

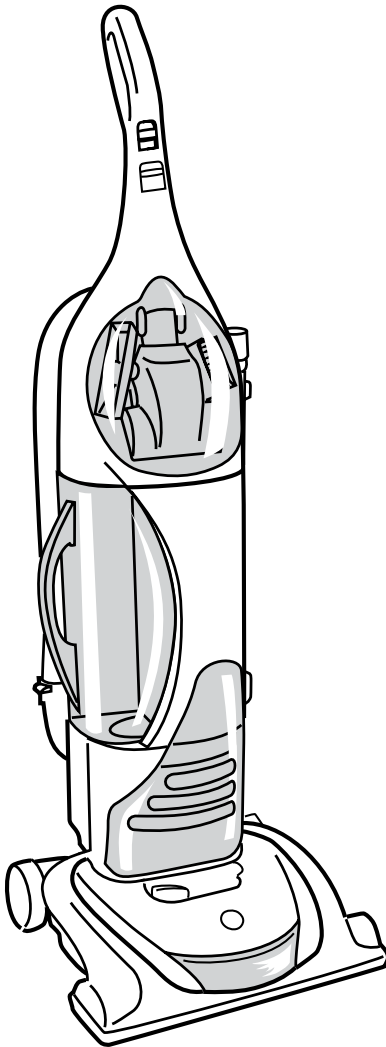


# Owner's Manual

*Operating and Servicing Instructions*

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[www.hoover.com](http://www.hoover.com)



**IMPORTANT: READ CAREFULLY BEFORE ASSEMBLY AND USE.**

Questions or concerns? For assistance, please call Customer Service at 1-800-944-9200 Mon-Fri 8am-7pm EST. **PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.**

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**THIS PRODUCT IS INTENDED FOR HOUSEHOLD USE ONLY.  
IF USED COMMERCIALY WARRANTY IS VOID.**

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If you need assistance:

Visit our website at [hoover.com](http://hoover.com). Follow the authorized dealer locator link to find the Hoover® authorized dealer nearest you or call 1-800-944-9200 for an automated referral of Hoover® authorized dealer locations (U.S. only) or to speak with a customer service representative; Mon- Fri 8am- 7pm EST.

PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.

# Important Safety Instructions

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.
- Do not 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.
- Always 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.

## WARNING:

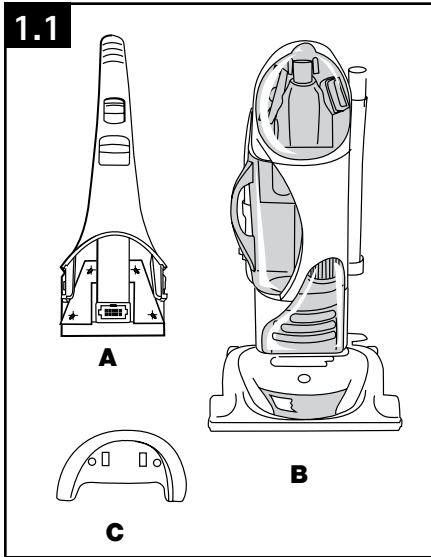
- This product contains chemicals known to the State of California to cause cancer and reproductive toxicity. Wash hands after handling.
- Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.
- Avoid picking up hard, sharp objects with the cleaner. They may damage the cleaner.

# Save these instructions!

# 1. ASSEMBLING CLEANER

## Carton contents

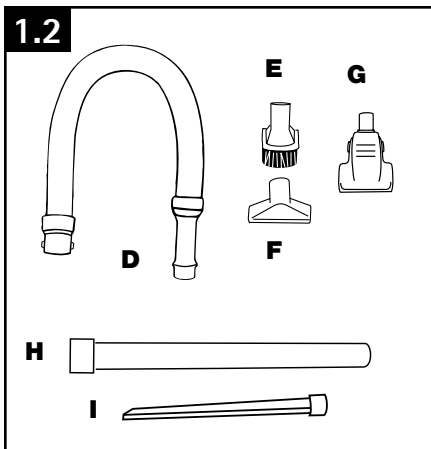
Empty carton. Find the parts shown below before disposing of packing materials.



