

Use & Care Guide
Manual de Uso y Cuidado
Manuel d'entretien et d'utilisation

Kenmore^{®/MD}

Intuition[®]

**Bagged Upright Vacuum
with Hair Eliminator[™] Brushroll**

**Aspiradora Con Bolsa Con Hair
Eliminator[™]**

**Aspirateur Vertical Muni De Sac d'un
Hair Eliminator[™]**

Model/Modelo/Modèle: BU4050

Rev.01

Vacuum Cleaner Help Line:

1-844-608-3080 (US) / 1-844-608-3081 (CA)

8:00am-5:00pm EST, M-F

www.kenmorefloorcare.com



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BEFORE USING YOUR NEW VACUUM CLEANER

Read this Use & Care Guide. It will help you assemble and operate your new Kenmore vacuum cleaner in the safest and most effective way.

For more information about vacuum cleaner care and operation, call the Vacuum Cleaner Help Line at 1-844-608-3080 (US) / 1-844-608-3081 (CA). You will need the complete model and serial numbers when requesting information.

Your vacuum cleaner's model and serial numbers are located on the Model and Serial Number Plate. Use the space below to record the model number and serial number of your new Kenmore vacuum cleaner.

Model No. _____

Serial No. _____

Date of Purchase _____

Keep this book and your sales check (receipt) in a safe place for future reference.

PACKING LIST

Your KENMORE INTUITION[®] BAGGED UPRIGHT VACUUM CLEANER is packaged with the following parts and components assembled separately in the carton:

- | | |
|--------------------------|------------------------------|
| 1 Upright Vacuum Cleaner | 1 Pet HandiMate [®] |
| 1 Handle | 1 Deluxe Dusting Brush |
| 1 Wand | 6 Dust Bags (one dust bag is |
| 1 Crevice Tool | pre-installed in the vacuum) |
| 1 Flexible Hose | 1 Use & Care Guide |
| 1 Upholstery Tool | |

IMPORTANT SAFETY INSTRUCTIONS

Read all instructions in this guide before assembling or using your vacuum cleaner.

WARNING!

Your safety is important to us. To reduce the risk of fire, electrical shock, injury to persons or damage when using your vacuum cleaner, follow basic safety precautions including the following:

- Use your vacuum cleaner only as described in this Use & Care Guide. Use only with manufacturer's recommended attachments.
- Disconnect electrical supply before servicing or cleaning out the brushroll area. Failure to do so could result in the brushroll unexpectedly starting, causing personal injury from moving parts.
- Do not leave vacuum cleaner when plugged in. Unplug from outlet when not in use and before performing maintenance.
- To reduce the risk of electrical shock - Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Do not use with a damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped in water, immediately discontinue use and call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run vacuum cleaner 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 vacuum cleaner with wet hands.
- Do not put any objects 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.
- Do not put on chairs, tables, etc. Keep on floor.
- Do not use vacuum cleaner to pick up flammable or combustible liquids (gasoline, cleaning fluid, perfumes, etc.), or use in areas where they may be present. The fumes from these substances can create a fire hazard or explosion.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use vacuum cleaner without dust cup and/or filters in place.
- Always replace the dust bag after vacuuming carpet cleaners or freshener, powders, and fine dust. These products clog the filters, reduce airflow and can cause damage to the vacuum cleaner. Failure to replace the dust bag could cause permanent damage to the vacuum cleaner.
- Do not use the vacuum cleaner to pick up sharp hard objects, small toys, pins, paper clips, etc. They may damage the vacuum cleaner or dust bag.
- You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your vacuum cleaner is intended for Household use. Read this Use & Care Guide carefully for important use and safety information. This guide contains safety statements under warning and caution symbols.

VACUUM CLEANER WARRANTY

LIMITED WARRANTY

FOR ONE YEAR from the date of sale this product is warranted against defects in material or workmanship.

WITH PROOF OF SALE a defective product will be replaced free of charge.

