Owner's Manual

Kenmore®

Vacuum Cleaner

Model **116.31720**
116.31721

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

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BEFORE USING YOUR NEW VACUUM

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

For more information about the care and operation, call your nearest Sears store. You will need the complete model and serial numbers when requesting information. Your vacuum'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.

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

LIMITED ONE YEAR WARRANTY ON KENMORE VACUUM CLEANER

This warranty is for one year from the date of purchase, and includes only private household vacuum cleaner use. During the warranty year, when this vacuum cleaner is operated and maintained according to the owner's manual instructions, Sears will repair any defects in material or workmanship free of charge.

This warranty excludes vacuum bags, belts, light bulbs, and filters, which are expendable parts and become worn during normal use.

For warranty service, return this vacuum cleaner to the nearest Sears Service Center in the United States.

This warranty applies only while this product is in use in the United States. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Sears, Roebuck and Co., D/817 WA, Hoffman Estates, IL 60179

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 this manual before assembling or using your vacuum cleaner.

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

To reduce the risk of electrical shock – **Do not** use outdoors or on wet surfaces.

Disconnect electrical supply before any servicing or cleaning. Failure to do so could result in electrical shock or personal injury.

Always turn cleaner off before unplugging.

Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.

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

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 cleaner over cord. Keep cord away from heated surfaces.

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

Do not allow to be used as a toy. Close attention is necessary when used by or near children.

Do not handle plug or 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 air flow.

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

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

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

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

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

Do not use 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.