- A. Handle section
- B. Cleaner body
- C. Hose holder

## Accessory packs

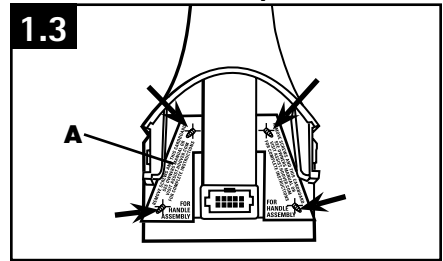
The accessories are packed on the cleaner.



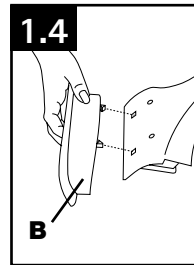
- D. Hose
- E. Dusting brush
- F. Furniture nozzle
- G. Powered hand tool
- H. Extension wand
- I. Crevice wand

**Actual model may vary from images shown.**

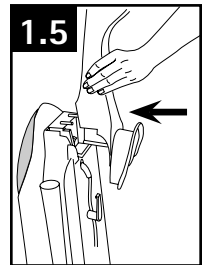
## Cleaner assembly



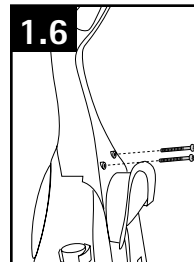
**1.3**  
Disconnect cleaner from electrical outlet. Remove cardboard (A) and four screws from handle section. Discard cardboard, but keep screws for assembly (Figs. 1-6 and 1-7).



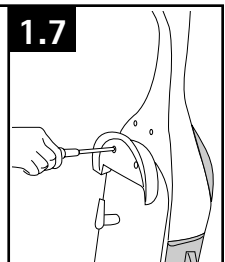
**1.4**  
Snap tabs on hose holder (B) into holes on handle section.



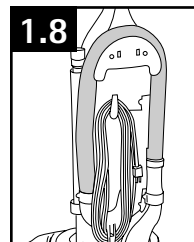
**1.5**  
Slide handle section onto back of handle.



**1.6**  
Push screws into holes on back of handle (Fig. 1-6) and hose holder (Fig. 1-7).



Tighten screws securely with a Phillips screwdriver.



Place hose on holder.

## 2. HOW TO USE

### Cleaner description

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

The assembled cleaner will look like the drawing.

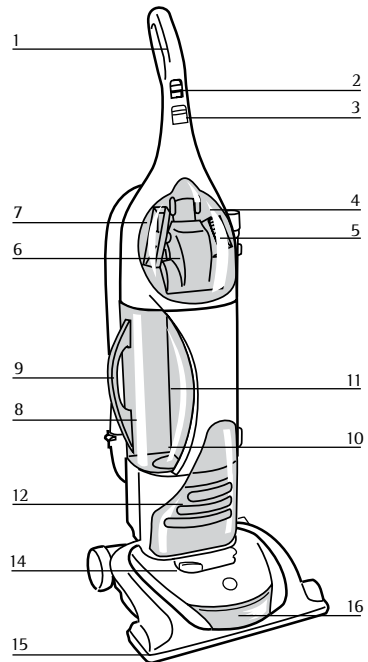
1. Handle
2. Custom Control™ powerswitch
3. Custom Control™ indicator
4. Tool cover
5. Dusting brush
6. Powered hand tool
7. Furniture nozzle
8. Dirt cup
9. Dirt cup handle
10. HEPA cartridge filter
11. Pre-filter
12. Final filter
13. Three position handle release pedal: step on lever to lower handle to operating or low positions.
14. Nozzle control knob: rotate knob to correct setting for height of carpet being cleaned.
15. Furniture guard
16. Headlight
17. Hose
18. Hose holder
19. Cord hooks: wrap cord around hooks for storage. The top hook rotates right or left for easy cord release.
20. Extension wand
21. Crevice wand: stores in wand.

