



PLATINUM
Collection

CYCLONIC BAGLESS UPRIGHT

OWNER'S MANUAL

OPERATING AND SERVICING INSTRUCTIONS

**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
before returning this product to the store.



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

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Be sure to register your product online at Hoover.com or call 1-800-944-9200 to register by phone.

WARNING: Product assembly may include small parts. Small parts can present a choking hazard.

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE.

WARNING: TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- Fully assemble before operating.
- Operate vacuum only at voltage specified on data label on the underside of cleaner foot.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close supervision is necessary when used near children. To avoid injury or damage, keep children away from product, and do not allow children to place fingers or other objects into any openings.
- Use only as described in this manual. Use only manufacturer's recommended attachments and products.
- 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 service center prior to continuing use.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not place product on cord. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- 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.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the cleaner from falling, always place cleaner at bottom of stairs on floor. Do not place cleaner on stairs or furniture, as it may result in injury or damage.
- 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.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dirt cup and/or filters in place.
- **WARNING:** This product contains chemicals known to the State of California to cause cancer, birth defects or reproductive harm. *WASH HANDS AFTER HANDLING.*

CAUTION - TO REDUCE THE RISK OF DAMAGE:

- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store in a dry place. Do not expose machine to freezing temperatures.
- Do not use sharp objects to clean out hose as they can cause damage.

WARNING:

- 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.

1. FEATURES

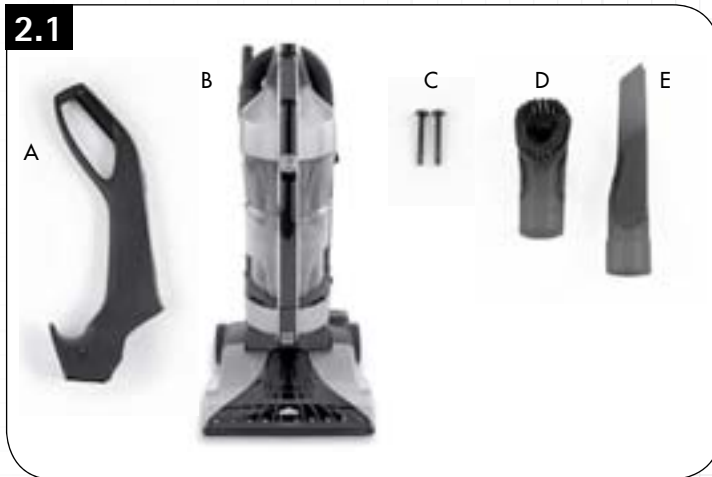
- 1 Handle Grip
- 2 Power Button
- 3 Floor Selector Button
- 4 Floor Selector Indicator Light
- 5 Dirt Cup Release Button
- 6 Stretch Hose
- 7 Wand Handle
- 8 Primary Filter Access Button
(Filter located above dirt cup)
- 9 Carrying Handle
- 10 Dusting/Upholstery Tool
- 11 Dirt Cup
- 12 Crevice Tool
- 13 Handle Release Pedal
- 14 Headlight
- 15 Embedded DirtFINDER™
(Available on select models only)
- 16 Furniture Guard
- 17 Access to filter made with HEPA media
(Filter located under dirt cup)



2. CARTON CONTENTS

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

- A Upper Handle
- B Cleaner Body
- C Bagged Screws (2)
- D Dusting/Upholstery Tool
- E Crevice Tool



3. VACUUM CONTROLS

1 Power Button

Push to turn cleaner on and off.

2 Floor Selector

Push the floor selector button to raise and lower the nozzle to clean bare floors and various carpet pile heights.