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

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

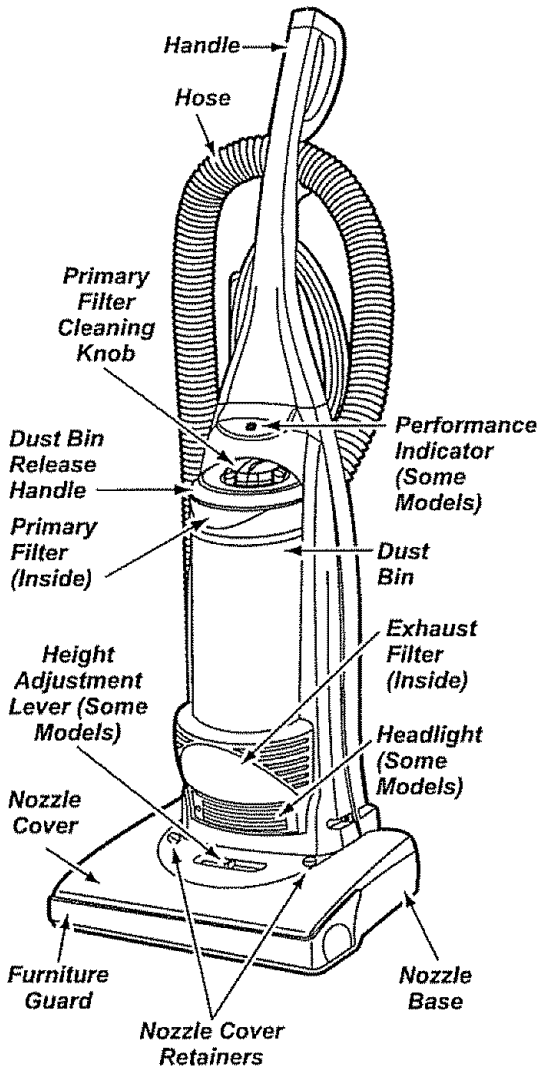
SAVE THESE INSTRUCTIONS

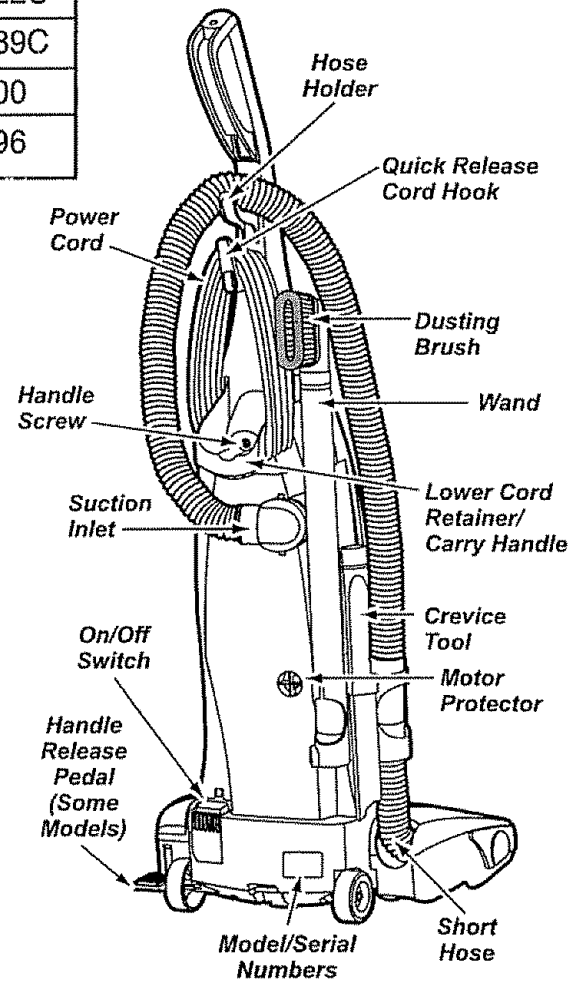
Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your cleaner is intended only for household use. Read this Owner's Manual carefully for important use and safety information. This guide contains safety statements under warning and caution symbols. Please pay special attention to these boxes and follow any instructions given. **WARNING** statements alert you to such dangers as fire, electrical shock, burns and personal injury. **CAUTION** statements alert you to such dangers as personal injury and/or property damage.

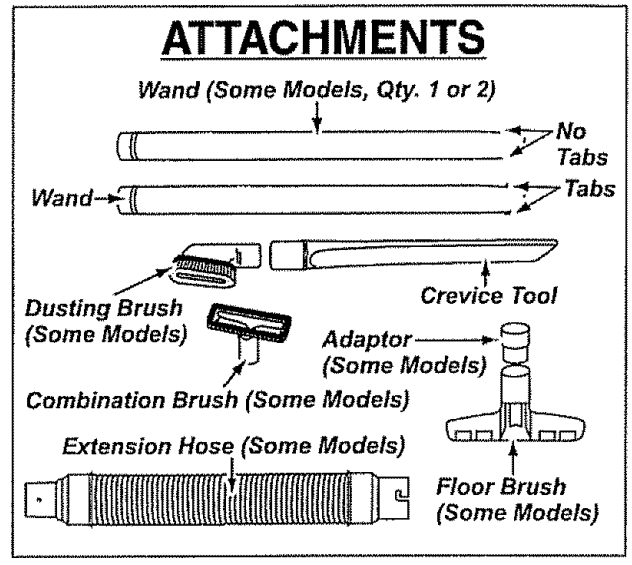
PARTS AND FEATURES

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

Item	Part No. In U.S.	Part No. In Canada
Primary Filter	20-50722	20-50722C
Exhaust Filter	20-86889	20-86889C
Headlight Bulb	20-5240	20-40600
Belt	20-5275	20-40096







ASSEMBLY INSTRUCTIONS

Before assembling vacuum, check the PACKING LIST on the cover of the separate Repair Parts List. Use this list to verify that you have received all the components of your new Kenmore vacuum.

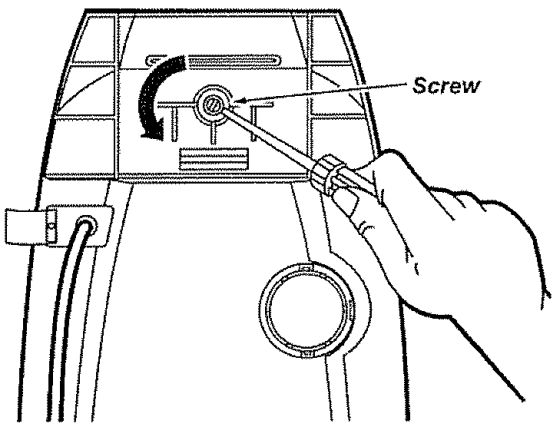
WARNING

Electrical Shock Hazard

Do not plug into the electrical supply until the assembly is complete. Failure to do so could result in electrical shock or injury.