*\*some models only.*

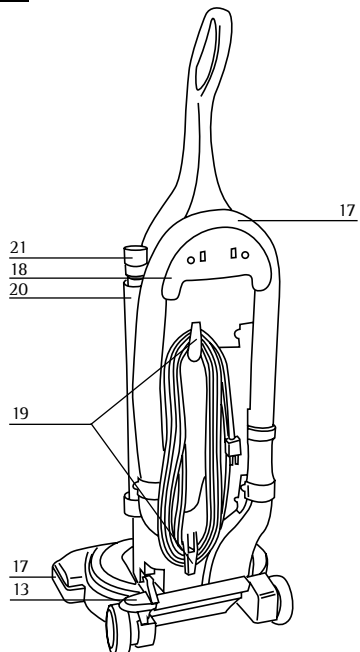
**This cleaner is intended for household use. Not intended for commercial use in any household or for any other commercial purpose.**

### Polarized plug

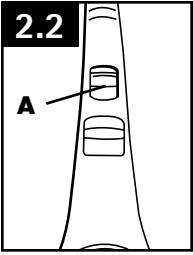
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the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



### 2.1



## Custom Control™ switch



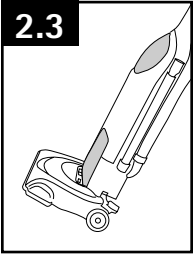
Plug cord into electrical outlet.

**CARPET setting** - turns brushroll on, for cleaning carpets and rugs. (Brushroll will automatically stop turning when handle is raised to upright position.) **BARE FLOOR setting** - turns brushroll OFF for cleaning hard surfact floors.

### Brushroll automatic shut-off

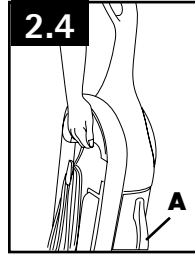
If something gets caught in the brushroll, the cleaner will automatically turn off. Slide the Custom Control™ switch to OFF. Unplug the cleaner. Remove obstruction from brushroll and continue cleaning.

## Transporting cleaner



Put handle in upright position. Tilt cleaner back on rear wheels. Push forward.

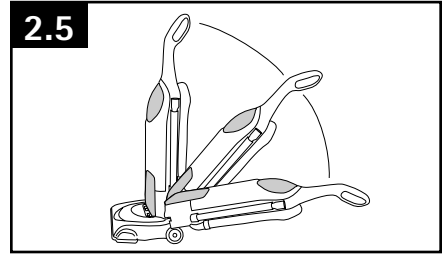
## Carrying cleaner



Use the carrying handle to lift the cleaner.

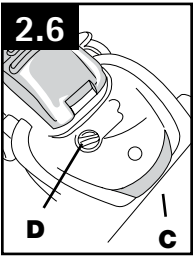
**Do not lift cleaner using dirt cup handle (A).**

## 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.

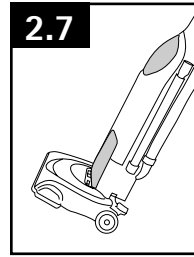
## Carpet height adjustment



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.

## Handle position



For ease in sliding knob, place handle in the upright position and tilt cleaner backward.

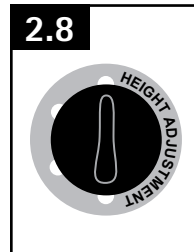
## Settings

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

**Low/Hard Surface:** for bare floors and all types of carpet

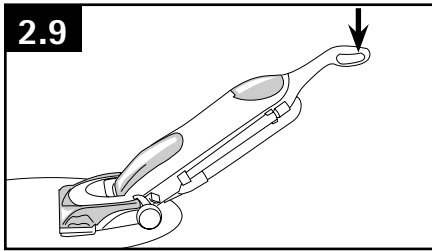
**Note:** If the cleaner is difficult to push, turn knob to the next higher setting.

**Actual model may vary from images shown.**



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

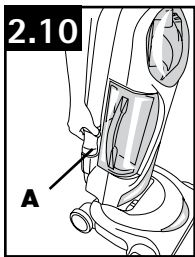
## Cleaning lightweight flexible rugs



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) 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.

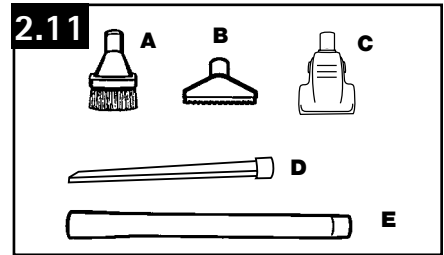
## Cleaning tools

When using cleaning tools, cleaner handle should be in the upright position to activate the automatic "brushroll automatic shut off" and for convenience in moving the cleaner from one area to another.



Turn cleaner OFF before disconnecting and connecting hose to hose tube (A).

To use hose, lift hose end as shown.



