

# HOOVER<sup>®</sup>



## Cyclonic Upright Vacuum Cleaner

## Aspirateur vertical cyclonique

### Owner's Manual

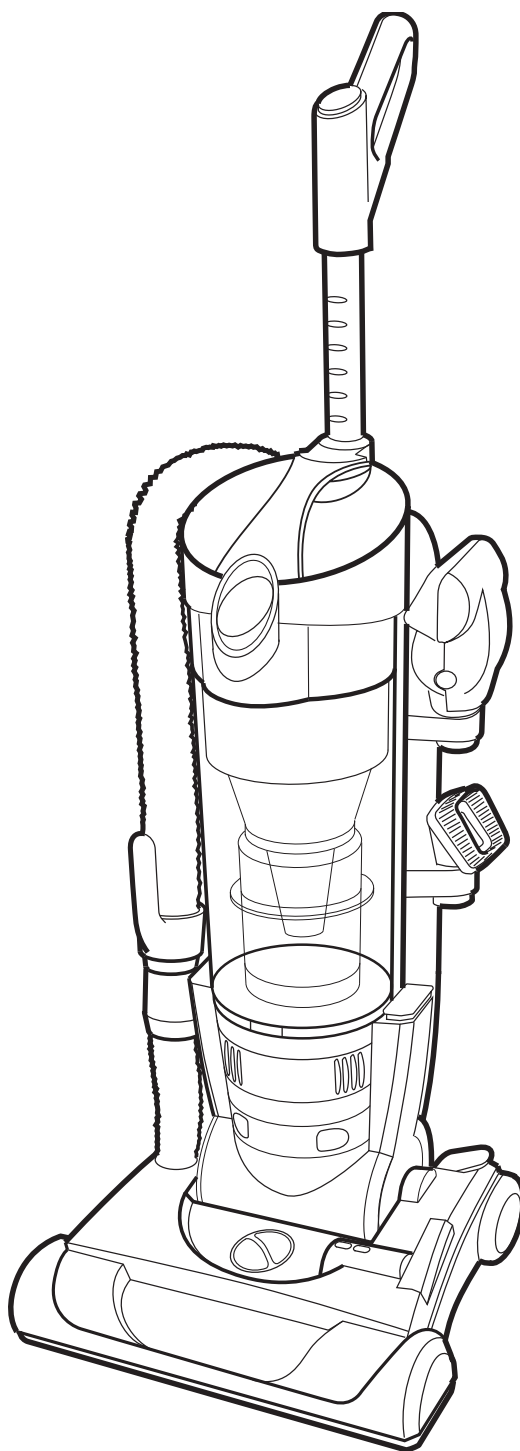
ENGLISH → pp. 1-15

ESPAÑOL → pág 16-24

FRANÇAIS → p. 25-32

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Review this manual before  
operating the cleaner.  
Lire attentivement ces instructions  
avant d'utiliser l'appareil.

Review this manual before  
operating cleaner

Thank you for choosing  
a HOOVER® product

Please enter the COMPLETE model and serial numbers in the spaces provided.

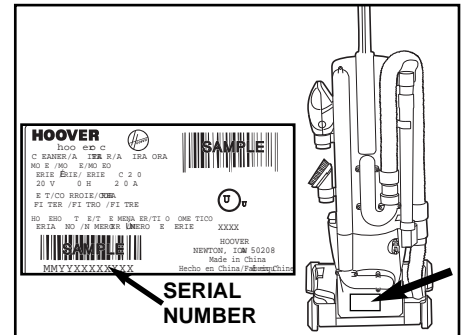
Model \_\_\_\_\_

Serial number \_\_\_\_\_

Hint: Attach your sales receipt to this owner's manual.

Verification of date of purchase may be required for warranty service of your HOOVER product.

Be sure to fill out and return the product registration card included with your cleaner (see back cover).



## Important Safeguards!

When using an electrical appliance, always follow basic precautions, including the following:  
**READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE**

### WARNING:

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

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

### WARNING:

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

Save these instructions!



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## If you need any assistance:

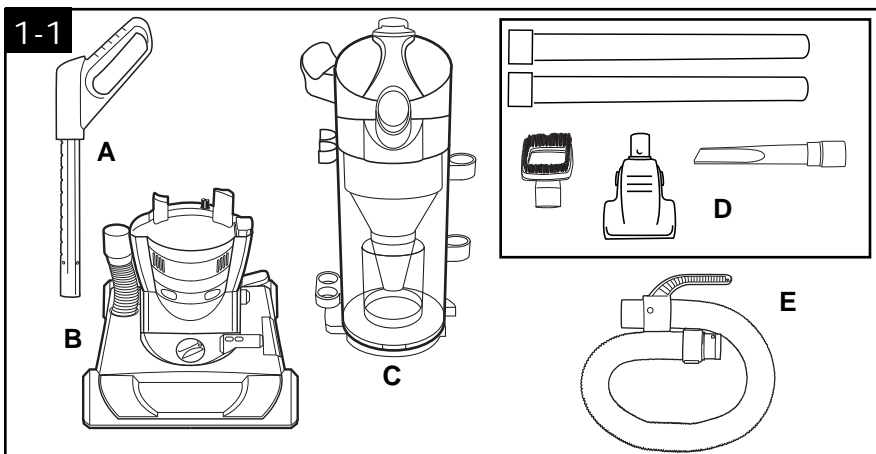
Visit our website at **hoover.com**. Click on the "Service" button to find the service outlet nearest you OR

Call **1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only) OR Call 1-330-499-9499 to speak with a representative in our Consumer Response Center.

**Please do not return this product to the store.**

## 1. Cleaner assembly

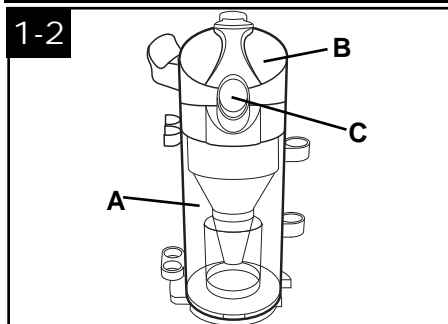
### Carton contents



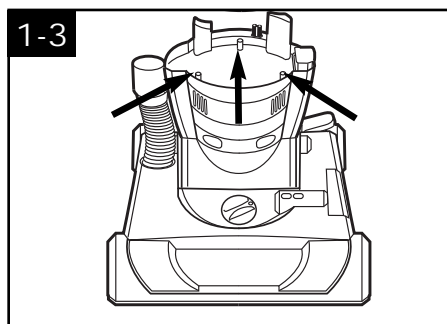
- A. Handle section
- B. Cleaner base assembly
- C. Cleaner upper housing assembly
- D. Cleaning tools and wands
- E. Hose

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

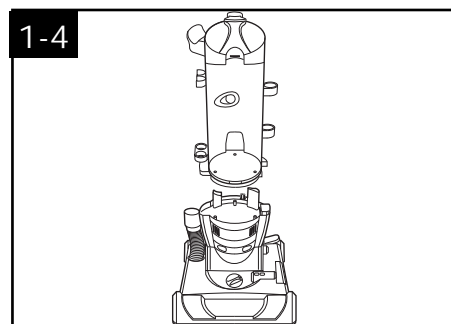
### Attach upper housing



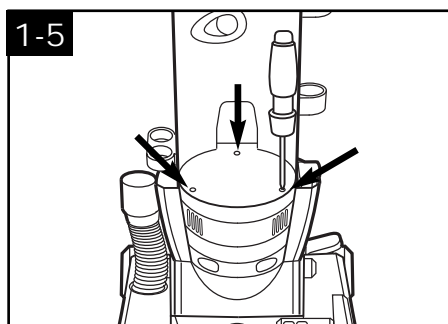
Remove dirt cup (A) from upper housing (B) by pressing dirt cup release button (C) and pivoting cup out. Set dirt cup aside.