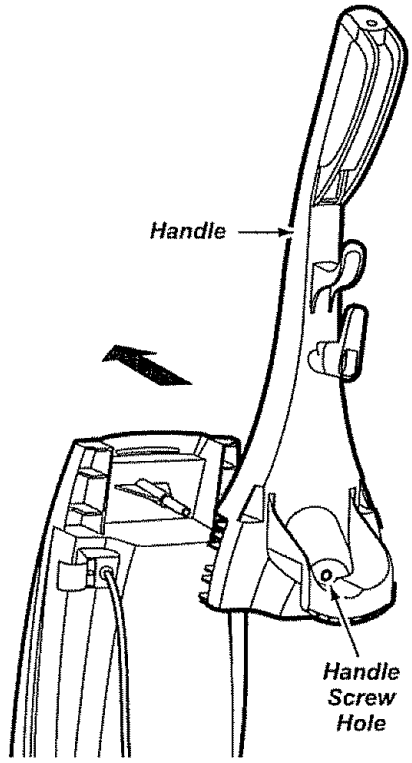
HANDLE ASSEMBLY

Remove the screw located just below the top edge of the back of the vacuum.

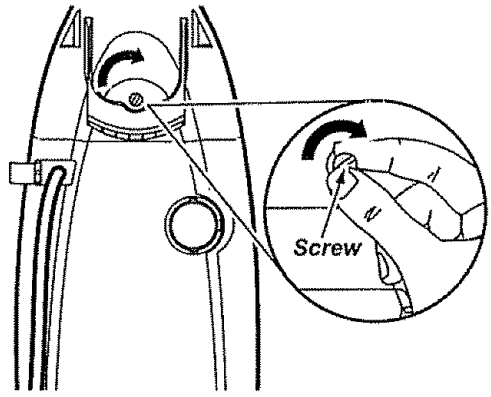


Position the handle as shown in the illustration below.

While holding the power cord out of the way, slide the handle into the opening at the top of the vacuum.



Insert the screw so it passes through the handle into the vacuum.



Begin to tighten the screw with your fingers. It may be necessary to adjust the handle slightly.

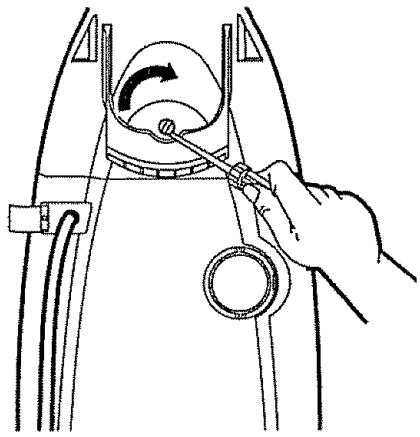
CAUTION

Do not overtighten.

Overtightening could strip the screw holes.

Do not operate the cleaner without the screw in place.

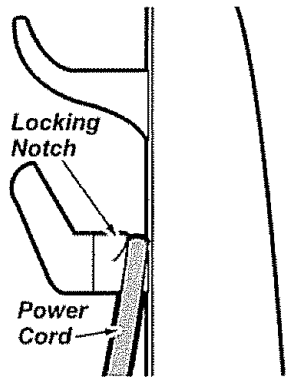
Using a screwdriver, tighten the screw.

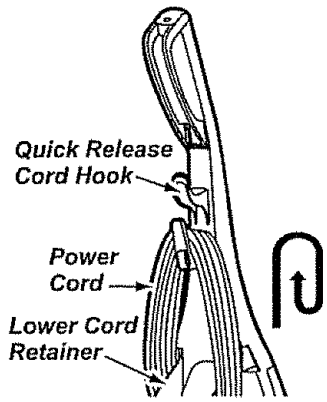


CORD ASSEMBLY

Make sure the quick release cord hook is in the upright position. Remove the wire tie from the power cord.

Lock the cord into place by forcing it into the locking notch on the body of the quick release cord hook as shown. This helps keep the power cord out from under the vacuum cleaner agitator.