### Select proper tool

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

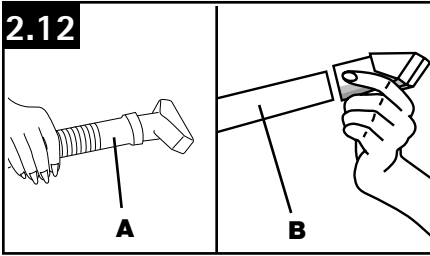
B. Furniture nozzle may be used for upholstered furniture, draperies, mattresses, clothing, automobile interiors, and carpeted stairs.

C. Powered hand tool may be used for upholstered furniture, carpeted stairs and hard-to-reach places.

D. Crevice wand can be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards. It can also be used for extra reach with the dusting brush and/or extension wand.

E. Wand is used to give extra length to your hose. Use it with any of the above tools.

## Attach wand and tools



Attach tool or wand to the hose (A) by pushing it firmly into hose.

Attach second wand or tool to wand (B) by pushing it firmly onto the wand.

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

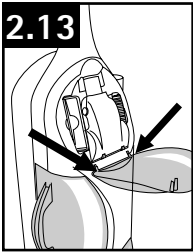
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## How to clean tools

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 hand tool in water.

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

## How to attach tool cover



The tool cover is designed with a “break-away” feature which allows it to snap free if it is pushed open too far.

To reattach, align hinges of cover with slots on sides of tool storage area.

Push cover down to secure in place.



# 3. MAINTENANCE

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

## Dirt cup

The dirt cup assembly consists of the following parts:

Lid (A)

Dirt Cup (B)

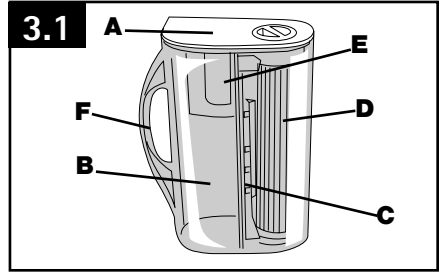
Pre-filter (C)

HEPA Cartridge Filter (D)

Dirt Opening (E)

Handle (F)

While the cleaner is in operation, the pre-filter screen will stop larger debris from entering the HEPA cartridge filter chamber. This larger debris will be seen collecting in the left side of the dirt cup. The HEPA cartridge filter will collect fine particles that have passed through the pre-filter screen.

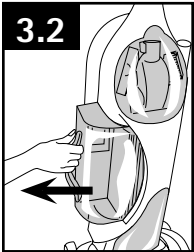


## When to empty

We recommend that the dirt cup be emptied before the dirt reaches the dirt opening on back of cup (Fig. 3-1) or after every use if you prefer.

**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



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

Remove cup - Lift up slightly and firmly pull cup straight out.



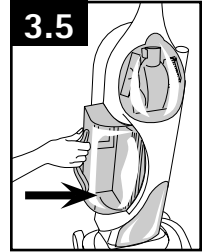
**Clean filter** - Turn knob (A) on top of dirt cup lid one full turn.



**Empty cup** - Remove lid.

Note: It is not necessary to remove the HEPA cartridge filter to empty the dirt cup.

Tap side of cup until no more dust particles fall from the HEPA cartridge filter.



**Replace cup** - Replace dirt cup lid. Slide cup into place. Press firmly until cup locks in place.

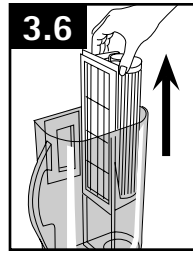
## Filter assembly

The HEPA cartridge filter and pre-filter are essentially self-shedding.

Tapping the side of the dirt cup as described in "How to empty dirt cup" should sufficiently remove dust and fine particles from the HEPA cartridge filter and pre-filter.

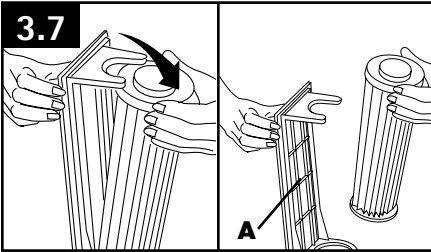
The filter assembly can also be removed for additional cleaning.

