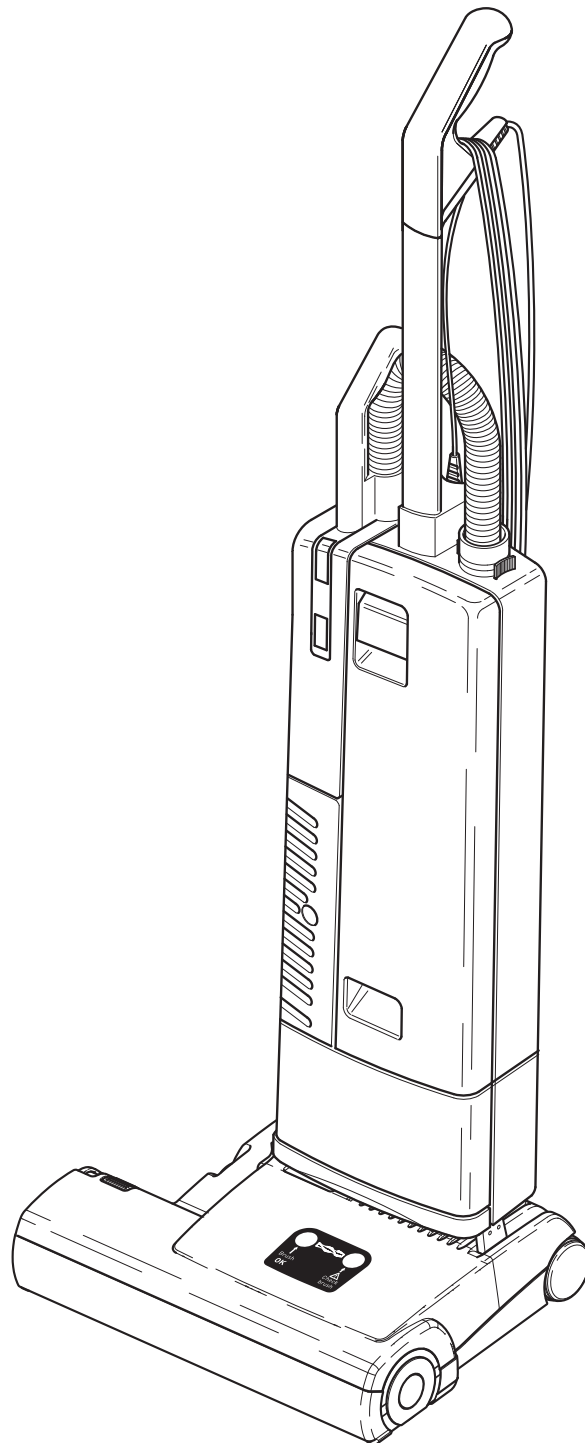




SEBO 370 COMFORT

# OWNER'S MANUAL

For Household Use Only



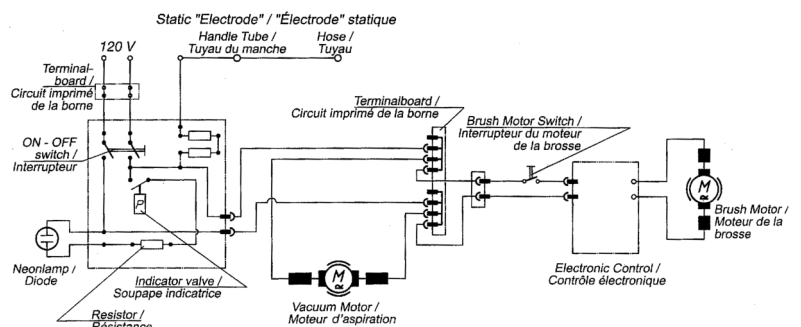
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## TECHNICAL DETAILS

Vacuum motor	1000 watts
Motor protection	thermal overload protection
Water lift (at motor)	92.5 in. H <sub>2</sub> O
Airflow (at motor)	106.0 CFM
Filter bag capacity	1.4 gal.
Sound level	66.1 dB A
Body weight	19 lbs
Brush motor	175 watts
Motor protection	electronic overload protection
Working width	14 inches
Brush drive	non slip drive belt
Brush speed	3100 rpm
Floor adjustment	manual
Cord length	39 feet