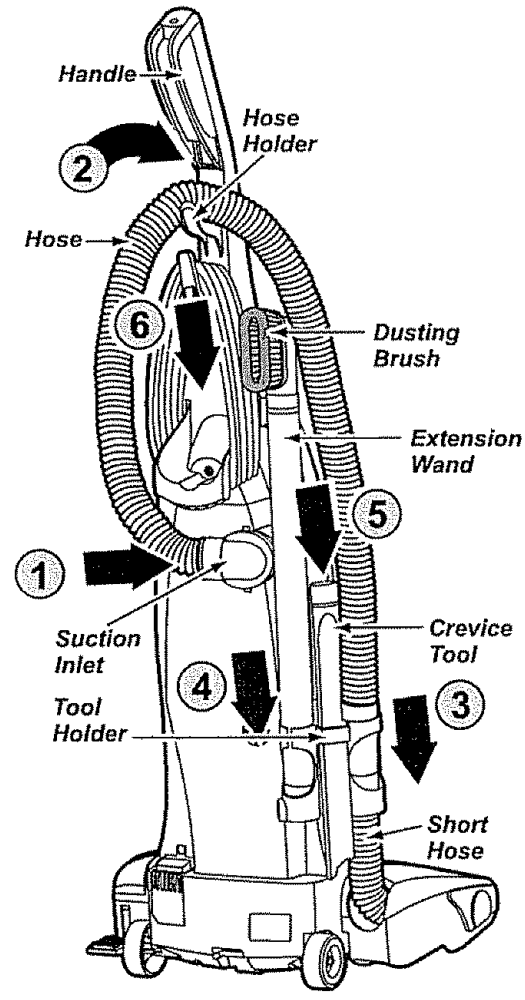


Wrap the power cord around the quick release cord hook and lower cord retainer, then lock the power cord plug onto the power cord.

ATTACHMENT ASSEMBLY

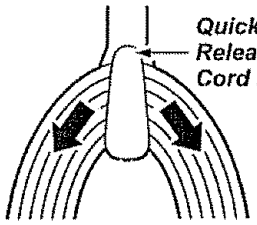
After the handle has been assembled to the body and the power cord has been wrapped around the cord hooks, the attachments can be assembled.

1. Snap the suction inlet end of the hose into the back of the vacuum cleaner.
2. Place the hose behind the handle and over the hose holder.
3. Place the hose in the front slot of the tool holder, twisting and pushing down over the short hose to assure a good connection.
4. Place the extension wand in the rear slot of the tool holder.
5. Slide the crevice tool into the slot beside the wand.
6. Place the dusting brush or combination brush on the wand with the brush portion up.



OPERATING INSTRUCTIONS

HOW TO START



1. Turn the quick release cord hook to either side and down to release the power cord.

2. Release the power cord plug from the power cord and pull the cord off the quick release cord hook. Check to be sure the power cord is still locked into the locking notch in the quick release cord hook.

NOTE: To reduce the risk of electric shock, this vacuum cleaner 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 technician to install the proper outlet. Do not change the plug in any way.

WARNING

Personal Injury and Product Damage Hazard

- **DO NOT plug in if switch is in the ON position. Personal injury or damage could result.**
- **DO NOT use outlets above counters. Damage to items in surrounding area could occur.**

3. Plug the polarized power cord into a 120 Volt outlet located near the floor.

PILE HEIGHT SELECTION AND SETTING

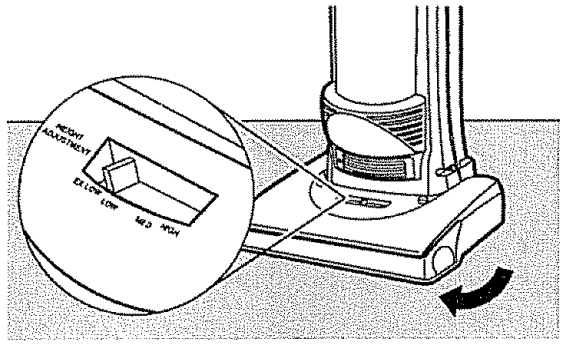
SOME MODELS

To select a pile height setting:

Turn off cleaner. Select a pile height setting by tilting the cleaner back until front wheels are lifted slightly off the floor as illustrated.