## How to clean filter assembly



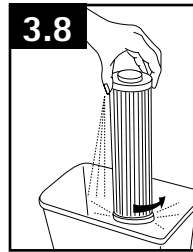
Remove dirt cup and dirt cup lid as described in "How to empty dirt cup."

Grasp pre-filter frame and pull up firmly. Slide filter assembly out of cup.



Grasp end of HEPA cartridge filter and pull it away from pre-filter. Remove cartridge from assembly.

The **pre-filter (A)** can be cleaned with a brush and then rinsed with water. Allow pre-filter to dry thoroughly.

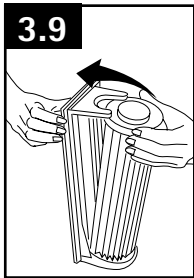


Clean the HEPA cartridge filter by tapping either of the ends.

**DO NOT tap soft pleated sides of HEPA cartridge filter as this could damage the filter.**

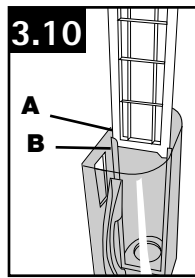
Tap filter until no more dust particles fall from the filter.

**DO NOT rinse HEPA cartridge filter with water.**



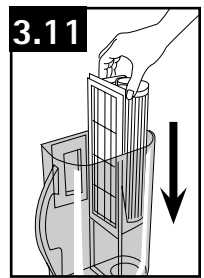
To re-assemble filter assembly, place large knob of HEPA cartridge filter in hole on bottom of pre-filter.

Snap top of HEPA cartridge filter into place.



Align grooves (A) on pre-filter frame with grooves (B) in dirt cup.

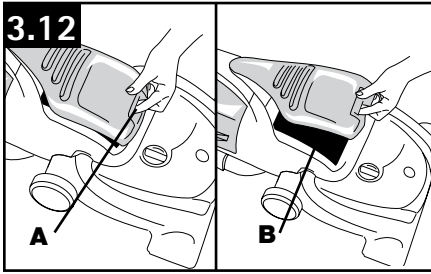
Slide filter assembly down into cup until a light snap is felt. Gently pull up on assembly to ensure that it is seated properly in the cup. Ensure that no part of pre-filter screen extends above top edge of dirt cup.



Replace lid and return cup to cleaner (Fig. 3-5).

Note: If dirt cup lid does not close all the way, ensure that filter assembly is pushed down all the way. Turn knob on lid until lid closes (Fig. 3-3).

## Cleaning final filter



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

To remove this filter when it becomes dirty, lay handle flat on the floor. Press door tab (A) and remove door.

Lift out filter (B) and hand wash it in cold water with mild detergent.

Let filter air dry and reposition it. Replace door. Snap closed.

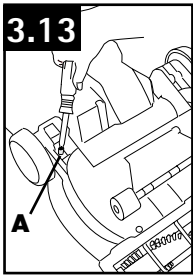
Should you want to replace this filter, ask for HOOVER part No. 40110009 or service 38766028.

Do not operate cleaner without the filter in place.

## Headlight replacement

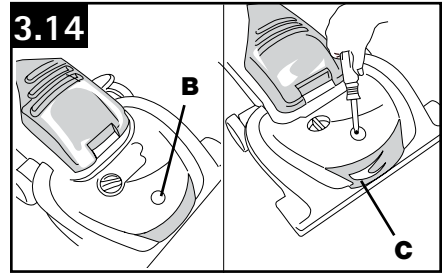
### What to buy

This cleaner uses a 12 volt, wedge base type 912 bulb, Hoover part No. 27313107.

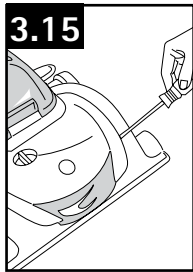


**3.13** Disconnect cleaner from electrical outlet.

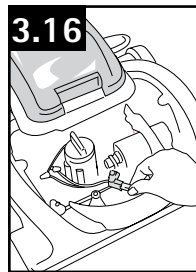
Step on handle release pedal and place cleaner in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the two screws (A) located nearest the wheels at the rear of the base of the cleaner.



**3.14** Turn cleaner over. Remove HOOVER® emblem (B). Using a Phillips screwdriver, remove the screw (C), located underneath the emblem.

