Owner's Manual

Kenmore®

Vacuum Cleaner

ENGLISH

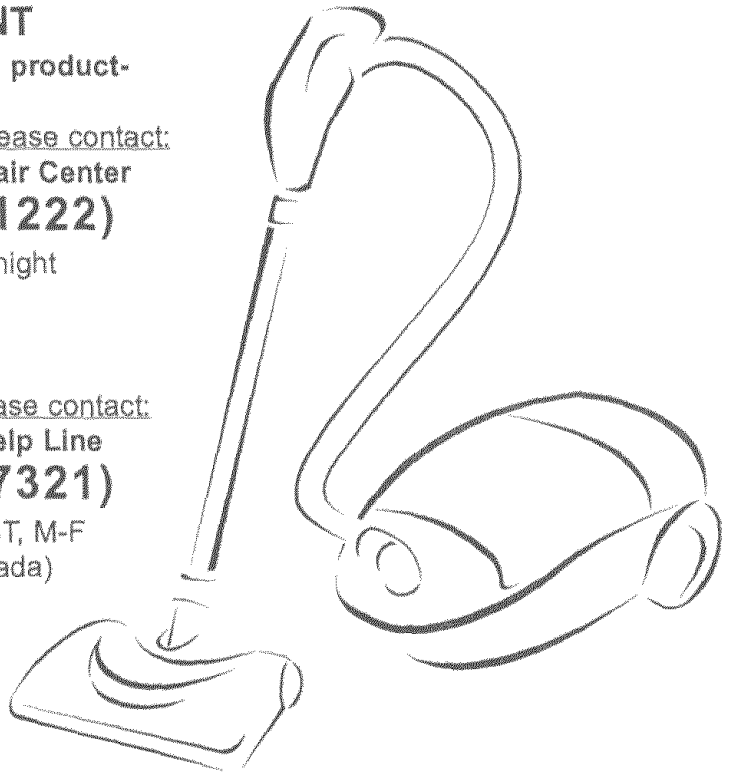
Model 116.27614
116.27615

IMPORTANT

Before returning this product-

For replacement parts, please contact:
Sears Parts and Repair Center
(1-800-488-1222)
Anytime, day or night
(U.S.A. only)

For any other issue, please contact:
Vacuum Cleaner Help Line
(1-877-531-7321)
8:00am-5:00pm EST, M-F
(U.S.A. and Canada)



CAUTION:
Read and follow all safety and operating instructions before first use of this product.

Sears, Roebuck and Co., Hoffman Estates, IL 60179 U.S.A.
www.sears.com

Printed in Mexico

Part No. CØ1ZDEAØØUØØ-KCØ1ZDEAZØUØ

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BEFORE USING YOUR NEW VACUUM CLEANER

Please read this guide. It will help you assemble and operate your new Kenmore vacuum cleaner in the safest and most effective way.

For more information about vacuum cleaner care and operation, call your nearest Sears store. You will need the complete model and serial numbers when requesting information. Your vacuum cleaner's model and serial numbers are located on the Model and Serial Number Plate.

Use the space below to record the model number and serial number of your new Kenmore vacuum cleaner.

Model No. _____

Serial No. _____

Date of Purchase _____

Keep this book and your sales check (receipt) in a safe place for future reference.

KENMORE VACUUM CLEANER WARRANTY

One Year Limited Warranty
When assembled, operated and maintained according to all instructions supplied with the product, if this vacuum cleaner fails due to a defect in material or workmanship within one year from the date of purchase, return it to any Sears store, Sears Parts & Repair Center or other Kenmore outlet for free repair.

If this vacuum cleaner is used for other than private family purposes, this warranty applies for only 90 days from the date of purchase.

ENGLISH

This warranty covers only defects in material and workmanship. Sears will NOT pay for:

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, light bulbs, and bags.
2. A service technician to instruct the user in correct product assembly, operation or maintenance.
3. A service technician to clean or maintain this product.
4. Damage to or failure of this product if it is not assembled, operated or maintained according to all instructions supplied with the product.
5. Damage to or failure of this product resulting from accident, abuse, misuse or use for other than its intended purpose.
6. Damage to or failure of this product caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
7. Damage to or failure of parts or systems resulting from unauthorized modifications made to this product.

Disclaimer of implied warranties; limitation of remedies
Customer's sole and exclusive remedy under this limited warranty shall be product repair as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Sears shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this vacuum cleaner is used in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Sears, Roebuck and Co., Hoffman Estates, IL 60179
Sears Canada Inc., Toronto, Ontario, Canada M5B 2B8

IMPORTANT SAFETY INSTRUCTIONS

⚠ WARNING

Your safety is important to us. To reduce the risk of fire, electrical shock, injury to persons or damage when using your vacuum cleaner, follow basic safety precautions including the following:

Read all instructions in this manual before assembling or using your vacuum cleaner.