Slide the adjustment lever to the correct setting.

Models with no selector adjust automatically for varying carpet heights.



SUGGESTED PILE HEIGHT SETTINGS

You may need to raise the height to make some jobs easier, such as scatter rugs and longer pile carpets. Suggested settings are:

Models with two (2) positions:

HIGH: medium to long pile.

LOW: short to medium pile.

Models with four (4) positions:

HIGH: shag carpet, long pile, plush, scatter rugs

MED: medium to long pile.

LOW: short to medium pile.

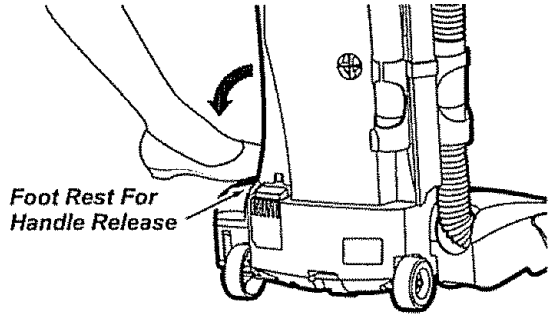
EX LOW: very low pile.

Place unit in "HIGH" when using attachments to prevent possible floor damage.

ATTENTION: Special care is required when vacuuming certain types of carpet of floor covering. Always check the carpet or floor covering manufacturer's recommended cleaning instructions before vacuuming.

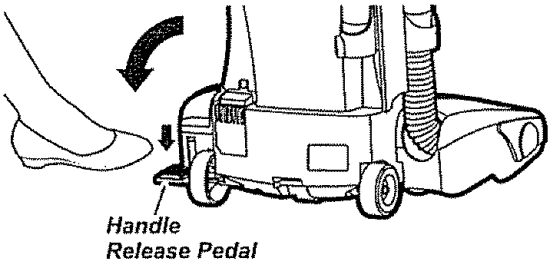
RELEASING THE HANDLE

Release the handle by placing your foot on the foot rest and pull back on the handle until it releases from its upright position.



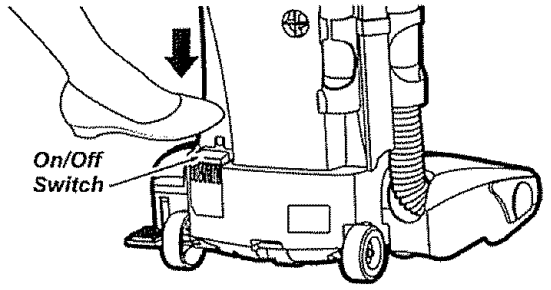
SOME MODELS

Release the handle by pressing down on the handle release pedal with your foot and pulling back and down on the handle with your hand.



ON/OFF SWITCH

To start the vacuum cleaner, step on the ON/OFF switch located on the back of the vacuum. To stop the vacuum cleaner, step on the switch a second time.



WARNING

Personal Injury Hazard and Property Hazard

DO NOT place hands or feet underneath the unit at any time. When using attachments, the agitator continues rotating. Do not allow the cleaner to remain in just one place for a period of time as the agitator may damage the floor surface. Avoid placing the cleaner on furniture, the fringed area of rugs, deep pile carpeting, or carpeted stairs. The ideal position for the cleaner when using attachments is for the unit to be on a level area with the handle in the full upright position.

TO USE ATTACHMENTS:

Place the cleaner on a flat surface, and move the height adjustment to **HIGH**.

The attachments will fit on the hose or the wand. In addition, the dusting brush or combination brush will also fit on the crevice tool.

The hose and wand can be pulled off the short hose by grasping the cuff and twisting while pulling up.

CAUTION

DO NOT pull the vacuum cleaner around the room by the hose. Property damage could result.

The attachments can be added to the hose if the item to be cleaned is not far from the cleaner. The hose on some models will expand.

NOTE: When cleaner is turned on, the hose on some models will have a tendency to collapse due to suction of the cleaner.