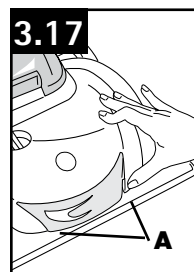


**3.15** Using a flat screwdriver, pry off hood as shown and remove.



**3.16** Install bulb - Pull old bulb straight out of socket. Push new bulb straight into socket until locked in place

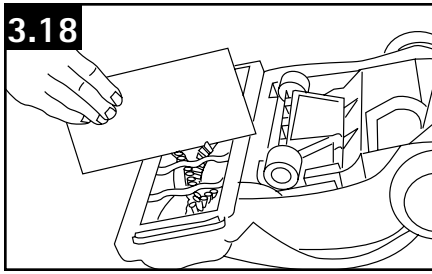
Excessive force is not required.



**3.17** **Replace hood**  
Reposition hood, fitting tabs (A) on either side under the lens cover as shown. Replace screw and HOOVER® emblem. Turn cleaner over and replace the two screws located on the bottom of the cleaner as shown in Fig. 3.16.

# The agitator brushroll

## When to replace

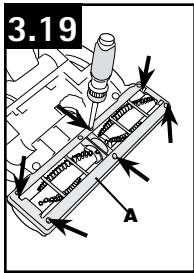


When agitator brushes are worn, the agitator should be replaced.

To check condition of brushes, disconnect cleaner from electrical outlet. Move edge of a card across bottom plate while turning agitator. To maintain cleaning effectiveness, have brushroll replaced if brushes do not touch card.

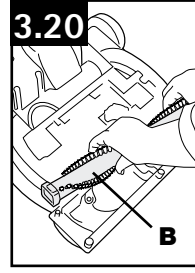
## What to buy

When purchasing a new agitator, ask for HOOVER part No. 48414137.

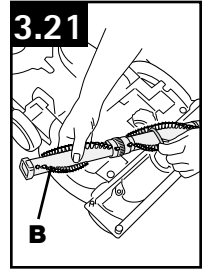


## How to replace

**Disconnect cleaner from electrical outlet.** To remove bottom plate, step on handle release pedal and place cleaner in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the seven screws and lift off the bottom plate (A).

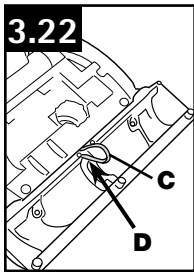


Pull up on agitator (B) to remove from agitator cavity.

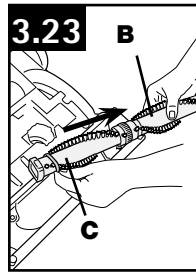


Holding agitator (B) with one hand, slide belt (C) off the agitator.

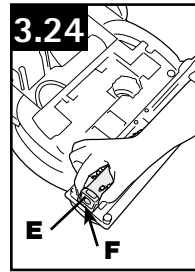
Discard old agitator.



**Note:** Do not allow belt (C) to fall back into cavity (D) on bottom of cleaner.

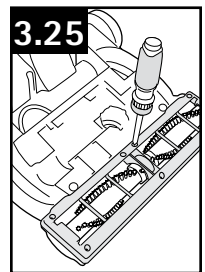


Hold new agitator (B) in one hand, and the belt (C) in the other. Slide the belt onto the agitator, until belt is in the middle of the agitator. Align the belt directly over the grooves on the agitator.



Slide end plates (E) of the agitator into the slots (F) on both sides of the agitator cavity.

Turn agitator to make sure it rotates freely.



Replace bottom plate and screws (7).

# Belt replacement

The belt on your Hoover cleaner causes the brushroll to rotate and is important for the effective operation of your cleaner. The brushroll belt is designed to last a long time and does not normally need replacement. The belt is located under the hood of the cleaner and should be checked from time to time to be sure it is in good condition.

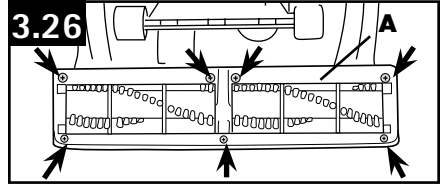
## Inspecting the belt

Disconnect cleaner from electrical outlet.

The belt can be seen by removing the bottom plate (A). To remove, step on handle release pedal and place cleaner in the lowest position. Turn cleaner over. Using a Phillips screwdriver, remove the seven screws and lift off the bottom plate.