The Kenmore brand is used under license. Direct all claims for warranty service to:
1-844-608-3080 (US) / 1-844-608-3081 (CA).

This warranty does not cover filters or belts, which are expendable parts that can wear out from normal use within the warranty period.

This warranty is void if this product is ever used for other than private household purposes.

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

Cleva North America, Inc., Greenville SC 29607

PARTS AND FEATURES

It is important to know your vacuum cleaner's parts and features to assure its proper and safe use. Review these before using your vacuum cleaner.

REPLACEMENT PARTS

Item	Part No.(US)	Part No.(CA)
Foam Filter	561060125	561060125
HEPA Media Exhaust Filter	561055118	561055118
Upholstery Tool	561055176	561055176
Crevice Tool	561065101	561065101
Dust Bag (6-pack)	1B600	63296
Wand	561082107	561082107
Flexible Hose (with handle)	561082106	561082106
Deluxe Dusting Brush	561060177	561060177
Pet HandiMate [®]	561014106	561014106
Filter Kit (HEPA Exhaust + Foam Filter)	561060184	561060184

To order a replacement part, call 1-844-608-3080 (US) / 1-844-608-3081 (CA).

PARTS AND FEATURES



Deluxe
Dusting
Brush



Upholstery Tool



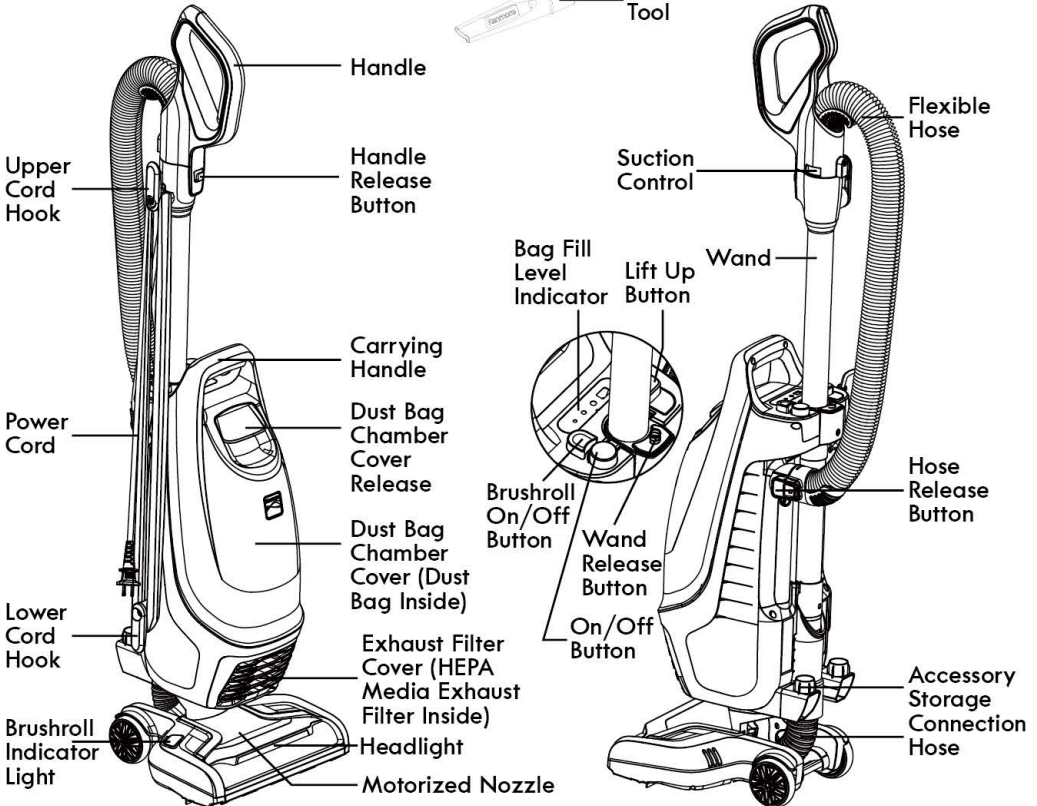
Dust Bag
(x 5)