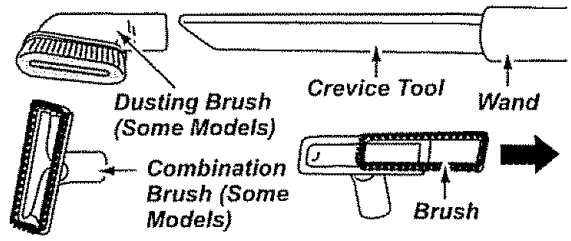
If more reach is needed, the wand can be attached to the hose and the attachments can be added to the wand.

CAUTION

When using attachments, be careful not to overextend the hose length when reaching. Trying to reach beyond the hose reach could cause the cleaner to tip over.

SOME MODELS

An extra wand, without tabs, is included. This extra wand can be added to the wand with tabs for extra reach. Insert wand and twist a quarter of a turn to secure fit.



If the dusting brush/combination brush is being used and more distance is needed, the crevice tool can be added to the wand, then the dusting brush/combination brush can be added to the crevice tool.

TO STORE ATTACHMENTS

Return the hose to its position on the short hose and the attachments to their holders.

CAUTION

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.

CAUTION

When using the regular hose or with the extension hose attached, the cleaner should be on a solid surface

FLOOR BRUSH AND WAND:

SOME MODELS

Some models have an extra brush and wand for cleaning bare floors. Twist one end of the adaptor into the floor brush and the other end into the straight wand. Connect the

LIGHT BULB CHANGING

SOME MODELS

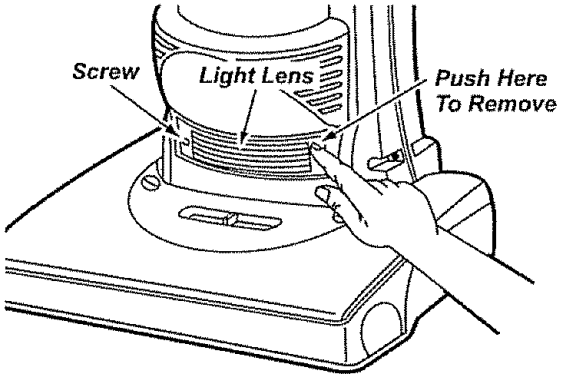
WARNING

Electrical Shock Or Personal Injury Hazard

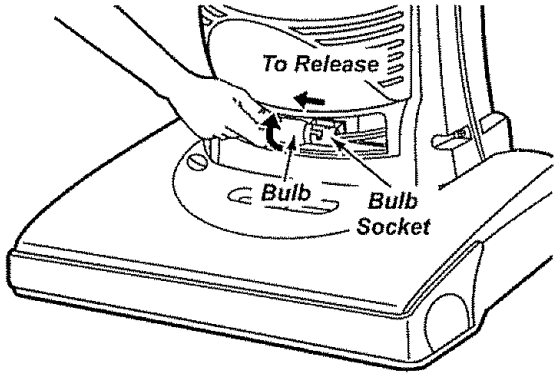
Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury from cleaner suddenly starting.

Disconnect electrical supply.

To access the light bulb, remove the screw which secures the light lens to the vacuum. Remove the lens.

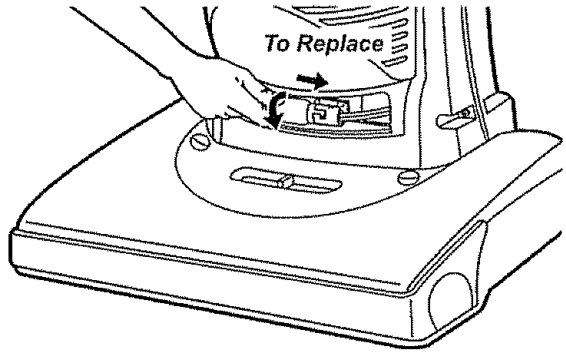


Remove the light bulb by pushing the bulb in while turning counterclockwise to release from the slot. Pull the light bulb straight out.



CAUTION

Do not use a bulb rated over 130 V AC-15 W. During extended use, heat from the bulb could overheat surrounding plastic parts.



To replace the light bulb, carefully insert and turn clockwise to fit securely into slot.

NOTE: Use Bulb #20-5240. In Canada, 20-40600.

CAUTION

Do not plug in or turn on until completely reassembled.

Position the light lens back on the vacuum. Replace the light lens screw.