## WIRING DIAGRAM



## HOW TO CONTACT SEBO

### To contact SEBO in the United States of America:

SEBO America, LLC  
 Telephone: (800) 334-6614  
 Fax: (303) 792-9196  
 Website: [www.sebo.us](http://www.sebo.us)

### To contact SEBO in Canada:

Floor Care Equipment, Ltd.  
 Telephone: (800) 661-8687  
 Fax: (800) 270-4807  
 Website: [www.sebocanada.ca](http://www.sebocanada.ca)

# IMPORTANT SAFETY INSTRUCTIONS



## READ ALL INSTRUCTIONS BEFORE USING THIS MACHINE

### When using an electrical appliance, basic precautions must always be followed.

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 electrician to install the proper outlet. Do not change the plug in any way. Connect only to the outlet type specified on the serial number plate underneath the machine.

### SAVE THESE INSTRUCTIONS.

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

1. Do not leave vacuum while plugged in. Unplug from outlet when not in use and before servicing.
2. Do not use outdoors or on wet surfaces.
3. Do not use near small children or pets. Do not allow to be used as a toy. Use of this product by children should always be supervised by an adult.
4. Use only as described in this manual. Use only manufacturer-recommended attachments.
5. Do not use with a damaged cord or plug. If vacuum is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, contact a SEBO service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run vacuum over cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the plug – not the cord.
8. Do not plug in if switch is in the ON position.
9. Do not use outlets above counters to plug in vacuum – damage to items in the surrounding area could occur.
10. Always carry the vacuum over steps and sills.
11. Do not handle plug or vacuum handle with wet hands.
12. Do not put any object into vacuum openings. Do not use machine with any openings blocked. Keep openings free of lint, hair, and anything that may reduce air flow.
13. Do not re-use filter bags or wash the filters.
14. Do not remove any screws from vacuum.
15. Do not vacuum up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
16. Do not use vacuum without filter bag and/or filters in place.
17. Turn off all machine controls before unplugging.
18. Use extra care when cleaning on stairs.
19. Do not use machine to vacuum up flammable or combustible liquids such as gasoline or use in areas where they may be present.
20. Machines can cause a fire when operated near flammable vapors or materials. Do not operate this vacuum near flammable fluids, dust or vapors.
21. Maintenance and repairs must be done by authorized personnel.
22. Use only original SEBO replacement parts.
23. Do not use vacuum as a step.
24. If vacuum is used on plush carpet or carpet with thick padding, do not leave machine standing in one place with machine turned on.
25. Do not use the operator's handle, which inserts into the top of the filter bag housing, to carry the machine. Use the carrying handle located on the backside of the machine's bag housing or the front cover.
26. Keep hair, loose clothing, fingers, and all parts of body away from vacuum openings and moving parts. Do not place fingers or other body parts under vacuum unless it is unplugged.
27. Do not place the power head over rug or carpet edges.
28. The vacuum motor has a manual reset thermal protector. The protector is reset by switching off the vacuum. The thermal protector needs some time to cool down after switching off! Check the vacuum for air blockages or mechanical failures before switching on.
29. The brush motor has a manual reset electronic protector. If the brush roller is jammed, the machine will shut down automatically. Turn the machine off and unplug it before removing the obstruction. Once the obstruction is removed you may plug it in and turn on the vacuum.
30. Store the vacuum in a dry place at room temperature. When the vacuum is not in use, you should wrap the cord on the cable hooks.
31. Avoid picking up sharp objects.

# SEBO 370 COMFORT PRODUCT FEATURES

**Designed for Carpets** – The heavy-duty 370 COMFORT, a two-motor vacuum with separate suction and brush motors, is SEBO's quietest upright vacuum! It is designed to provide many years of trouble-free operation and features an aggressive power head with manual brush height adjustment and a convenient instant-use cleaning wand and suction hose. In addition, the vacuum features an electronic controller that not only alerts the user to problems such as clogs, a worn brush, a full bag, brush obstructions, and when brush height is set too high for optimum cleaning, but it also automatically shuts off the brush roller when it is jammed to protect the motor and belt from damage. This is a perfect vacuum for large carpeted areas.

## **Brush Obstruction Light & Auto Shut Off**

If an obstruction becomes jammed in the brush, a red warning light will quickly flash, the brush will immediately stop spinning and the power head will shut off. This prevents the belt from breaking and protects the motor from damage. The user should switch the vacuum off, unplug the machine and immediately remove the obstruction. If the user restarts the machine without removing the obstruction, the machine will again shut off in 3 seconds and the red "CHECK BRUSH" light will flash.



