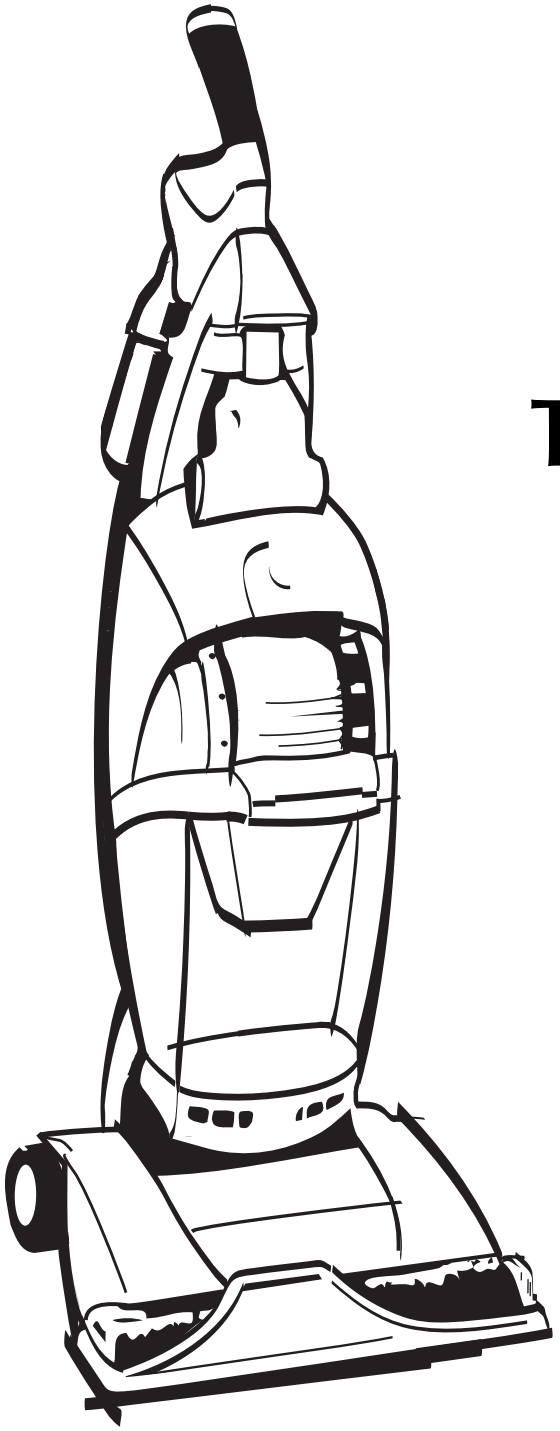
WindTunnel™ 2



Owner's Manual

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Important Safeguards

When using an electrical appliance, always follow basic precautions, including the following:

READ ALL INSTRUCTIONS BEFORE USING 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 agitators and other moving parts. Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- 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 liquids such as gasoline or fine wood sandings or use in areas where they may be present.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner.
- Always turn off this appliance before connecting or disconnecting hose.
- Unplug cleaner before connecting the powered pet hair cleaning tool.
- Do not use without dirt cup or filters in place. Empty cup 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, and anything that may reduce air flow.
- 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.
- Always disconnect cord from electrical outlet before servicing the cleaner.
- Turn cleaner off and unplug when not in use.
- 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.
- Use vacuum cleaner only for its intended use as described in the instructions.
- Use only attachments recommended by Hoover; others may cause hazards.

Save these instructions

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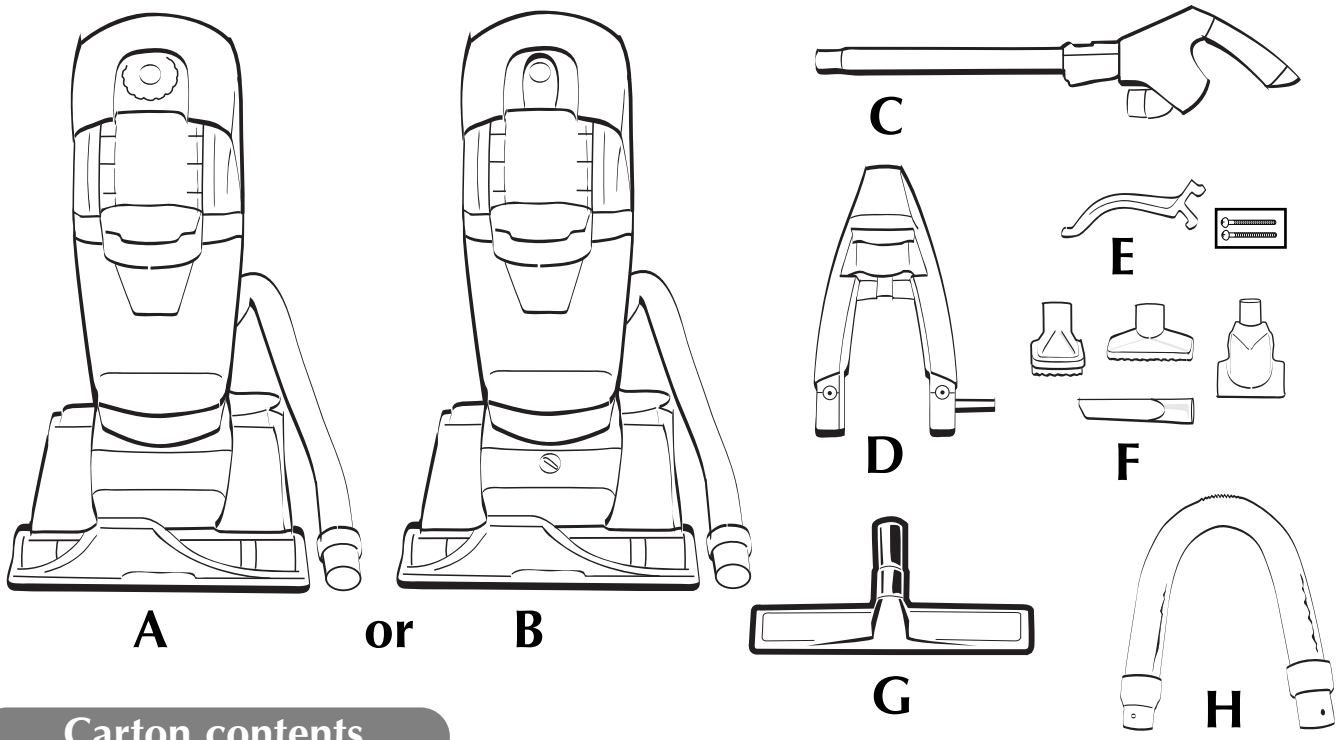
Unpacking your cleaner