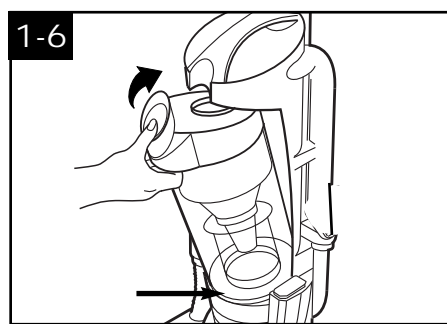
Using a Phillips screwdriver, remove (3) screws from cleaner base. **DO NOT DISPOSE OF SCREWS.** Remove cardboard and discard.



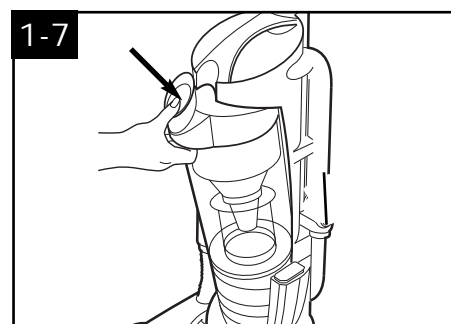
Align upper housing (D) over cleaner base (E) and slide down until upper housing sits securely over base.



Using a Phillips screwdriver, fasten (3) screws located at the bottom of the upper housing.



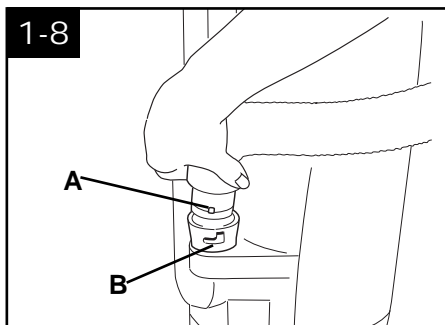
Place bottom of dirt cup into cleaner body first. Pivot cup into cleaner body.



Press on dirt cup release button while firmly pressing on dirt cup. Release button in order for it to return to proper position and lock the dirt cup into place.

*Continued → 3*

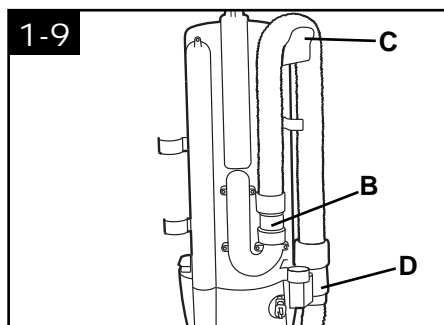
## Attach hose



Align end of hose with projections (A) over slots on dirt duct (B).

Slide hose into slots and twist hose to lock it into place (To detach hose, reverse procedure).

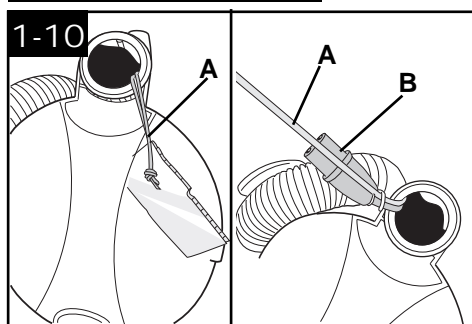
## Position hose



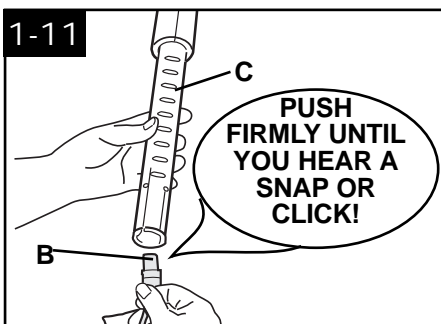
Position hose over rack (C) and into hose tube (D).

**NOTE: Hose must be connected at the hose tube (D) and at the dirt duct (B) on the back of the cleaner for carpet or floor cleaning.** For tool use, refer to Fig. 2-11.

## Attach handle



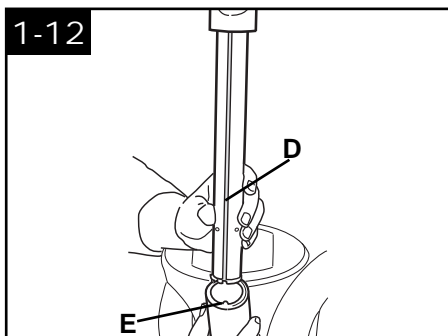
**DO NOT** remove orange tie wrap until step 1-11 is complete. Grasp orange tie wrap (A) and pull until the black plug (B) comes out of the handle cavity.



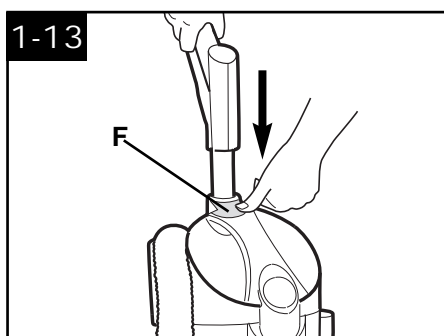
Hold plug (B) with one hand; upper handle (C) with other hand. Push plug into upper handle, aligning with opposite end of plug and push firmly **UNTIL YOU HEAR A SNAP OR A CLICK.**

After ends are connected, **pull on plug** to make sure it is securely attached.

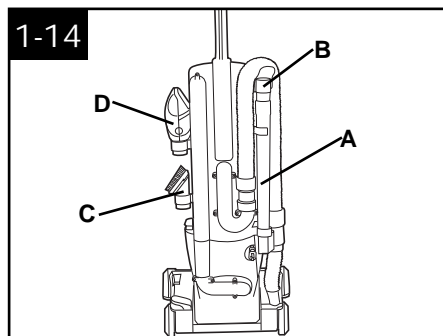
**Note:** The plug will only fit together one way. If plug is not fitting together, check alignment of ends. **After the plug ends are fully connected**, the orange tie wrap (A) must be removed. **Use caution so as NOT TO CUT the black power cord.** Discard the orange tie wrap.



Align the groove (D) on the back of the **upper** handle with the small projection (E) on the back of the handle housing.



Press button (F) at handle base and push handle all the way down.