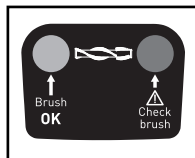
## **Bag Full or Clog Light & Auto Shut Off**

A warning light will illuminate and the machine will automatically shut off, when it senses a full bag, a clog in the airflow pathway, or an excessively dirty microfilter. If the user ignores this warning for approximately 30 seconds, the machine will shut off and the "BAG FULL OR CLOG" light will flash. The user should turn the switch off, unplug the machine and immediately insert a new bag or remove the clog (to remove a clog, refer to the Clog Removal section on page 10). If the user restarts the machine without having solved the problem, the "BAG FULL OR CLOG" light will again illuminate and the machine will shut off in 30 seconds. This feature prevents damage to the motor due to overheating.



## **Incorrect Height Setting or Worn Brush Light**

When the brush height is set too high for optimal cleaning or when the brush strip should be replaced due to wear, the red "CHECK BRUSH" light will illuminate (after a 6 second delay) to notify the user that the brush is set incorrectly or worn. If the red "CHECK BRUSH" light stays on while the head is in position 1 (after a 6 second delay), it is signalling the user that the brush strip is too worn and, therefore, should be replaced. The light will remain illuminated until the worn brush strip is replaced, but the machine will continue to operate in the meantime.



**Four-level Manual Brush Height Adjustment** – The brush height can be manually adjusted up or down for optimal cleaning effectiveness.

## **Easy Brush Strip Removal and Cleaning**

Cleaning hair or debris from the brush strip or replacing it when the bristles are worn is quick and easy. This feature ensures consistently effective brush agitation of the carpet pile. The 370 COMFORT has a brush roller with a replaceable brush strip. This is part of its heavy-duty sealed brushing mechanism, which provides extra rugged durability.



## **Two-motor Design. Automatic Brush Shut Off During Stationary Use**

The 370 COMFORT vacuum operates using two motors: a 1,000-watt motor for suction and a 175-watt motor to power the brush roller. Thus, when the handle is in the upright locked position, the vacuum's brush roller automatically shuts off, but suction remains on, so stationary cleaning using the wand and/or hose can be done for an extended period of time.

**Thirty-nine-foot Cord** – A 39-foot cord saves time because it minimizes the number of electrical outlets needed during use.

**Durable Heavy-duty Belts** – The reinforced toothed belts do not slip or stretch, resulting in a more efficient use of power, and they should last the life of the machine.

## **Instant-use Wand and Suction Hose**

The integrated instant-use wand or suction hose is always ready. Just pull out either tool, or both together, to clean hard-to-reach corners, edges and crevices. The wand and hose together have an eight-foot reach. The suction hose is ideal for cleaning furniture. And an optional nine-foot extension hose is available, which creates a total hose length of 15 feet, perfect for cleaning stairs. Choose from a range of optional attachments that can be fitted to the wand or hose.



**A Flat-to-the-floor, 5.5-inch Profile** – Such a low profile makes cleaning under furniture and beds easy!



## **Wide Power Head with One-sided Edge Cleaning**

The 14-inch wide power head with a 12½-inch cleaning path is perfect for larger homes, and its L-shape provides excellent maneuverability around furniture and under cabinets. The extension side of the head cleans to the edge.



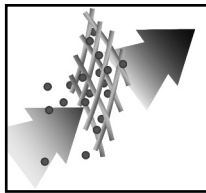
# STANDARD FEATURES OF ALL SEBO VACUUMS

## SEBO's FILTRATION SYSTEM:

**Step One. Bags are Better!** – On all models, top-fill, three and four-layer bags are an integral part of SEBO's filtration system because they hold virtually all dirt captured by the vacuum, which improves the effectiveness and useful life of the microfilters. They also ensure continuously strong suction because dirt enters from the top, deposits at the bottom, accumulates upward, and air exits through the sides, which allows unimpeded airflow as they fill to capacity. And they can be sealed when full, so no dust can escape into the air during bag removal and disposal.



In contrast, without bags to hold nearly all the captured dirt, the microfilters on bagless vacuums quickly clog from excessive dirt build-up and must be replaced often, or a loss of suction and cleaning effectiveness will occur. In addition, dust and other allergens become airborne when emptying bagless dirt containers. Lastly, bagless vacuum microfilters are expensive, usually costing more than a multi-year supply of SEBO filter bags.