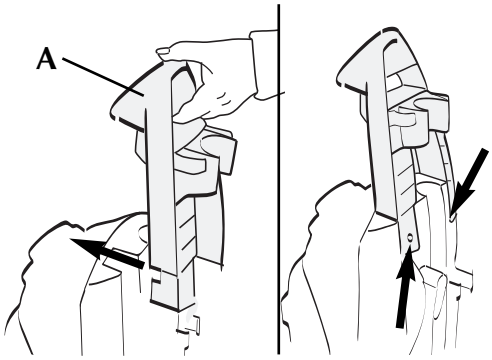


Carton contents

A. or B. Cleaner body and Hose
C. Telescoping handle/wand
D. Tag Along™ grip
E. Hose clip and (2) Tag Along™ handle screws
F. Tools
G. Floor brush*
H. Extra Reach™ hose*

*Available on some models.

Attach Tag Along™ grip

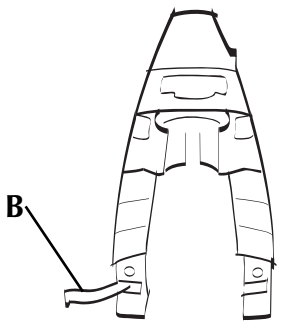


1 Slide the Tag Along™ grip (A) onto the back of the cleaner.

Push screws into holes on back of handle.

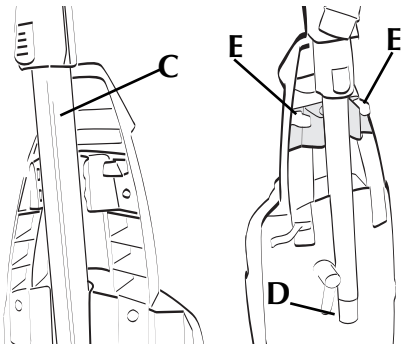
Using a Phillips screwdriver, tighten screws securely.

Attach hose clip



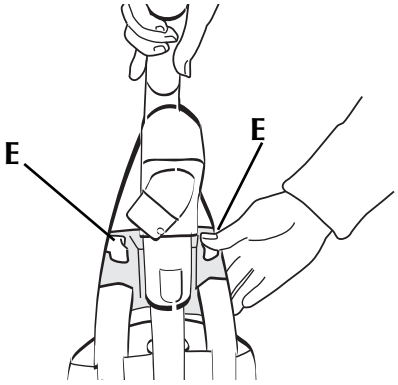
2 With back of upper handle facing you, insert hose clip (B) into slot on left.

Position handle



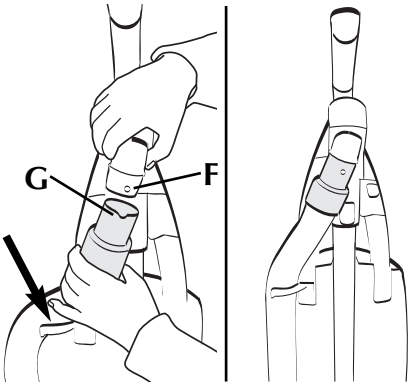
3 The telescoping handle/wand (C) needs to be positioned and secured in place. Align the telescoping handle/wand with the recesses on the upper handle. Push the wand all the way down into the cup (D) until the handle/wand release latches (E) snap into position.

Remove telescoping handle/wand



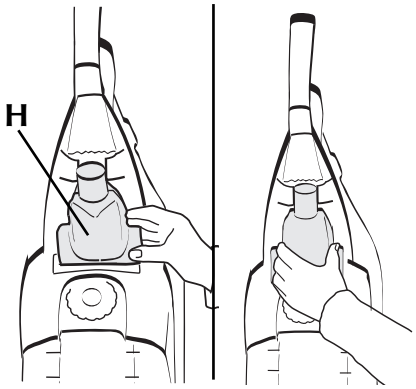
4 To **remove** the telescoping handle/wand for **tool use**, push down either release latch (E) and pull upwards to remove.

Attach hose

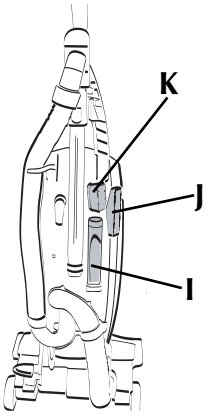


5 Stretch hose and guide into hose clip. Align button on hose end (F) with hole on hose connector (G). Slide hose end over connector until the button "pops up" into place. To remove hose from hose connector, press button and pull hose end to release.
The hose connector swivels 360° for convenience.

Position tools



6 The powered pet hair cleaning tool (H) is stored on the front of the cleaner. Place bottom of tool into recessed area first, pivot tool up and snap in place.