## Position tools

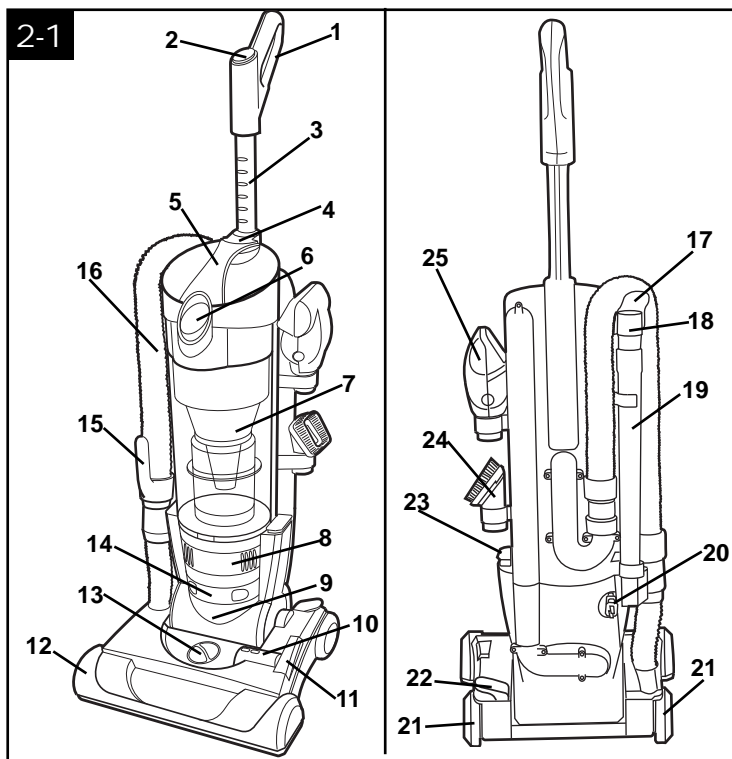
Place smaller diameter end of wand (A) into bottom of rack. Snap wand into clip at top. Repeat with other wand.

Crevice tool (B) fits into one of the extension wands.

Fit combination tool (C) and powered hand tool (D) into storage areas on side of cleaner as shown.

## 2. How to use

### Cleaner description



1. Soft touch handle grip
2. ON/OFF switch
3. Telescoping handle
4. Handle adjustment button
5. Carrying handle
6. Dirt cup release button
7. Dirt cup assembly
8. Cord reel window
9. Headlight
10. Agitator brush roll shut-off indicator
11. Agitator brush roll shut-off pedal
12. Furniture guard: helps prevent cleaner from marking furniture.
13. Nozzle control knob: turn knob to correct setting for height of carpet being cleaned.
14. Final filter access
15. Hose handle

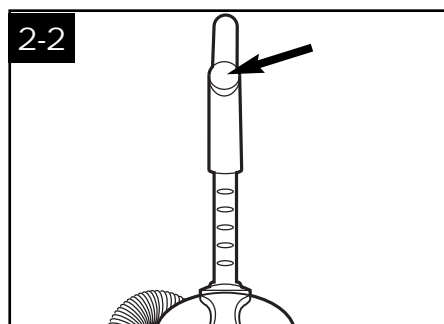
16. Hose
17. Hose/tool holder
18. Crevice tool
19. Wands
20. Cord reel
21. Soft touch wheels
22. Handle release pedal: step on lever to lower handle to operating or low positions.
23. Cord rewind button: press button to rewind cord for storage. **Hold plug until cord is rewound.**
24. Combination tool
25. Powered hand tool

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

**This cleaner is intended for household use.**

### Polarized plug

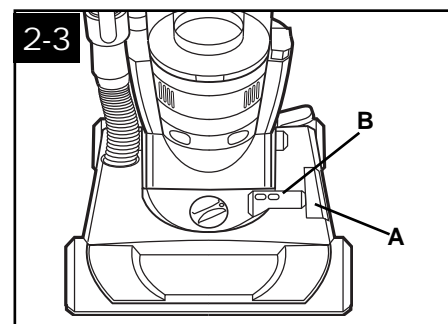
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.



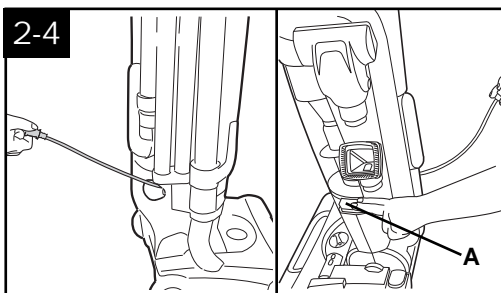
### ON-OFF switch

Plug cord into electrical outlet. To turn cleaner ON, push ON/OFF switch once.

To turn cleaner OFF, push switch again.



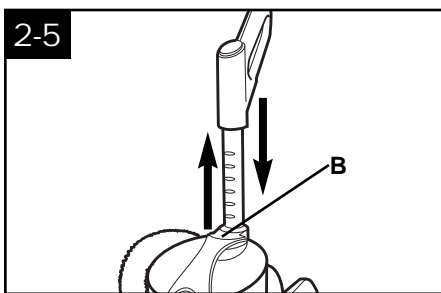
The cleaner is shipped with the agitator brush roll in the OFF position. To turn the agitator brush roll ON, step on the pedal (A). The indicator (B) will show red in the "brush roll on" window.



## Cord rewind

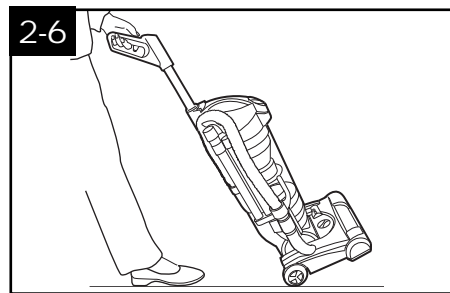
Grasp the end of the plug and pull to release cord from cord reel. After desired cord length is reached, the cord will lock into position.

To return cord for storage, hold plug and press on button (A) at top of cord reel. **To prevent cord from whipping, hold plug until cord is rewound.**



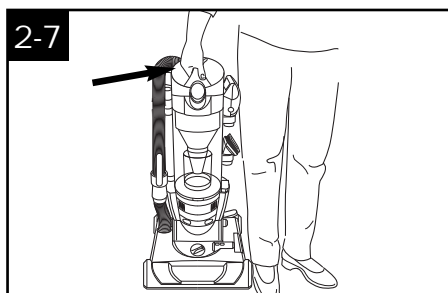
## Telescoping handle

The telescoping handle includes adjustable settings to various heights for user comfort. The handle is designed to retract into the body of the cleaner for convenience in storing or carrying the cleaner. Lower the handle by depressing the button (B) located at the handle base and pushing the handle down. Raise the handle by depressing the button and pulling the handle upward, locking it into the desired position.



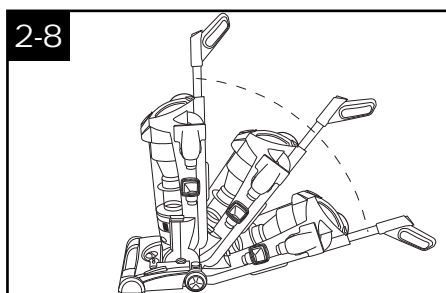
## Transporting cleaner

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



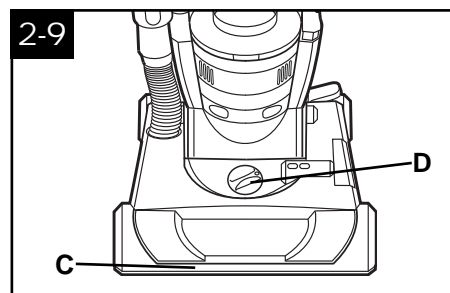
## Carrying cleaner

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



## Handle positions

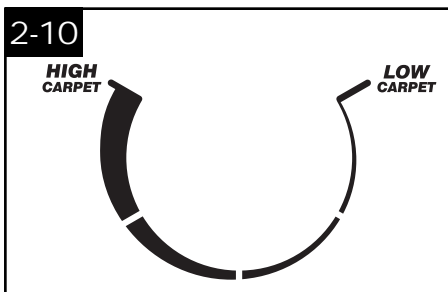
The handle of your cleaner has three positions; **upright** for storage and when using cleaning tools; **operating position** for general operation on carpet and floors; **low** for reaching under low furniture. Step on handle release lever to lower handle.