**Step Two. Pre-motor Filters** – Pre-motor filters clean suction air after it passes through the filter bag, but before it passes over the vacuum motor. Cooling the motor with clean air is important because this increases useful life expectancy.

**Step Three. S-class Exhaust Microfilters** – S-class Exhaust Microfilters (S = "Schwebstoff" = airborne particles) are made from electrostatically charged micro-fiber material, which attracts and captures dust particles from the airflow of the vacuum after it passes over the motor to cool it. This means that exhaust air is cleaned to the highest level. The S-class Standard requires filters to absorb greater than 99.9% of particles down to 0.3 microns in diameter. For comparison, 100 microns is the diameter of a human hair. Their advantages are a relatively open texture that allows smoother airflow for better suction performance, a longer life expectancy, and they cost less than HEPA filters.



**Designed and Manufactured in Germany** – Legendary quality, reliability and performance make SEBO vacuums the choice of cleaning professionals throughout the world.

**Excellent for Users With Allergies or Asthma** – The British Allergy Foundation recommends SEBO filters.

**Tightly Sealed Vacuums Ensure Effective Filtration** – Dirty air, which flows through a vacuum, can only be filtered completely if it does not escape into the room through seams or seals in the machine. This is why all SEBO vacuums have tight seals throughout. Many vacuum companies with high-filtration claims are actually quoting specifications made by the manufacturer of the filter material, as measured in the laboratory, not the filtration effectiveness of the vacuum itself while operating. Whether or not dirty air can escape through leaks in the body of the machine is not considered. The filtration effectiveness of SEBO vacuums is tested while they operate.

**Save Money! SEBO Vacuums Last for Years and Extend Carpet Life!** – If properly maintained, SEBO vacuums save ordinary residential users hundreds of dollars by providing excellent performance for ten to fifteen years or more, and their deep-cleaning power-brush technology extends the life of carpets. Typical vacuums perform poorly, even when new, and usually do not last beyond two years. So six or seven "disposable vacuums" must be purchased during the average life expectancy of just one SEBO machine.

**Outstanding Warranty Coverage** – SEBO is confident about the quality of all its vacuums. Therefore, all models include a five-year warranty on the motor and all non-wear parts. **Please refer to the Warranty Card included with your SEBO vacuum cleaner for complete warranty coverage information.**

**SEBO Microfilters Ensure Continuously Strong Suction Performance** – They are also long lasting, inexpensive and easy to change in seconds.

**Changing Bags is Easy and Clean** – SEBO filter bags can be changed in just a few seconds, and a cap keeps dust sealed inside during removal and disposal.



**Effective Pet Hair Removal** – All SEBO vacuums easily remove pet hair!













# MAINTENANCE



**Always unplug vacuum from outlet before dismantling any part of the machine!**

## Changing the Dust Bag - Figure 9

When the red “bag full” light (4) shows, change the dust bag. To change the dust bag, pull the cover release flap forward (20) and lift the cover (21) from the dust bag housing. **The cover release flap must remain in a forward “pulled-out” position to change dust bags and lock them into place.** Squeeze the clamps (35) on both sides of the dust bag sealing plate (36), slide the plate from the holder (37) and push the cap on to seal the bag. Slide the sealing plate (36) of a new bag into the holder and push it in firmly. Re-insert cover into dust bag housing, push it forward, then lock it in place by pushing down the cover release flap. You may find it convenient to store the bag cap inside the dust bag housing below the dust bag.



Dust Bag  
Part# 5093AM

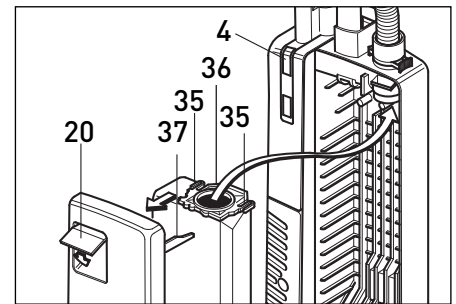


Figure 9

## Changing the Electrostatic Microfilter - Figure 10

The microfilter (38) needs to be changed when it becomes extremely dirty or clogged with dust, or after approximately 20 dust bags have been used. To change the microfilter, pull the cover release flap (20) forward and lift the cover (21) from the dust bag housing. Then, slide the filter out at the bottom. To replace, slide the new filter in using the tracks as guides.