7 Snap crevice tool (I), dusting brush (J) and furniture nozzle (K) into storage areas on back of cleaner.

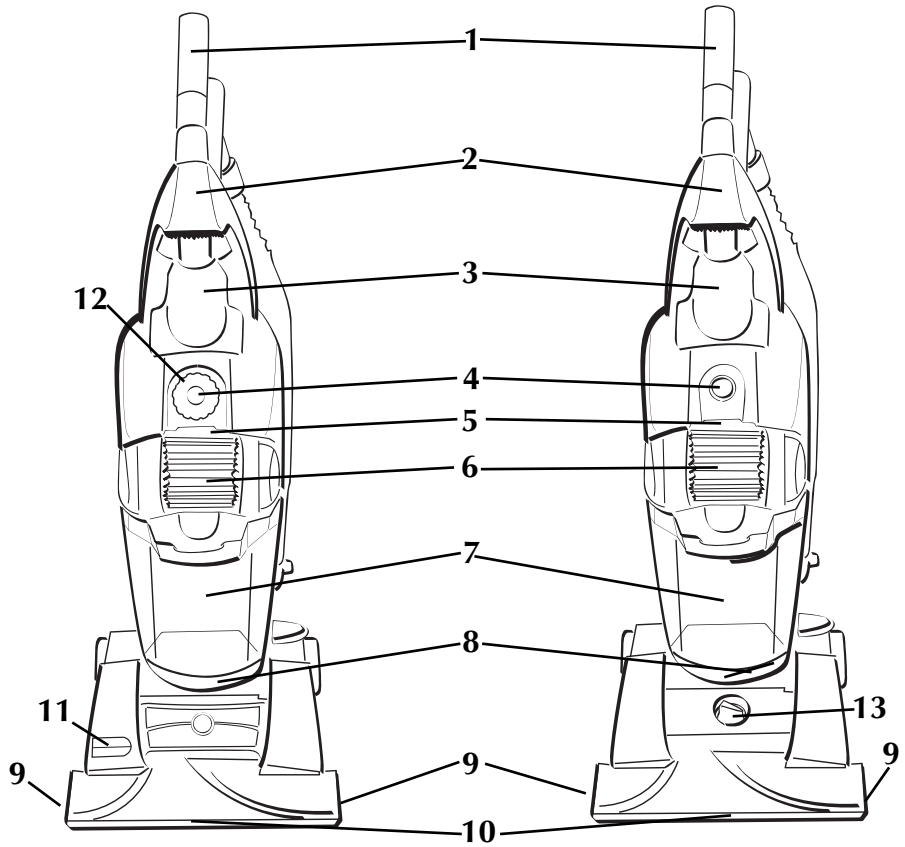
(Cont'd) →

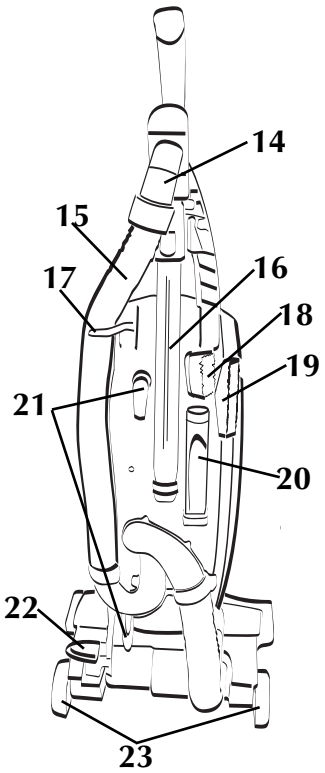
Cleaner description

Features

8 Use the following to identify the parts and features of your cleaner. **Your model will resemble one of the two illustrations shown below.**

1. Soft grip handle/wand assembly
2. Tag Along™ grip
3. Powered pet hair cleaning tool
4. POWER button
5. Carry handle
6. Lifetime HEPA filter
7. Dirt cup
8. Headlight
9. Edge groomers
10. Furniture guard
11. Embedded DirtFinder™ (some models)
12. Surface Command™ control dial (some models)
13. Surface Selector (some models)
14. Hose connector
15. Hose
16. Telescoping handle/wand
17. Hose clip
18. Dusting brush
19. Furniture nozzle
20. Crevice tool
21. Cord hooks
22. Handle release pedal
23. Soft wheels





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

This cleaner is intended for household use.

Polarized plug

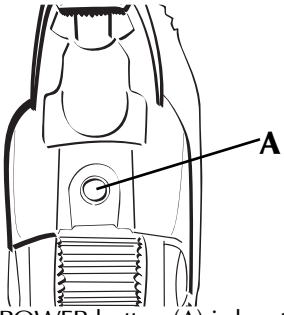
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way.

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.

Using the cleaner

DO NOT USE CLEANER OUTDOORS OR ON DAMP OR WET SURFACES.

POWER button



9 The POWER button (A) is located at the top of the cleaner body.

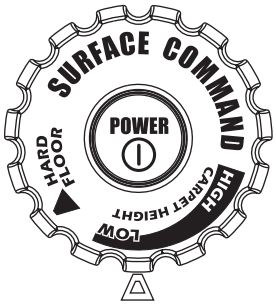
Plug cord into electrical outlet.

To turn cleaner **ON**, press button once.

To turn cleaner **OFF**, press button again.

NOTE: THE CLEANER IS SHIPPED WITH THE CONTROL DIAL IN HARD FLOOR POSITION. *BEFORE YOU BEGIN TO CLEAN CARPETS,* ROTATE THE CONTROL DIAL FROM HARD FLOOR TO A CARPET SETTING.

Surface Command™ control dial (some models)



10 The Surface Command™ control dial (some models) is an automatic height adjustment that allows you to choose a cleaning mode for carpet height or hard surface floors.

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

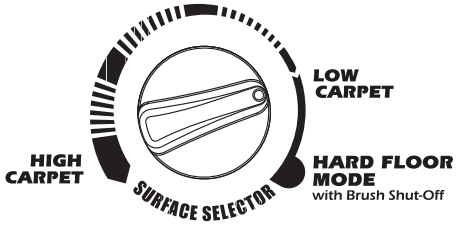
Lowest setting: for all types of carpet,

Note: If the cleaner is difficult to push, turn dial to the next higher setting.