Use your vacuum cleaner only as described in this manual. Use only with Sears recommended attachments.

Disconnect electrical supply before servicing or cleaning out brush area. Failure to do so could result in electrical shock or brush suddenly starting.

Do not leave vacuum cleaner when plugged in. Unplug from outlet when not in use and before servicing.

To reduce the risk of electrical shock – **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.

Do not use with damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a Sears Service Center.

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 vacuum cleaner 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 vacuum cleaner with wet hands.

Do not put any objects into openings.

Do not use with any opening blocked; keep free of dust, lint, hair and anything that may reduce airflow.

Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

Turn off all controls before unplugging.

Use extra care when cleaning on stairs. Do not put on chairs, tables, etc. Keep on floor.

Do not use vacuum cleaner to pick up flammable or combustible liquids (gasoline, cleaning fluids, perfumes, etc.), or use in areas where they may be present. The fumes from these substances can create a fire hazard or explosion.

Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.

Do not use vacuum cleaner without dust bag and/or filters in place.

Always change the dust bag after vacuuming carpet cleaners or freshener, powders and fine dust. These products clog the bag, reduce airflow and can cause the bag to burst. Failure to change bag could cause permanent damage to the vacuum cleaner.

Do not use the vacuum cleaner to pick up sharp hard objects, small toys, pins, paper clips, etc. They may damage the vacuum cleaner or dust bag.

Do not operate vacuum cleaner without the exhaust filter or exhaust filter door in place (If applicable).

The hose contains electrical wires. **Do not** use when damaged, cut, or punctured. Replace if cut or worn. **Do not** pick up sharp objects.

Always turn off and unplug the vacuum cleaner before connecting or disconnecting either hose, Handi-Mate Jr.® (if applicable), or nozzle.

Hold plug when rewinding onto cord reel. **Do not** allow plug to whip when rewinding.

You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

SAVE THESE INSTRUCTIONS

Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your vacuum cleaner is intended for **Household use**. Read this Owner's Manual carefully for important use and safety information. This guide contains safety statements under warning and caution symbols.