Electrostatic  
Microfilter  
Part# 1875

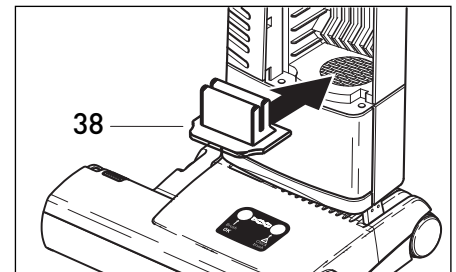


Figure 10

## Changing the Exhaust Filter - Figure 11

After 20 bags have been used, change the exhaust filter (39). Press the button (40) on the exhaust filter cover (6) and slide the cover to the side. Pull the filter out and place the new filter. Slide the cover back into place.



Exhaust Filter  
Part# 1878

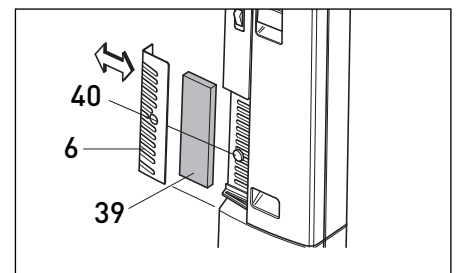


Figure 11

## Changing the Brush Strip - Figure 12

To replace the brush strip, (42), push the button (41), remove the side plate (43), turn the brush roller until the end of the brush strip can be accessed. Pull the brush strip out. Insert the new brush strip and press the side plate back into place, making sure that the plate is firmly seated.



Brush Strip  
Part# 2046

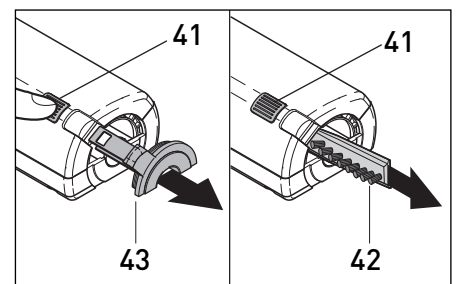


Figure 12

# CLOG REMOVAL

**⚠ Always unplug vacuum from outlet before removing any clogs!**

## Clogs in the Airflow Pathway - Figure 13

Most clogs can be removed by accessing the airflow pathway via the orange colored access door (44) located on the underside of the power head. However, other clogs may only be removed by accessing the airflow pathway by disassembling the machine in the opposite sequence of the machine's original assembly (see assembly, page 7).

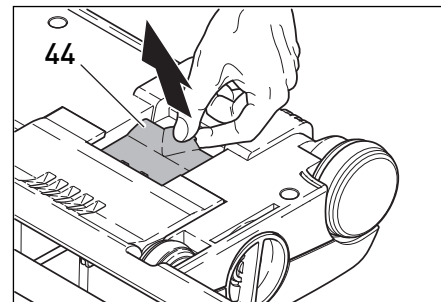


Figure 13

## Clogs in the Attachment Hose - Figure 14

Blockages in the hose can be cleared by removing the attachment hose (18) from the machine by squeezing the retaining ring (19) and inserting the opposite end of the hose in the connecting tube (29). Hold the hose upright with one hand blocking the top end and switch on the machine. If necessary, quickly lift your hand on and off the end of the hose. If this procedure does not clear the clog, a straight wire can be inserted into the hose to push out the clog. Take care not to puncture the hose with the wire.

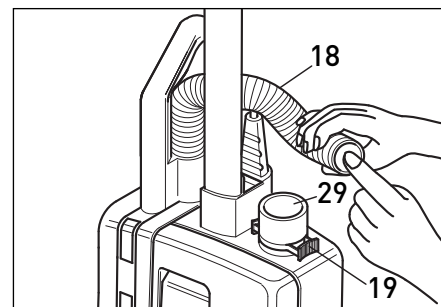


Figure 14

## Clogs in the Attachment Tube (Active Wand) - Figure 15

Remove attachment hose (18) from the attachment tube (24) by pressing the hose release button (26). Then, grip attachment tube handle (3) and remove tube from the machine. A straight wire can be inserted into the tube to push out the clog.