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

HARD FLOOR The agitator is **OFF**; the nozzle is set at **LOW**.

Surface Selector (some models)



11 The Surface Selector (some models) has three carpet height settings and a hard floor setting. The Surface Selector turns to allow you to choose a cleaning mode for carpet height or hard surface floors.

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 dial to the next higher setting.

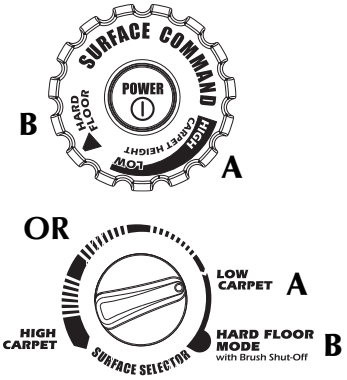
Higher settings: for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.

HARD FLOOR MODE (with agitator brush roll shut off) the nozzle is set at **LOW**.

Automatic agitator brush roll shut-off

12 The agitator brush roll will turn off when the handle is in the upright, storage position.

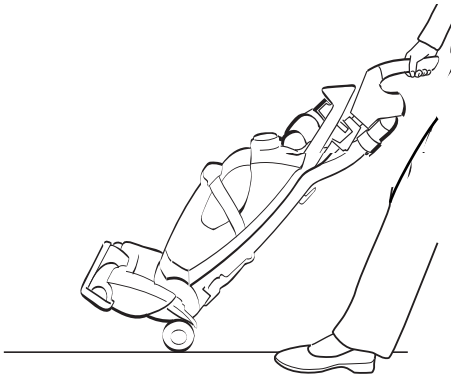
Agitator brush roll control



13 Rotate control dial to "Carpet" settings (A) to turn agitator brush roll ON for cleaning carpet or rugs.

Rotate control dial to "Hard Floor" (B) to turn agitator brush roll OFF when cleaning hard floors.

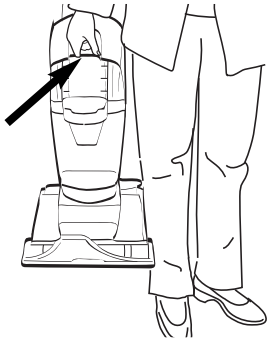
Transporting cleaner



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

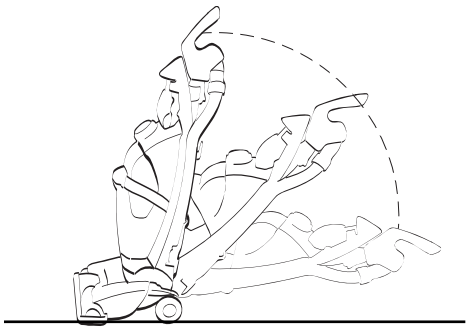
(Cont'd) →

Carrying cleaner



15 The cleaner can be carried by placing hand under the carrying handle and lifting.

Handle positions



16 The handle of your cleaner has three positions: **upright** for storage and for when using cleaning tools; **operating** position for general operation on carpets and floors; **low** for reaching under low furniture. Step on handle release pedal (E), then pull handle back to lower handle.

Embedded DirtFINDER™ feature (some models)

17 With red and green lights, the DirtFINDER™ system alerts the user to areas of carpet that may need more cleaning attention. It is able to sense when embedded dirt is removed.

The **clean light** (**green) will remain on** throughout cleaning **except** when the detector senses that a **larger amount of dirt** is being picked up; then the **dirty light** (**red)** will come on.

When the **dirty light** is on, you should **take additional cleaning strokes** in the area until it changes to **clean**.

Cleaning lightweight flexible rugs

18 Stand on one end of rug and move cleaner toward other end. Before reaching edge, push down on handle. This will lift up the nozzle and will prevent the rug from clinging to the 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.

Edge cleaning

19 Special edge groomers are provided on both sides of the front of the cleaner to remove dirt in carpet near baseboards and furniture.

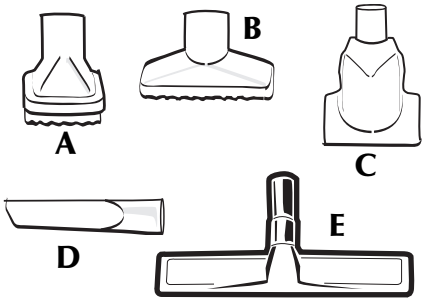
Guide either side parallel to the edge of carpet or furniture.

Using the tools

Tools allow for cleaning surfaces above the floor and for reaching hard to clean areas. The cleaner is ready for tool use when the handle is in the upright position.

Note: When handle is in upright position, agitator brush roll is automatically OFF.

Select proper tool



20 Select the proper tool for the cleaning task.

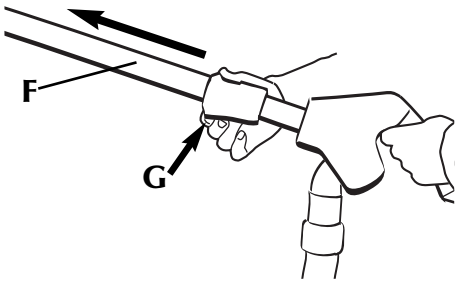
A. Dusting brush use for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers.

B. Furniture nozzle use for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.

C. Powered pet hair cleaning tool use for upholstered furniture, carpeted stairs and hard to reach places.

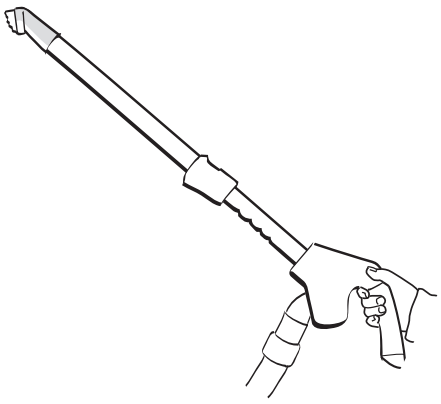
D. Crevice tool use in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards.