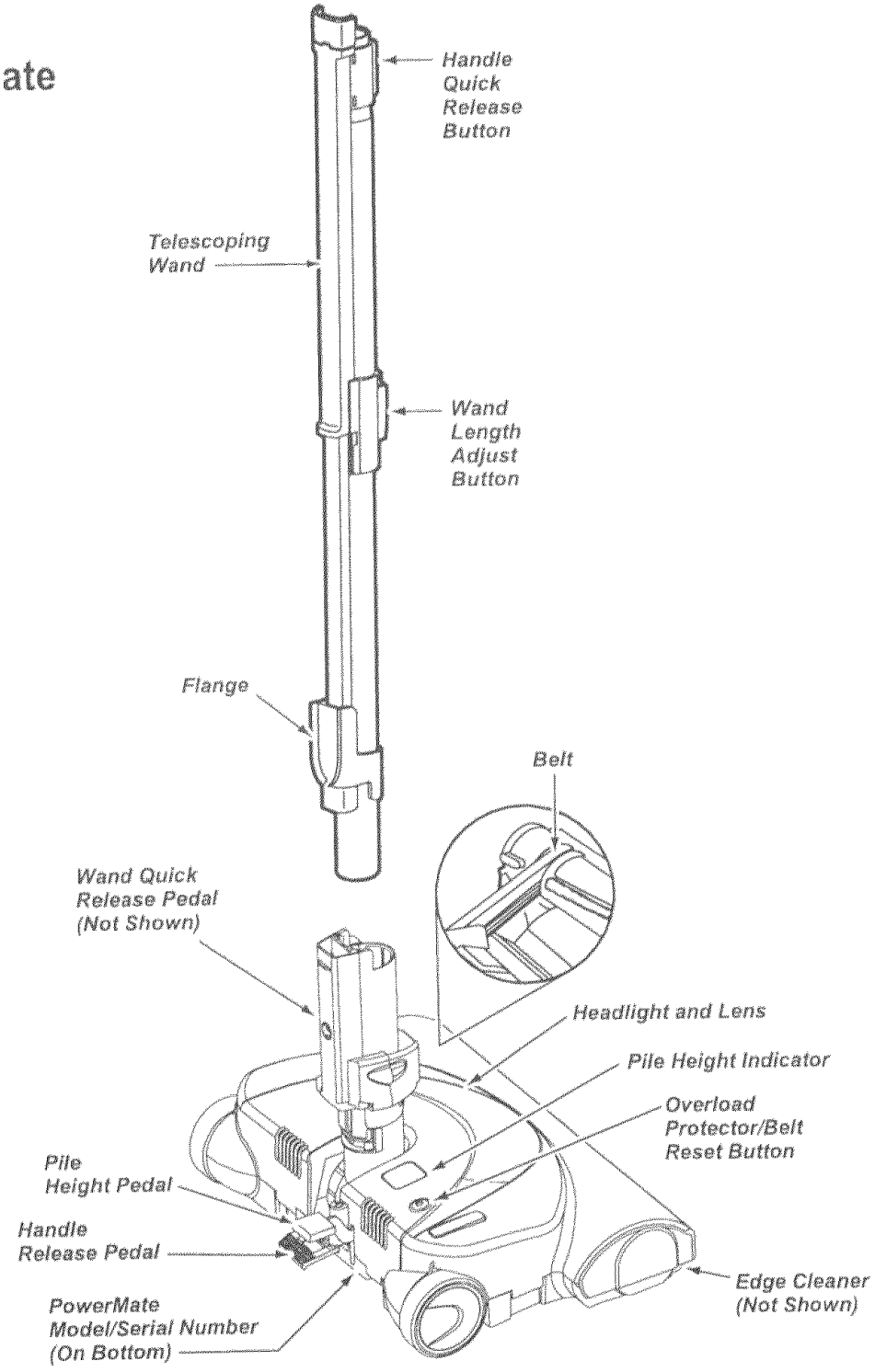
PARTS AND FEATURES

It is important to know your vacuum cleaner's parts and features to ensure its proper and safe use. Review these before using your vacuum cleaner.

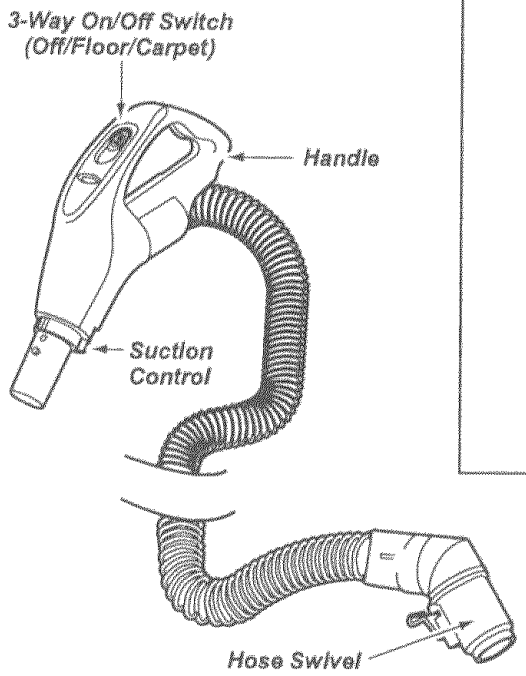
Object	Style No.	Part No. in USA	Part No. in Canada
Headlight Bulb	-----	20-5240	20-40600
Belt	CB-3	20-5218	20-40118