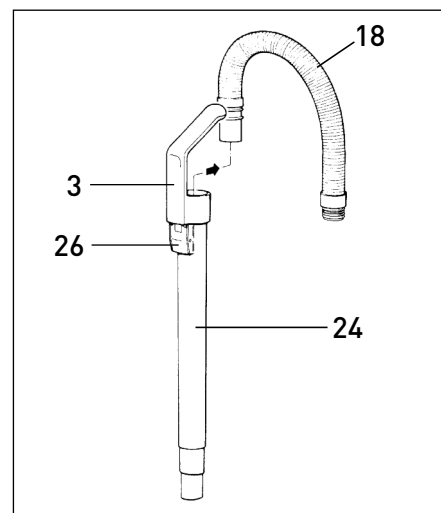


Figure 15

## Clogs in Entrance to Dust Bag - Figure 16

Remove attachment hose (18) from vacuum cleaner (see figure 15) and remove front cover (21). Clean out connecting tube (29) and/or entrance to bag (45).

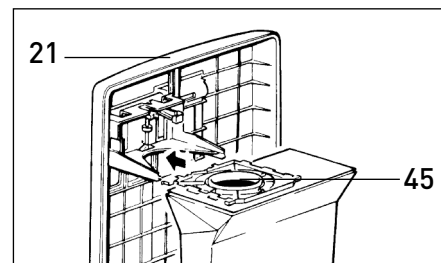


Figure 16

## Clogs in the Swivel Neck - Figure 17

Clogs in the swivel neck (28) can be removed by first turning the locking catch to the left (15) and lifting off the dust bag housing (12). Lift upward firmly and evenly to properly remove the dust bag housing. Then, release the foot pedal (16), lower the swivel neck, check inside the swivel neck and clean out pathway.