## Carpet height adjustment

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

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



## Settings

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

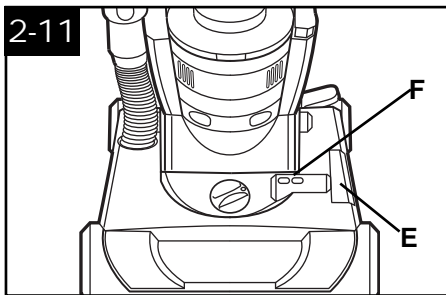
- **Lowest setting:** for all types of carpet.

**Note:** If the cleaner is difficult to

push, turn knob to the next higher setting.

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

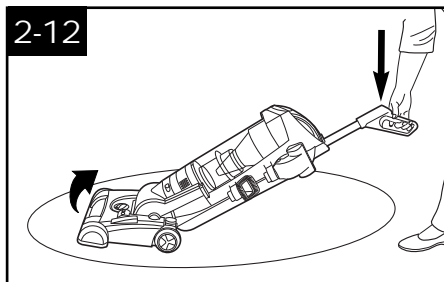




## Agitator brush roll shut-off

The agitator brush roll shuts off automatically for tool use, when the cleaner is in the upright position.

To manually shut off the agitator brush roll for cleaning hard floors, step on the pedal (E). The indicator (F) will show red in the "brush roll off" window. To turn the agitator brush roll on, step on the pedal again. The indicator will show red in the "brush roll on" window.



## Cleaning lightweight flexible rugs

Stand on one end of rug and move cleaner toward other end or edge. Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) as shown and will prevent rug from clinging to cleaner. Continue to lift up nozzle so that when you have reached the edge, it is completely off the rug. Move cleaner back to start again, lower nozzle, and use only forward strokes.

## Cleaning tools

Tools allow for cleaning surfaces above the floor and for reaching hard to clean areas.

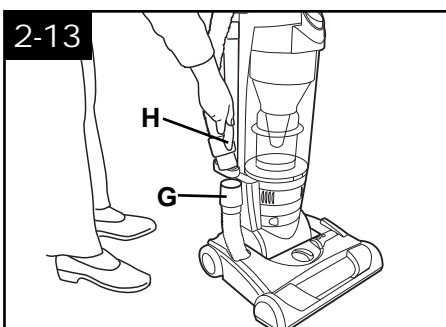
The cleaner is ready for tool use when **handle is in upright position**.

**The agitator brush roll will not rotate when the cleaner is in the upright position or the if the agitator brush roll shut off indicator is in the OFF position when the handle is lowered.**

## How to clean tools

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

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

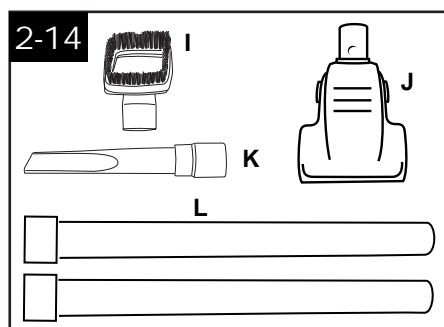


## Removing hose

When using cleaning tools, place **cleaner handle in the upright position**. **The agitator brush roll will not rotate when the cleaner is in the upright position**. Also, **turn cleaner OFF before disconnecting and connecting hose to hose tube (G)**.

To use hose, lift hose end (H) as shown.

When you are finished cleaning with the tools, reposition hose end into tube.



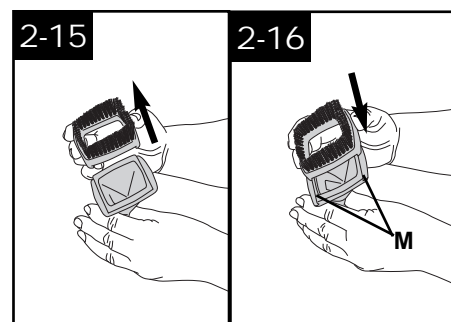
## Select proper tool

**I. Combination tool** use with brush for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers. Remove brush (Fig. 2-15) to clean upholstered furniture, draperies, mattresses, clothing, and carpeted stairs.

**J. Powered hand tool** may be used for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.

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

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



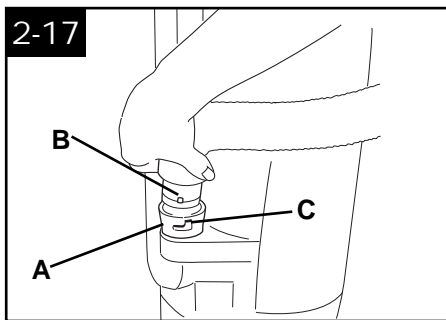
## Combination tool

Slide brush to remove.

To replace brushes, align bottom of brush with grooves (M) on tool. Slide brush into place.

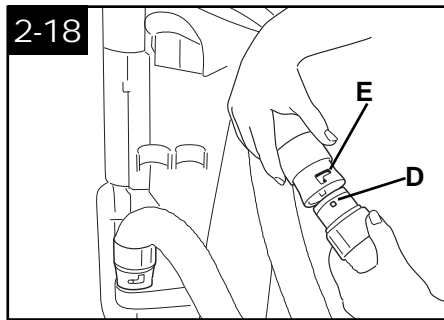
## Extra Reach™ hose (available at additional cost)

The Extra Reach™ hose provides easier cleaning of stairs and hard to reach places. Follow the steps below for attaching and detaching the Extra Reach™ hose.



### Turn cleaner OFF before disconnecting and connecting hose.

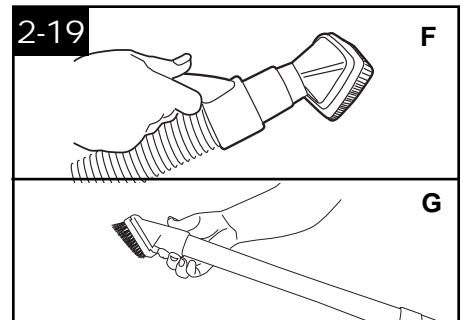
Remove hose end from dirt duct (A). Align end of Extra Reach™ hose with projections (B) over slots on dirt duct (C). Slide hose into slots and twist hose to lock it into place.



Align end of hose with projections (D) over slots (E) on Extra Reach™ hose. Slide hose into slots and twist hose to lock it into place. (To detach hose, reverse procedure).

Attach wands or tools to the other end of hose.

**NOTE: Hose must be connected to dirt duct and hose tube after removing Extra Reach™ hose for carpet or floor cleaning.**



### Attach wand and tools

Attach tool or wand to the hose (F).

Attach tool to wand (G) by pushing it firmly onto the wand.

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

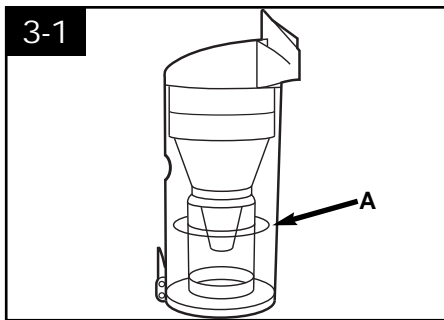
## Stair cleaning

Use the hose and powered hand tool for stair cleaning. Clean from bottom to top.