Pet HandiMate®



Crevice
Tool



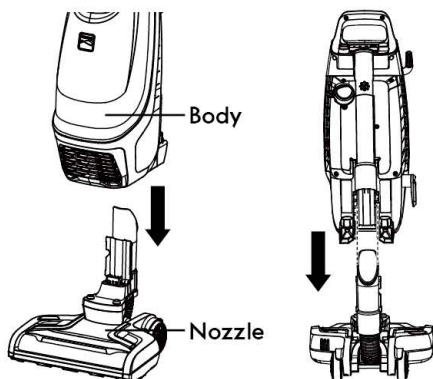


Please pay special attention to these hazard alert boxes, and follow any instructions given. **WARNING** statements alert you to such hazards as fire, electric shock, burns and personal injury. **CAUTION** statements alert you to such hazards as personal injury and/or property damage.

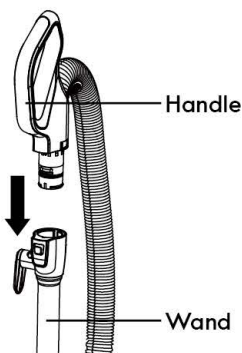
ASSEMBLY INSTRUCTIONS

Before assembling the vacuum cleaner, check the PACKING LIST (page 2). Use this list to verify that you have received all the components of your new Kenmore Intuition® Bagged Upright Vacuum Cleaner.

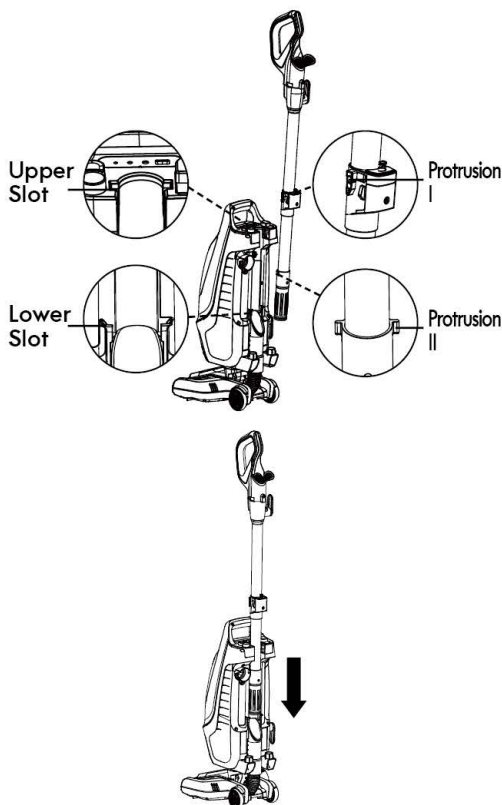
1. To place the body onto the nozzle, carry the body over the nozzle and align the nozzle neck with the guides in the body and slowly drop into place until a 'click' is heard.



2. Insert the handle into wand until you hear a 'click'.



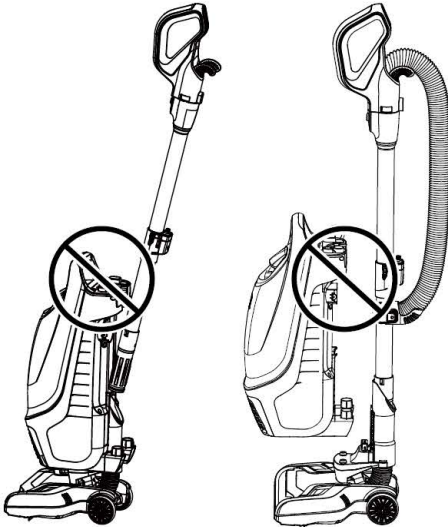
3. Locate the wand parallel with the body; make sure the protrusion is under upper slot as shown. Then push the wand to fit the body and then insert downward into the nozzle neck. Make sure the protrusion I is locked into upper slot and protrusion II into lower slot. A 'click' can be heard once you finish the wand assembly.



