hand Vac
C. 3-in-1 Tool
D. AC Adapter
E. Nozzle
F. Charging Base

Remove all parts from carton and identify each item shown.

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

*Hand Vac comes packed attached to Stick Vac.

1.1



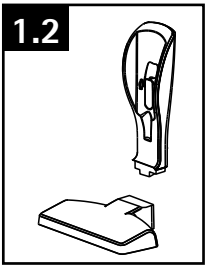
CHARGING BASE ASSEMBLY

Select a place for the charging station where the appliance is stable and always protected from heat and moisture during charging.

1.2 Push the upper portion of the charging station onto the connector of the base. You must feel and hear it click into place.

1.3 Insert AC Adapter plug (A) into bottom of charger base (B) and fit cord snugly into cord well so cord exits the charging base through the slot at the rear of the charging base.

1.2



ATTACH NOZZLE BASE

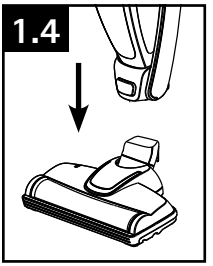
⚠ WARNING ⚠

Always turn off this appliance before connecting or disconnecting motorized nozzle.

1.4 Align bottom inlet on Stick Vac body with nozzle connector and insert. Nozzle is securely attached when you feel and hear it click into place.

1.5 To release Nozzle from Stick Vac, press Nozzle release button located above nozzle on Stick Vac body and remove.

1.4



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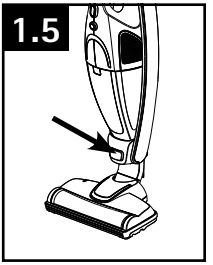
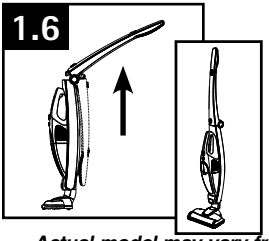


UNFOLD HANDLE

1.6 Fold the handle up into the upright position until you hear and feel it lock into place.

1.6



Actual model may vary from images shown.

3. MAINTENANCE

Familiarize yourself with these home 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.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped in water, take it to a service center prior to continuing use.

⚠ NOTICE ⚠

A 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.
2. Empty dirt cup.
3. Inspect the nozzle inlet, nozzle/dirt passage and filter for any obstructions. Clear obstructions if present.
4. When cleaner is turned off 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.

DIRT CUP REMOVAL AND CLEANING

• IMPORTANT •
FOR BEST RESULT, CLEAN AFTER USE.

⚠ WARNING ⚠
To reduce risk of personal injury - turn vacuum off before servicing.

Press Hand Vac release button and remove Hand Vac from Stick Vac.

3.1 Hold the handheld with the dust container pointing downwards so that no dust will fall out during opening. Push the release catch (A) on the Hand Vac and pull the dust container (B) off the motor unit (C).

3.2 Remove dust container from filter assembly and cyclonic separator (3.2,D).

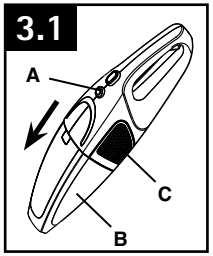
Hold the dust container over trash receptacle and tap out debris (3.2,E).

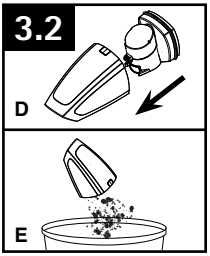
3.3 Check cyclonic separator (F) for additional debris and empty contents in trash receptacle if needed. If this is not sufficient wipe the insides of the cyclonic separator clean with a slightly damp cloth.

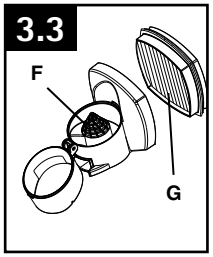
Next, check the rinsable filter (G). If cleaning is needed, refer to directions below for instruction before dirt cup reassembly and replacement.