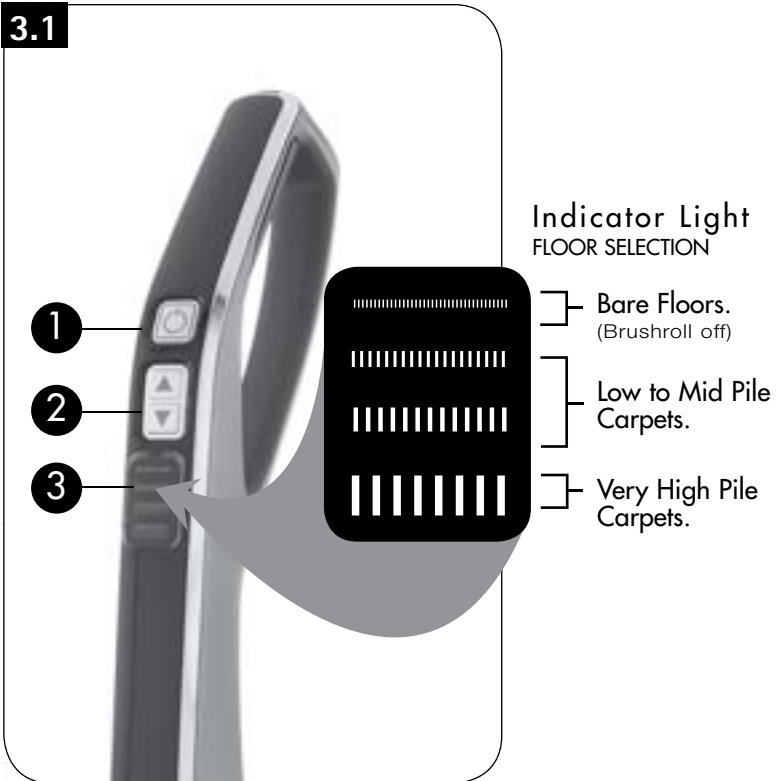
For maximum cleaning performance, the following carpet height settings are recommended:

- Low setting: for all types of carpet.
- Higher settings: for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.

Note: If the cleaner is difficult to push, change floor selector push button to the next highest setting.

3 Floor Selector Indicator Light

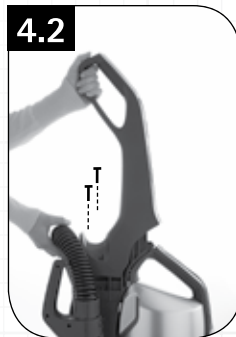
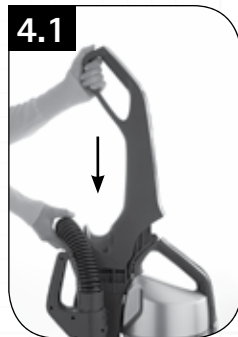
Indicates the carpet height selected by the Floor Selector Button.



4. HOW TO ASSEMBLE

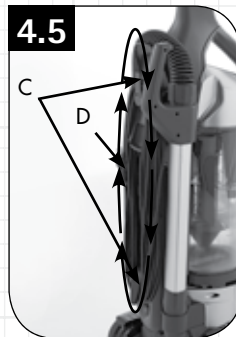
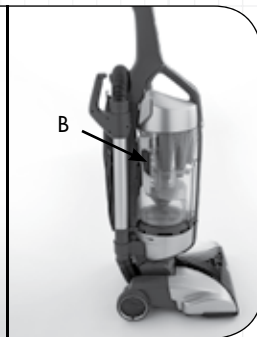
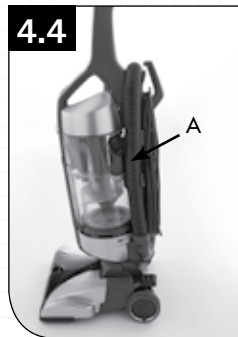
Attach Handle

- 4.1 Slide upper handle down into cleaner body.
- 4.2 Insert the (2) screws provided into the handle where indicated in the figure.
- 4.3 Tighten with screwdriver.



Tool Storage

- 4.4 A. Dusting/Upholstery Tool storage.
B. Crevice Tool storage.



Cord Storage

- 4.5 Wrap the cord in a clockwise direction around the two cord hooks (C). Attach the plug end to the cord (D).