ENGLISH

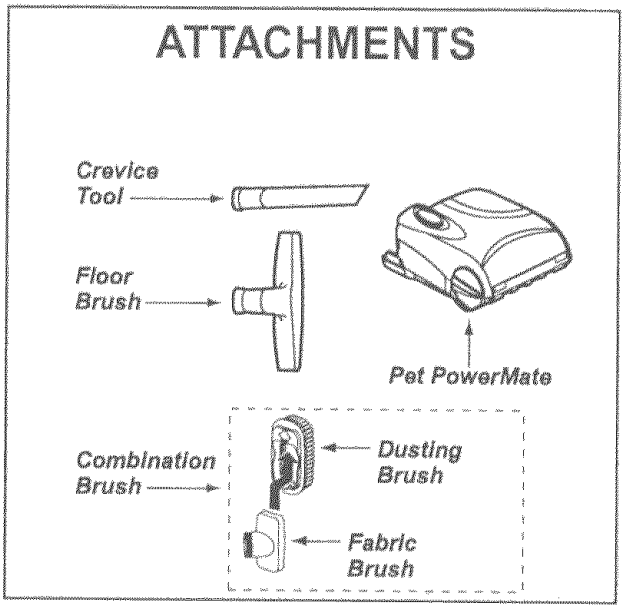
PowerMate



HOSE

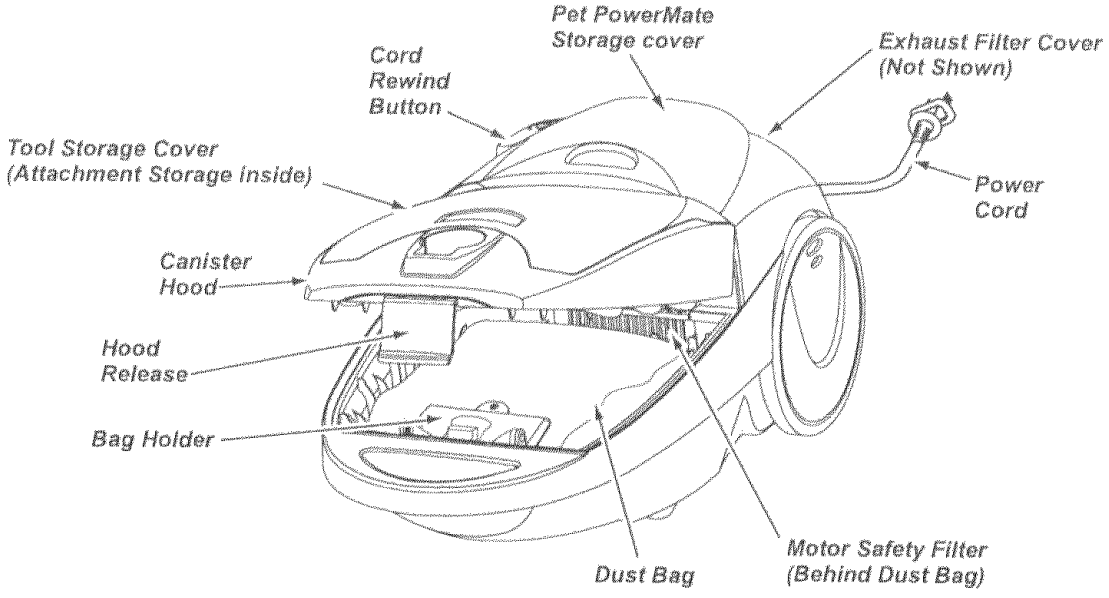


ATTACHMENTS



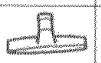
CANISTER

Object	Style No.	Part No. in USA	Part No. in Canada
Dust Bag	Q	20-50557	20-50410
Exhaust Filter	EF-1	20-86889	20-40324
Motor Safety Filter	CF-1	20-86883	20-40321



Please pay special attention to these hazard alert boxes, and follow any instructions given. **WARNING** statements alert you to such dangers as fire, electric [illegible] personal injury. **CAUTION** statements alert you to such dangers

ATTACHMENT USE TABLE

ATTACHMENT		CLEANING AREA						
		Furniture [1]	Between Cushions [1]	Drapes [1]	Stairs	Bare Floors	Carpeted Floors/Rugs	Walls
Combination brush	Dusting brush	✓		✓				✓
	Fabric brush	✓		✓				
Crevice tool		✓	✓					
Floor brush 					✓	✓		✓
PowerMate						✓[2]	✓	
Handi-Mate Jr.®[2]		✓			✓			
Pet PowerMate [3, 4]		✓			✓			

1. Always clean attachments before using on fabrics.
2. 3-way On/Off switch should be in **FLOOR** position.
3. Some Models; Handi-mate Jr.® and Pet PowerMate attachment instructions are included with the products.
4. Pet PowerMate can only be used on the hose handle.

PERFORMANCE FEATURES

OVERLOAD PROTECTOR

The PowerMate has built-in protection against motor and belt damage should the agitator jam. If the agitator slows down or stops, the overload protector shuts off the PowerMate. The canister motor will continue to run.

Overload Protector/ Belt Reset Button

To correct problem: Turn off and unplug vacuum cleaner, remove obstruction, then press **BELT RESET** button. A ball point pen may be required.

If the problem persists, have the vacuum cleaner serviced by a Sears or other qualified service agent.

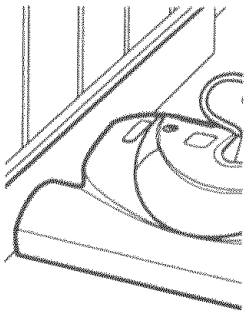
⚠ WARNING

Personal Injury Hazard

Always unplug the vacuum cleaner before cleaning the agitator area as agitator may suddenly restart. Failure to do so can result in personal injury.

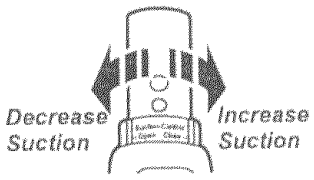
EDGE CLEANER

Active brush edge cleaners are on both sides of the PowerMate. Guide either side of the PowerMate along base-boards or next to furniture to help remove dirt trapped at carpet edges.



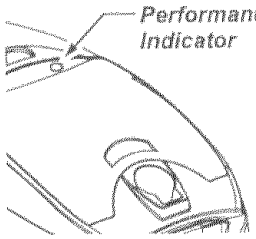
SUCTION CONTROL

The suction control allows you to change the vacuum suction for different fabrics and carpet weights. Opening the control decreases suction for draperies and lightweight rugs, while closing the control increases suction for upholsteries and carpets.



PERFORMANCE INDICATOR

When the vacuum cleaner is running with normal airflow, the light on the performance indicator is off. The light comes on whenever the airflow becomes blocked. If that occurs, check the disposable dust bag, motor safety filter and other possible clog locations shown in **HOW YOUR VACUUM CLEANER WORKS.**



To correct problem: See the **TROUBLE-SHOOTING** table.

NOTE: The light may come on when using certain attachments, due to reduced airflow through attachment.