E. Soft Touch™ floor brush (some models) use on hard surface floors.



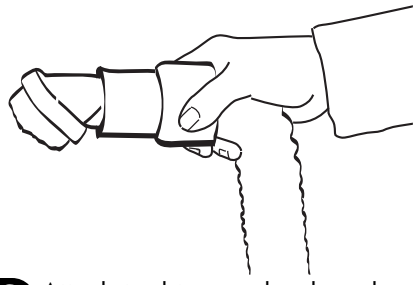
21 **F. Telescoping handle/wand** can be extended by depressing the button (G) and pulling wand outward. Release button to lock into position. Shorten the telescoping handle/wand by depressing the button and pulling wand back.

Attach tools



22 All tools attach in the same manner.

Tools may be attached to the telescoping handle/wand **or** directly to the hose (see Fig. 23).

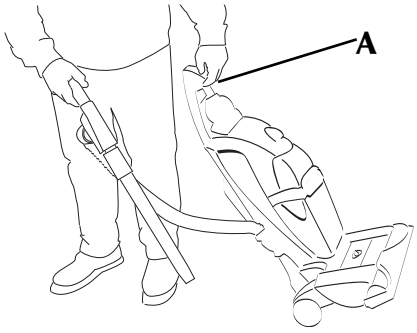


23 Attach tool to wand or hose by pushing it firmly onto the end of the wand or hose. Twist tool slightly to tighten or loosen the connection.

For optimum performance of the **powered pet hair cleaning tool**, attach it directly to the hose.

The hose can be removed from the handle grip by depressing the button and pulling away from the wand. (Fig. 5)

TagAlong™ grip



24 When using cleaning tools, the cleaner can go with you. Place hand under the Tag Along™ grip (A), tilt cleaner back on rear wheels and pull.

(Cont'd) →

How to clean tools

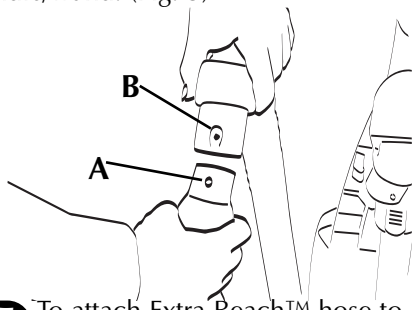
To clean the hose and the powered hand tool, wipe off dirt with a cloth dampened in a mild detergent. Rinse with a damp cloth. Do not submerge powered pet hair cleaning tool in water.

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

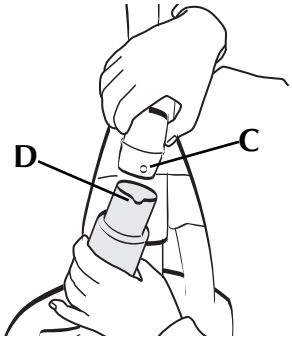
Extra Reach™ hose (some models)

Some models include an Extra Reach™ hose to provide you with a 20 foot reach (when connected to the regular hose), to allow easier cleaning of stairs and hard to reach high places.

Press POWER button to turn cleaner **OFF**. Remove regular hose from handle/wand. (Fig. 5)



25 To attach Extra Reach™ hose to regular hose, align button (A) on Extra Reach™ hose end with hole (B) on regular hose end. The button will "pop up" when the hose ends are secured in place.



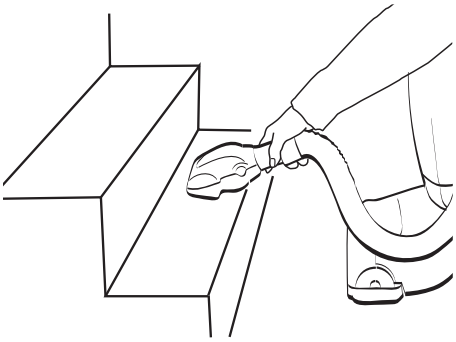
26 Next, attach opposite end of extra reach hose to hose connector on handle/wand. Align the button (C) on hose connector with hole (D) on end of Extra Reach™ hose. Slide the Extra Reach™ hose end onto the hose connector until the button "pops up" in place.

To remove hose from hose connector, press button on hose connector and pull hose end to release.
The hose connector swivels 360° for convenience.

Soft Touch™ floor brush (some models)

27 Hard surface flooring may be cleaned using the Soft Touch™ floor brush. Attach the floor brush to the end of the telescoping handle/wand. Extend the telescoping wand to reach the floor.

Stair cleaning



28 Use the hose and the powered pet hair cleaning tool for stair cleaning.

Always place the cleaner at the bottom of the stairs. Clean from bottom to top.

CAUTION: To avoid personal injury, and to prevent the cleaner from falling, use extra care if the cleaner is placed on stairs.

NOTE: Maximum performance of the powered hand tool will be achieved if the powered pet hair cleaning tool is used on the end of the hose without the telescoping wand.

Maintenance

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

Dirt cup

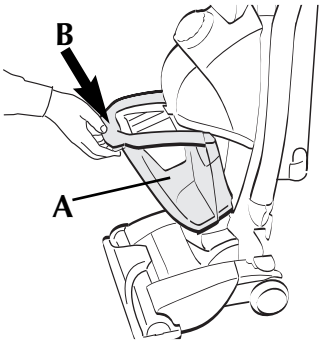
When to empty

It is recommended that the dirt cup be emptied after every use or before the dirt reaches the top of the dirt cup.