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

## 3. Maintenance

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



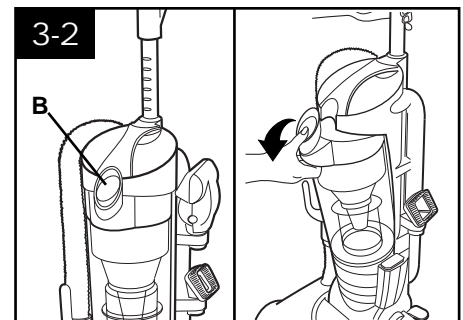
### Dirt cup

#### When to empty

It is recommended that the dirt cup be emptied before the dirt reaches the fill line (A), or after every use if preferred. Place the cleaner in the upright position before removing the dirt cup.

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

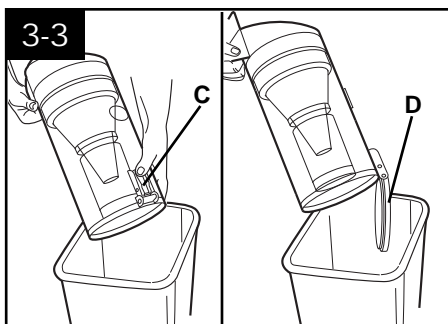
**CAUTION: Very fine materials, such as face powder or cornstarch, may seal the filter and cause loss of suction. When using the cleaner for this type of dust, empty the cup and clean the filters often.**



### How to empty

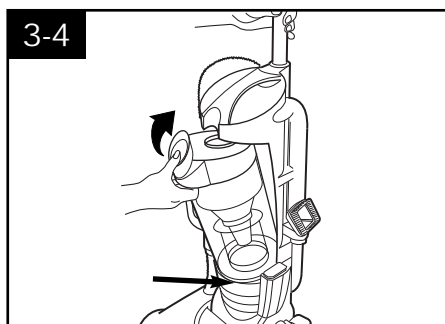
Press dirt cup release button (B) and pivot cup out.



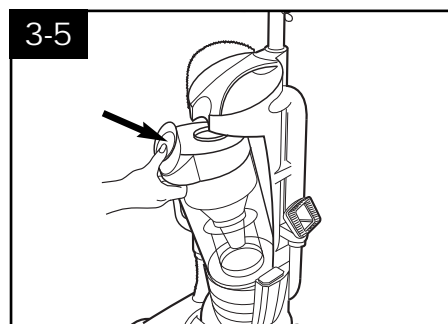


Holding dirt cup over trash receptacle, press dirt cup door release button (C) to open dirt cup door (D).

Close door and press dirt cup door release button to latch dirt cup door closed.



Place bottom of dirt cup into cleaner body first. Pivot cup into cleaner body.

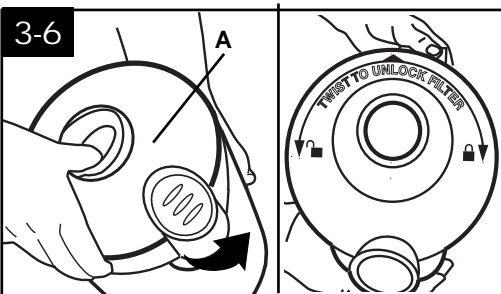


Press on dirt cup release button while firmly pressing on dirt cup. Release button in order for it to return to proper position and lock the dirt cup into place.

## Cleaning filters

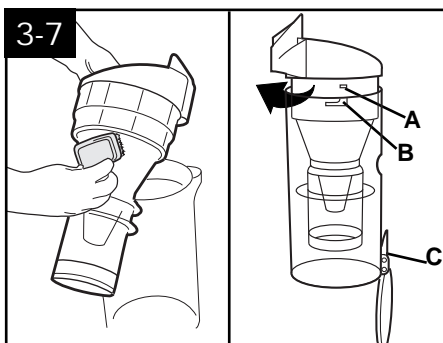
### Cyclonic filter assembly How to clean

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



Remove dirt cup as described in Fig. 3-2.

Twist filter assembly (A) counterclockwise. Remove assembly from dirt cup.



Dirt and debris can be cleaned from the filter assembly by brushing with the cleaner's combination tool.

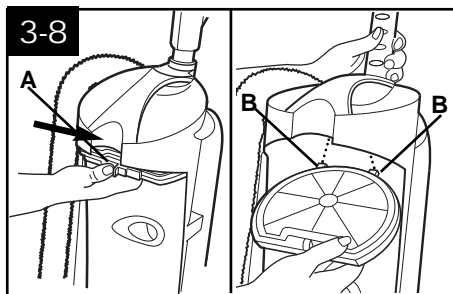
Place the filter assembly on the dirt cup, aligning (3) tabs (A) on filter with (3) slots on dirt cup (B) and twist it clockwise to secure into position. Press dirt cup door release button (C) to latch dirt cup door closed.

Replace dirt cup as described in Figs. 3-4 & 3-5.

## Secondary filter

### How to clean

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



Remove dirt cup as described in Fig. 3-2.

With thumb, slide latch (A) located at the top of the housing to the right and pull down to remove gray filter frame. Remove black foam filter. Rinse filter frame cartridge and foam filter under cold water.

Allow both filter frame and filter to air dry for 24 hours before replacing filter into filter frame. Reposition filter frame cartridge by inserting tabs (B) into slots on back of housing. Rotate filter cartridge frame up toward top of housing and snap closed.

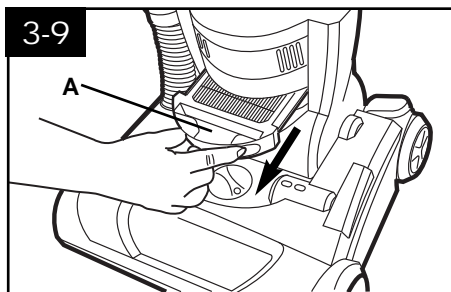
### What to buy

When purchasing a new secondary filter cartridge, ask for **HOOVER part No. 93002517**. To purchase a new black foam filter, ask for **HOOVER part No. 93002518**.

## HEPA Final filter

### How to clean

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



With fingers in slots, pull filter frame (A) straight out.

Dirt and debris can be cleaned from the filter cartridge by brushing with the cleaner's combination tool. **DO NOT RINSE OR WASH the HEPA filter cartridge.**

Slide back into position on cleaner.

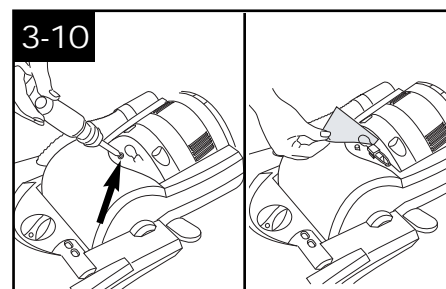
## What to buy

When purchasing a new HEPA filter cartridge, ask for **HOOVER part No. 93002360**.

## Headlight replacement

### What to buy

This cleaner uses a 13 volt, T-3 114 wedge base bulb, **Hoover part No. 27313-107**.

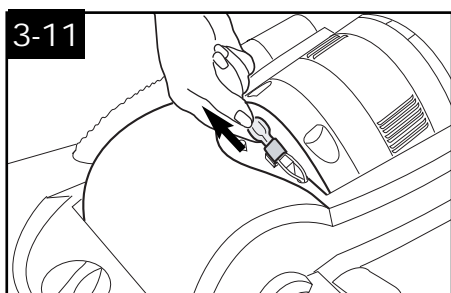


### Removing lens

**Disconnect cleaner from electrical outlet.**

Press handle release pedal and place handle in low position.