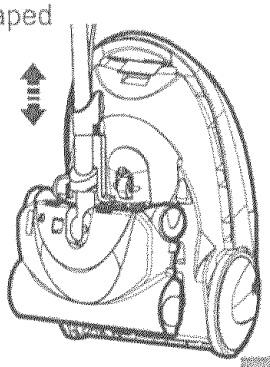
THERMAL PROTECTOR

This vacuum cleaner has a thermal protector which automatically trips to protect the vacuum cleaner from overheating. If a clog prevents the normal flow of air to the motor, the thermal protector turns the motor off automatically. This allows the motor to cool in order to prevent possible damage to the vacuum cleaner.

To correct problem: Turn the vacuum cleaner off and unplug the power cord from the outlet to allow the vacuum cleaner to cool and the thermal protector to reset. **Check for and remove clogs, if necessary. Also check and replace any clogged filters. Wait approximately thirty (30) minutes and plug the vacuum cleaner in and turn back on to see if the motor protector has reset.**

POWERMATE STORAGE

The wand has a "U" shaped flange that slides into the "U" shaped slot on the canister.



The flange allows the wands and PowerMate to be stored with the canister to conserve storage space. The canister must be stored on end for this feature to be used.

To attach the PowerMate, it must be in the flat position as shown in the illustration. Use the handle release pedal to place it in this position.

The wand will slip out of the slot as it is lifted up for use and will slide into the slot as it is lowered for storage.

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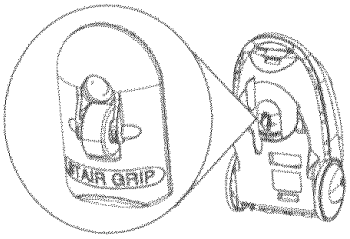
STAIR GRIP

During normal operation while the canister is in the horizontal position, the caster wheel rotates freely 360°.

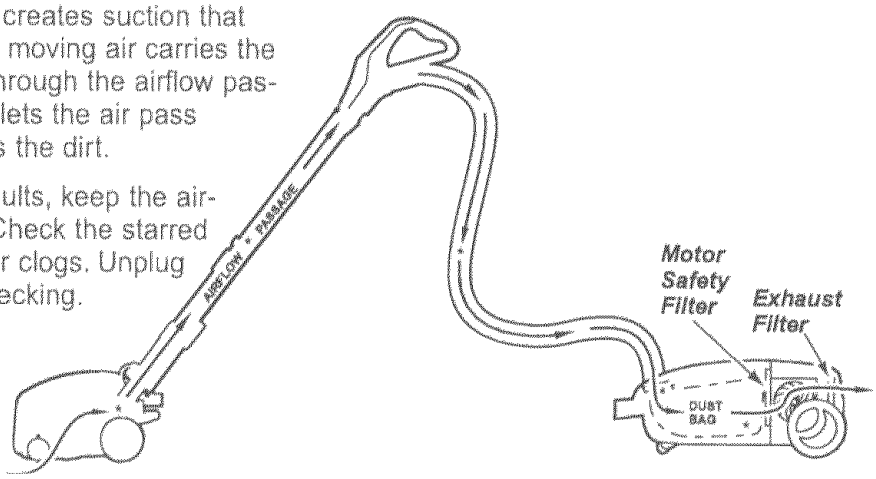
The Stair Grip feature allows the caster wheel to lock in position when the vacuum cleaner is rotated 25° from horizontal into a vertical position in order for the canister to rest on stairs.



HOW YOUR VACUUM CLEANER WORKS

The vacuum cleaner creates suction that picks up dirt. Rapidly moving air carries the dirt to the dust bag through the airflow passages. The dust bag lets the air pass through, while it traps the dirt.

For best cleaning results, keep the airflow passage open. Check the starred areas occasionally for clogs. Unplug from outlet before checking.

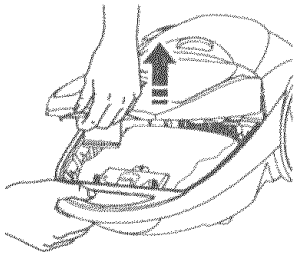


CANISTER CARE

BAG CHANGING

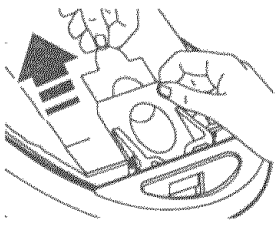
For best cleaning results, the dust bag should be changed often. The electronic performance indicator will come on when the bag needs to be changed or the airflow is blocked.

NOTE: See **PARTS AND FEATURES** for Bag Number.