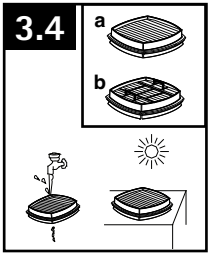
FILTER CLEANING

3.4 Remove rinsable filter made with HEPA media (G), rinse with “a” side facing up in sink and allow filter to COMPLETELY DRY for at least 24 hours before replacing.









AFTER CLEANING

After emptying debris from dust container and cleaning filter if needed, re-assemble parts. Return the filter onto cyclonic separator, insert back into dust container and replace onto Hand Vac body/ motor housing and continue cleaning.

What to Buy: Rinsable Filter

When used and maintained properly, your Rinsable Filter should not need replacement within the warranty period. If desired, additional filter is available at Hoover.com or call 1-800-944-9200. Ask for Hoover® Part **No. 440002094**

CLEANING THE BRUSHROLL

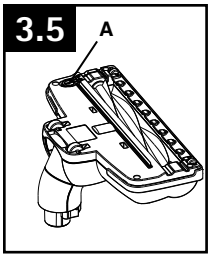
⚠ CAUTION ⚠

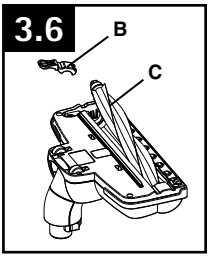
To reduce the risk of injury from moving parts, remove hand vac before cleaning or servicing.

3.5 Use a coin to rotate the locking button (A).

3.6 Remove the cover (B), take the brushroll (C) out and clean out any debris or obstructions. (Do not clean in water).

Assemble the brushroll back into place and ensure it fits properly. Place cover back into place, and use coin to rotate the locking button back to original position.





4. 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.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped in water, take it to a service center prior to continuing use.

⚠ WARNING ⚠

To reduce risk of personal injury - turn vacuum off before servicing.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	1. Battery not charged.	Charge battery for 18-24 hours prior to first use. Fully deplete battery and allow to cool for 15 minutes before recharging on charging base. Repeat two more times. After three uses, allow 12-16 hours to recharge the battery.
	2. Battery dead - won't hold a charge.	2. Visit hoover.com or call 1-800-944-9200 for nearest authorized Hoover® dealer.
	3. Needs service.	3. Visit hoover.com or call 1-800-944-9200 for nearest authorized Hoover® dealer.
Hand Vac will not run	1. Handvac not turned off before charging.	1. Push power button a second time to turn on.
Cleaner won't pick-up or low suction	1. Dirt Cup not installed correctly.	1. Review Dirt Cup Removal and Cleaning section pg. 9.
	2. Dirt cup is full.	2. Empty dirt cup.
	3. Battery charge is getting weak.	3. Charge battery.
	4. Filter is dirty.	4. Clean filter. If filter needs to be replaced, replace filter.
	5. Clogged filter.	5. Remove filter and clean.
	6. Nozzle/dirt passage clogged.	6. Disconnect nozzle by pressing release button (see section 1.5) and remove obstruction.
Dust escaping from cleaner	1. Dirt cup is full.	1. Empty dirt cup.
	2. Dirt cup not installed correctly.	2. Review Dirt Cup Removal & Replacement.
	3. Filter not installed correctly.	3. Review Dirt Cup Removal & Replacement.

5. SERVICE

Use only approved and genuine Hoover® filters, belts, and parts. Contact Hoover® for list of approved accessories and parts.

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

F) 8 9 8 0 1 4 1) 1 H 8 4H
F 99 2 9 1 8 C . -) 8 C 1) 1 149
Follow the service center link to find the service outlet nearest you.
F 1 1 1 4 1 1 8 9 4 09 1 9 1 ((

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. 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.

6. WARRANTY

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® 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. For additional assistance or information concerning this Warranty or the availability of warranty service outlets, phone the Hoover® Consumer Response Center, Phone 1-800-944-9200, 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), brushroll, 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® Authorized Warranty Service Dealer, 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, outside a U.S. Military Exchange and outside of Canada. This warranty does not cover products purchased from a party that is not an authorized retailer, dealer, or distributor of Hoover® products.

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.