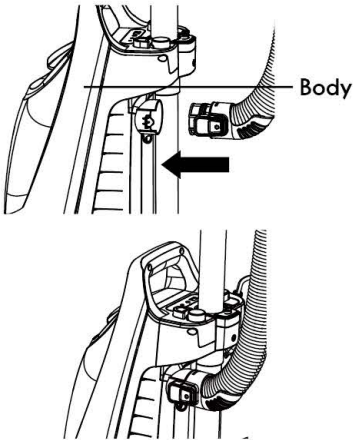
ASSEMBLY INSTRUCTIONS

NOTE: DO NOT tilt the wand to insert it into the nozzle neck.

DO NOT insert the wand before placing the body onto the nozzle.

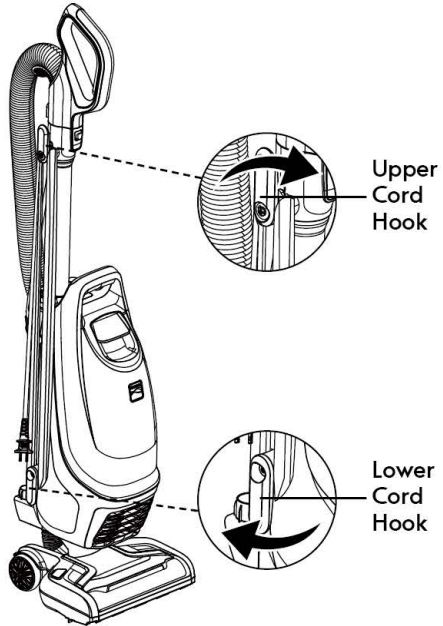


4. Insert the hose into body until you hear a 'click'.

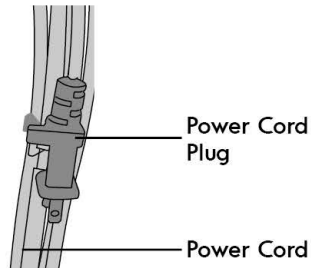


5. Make sure the upper and lower cord hooks are in the proper position as shown. Wrap the power cord loosely around the upper and lower cord hooks.

NOTE: Make sure to wrap the power cord around the upper cord hook first, and then around the lower cord hook to avoid damaging the power cord.



6. Lock power cord plug onto the power cord.



WARNING

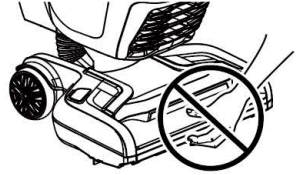
Electrical Shock and Personal Injury Hazard.

Wrapping the cord too tightly with excessive stress on the cord may cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

OPERATING INSTRUCTIONS

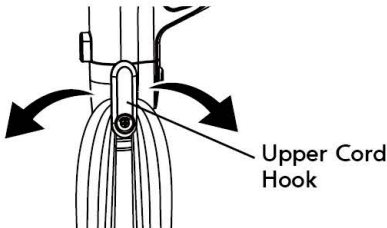
CAUTION

Moving parts! To reduce the risk of personal injury, DO NOT touch the brushroll when vacuum is on. Contacting the brushroll while it is rotating can cut, bruise or cause other injuries. Always turn off after operation. Use caution when operating near children or pets.



POWER CORD – RELEASE & USE

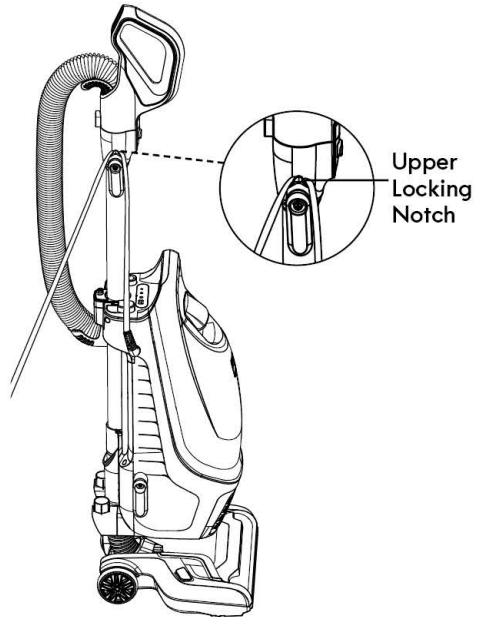
1. Turn the upper cord hook to either side and down to release the power cord.