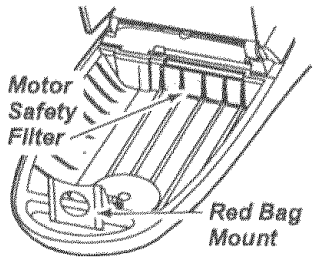


1. Unplug cord from wall outlet.
2. Remove hose from canister.
3. Pull hood release out and up, then lift canister hood.

4. Disengage cardboard tab from red bag mount by pulling away and lifting up.



5. Pull bag out of the red bag mount.

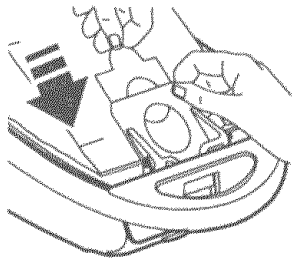


6. Check the motor safety filter and replace, if necessary.

7. The red bag mount will flip forward after removing bag. This will prevent the hood from closing until a new bag is installed.

Note: DO NOT bend or crease the middle of the cardboard when installing the bag into the bag mount slots.

8. Rotate red bag mount down and install bag into slots per illustration, pushing down until the cardboard tab locks into position and the holes align. Tuck the bag securely into the bag cavity so that none of it is able to be pinched by the hood.



9. Close and latch canister hood.

10. Reinstall hose.

11. Plug cord into wall outlet.

⚠ CAUTION

NEVER REUSE A DUST BAG. Very fine materials, such as carpet freshener, face powder, fine dust, plaster, soot, new carpet lint, etc. can clog the bag and cause it to burst before it is full and may cause damage to vacuum cleaner motor. Change bag more often when vacuuming these materials.

CLEANING EXTERIOR AND ATTACHMENTS

1. Unplug cord from wall outlet. **DO NOT drip water on vacuum cleaner.**

2. Clean exterior using a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water, then wrung dry. Wipe dry after cleaning.

3. To reduce static electricity and dust build-up, wipe outer surface of vacuum cleaner and attachments.

⚠ CAUTION

Do not use attachments if they are wet. Attachments used in dirty areas, such as under a refrigerator, should not be used on other surfaces until they are washed. They could leave marks.

ENGLISH

MOTOR SAFETY FILTER CHANGING

⚠ WARNING

Electrical Shock Hazard

Unplug power cord from electrical outlet. Do not operate the vacuum cleaner without the motor safety filter. Be sure the filter is dry and properly installed to prevent motor failure and/or electrical shock.

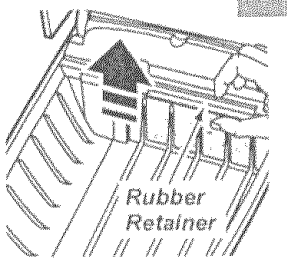
MOTOR SAFETY FILTER ELECTROSTATIC

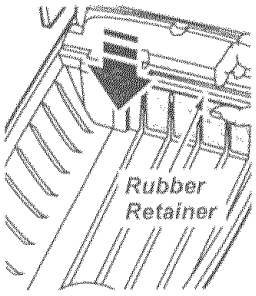
This filter must be replaced when dirty. It should be replaced regularly depending on use conditions. **The filter CANNOT be washed as it will lose its dust trapping ability.**

NOTE: See **PARTS AND FEATURES** for Motor Safety Filter number.

1. Remove the bag as outlined in the **BAG CHANGING** section.

2. Lift the rubber retainer and pull out motor safety filter as shown.





3. Replace the filter, **white side out**, facing the dust bag, by sliding it back into place under the ribs in the bag cavity. Tuck filter in so that it fits completely under the rubber retainer.

4. Replace the bag as outlined in the **BAG CHANGING** section.

EXHAUST FILTER CHANGING

⚠ WARNING

Fire and/or Electrical Shock Hazard

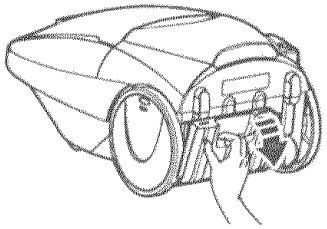
Do not operate with a clogged exhaust filter or without the exhaust filter or exhaust filter cover installed.

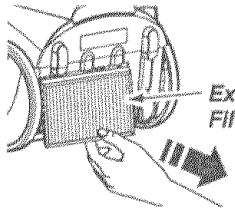
EXHAUST FILTER
HEPA

The exhaust filter cartridge must be replaced when dirty. Replace the filter when the entire surface area is covered evenly. **The filter CANNOT be washed as it will lose its dust trapping ability.**

NOTE: See **PARTS AND FEATURES** for Exhaust Filter number.

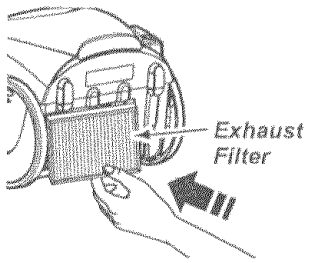
1. Pull out and up on the exhaust filter cover to remove from the canister and lay aside.