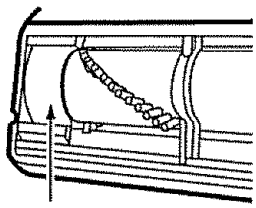
AGITATOR SERVICING

WARNING

Electrical Shock Or Personal Injury Hazard

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury from cleaner suddenly starting.

TO CHECK AGITATOR:



Base Belt Guard

Turn the vacuum over to check for worn brushes. When brushes are worn to the level of the base belt guard, replace the agitator.

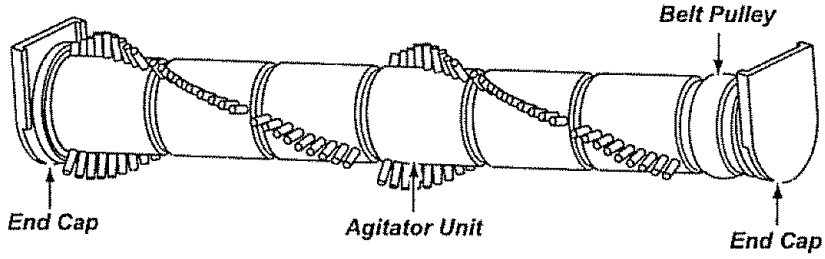
TO REPLACE AGITATOR:

Remove the nozzle cover and agitator. See BELT CHANGING AND AGITATOR CLEANING.

Replace agitator with a new one.

Reassemble the belt, agitator and nozzle cover. See BELT CHANGING AND AGITATOR CLEANING.

AGITATOR ASSEMBLY



TROUBLESHOOTING

Review this chart to find do-it-yourself solutions for minor performance problems. Any service needed, other than those described in this owner's manual, should be performed by a Sears authorized service representative.

WARNING Electrical Shock Hazard

Disconnect electrical supply before servicing or cleaning the unit. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run.	1. Unplugged at wall outlet. 2. Tripped circuit breaker/blown fuse at household service panel. 3. On/off switch not turned on. 4. Thermal protector tripped.	1. Plug in firmly, push on/off switch to on. 2. Reset circuit breaker or replace fuse. 3. Push on/off switch to on. 4. Reset thermal protector, (page 11)
Poor job of dirt pick-up.	1. Full or clogged dust bin. 2. Wrong pile height setting. 3. Worn agitator. 4. Clogged nozzle or dust bin port. 5. Clogged hose. 6. Hole in hose. 7. Broken/misplaced belt. 8. Hose not inserted fully. 9. Motor protection system activated. 10. Dirty filters. 11. Sliders not rotating.	1. Clean dust bin, (pages 13, 14). 2. Adjust setting, (page 7). 3. Replace agitator, (page 20). 4. Check CLOG REMOVAL, (page 18). 5. Check for clogs, (page 18). 6. Replace hose. 7. Replace/fix belt, (pages 16, 17). 8. Insert hose fully, (page 6). 9. Check for clogs, (page 18). 10. Clean/change filters, (page 15) 11. Remove obstructions, (page 15).
Cleaner picks up moveable rugs or pushes too hard.	1. Wrong pile height setting.	1. Adjust setting, (page 7).
Light won't work.	1. Burned out light bulb.	1. Change light bulb, (page 19).
Agitator does not turn.	1. Broken belt. 2. Bare floor selector in bare floor setting. 3. Belt installed incorrectly.	1. Replace belt, (pages 16, 17). 2. Move selector to the carpet setting, (page 7). 3. Check BELT CHANGING AND AGITATOR CLEANING, (pages 16, 17).
Performance indicator, some models, is red.	1. Full or clogged dust bin. 2. Dirty filters. 3. Clogged airflow passage. 4. Certain attachment tools.	1. Clean dust bin, (pages 13, 14). 2. Clean/change filters, (page 15). 3. Clear clog from airflow passage, (page 18). 4. This is normal. Light should go off when tool is removed.
Air flow restricted with attachment use. **Sound changes.**	1. Attachment use restricts air flow. 2. New carpet fuzz clogged air path.	1. Check ATTACHMENTS, (page 8). 2. Check CLOG REMOVAL and clean hose, (page 18).

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