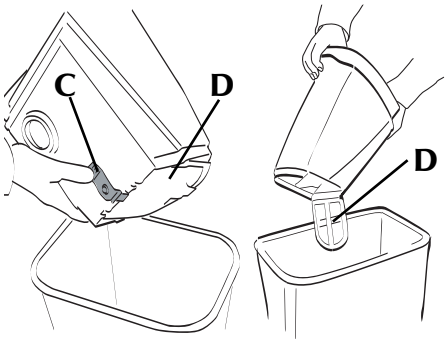
How to empty

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

Place the cleaner in the upright position before removing dirt cup.

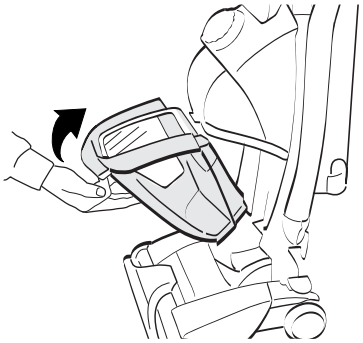


29 **To remove cup (A),** press latch (B) to release. Pivot cup outward.



30 Depress button (C) on back of dirt cup to release door (D). Empty dirt cup into trash receptacle. Close door firmly to latch.

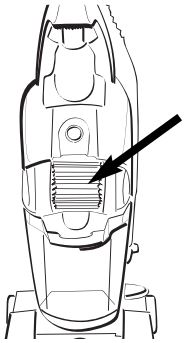
The dirt cup may also be emptied by lifting off the lid and emptying into a trash receptacle. Replace lid before returning dirt cup to position.



31 To replace dirt cup, place bottom of dirt cup in first. Pivot cup into cleaner body.

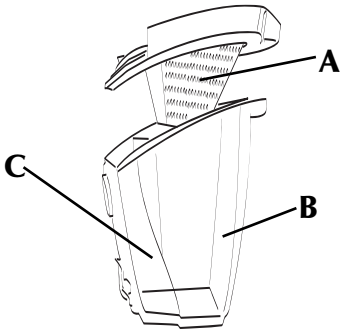
Cleaning the filters

HEPA filter



32 Your cleaner is equipped with a self-cleaning HEPA filter. **This filter is NOT removable.**

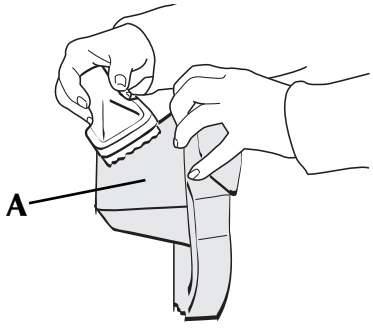
If you notice that the filter is rotating slower than normal or not rotating, refer to the Troubleshooting section. If you feel that this filter needs replacement, take your cleaner to an Authorized Hoover Sales and Service Center.



33 While the cleaner is in operation, the pre-filter screen (A) will stop larger debris from entering the HEPA filter chamber. This larger debris will be seen collecting in the larger chamber of the dirt cup (B). The HEPA filter will collect fine particles that have passed through the pre-filter screen. The HEPA filter cleans itself while rotating, depositing fine debris in the smaller chamber of the dirt cup (C).

The cleaner will continue to perform at maximum cleaning levels if the pre-filter screen is cleaned each time the dirt cup is emptied (see Fig. 34).

Pre-filter screen



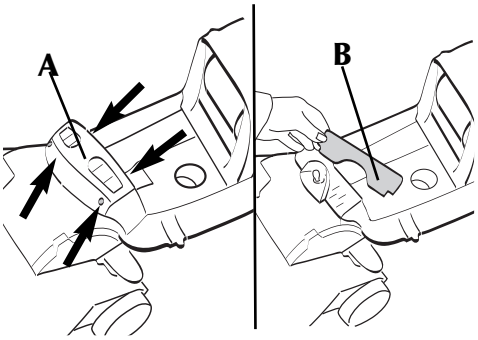
34 **Disconnect cleaner from electrical outlet. Do not use cleaner without dirt cup or filters in place.**

The pre-filter screen (A), located inside the dirt cup lid, is removable and can be cleaned using the cleaner's dusting brush or washed in cold water and a mild detergent. Rinse and let filter air dry completely before repositioning.

To remove this filter, remove the dirt cup and the dirt cup lid. Brush or wash, air dry and replace the dirt cup lid.

(Cont'd) →

Final filter



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

The final filter assists in returning clean air to the room.

Remove dirt cup (Fig. 29).

Press on handle release pedal and lower the nozzle so it is flat. Using a Phillips screwdriver, remove the four screws as shown and lift off headlight lens (A). Lift out filter (B) and replace.

Replace lens and screws.

Should you want to replace this filter, ask for **HOOVER part no. 38769032**.

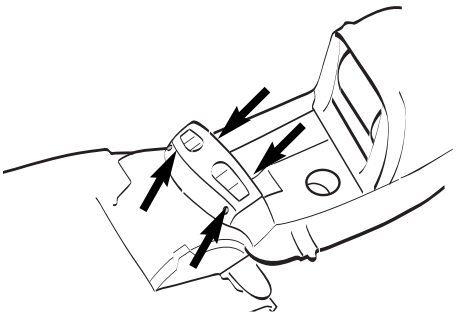
Headlight

Headlight replacement

What to buy

This cleaner uses a T3 1/4 wedge base bulb, **HOOVER part no. 27313107**.

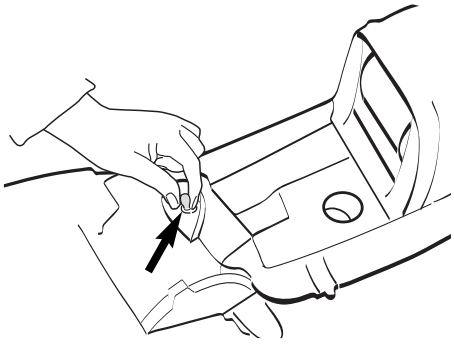
Remove lens



Disconnect cleaner from electrical outlet.