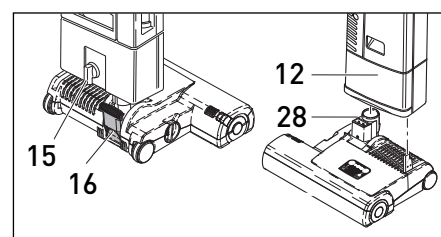


Figure 17

# TROUBLE-SHOOTING GUIDE



**Always unplug vacuum from outlet before dismantling any part of the machine!**

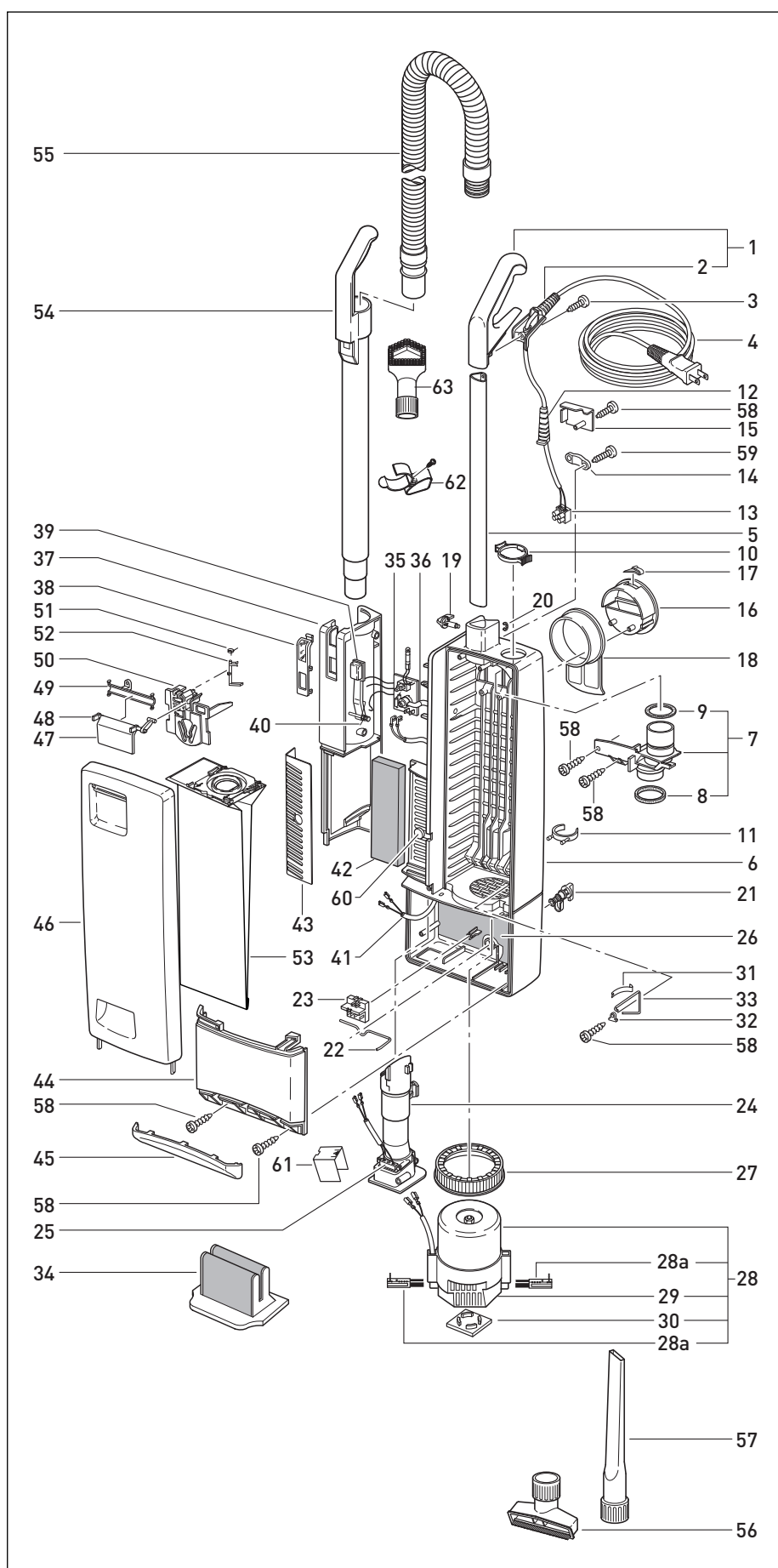
PROBLEM	REASON	SOLUTION
<b>Does not turn on or machine shuts off intermittently</b>	1. Handle not fully inserted into the bag housing, causing a faulty connection.	1. Release handle catch, push handle down, close handle catch.
	2. Not plugged into good outlet.	2. Use another outlet.
	3. Cable worn.	3. Replace cable.
	4. Dust bag housing (12) not seated fully into proper "locked" position on top of power head.	4. Ensure that the locking catch (15) is in locked position.
<b>Bag full or clog light on or flashing &amp; machine shuts off (see page 4)</b>	1. Bag full.	1. Replace bag. See page 10.
	2. Clog in airflow pathway, attachment hose, attachment tube, swivel neck or entrance to dust bag.	2. See Clog Removal on page 11.
	3. Microfilter dirty.	3. Replace microfilter. See page 10.
<b>Brush light on or flashing (red light B see page 9, figure 7, also, see page 4)</b>	1. Brush strip worn.	1. Replace brush strip. See page 10
	2. Incorrect brush setting	2. Adjust the brush by turning the pile adjustment knob up or down.
<b>Brush light flashing &amp; machine shuts off (red light B, page 9, also, see page 4)</b>	1. Brush jammed or clogged.	1. Clear jam. See page 11.
	2. Brush is too low for the surface being vacuumed.	2. Raise the brush by turning the pile adjustment knob up.
<b>Does not pick up</b>	1. Attachment tube not correctly inserted.	1. Reinsert attachment tube, making sure lower end of tube is in the lower hole and handle is properly seated over the projection tab (27).
	2. Front cover not closed.	2. See below.
<b>Front bag door won't fully close</b>	1. Cover release flap not fully closed.	1. Reinsert bag. Lock the cover release flap down firmly.
	2. Bag not inserted properly.	2. Reinsert bag with cover release flap (20) up, until firmly latched in bag holder (see pg. 10, figure 9).
	3. Microfilter not properly inserted.	3. Reinsert filter making sure filter is properly seated and cover is fully closed (see pg. 10, figure 10).
<b>Hose doesn't retract after attachment tube is inserted</b>	1. Attachment tube not properly inserted.	1. Reinsert making sure top of handle is pointing back and tube is fully seated on the protruding tab (27) on top of the dust bag housing.