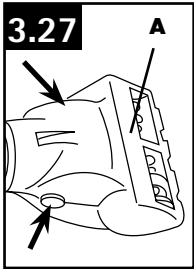
If the belt is cracked, gouged or broken, it should be replaced.

A new belt can be installed at your nearest Hoover Sales and Service Center.



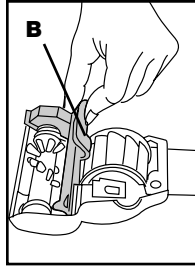
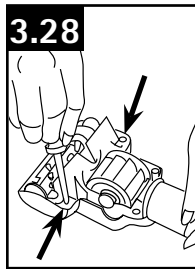
## Powered hand tool Agitator brushroll replacement

When agitator brushes are worn, the brushroll should be replaced. Ask for HOOVER part No. 48414150.

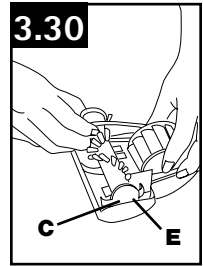
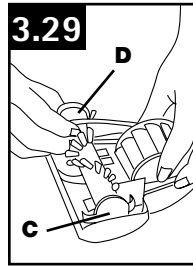


### How to replace

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.

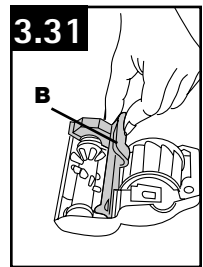


4. Inspect belt to ensure that it is in good condition. If belt is cracked, gouged or broken, replace it (see following section).



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

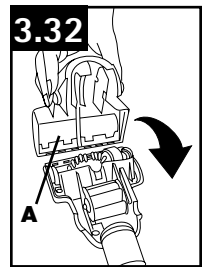
6. With curved ends down, slide end plates (C) of brushroll into slots (E) on tool.



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.



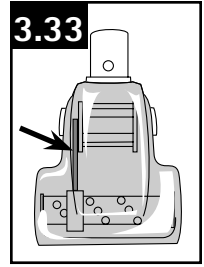
Pivot bottom plate down and snap closed.

## 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 crack-ed, gouged or broken, it should be replaced.

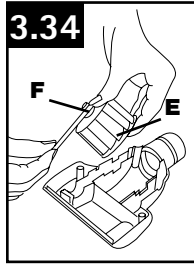
The belt can be seen through the top of the nozzle or by removing the bottom plate and belt guard (Figs. 3.27 and 3.28).



### Replace belt

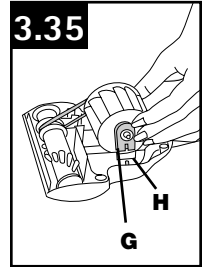
When replacing belt, ask for HOOVER part No. **38528037**.

1. Remove bottom plate, belt guard and brushroll as described in Figs. 3-27 through 3-29.
2. Grasp turbine (E) and pull firmly to remove.
3. Remove belt from turbine pulley (F). Replace with new belt.



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

5. Replace brushroll, belt guard, and bottom plate as described in Figs. 3-29 through 3-32.



### Lubrication

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

# Thermal protector

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

**When the thermal protector activates, the suction motor will stop running, however the agitator will continue to run.** If this happens, proceed as follows:

1. Turn the cleaner OFF and disconnect it from the electrical outlet.
2. Check dirt cup pre-filter, HEPA cartridge filter and final filter for dirt accumulation.

3. Refer to “Clearing blockages” section.
4. When the motor cools, 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).

## 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 check list below.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
<b>Cleaner won't turn on</b>	Not firmly plugged in	Plug unit in firmly
	No voltage in wall plug	Check fuse or breaker
	Blown fuse or tripped breaker	Replace fuse or reset breaker
	Thermal protector activated	Allow cleaner to cool for 30 minutes (this will reset the thermal protector)
<b>Agitator brushes aren't turning</b>	Custom Control™ switch set on bare floor position.	Set switch to carpet position
	Agitator is obstructed.	Clear obstruction
<b>Cleaner won't pick up</b>	Broken or worn belt	Replace belt
	Agitator brushroll worn	Replace brushroll
	Dirt cup full	Empty dirt cup
	Incorrect carpet height setting	Move nozzle control knob to lower setting
	Blockage in air flow passage	Clear blockage
	HEPA cartridge filter clogged	Clean HEPA cartridge filter by either tapping the side of the dirt cup or removing the cartridge filter as described in the “Filter assembly” section.
	Pre-filter clogged	Clean pre-filter as described in “Filter assembly” section.
	Dirt cup not properly installed and latched	Position dirt cup properly and lock latch (Fig. 3.5).
	Dirt cup lid not positioned properly or missing	Ensure that dirt cup lid is properly positioned.
	Filter assembly not assembled properly	Ensure that filter assembly is positioned properly (Figs. 3.6 to 3.11).
Thermal protector activated	Allow cleaner to cool (this will reset the thermal protector).	