5. HOW TO OPERATE

Carry Handle



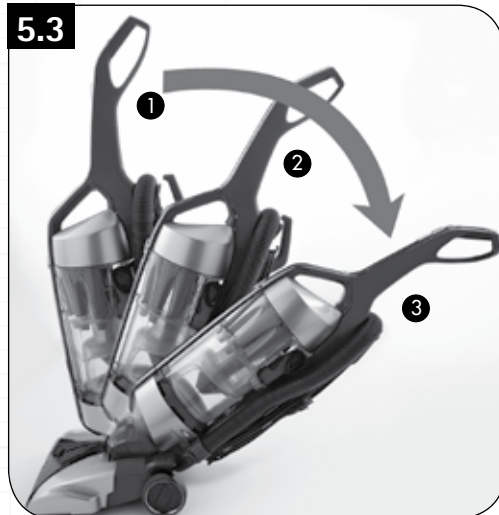
The cleaner can be moved by using the carry handle.

Handle Release Pedal



Step on handle release pedal to lower handle.

Handle Positions



The handle of your cleaner has three positions;

1. Storage
2. Floor Transitions
3. Low Reach

Step on handle release pedal to lower handle to each position.

5. HOW TO OPERATE

Select Proper Tools



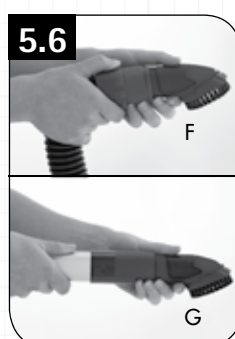
Dusting/Upholstery Tool may be used on table tops, books, lighting fixtures, and blinds.

Remove brush to clean upholstered furniture, draperies, mattresses, and carpeted stairs.



Crevice Tool may be used in tight spaces, corners and along edges.

Attach Tools



Disconnect cleaner from electrical outlet.

Attach tool to the hose (F) or to wand (G) by pushing it firmly into the hose or wand end.

5. HOW TO OPERATE

Stair Cleaning

Use the wand and the Dusting/Upholstery Tool for stair cleaning. Clean from bottom to top.

CAUTION: Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the cleaner from falling, always place cleaner at bottom of stairs or on floor. Do not place cleaner on stairs or furniture, as it may result in injury or damage.



Embedded DirtFINDER™

(Available on select models only)

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



6. GENERAL MAINTENANCE

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

Any other servicing should be done by an authorized service representative.

⚠ NOTICE ⚠

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. Empty dirt cup.
3. Inspect the hose, nozzle and dirt cup openings, primary filter, filter made with HEPA media and umbrella tube for any obstructions. Clear obstructions if present.
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 needs servicing (see "Service" section).

DIRT CUP

When to Empty

6.1 Empty the dirt cup before the dirt reaches the fill line (A). Place the cleaner in the upright position before removing the dirt cup.

How to Empty

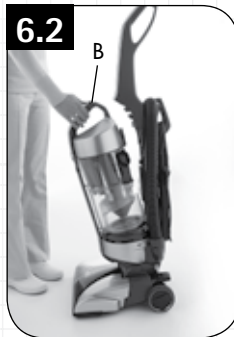
CAUTION - To reduce the risk of personal injury - Unplug before cleaning or servicing. Do not use cleaner without dirt cup or filters in place.

- 6.2 Press dirt cup release button (B) and pivot cup out away from vacuum.
- 6.3 Holding dirt cup over trash receptacle, press dirt cup door release button (C) to open dirt cup door (D) and empty dirt cup. Close door.
- 6.4 Place bottom of dirt cup into cleaner body first. Pivot cup into cleaner body until dirt cup locks into place.

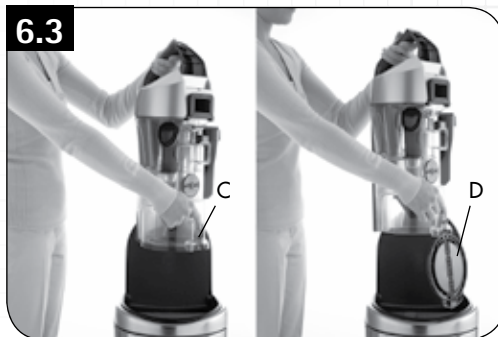
6.1



6.2



6.3



6.4



CAUTION: Very fine materials, such as face powder or cornstarch, may clog the filter and cause a reduction in performance. When using the cleaner for this type of dust, empty the cup and clean the filters often.