# 370 COMFORT SCHEMATIC AND PARTS LIST

## Filter Bag Housing and Handle

### #90703AM Gray Machine

Pos.	Part #	Description
1	1037EH	Handle grip (2)
2	1596HG	Handle cover (3 & 12)
3	0127	Screw 4 x 10
4	1954DG	Power supply cord
5	1848	Handle tube
6	1831HG	Dust bag housing (11, 19 & 41)
7	1835DG	Internal cover (8 & 9)
8	5289	Seal
9	5043	Seal
10	5424DG	Retaining ring
11	1823HG	Attachment clip
12	5359HG	Grommet (light gray)
13	0502	Terminal block for cord
14	1030UL	Cable Clamp
15	1812HG	Terminal block cover
16	1814HG	Carrying handle
17	5146	Stop spring
18	1813HG	Cable hook
19	1859DG	Handle catch
20	0161	Clip 4
21	0850DG	Dust bag housing locking catch w/hardware
22	1811	Locking rod
23	1265UL	Terminal block for motor
24	1807HG	Extension tube connector
25	1836UL	Female contact holder
26	1851	Sound insulation
27	1047	Vac motor seal
28	1843/2	1000W vac motor (28a, 29 & 30)
28a	05117S	Carbon brush set
29	1821UL	Motor cover
30	1822	Motor support
31	1027	Leaf spring
32	1073	Clamp
33	1824	Connecting rod
34	1875	Microfilter
35	1935ER	Printed circuit board w/switch
36	1860	Fitting
37	1852HG	Extension tube cover (38, 39 & 40)
38	1869HG	Lens, bag light indicator
39	1830DG	Switch button
40	1862	Spring for switch button
41	1833UL	Internal cable
42	1878	Exhaust filter
43	1802HG	Exhaust filter cover
44	1853SE	Motor cover
45	1804HG	Dust bag housing bumper
46	1846HG	Front cover cpl. (47-52)
47	1818DG	Cover release
48	6040	Seal, cover release
49	1819	Cover release cover
50	1847	Bag holder (51 & 52)
51	5091	Safety catch spring
52	1817	Safety catch
53	5093AM	Filter bag
54	5045DG	Extension tube
55	5040SB	Hose cpl.
56	1491DG	Upholstery nozzle
57	1092DG	Crevice nozzle
58	0102	Screw 9 x 13
59	0103	Screw 9 x 16
60	1884HG	Exhaust filter cover release button
61	1524	Cover for terminal block for motor
62	1081DG	Mounting clip w/screw
63	1387DG	Dusting brush, horsehair



# 370 COMFORT SCHEMATIC AND PARTS LIST

## Power Head

### #90703AM Gray Machine

Pos.	Part #	Description
100	20200HG	Chassis
101	20204ER	Front bottom plate set
102	20109ER	Bumper
103	20115	Wire tie
104	20107ER	Rear bottom plate
105	20230ER	Foot pedal w/axle & spring
106	20136ER	Swivel neck bearing
107	2306HG	Rear wheel w/axle
108	2014	Pile adjustment axle clamp
109	20126ER	Pile adjustment axle
110	2608HG	Pile adjustment wheel
111	2833	Thrust member
112	20128ER	Pile adjustment knob
113	4019	Spring
114	2973ER	175W brush motor (114a & 115)
114a	05141S	Carbon brush set
115	2319	Motor pulley
116	2923	Belt
117	20232AM	Swivel neck assembly (118, 119 & 140)
118	0895AM	Swivel neck wiring
119	2602HG	Swivel neck cover
120	20217ER	Swivel neck support, r.h.
121	20218ER	Swivel neck support, l.h.
122	0897ER	Swivel neck switch w/wiring to PCB
124	1073	Clamp
125	2919ER	Brush pulley
126	20162ER	PCB 120V
127	4098ER	Brush roller (125 & 128)
128	2046	Brush strip
129	20123ER	Bearing block, l.h.
130	20117ER	Bearing block, r.h.
131	20120ER	Brush roller release
131a	20121ER	Spring
132	2653HG	Support lever (133)
133	2651	Support lever spring
134	20226DGSE	Power head cover
135	20118ER	Brush strip cover
136	01017	Screw 4 x 20 (T20)
137	0197	Screw 4 x 12
138	01036	Screw 4 x 14 (T20)
139	0176TL	Screw 4 x 30
140	0102	Screw 9 x 13
141	20124ER	Access door w/axle & spring
142	20127ER	Lever for pile adjustment axle
143	20129ER	Thrust member cap