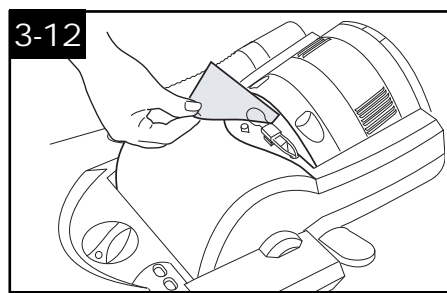
Using a Phillips screwdriver, remove the the screw as shown and lift off lens.



### Installing bulb

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

**Excessive force is not required.**



### Replacing lens

Reposition lens and secure with the screw.

## Belt replacement

The belts are located under the bottom plate of the cleaner and should be checked from time to time to be sure they are in good condition.

The flat (wide) belt is described below; the other belt is described under "Agitator brush roll".

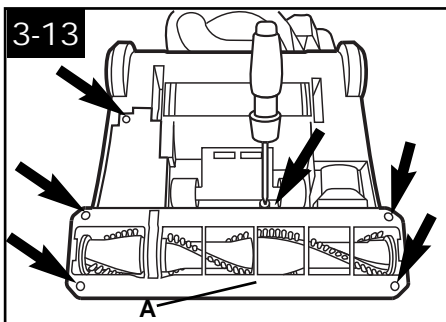
### When to replace

**Disconnect cleaner from electrical outlet. WARNING: Agitator brush roll can start suddenly. Unplug cleaner before turning it over.**

To check the flat belt, remove bottom plate as shown in "Replacing flat belt". Replace belt if it is stretched, cut or broken.

### What to buy

To assure effective operation, use only genuine HOOVER belts with your cleaner. When purchasing a new belt, ask for Flat belt - **HOOVER part No. 40201-271**.



### Replacing flat belt

**Disconnect cleaner from electrical outlet.**

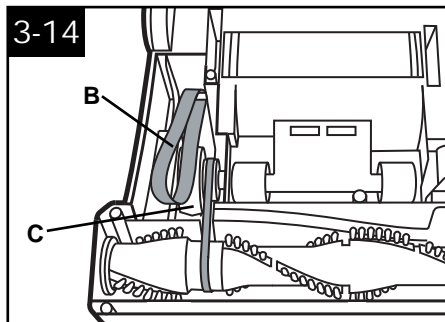
Removing bottom plate

**WARNING: Agitator brush roll can start suddenly. Unplug cleaner before turning it over.**

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

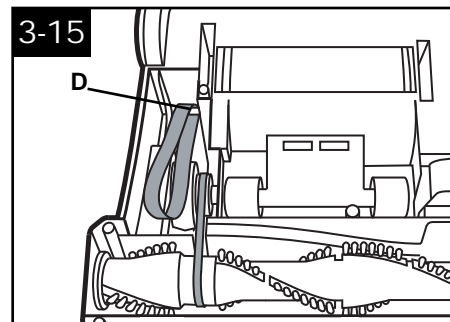
Remove the 6 screws as shown with a Phillips screwdriver.

Lift off bottom plate (A).



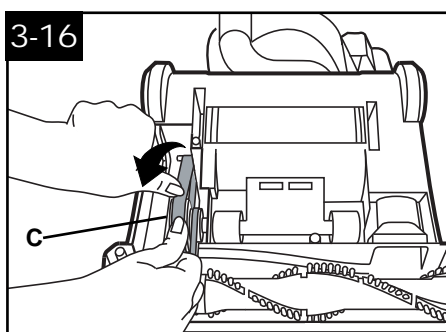
### Removing belt

Remove used belt (B) from large pulley (C) and discard.



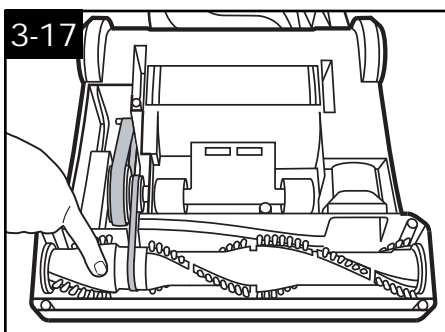
### Positioning back of belt

With lettering on outside of belt, slide new belt over motor shaft (D).

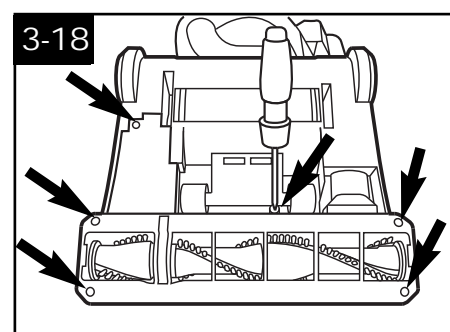


### Positioning front of belt

Place other end of belt over large pulley (C) while rolling the pulley in direction shown.



Turn agitator brush roll making sure belt turns freely and is not pinched between agitator brush roll and agitator shield.



### Replacing bottom plate

Reposition bottom plate and 6 Phillips head screws. Tighten screws securely.

## The agitator brush roll

### When to replace

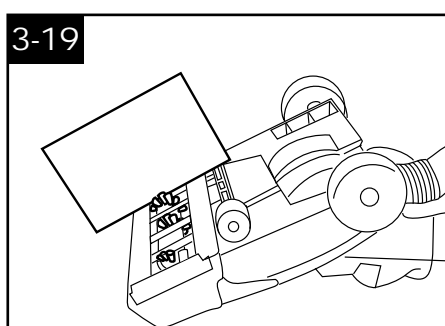
When agitator brush roll brushes are worn, the agitator brush roll should be replaced.

**Disconnect cleaner from electrical outlet.**

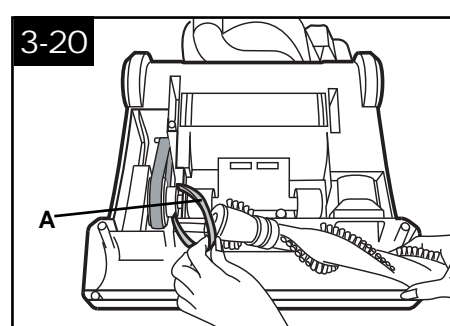
**WARNING: Agitator brush roll can start suddenly. Unplug cleaner before turning it over.**

### What to buy

When purchasing a new agitator, ask for **HOOVER part No. 93002361**.



To check condition of brushes, move edge of a card across bottom plate while turning agitator brush roll. To maintain cleaning effectiveness, replace agitator brush roll if brushes do not touch card.

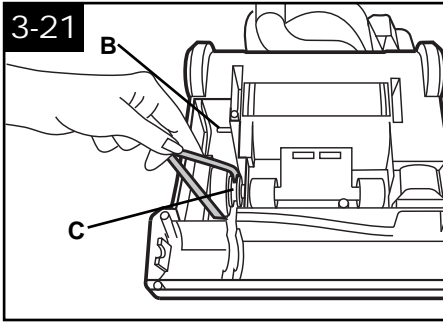


### Removing agitator brush roll

**Disconnect cleaner from electrical outlet.**

Turn carpet height adjustment knob to lowest setting. Turn cleaner over and remove bottom plate (Fig. 3-13). Lift up agitator brush roll and slide V-belt (A) off agitator brush roll.