36 Press on handle release pedal and lower the nozzle so it is flat.

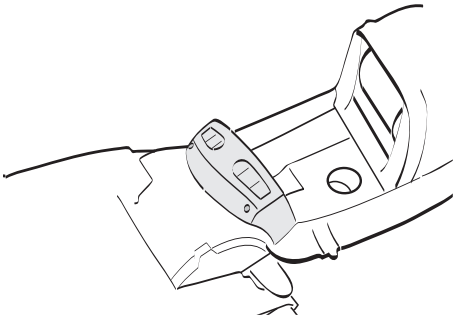
Using a Phillips screwdriver, remove the four screws as shown and lift off lens.



37 Pull old bulb straight out of socket. Push new bulb straight into socket until locked in place. **Do not twist bulb.**

Excessive force is not required.

Replace lens



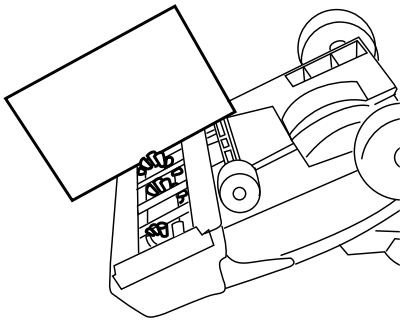
38 Reposition lens and secure with the four screws.

Agitator brush roll

Check agitator brush roll

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

To check condition of brushes, **turn cleaner OFF and disconnect from electrical outlet.**



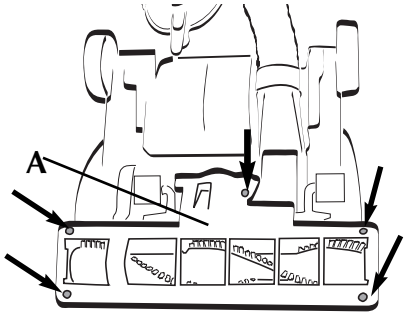
39 Move edge of a card across bottom plate while turning agitator brush roll. To maintain cleaning effectiveness, replace agitator brush roll if brushes do not touch card.

What to buy

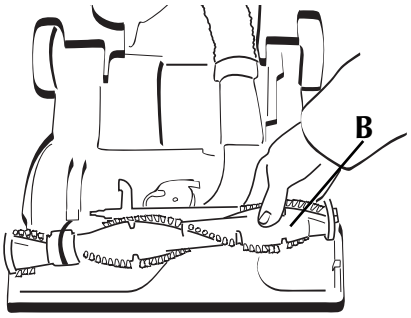
When purchasing a new agitator brush roll, ask for **HOOVER part no. 48414140**.

How to replace

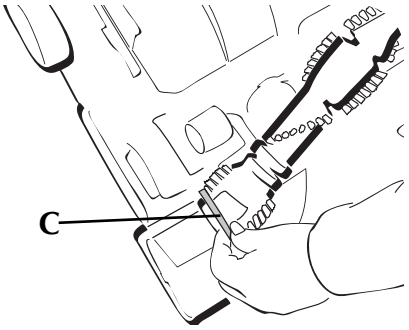
Turn cleaner ON and rotate mode control dial to HARD FLOOR. Turn cleaner OFF and disconnect from electrical outlet. Place handle in upright position and turn cleaner over so bottom side is up.



40 Remove the five screws as shown with a Phillips screwdriver. Lift off bottom plate (A).

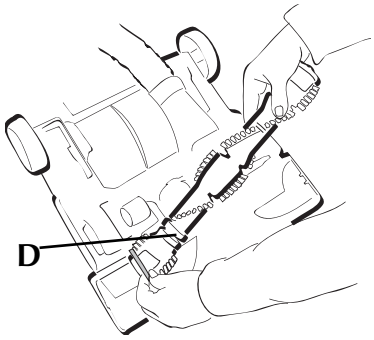


41 Pull up on agitator brush roll (B) to remove from brush roll cavity.

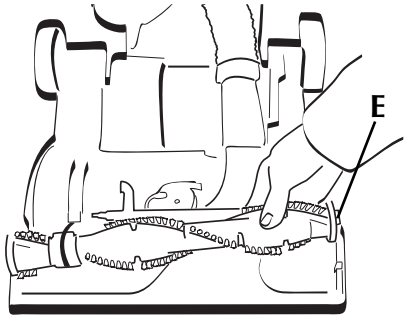


42 Holding agitator brush roll with one hand, slide belt (C) off the agitator.

NOTE: Hold on to the belt with one hand. Do not allow the belt to fall back into the cavity on bottom of cleaner.



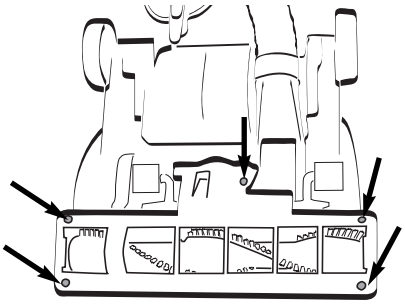
43 Hold new agitator brush roll in one hand; the belt in the other. Slide the belt onto the agitator brush roll, positioning the belt in the belt guide (D) on the agitator brush roll.



44 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 the cleaner.

Pull other side of agitator brush roll into place.