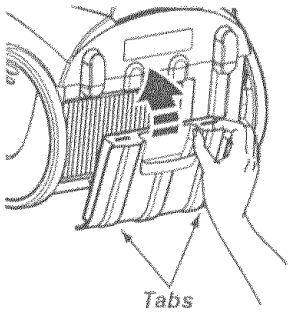




2. Pull the exhaust filter up and out from the rear of the canister.

3. Replace the exhaust filter cartridge. Place the new filter into the canister with the **foam seal facing towards the canister**.





4. Replace the exhaust filter cover by placing the two tabs on the filter cover into the slots on the canister and rotate into place until it snaps closed.

POWERMATE CARE

Always follow all safety precautions when performing maintenance to the PowerMate.

⚠ WARNING

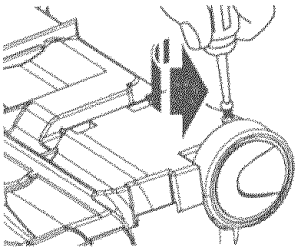
Electrical Shock Or Personal Injury Hazard

Disconnect electrical supply before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

BELT CHANGING AND AGITATOR CLEANING

ENGLISH

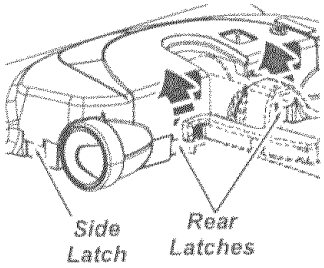
TO REMOVE BELT

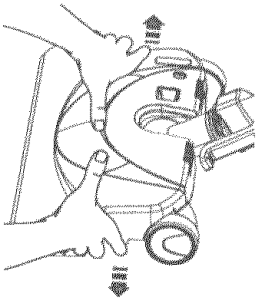


1. Turn PowerMate upside down.

2. Unscrew the two (2) PowerMate cover screws.

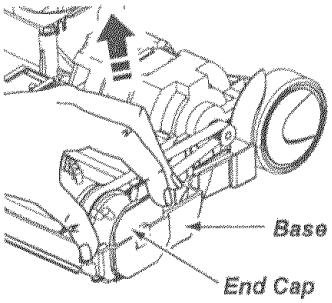
3. Turn PowerMate right side up. Press handle release pedal and lower the swivel. Lift rear latches up.





4. To remove cover, grasp the sides and pull out.

5. Lift agitator assembly out and remove worn belt.



6. Check and clean end cap areas. See **AGITATOR ASSEMBLY** for picture of complete agitator assembly.

TO CLEAN AGITATOR:

NOTE: In order to keep cleaning efficiency high and to prevent damage to your vacuum cleaner, the agitator must be cleaned every time the belt is changed.

The agitator must also be cleaned according to the following schedule:

Vacuum Cleaner Use	Clean Agitator
HEAVY - (used daily)	every week
MODERATE - (used 2-3 times/week)	every month
LIGHT - (used 1 time/week)	every 2 months

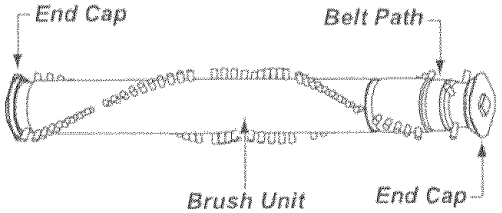
IMPORTANT

Disconnect vacuum cleaner from electrical outlet. Check and remove hair, string and lint build-up frequently in the PowerMate agitator and end cap areas.

Remove any dirt or debris in the belt path area or in the brush roller area.

Carefully remove any string or debris located on the agitator or end caps.

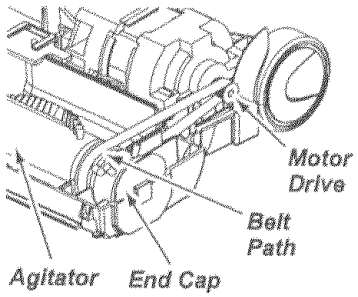
AGITATOR ASSEMBLY

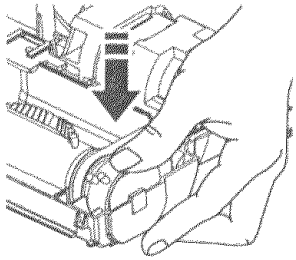


TO REPLACE BELT

1. Install new belt over motor drive, then over belt path.

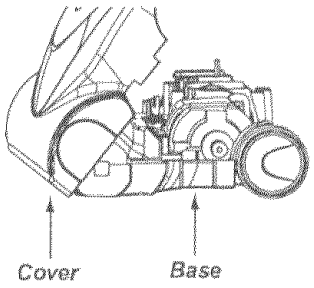
NOTE: See **PARTS AND FEATURES** for Belt number.