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.

2. Detach the power cord plug from the power cord.
3. Be sure the power cord is locked into the upper locking notch as shown. This will help manage the power cord when operating the vacuum cleaner.



4. Plug the power cord plug into an outlet located near the floor.

POWER CORD - RELEASE & USE



WARNING

Personal Injury and Product Damage Hazard

- When any abnormality/failure occurs, stop using the product immediately and disconnect the power plug.
- DO NOT use outlets above counters. Damage from cord to items in surrounding area could occur.

5. Press the On/Off button to turn the vacuum cleaner on.
6. Once you have completed vacuuming, press the On/Off button; unplug the power cord plug from the outlet.

7. To restore power cord after use, turn upper cord hook to the upright position. Then wrap cord loosely around cord hooks.



WARNING

Electrical Shock and Personal Injury Hazard

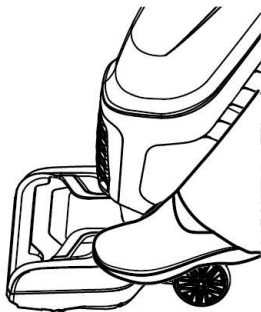
Wrapping the cord too tightly puts stress on the cord and can cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

OPERATION MODES

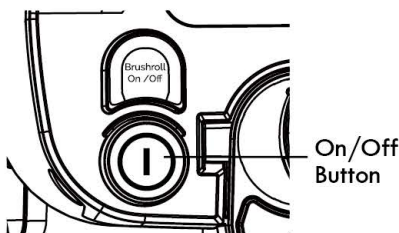
UPRIGHT MODE

NOTE: Make sure the vacuum cleaner is completely assembled. Do not operate vacuum cleaner without dust bag in place.

1. Release the handle by placing foot on the nozzle and pull back to change handle position.



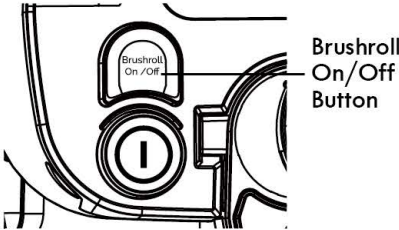
2. Turn on the vacuum cleaner by pressing the On/Off button for cleaning bare floor.



NOTE: Your vacuum cleaner has two cleaning modes: one dedicated for bare floor and one for carpets. The vacuum turns on in carpet cleaning mode, which means the brushroll is spinning. To switch to bare floor mode, simply press the Brushroll On/Off button to turn the brushroll off. We do not recommend vacuuming with the brushroll on when cleaning bare floors as this may damage your floor.

OPERATION MODES

- Press the Brushroll On/Off button for cleaning carpets.
- Once the vacuum is on, operate the vacuum cleaner by tilting the wand back towards you and the nozzle is flush with floor surface.



Brushroll
On/Off
Button

NOTE: The brushroll rotates when the vacuum cleaner is in this position.

NOTE: Brushroll does not rotate in either mode when handle is in fully upright position.



CAUTION

Do not allow the vacuum cleaner to remain in one spot for any length of time when the brushroll is turning. Damage to carpet may occur.

- Once you have completed vacuuming, press the On/Off button again and unplug the power cord from the power outlet.

NOTE: If the brushroll is turned on, first press the Brushroll On/Off button to stop the brushroll, and then press the On/Off button to turn off the vacuum.