6. GENERAL MAINTENANCE

CLEANING FILTERS

Primary Filter

When to Clean

The clean filter reminder is located on the back of the dirt cup. Rotate the outer ring counter clockwise to represent the current month in the filter cleaned window. The cleaned filter window will then indicate your next required cleaning.

How to Clean

CAUTION - To reduce the risk of personal injury - Unplug before cleaning or servicing. Do not use cleaner without dirt cup or filters in place.

Remove dirt cup as described in Fig. 6.2.

6.7 Pull on dirt cup latch to open lid.

6.8 Pull tab located on bottom of filter and remove from dirt cup. If filter tab is missing or is not accessible, remove filter by hand.

6.9 Hold filter under running water for two minutes to remove dirt and debris. Squeeze filter twice while underwater. Squeeze a final time to remove excess water. **NOTE:** Allow filter to dry completely before replacing. May take up to 24 hours.

Replace filter, tab side out.

Replace dirt cup as described in Fig 6.4.

What to Buy

When purchasing a new Primary filter, ask for HOOVER part No. **43615096**.



6. GENERAL MAINTENANCE

CLEANING FILTERS

Umbrella Tube

When to Clean

Check Umbrella tube on a monthly basis and clean when it is wrapped with debris.

How to Clean

CAUTION - To reduce the risk of personal injury - Unplug before cleaning or servicing. Do not use cleaner without dirt cup or filters in place.

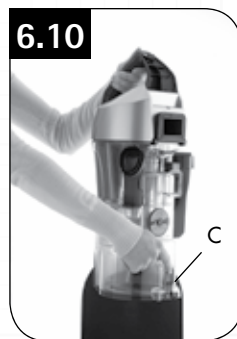
Remove dirt cup as described in Fig. 6.2.

6.10 Press red dirt cup door release button (C) to open dirt cup door.

6.11 Twist Umbrella tube left and remove from bottom of the dirt cup.

6.12 Hold filter over trash receptacle and remove dirt and debris.

Replace Umbrella tube in bottom of dirt cup and twist right.



6. GENERAL MAINTENANCE

Filter made with HEPA media When to Clean

The filter made with HEPA media is intended to be a lifetime filter. Inspect the filter every 2 months at the same time primary filter is cleaned. Over time, it is normal for the filter to turn gray. If filter appears visibly dirty follow cleaning instructions.

How to Empty

CAUTION - To reduce the risk of personal injury - Unplug before cleaning or servicing. Do not use cleaner without dirt cup or filters in place.

Remove dirt cup as described in Fig.5.2.

6.13 Turn knob on top of lid to unlatch.

6.14 Remove lid.

6.15 Remove the filter made with HEPA media.

Hold filter over a trash receptacle and tap out dirt and debris. **DO NOT RINSE OR WASH the filter made with HEPA media cartridge.**

Replace filter and lid. Turn knob on top of lid to the locked position.

Replace dirt cup as described in Fig 5.4.



What to Buy

When purchasing a new filter made with HEPA media cartridge, ask for HOOVER part No. **38765035**.

6. GENERAL MAINTENANCE

THE BRUSHROLL

When to Replace

WARNING - Risk of personal injury - brushroll may suddenly restart - unplug before cleaning or servicing. When brushroll brushes are worn, it should be replaced.

To check condition of brushes, move the edge of a card across bottom plate while manually turning brushroll (Fig. 6.16). To maintain cleaning effectiveness, replace brushroll if brushes do not touch card.



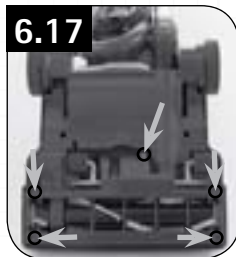
6.16

How to Remove Brushroll

Turn the cleaner on and select the Bare Floor setting. Once the cleaner has changed settings turn the cleaner OFF.