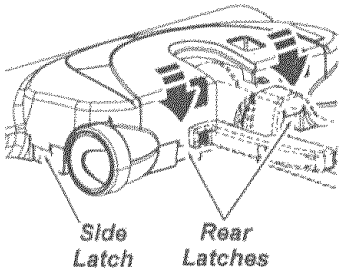




2. Place agitator assembly back into PowerMate.

3. Line up front of cover and base. Rest cover on front edge of base as shown.





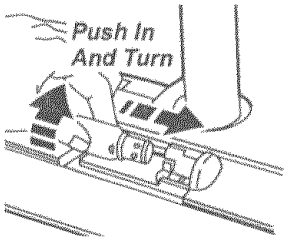
4. Rotate cover back. Press cover firmly until side and rear latches snap into place.

Make sure there is no gap between the cover and base.

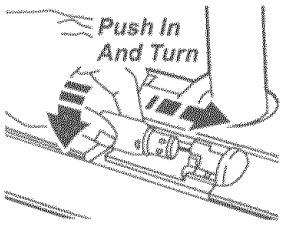
5. Turn PowerMate upside down and replace two (2) cover screws.

LIGHT BULB CHANGING

1. Remove PowerMate cover as shown in **BELT CHANGING AND AGITATOR CLEANING** section.



2. Push in and turn bulb counterclockwise, then pull out to remove.



3. Push in and turn bulb clockwise, to replace. Bulb must not be higher than 15 Watts(130 Volts).

4. Reinstall PowerMate cover as shown in **BELT CHANGING AND AGITATOR CLEANING** section.

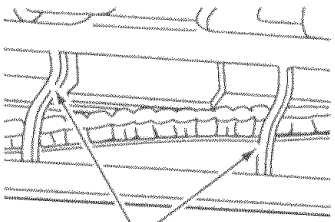
NOTE: See **PARTS AND FEATURES** for bulb number.

⚠ WARNING

Electrical Shock Or Personal Injury Hazard

Disconnect electrical supply before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

TO CHECK THE BRUSHES



Base Support Bars

When brushes are worn to the level of the base support bars, replace the agitator assembly.

TO REPLACE AGITATOR ASSEMBLY

1. Remove PowerMate cover, belt and agitator assembly. See "To Remove Belt" in **BELT CHANGING AND AGITATOR CLEANING**.
2. Replace agitator assembly.
3. Reinstall belt and PowerMate cover. See "To replace belt" in **BELT CHANGING AND AGITATOR CLEANING**.

ENGLISH

TROUBLESHOOTING

Review this table to find do-it-yourself solutions for minor performance problems. Any other service needed, should be performed by a Sears or other qualified service agent.

⚠WARNING

Disconnect electrical supply before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum cleaner won't start.	1. Unplugged at wall outlet. 2. Tripped circuit breaker/blown fuse at household service panel. 3. Loose hose electrical connections.	1. Plug in firmly, push **ON/OFF** switch to **ON**. 2. Reset circuit breaker or replace fuse. 3. Reconnect hose ends.
Poor job of dirt pick-up.	1. Full or clogged dust bag. 2. Clogged airflow passages. 3. Dirty filters. 4. Wrong pile height setting. 5. Suction control is open. 6. Hole in hose. 7. Worn PowerMate agitator. 8. Worn or broken belt. 9. Dirty agitator or end caps. 10. Canister hood open.	1. Change bag. 2. Clear airflow passages. 3. Change filters. 4. Adjust setting. 5. Adjust control. 6. Replace hose. 7. Change agitator. 8 & 9. See **BELT CHANGING AND AGITATOR CLEANING**. 10. Close and latch hood.
Vacuum cleaner starts but shuts off.	1. Hose or hood electrical connections. 2. Tripped overload protector in PowerMate. 3. Tripped thermal protector in canister.	1. Check connections, reconnect hose ends. 2. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset. 3. Reset thermal protector.
PowerMate will not run when attached.	1. PowerMate connections unplugged. 2. Worn or broken belt. 3. Dirty agitator or end caps. 4. Tripped overload protector in PowerMate. 5. Switch not in **CARPET** position.	1. Plug in firmly. 2 & 3. See **BELT CHANGING AND AGITATOR CLEANING**. 2. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset. 5. Move switch to **CARPET** position.
Performance indicator activates.	1. Full or clogged dust bag. 2. Dirty filters. 3. Blocked airflow passage. 4. Certain attachment tools.	1. Change bag. 2. Change filters. 3. Clear blockage from airflow passage. 4. This is normal. Light should go off when tool is removed.
Vacuum cleaner picks up moveable rugs -or- PowerMate pushes too hard.	1. Wrong pile height setting. 2. Suction too strong.	1. Adjust setting. 2. Open suction control.
Light won't work.	1. Burned out light bulb. 2. Tripped overload protector in PowerMate.	1. Change light bulb. 2. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset.
Cord won't rewind.	1. Dirty power cord. 2. Cord jammed.	1. Clean the power cord. 2. Pull out cord and rewind.
Vacuum cleaner leaves marks on carpet.	1. Wrong vacuuming pattern.	1. See **VACUUMING TIPS**.

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NOTES

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