*Continued* ➔ 11



### Inspecting V-belt

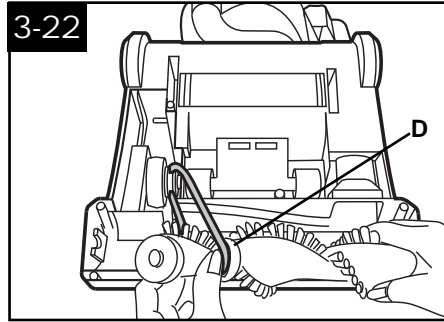
The V-belt is designed to last for a long time and is not normally replaced. However, if the V-belt is cracked, gouged or broken, it should be replaced.

Slide flat belt off large pulley as shown in Fig. 3-14.

To remove V-belt, slide **back of belt** over pulley (B). Then firmly **pull** on belt and "snap" it out.

Discard used belt. Replace with **HOOVER part No. 40201-200**.

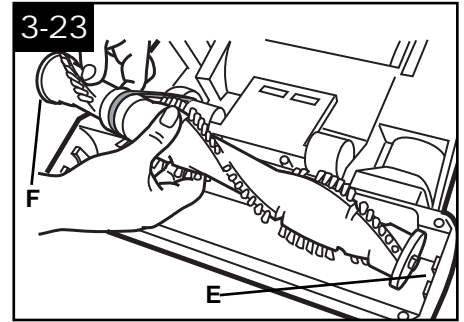
To install new belt (with lettering on outside of belt), **slide back of belt** over pulley and **pull front of belt toward groove (C) next to pulley**. Belt will "pop" into place.



### Positioning belt on agitator brush roll

**Before positioning belt onto agitator brush roll, check for debris accumulation as described in Fig. 4-3.**

Insert agitator brush roll through belt and position belt in groove (D) on agitator brush roll.



### Installing agitator brush roll

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

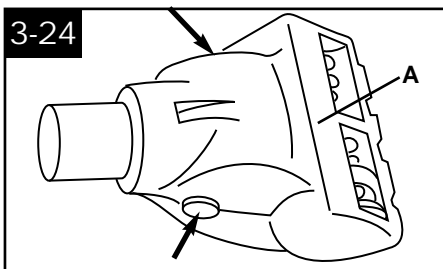
Pull other side of agitator brush roll (F) into place. Belt may fit loosely when properly installed.

Reposition flat belt and bottom plate (Figs. 3-15 through 3-16).

## Powered hand tool

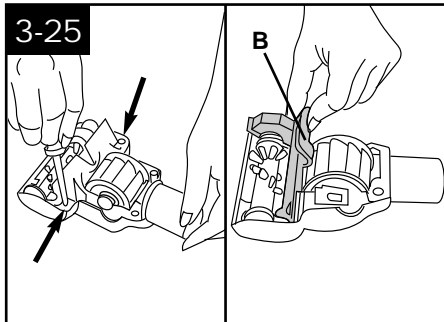
### Agitator brush roll replacement

When agitator brushes are worn, the brush roll should be replaced. Ask for **HOOVER part No. 48414-088**.

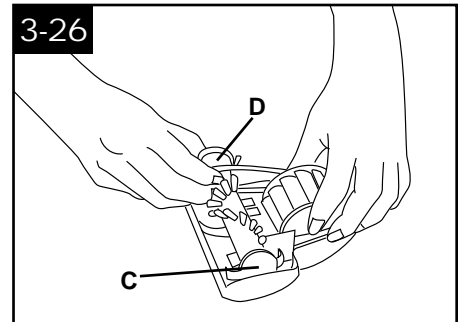


### How to replace

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



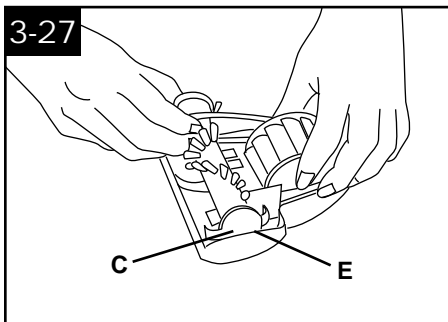
2. Unscrew the two Phillips screws and remove belt guard (B).



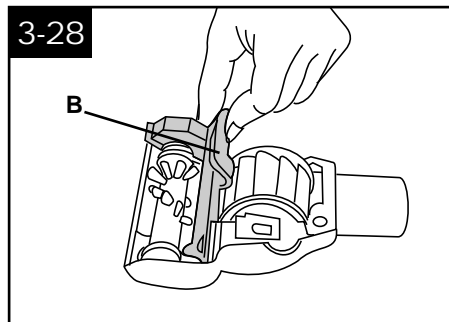
3. Remove agitator including end plates (C) and discard.

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

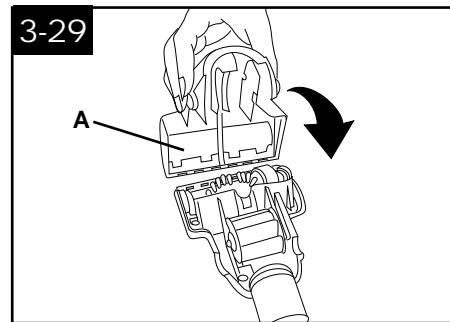
5. Insert brush roll through belt and position belt over gear teeth (D) on brush roll.



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



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



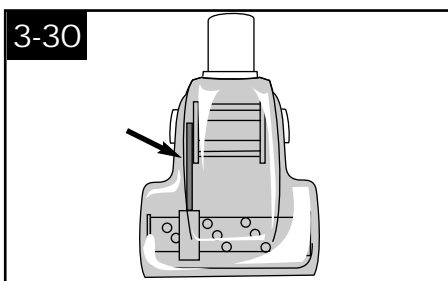
8. To replace bottom plate (A), insert the four tabs on edge of bottom plate into slots on front of tool.  
Pivot bottom plate down and snap closed.

## Powered hand tool

### Belt replacement

#### Inspect the belt

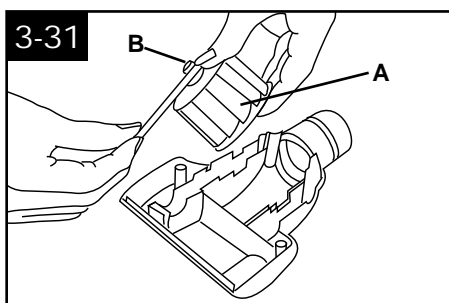
The powered hand tool belt is designed to last a long time and is not normally replaced. However, if the belt is cracked, gouged or broken, it should be replaced.



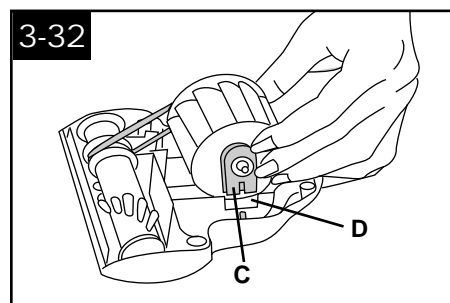
**1. Remove tool from hose.** The belt can be seen through the top of the nozzle or by removing the bottom plate and belt guard (Figs. 3-24 and 3-25).

### Replace belt

When replacing belt, ask for **HOOVER part No. 38528-037.**



2. Grasp turbine (A) and pull firmly to remove.  
3. Remove belt from turbine pulley (B). Replace with new belt.



4. With flat sides of turbine retainers (C) pointing down, slide retainers into grooves (D) in tool housing and snap into place.  
5. Replace brush roll, belt guard, and bottom plate as described in Figs. 3-26 through 3-29.