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner hard to push	Incorrect carpet height setting	Move nozzle control knob to a higher setting
	Broken or worn belt	Replace belt
Cleaning tools won't pick up	Blockage in hose	Clear blockage.
Visible dirt leaking through final filter	Filter assembly not installed properly	Remove filter assembly from dirt cup and ensure that HEPA cartridge filter is properly attached to pre-filter screen and that entire filter assembly is properly repositioned inside dirt cup. (Figs. 3.6 through 3.11).
Dirt inside dirt cup stops spinning		Note: Heavy debris may settle to the bottom of the dirt cup and prevent the dirt from spinning without affecting cleaning performance. The cleaner can continue to be used even if the dirt is not spinning inside the dirt cup.  However, if the dirt does stop spinning AND there is a noticeable decrease of performance, check the items under "Cleaner won't pick up".
Powered hand tool brushroll won't turn	Too much pressure being applied to tool	Continue using tool applying light
	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

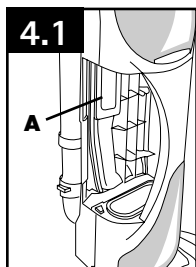
### Disconnect cleaner from electrical outlet.

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:

A. If a blockage occurs during floor cleaning:

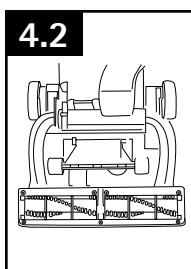
Turn cleaner OFF and disconnect from electrical outlet.

1. Check fullness of dirt cup and filter assembly; empty cup and clean filters if needed.



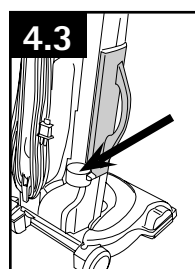
### Check dirt duct

2. Remove dirt cup, look in duct (A).
3. Clear blockage from dirt duct.



### Check brushroll

4. Turn cleaner OFF and unplug.
5. Turn cleaner over and clear blockage from brushroll. Return cleaner to operating position. Turn cleaner back on and continue cleaning.



### Check hose tube

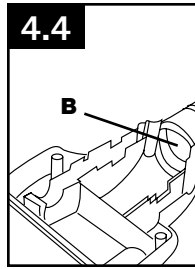
6. Turn cleaner OFF and unplug.
7. Remove hose from tube. Clear blockage from tube. Also, check hose for blockage.



**B. If a blockage occurs during tool use:**

Turn cleaner OFF and disconnect from electrical outlet.

1. Look into hose end and remove any blockage.



**C. If a blockage occurs during powered hand tool use:**

1. Disconnect powered hand tool from hose. Remove bottom plate, belt guard and turbine as described in Figs. 3-23, 3-24 and 3-29.

Remove any blockage from turbine channel (B).

Replace belt turbine, brushroll, belt guard and bottom plate.

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## Service

To obtain approved Hoover® service and genuine Hoover® parts, locate the nearest Authorized Hoover® Warranty Service Dealer (Depot) by:

- Checking the Yellow Pages under “Vacuum Cleaners” or “Household”.
- Visit our website at [hoover.com](http://hoover.com) (U.S. Customers) or [hoover.ca](http://hoover.ca) (Canadian customers). Follow the service center link to find the service outlet nearest you.
- For an automated referral of authorized service outlet locations call 1-800-944-9200.

Do not send your vacuum to Hoover®, Inc., Company in Glenwillow for service. This will only result in delay.

If you need further assistance:

To speak with a customer service representative call 1-800-944-9200; Mon-Fri 8am-7pm EST. Always identify your vacuum by the complete model number when requesting information or ordering parts. (The model number appears on the bottom of the vacuum.)

PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.