CAUTION - To reduce the risk of injury from moving parts - Unplug before servicing. Not to be used for grooming a pet.

6.17 Turn cleaner over and remove 5 screws as indicated by arrows.



6.17

6.18 Remove bottom plate.



6.18

6.19 Remove brushroll.



6.19

How to Replace Brushroll

6.20 Align new brushroll and belt.



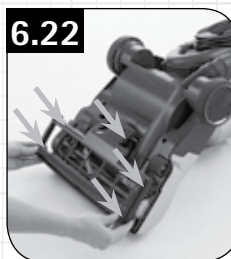
6.20

6.21 Replace brushroll.



6.21

6.22 Replace bottom plate and screws.



6.22

What to Buy

To assure cleaning effectiveness, use only **Hoover® Brushroll part #48414156**.

It is important that you use only genuine HOOVER® parts to assure your cleaner operates at peak performance. To order bags please visit www.hoover.com. HOOVER® products can be identified by the trademark-



7. TROUBLESHOOTING

WARNING: TO REDUCE RISK OF PERSONAL INJURY - UNPLUG CLEANER BEFORE SERVICING CLEANER.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run.	Cord not firmly plugged in.	Plug cord in firmly.
	No voltage in wall plug.	Replace fuse or reset circuit.
Agitator brushroll brushes aren't turning.	Brushroll is turned off.	Select a suitable carpet mode setting.
	Brushroll is obstructed.	Disconnect cleaner from electrical outlet. Turn cleaner over and remove any debris that have accumulated on the brushroll.
Cleaner won't pick up.	Incorrect carpet height setting.	Select another carpet height setting.
	Dirt cup full.	Empty dirt cup.
	Primary filter dirty.	Clean the primary filter (see page 13).
	Blockage in system.	Clear blockage.
Cleaner hard to push.	Incorrect carpet height setting.	Select a higher carpet height setting.
Cleaning tools won't pick up.	Dirt cup full.	Empty dirt cup.
	Primary filter dirty.	Clean the primary filter (see page 13).
	Blockage in system.	Clear blockage.
Powered pet hair cleaning tool agitator brushroll won't turn.	Too much pressure being applied to tool.	Continue using tool applying light pressure.
	Broken or worn belt.	Replace belt.
	Low cleaner suction.	Refer to item under "Cleaner won't pick up".
Power Button Flashing.	Brushroll is obstructed.	Turn cleaner off and disconnect from electrical outlet. Turn cleaner over and remove any debris that have accumulated on the brushroll.
	Thermal protector activated.	Turn cleaner off and disconnect from electrical outlet. Allow cleaner to cool for 30 minutes. Clean Filters (see pages 13-15) and check for obstruction in hose. If problem continues see service solution below.
	Needs service.	Take to service center. To find nearest location, visit our website at hoover.com or call 1-877-697-5866. Monday through Friday 8am - 5pm EST

**ANY OTHER SERVICING SHOULD BE DONE BY AN AUTHORIZED SERVICE REPRESENTATIVE.
Exclusive Hoover Platinum Collection® Member Services Line 1.877.MYPLTNM (1.877.697.5866)**

In the event that further assistance is required, see your Yellow Pages for an authorized HOOVER® Dealer or visit our website at www.hoover.com. Costs of any transportation to and from any place of repair are to be paid by the owner. The service parts used in this unit are easily replaced and readily available from an authorized HOOVER® Dealer or retailer. Always identify your cleaner by the model number and manufacturing code when requesting information or ordering replacement parts. (The model number appears on the bottom of the cleaner.)

8. SERVICE

Service Information

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 Service section of on-line at www.hoover.com OR -
- call 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only).

Do not send your cleaner to Hoover, Inc., in Glenwillow for service, this will only result in delay.

If further assistance is needed, contact the Exclusive Hoover Platinum Collection® Member Services Line 1.877.MYPLTNM (1.877.697.5866), Mon-Fri 8am-5pm EST.

Always identify your cleaner by the complete model number when requesting information or ordering parts. (The model number appears on the Data Plate on the bottom of the cleaner foot.)



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Collection

www.hoover.com

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