## Lubrication

The motor is equipped with bearings that contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. **Therefore, do not add lubricant to motor bearings.**

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

## Thermal protector

An internal thermal protector has been designed into your cleaner to protect it from overheating.

**When the thermal protector activates, the cleaner will stop running.** If this happens, proceed as follows:

1. **Turn the cleaner OFF and disconnect it from the electrical outlet.**

2. Check secondary and final filters for dirt accumulation.

3. Refer to "Clearing blockages" section.

4. **When cleaner is unplugged and the motor cools for 30 minutes,** the thermal protector automatically resets and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner may need servicing (see "Service" section).

## Service

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

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- checking the list of Sales and Service Centers provided with this cleaner OR -
- checking the Service section of Hoover on-line at **hoover.com** OR -
- calling 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only).

**Do not** send your cleaner to Hoover in North Canton, Ohio for service, this will only result in delay.

If further assistance is needed, contact the Hoover Consumer Response Center,  
Phone: 1-330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8,  
Phone: 1-800-263-6376.

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

## 4. If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the checklist below.

### Problem: Cleaner won't run

#### Possible Cause

##### Possible Solution

- **Not firmly plugged in**
- *Plug unit in firmly*
- **No voltage in wall receptacle**
- *Check fuse or breaker*
- **Blown fuse or tripped breaker**
- *Replace fuse or reset breaker*
- **Thermal protector activated**
- *Unplug cleaner and allow cleaner to cool for 30 minutes (this will reset the thermal protector)*

### Problem: Cleaner/tools won't pick up

#### Possible Cause

##### Possible Solution

- **Broken or worn belt**
- *Replace belt*
- **Agitator brush roll worn**
- *Replace agitator brush roll*
- **Dirt cup full**
- *Empty dirt cup*
- **Incorrect carpet height setting**
- *Move nozzle control knob to lower setting*
- **Blockage in air flow passages**
- *Clear blockage*
- **Agitator brush roll is OFF**
- *Step on pedal (Fig. 2-11) to turn agitator brush roll ON*
- **Filters dirty**
- *Clean filters (Figs. 3-6 through 3-9)*

### Problem: Cleaner hard to push

#### Possible Cause

##### Possible Solution

- **Incorrect carpet height setting**
- *Move carpet height control to a higher setting*

### Problem: Smoky/burning smell detected

#### Possible Cause

##### Possible Solution

- **Belt broken or stretched**
- *Replace agitator brush roll belt as described in Figs. 3-13 through 3-18 in the Maintenance section*

### Problem: Powered hand tool brush roll won't turn

#### Possible cause

##### Possible solution

- **Too much pressure being applied to tool**
- *Continue using tool applying **light** pressure.*
- **Blockage in turbine channel**
- *Remove blockage.*
- **Broken or worn belt**
- *Replace belt*
- **Low cleaner suction**
- *Check items under "Cleaner won't pick up".*

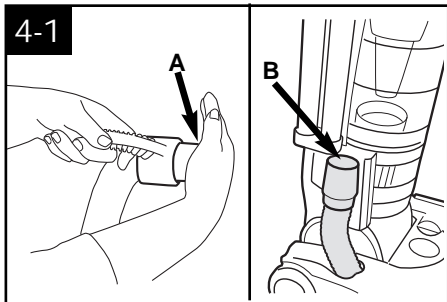


## Clearing blockages

**Disconnect cleaner from electrical outlet.**

Low suction or pick up may be due to a blockage in the system. Refer to the following steps to check for blockages **continuing with each step until the blockage is found:**

1. Check fullness of dirt cup; empty if needed.



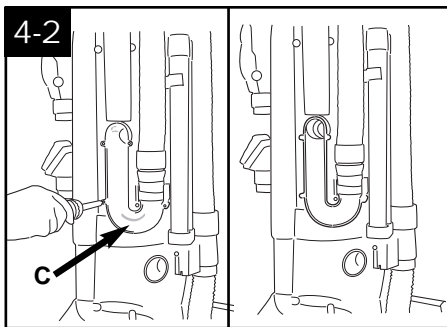
### Checking airflow path

2. Plug cleaner in and turn ON. Check for suction at end of hose (A). If there is suction, continue with step 3.

3. **Turn cleaner OFF and unplug.** Check connection at hose tube (B); remove any blockage.

### Check secondary filter

4. Remove and clean secondary filter (Fig. 3-8). Replace filter.



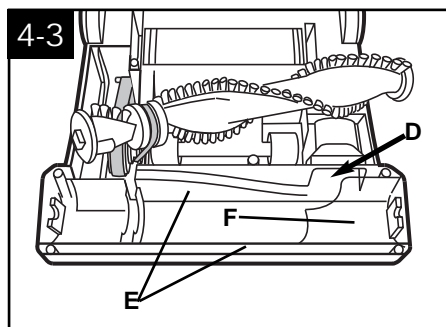
### Checking airflow path through hose inlet tube on back of cleaner

5. **Turn cleaner OFF and unplug.**

6. If blockage can be seen in tube (C), remove 5 screws using a Phillips screwdriver.

7. Pull tube from cleaner, remove blockage.

8. Reposition tube on back of cleaner, replace 5 screws.



### Checking under bottom plate

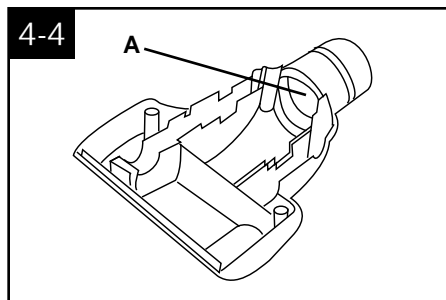
9. Turn cleaner OFF and unplug.

10. Remove bottom plate (Fig. 3-13) and agitator brush roll (Fig. 3-20).

Look into opening (D), in channels (E) and around liner (F) and remove any accumulated debris.

11. Replace agitator brush roll and bottom plate.

### If a blockage occurs during powered hand tool use:



12. **Disconnect powered hand tool from hose.** Remove bottom plate, belt guard and turbine as described in Figs. 3-24, 3-25 and 3-31.

Remove any blockage from turbine channel (G).

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

## Full One Year Warranty (Domestic Use)

Your HOOVER® appliance is warranted in normal household use, in accordance with the Owner's Manual against original defects in material and workmanship for a period of This warranty provides, at no cost to you, all labor and parts to place this appliance in correct operating condition during the warranted period. This warranty applies when the appliance is purchased in the United States including its territories and possessions, or in Canada or from a U. S. Military Exchange. Appliances purchased elsewhere are covered by a limited one year warranty which covers the cost of parts only. This warranty does not apply if the appliance is used in a commercial or rental application.

This warranty only applies when the product is in use in the country or territory in which it is purchased.

Warranty service can only be obtained by presenting the appliance to one of the following authorized warranty service outlets. Proof of purchase will be required before service is rendered.

1. Hoover Sales and Service Centers.
2. Hoover Authorized Warranty Service Dealers (Depots).

**For an automated referral of authorized service outlets in the U.S.A., phone 1-800-944-9200 OR**

**visit Hoover on-line at [hoover.com](http://hoover.com)**

This warranty does not cover pick up, delivery, or house calls; however, if you mail your appliance to a Hoover Sales and Service Center for warranty service, transportation will be paid one way.

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

If further assistance is needed, or if there are questions concerning this warranty or the availability of warranty service outlets, phone the Hoover Consumer Response Center, 1-330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, 1-800-263-6376.