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



45 Reposition bottom plate and five screws. Tighten screws securely.

Agitator brush roll belt

The agitator brush roll belt is designed to last the lifetime of the cleaner. It typically should not need replacement. **If you feel the agitator brush roll belt needs to be checked or replaced, take your cleaner to an Authorized Hoover Sales and Service Center. Do not attempt to remove the agitator brush roll belt.**

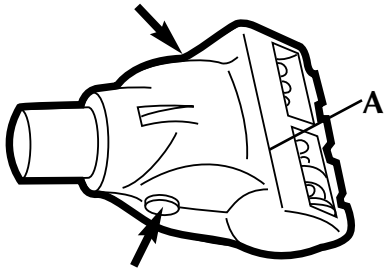
(Cont'd) →

Powered pet hair cleaning tool

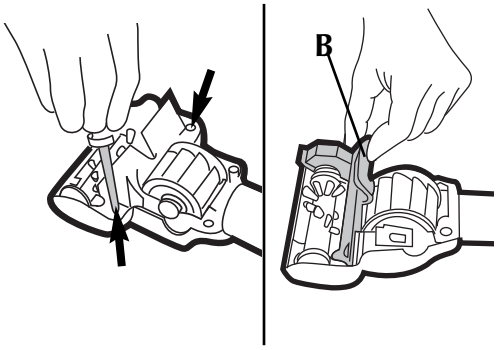
Agitator brush roll

When agitator brush roll brushes on the powered pet hair cleaning tool are worn, the agitator brush roll should be replaced. Ask for **HOOVER part No. 48414088.**

How to replace



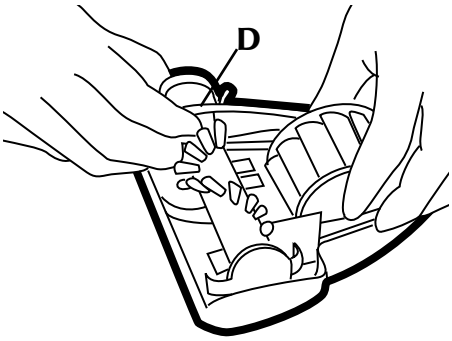
46 1. Remove tool from hose and turn it so bottom faces up. Press the latches on either side of tool and remove bottom plate (A).



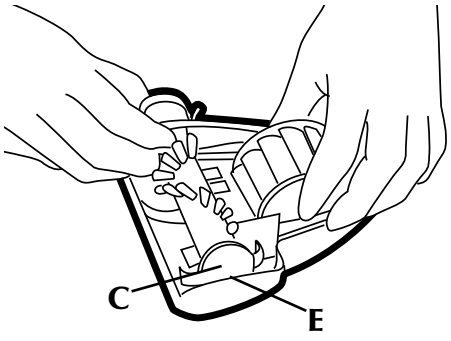
47 2. Unscrew the two Phillips screws and remove belt guard (B).

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

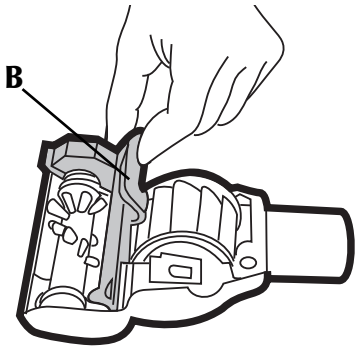
4. Inspect belt to ensure that it is in good condition. If belt is cracked, gouged or broken, replace it (see following section).



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

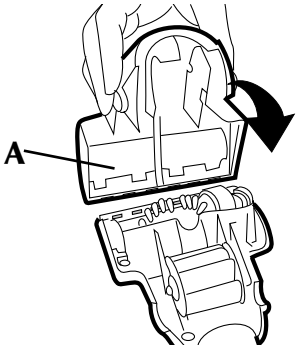


50 6. With curved ends down, slide end plates (C) of agitator brush roll into slots (E) on tool.



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

Replace and tighten screws.



52 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.

Belt replacement

Inspect the belt

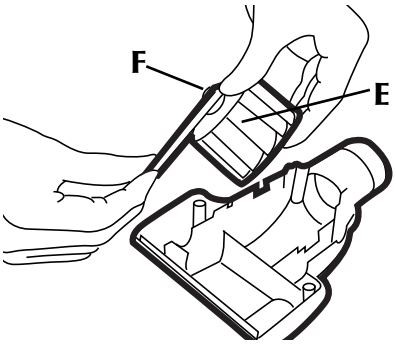
The powered pet hair cleaning tool belt is designed to last a long time and is not normally replaced. However, if the belt is cracked, gouged or broken, it should be replaced.

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. 46 and 47).

Replace belt

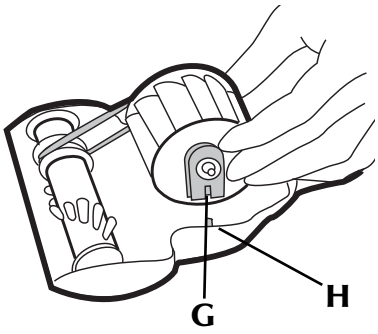
When replacing belt, ask for **HOOVER part No. 38528037.**

1. Remove bottom plate, belt guard and agitator brush roll as described in Figs. 46 through 48.



53 2. Grasp turbine (E) and pull firmly to remove.

3. Remove belt from turbine pulley (F). Replace with new belt.



54 4. With flat sides of turbine retainers (G) pointing down, slide retainers into grooves (H) in tool housing and snap into place.

5. Replace agitator brush roll, belt guard, and bottom plate as described in Figs. 50 through 52.

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.

Agitator brush roll stall protection

If the agitator brush roll stalls due to a debris such as hair, strings, etc., the cleaner will automatically stop running.

Disconnect cleaner from the electrical outlet.

Turn the cleaner over and remove any debris that may have accumulated on the agitator brush roll. Plug the cleaner back in and press the ON/OFF button once to turn cleaner on.

(Cont'd) →

Clearing blockages

Disconnect cleaner from electrical outlet.

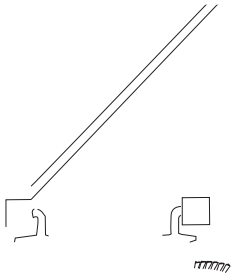
Low suction or pick up may be due to a blockage in the system. Refer to the following steps to check for blockages **continuing with each step until the blockage is found:**

Turn cleaner OFF and disconnect from electrical outlet.

1. Check fullness of dirt cup container. Empty cup if full.

Check agitator brush roll

Turn cleaner OFF and disconnect from electrical outlet.



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