BAG FILL LEVEL INDICATOR

As the dust bag fills with dirt and debris, an indicator near the wand can be used to estimate the level of bag fill. Once all LEDs are illuminated red, the bag should be replaced. See page 19-20 for the dust bag replacement instructions.

Bag Fill Level Indicator	Bag Fill Level
One LED light (furthest left), green continuous	Lights progressively illuminate to show the bag is filling. Replace the bag when all LED lights begin to illuminate red continuously.
Two LED lights, orange continuous	
Three LED lights, orange continuous	
Four LED lights, red continuous	



CAUTION

Make sure the dust bag is replaced when all LED lights begin to illuminate red continuously. If not, the LED lights will flash red. If the red flashing remains after replacing the dust bag, check and clean the air path as it is blocked.

Bag Fill Level

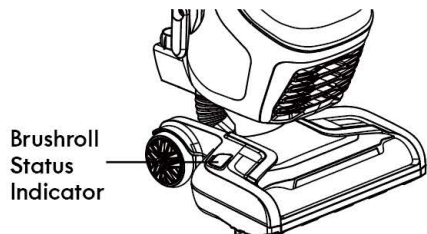
Empty ● ● ● ●

Replace
bag

Full

BRUSHROLL STATUS INDICATOR

Brushroll Status Indicator	Status
Green LED Lights	The brushroll is spinning and working as it should.
Red LED Lights	There is a jam in the brushroll area. Turn off and unplug the vacuum, and remove any blockages in the nozzle.
No LED Lights	The brushroll is off.

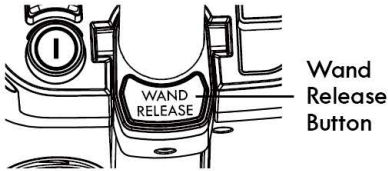


Brushroll
Status
Indicator

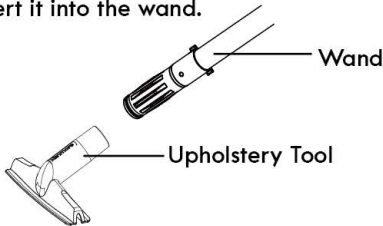
OPERATION MODES

ABOVE FLOOR MODE

1. Place the vacuum cleaner in the upright locked position.
2. Press the wand release button and lift up the wand for above floor cleaning.

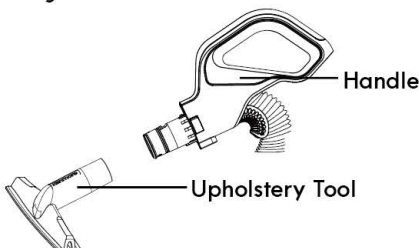


3. Choose the desired attachments and insert it into the wand.



4. Turn on the vacuum cleaner by pressing the On/Off Button.
5. Once you have completed vacuuming, press the On/Off button again and unplug the power cord from the power outlet.

NOTE: The attachments also can insert directly into the handle for above floor cleaning.



CAUTION

When using attachments, be careful not to over extend the stretch hose when reaching. Trying to reach beyond the hose stretch capability could cause the vacuum cleaner to tip over.

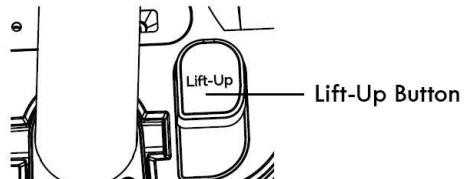


CAUTION

DO NOT pull the vacuum cleaner around the room by the hose. Property damage or personal injury could result.

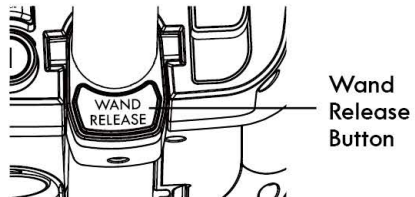
LIFT UP MODE

1. Place the vacuum cleaner in the upright locked position.
2. Press lift-up button and lift up the body for portable carry.



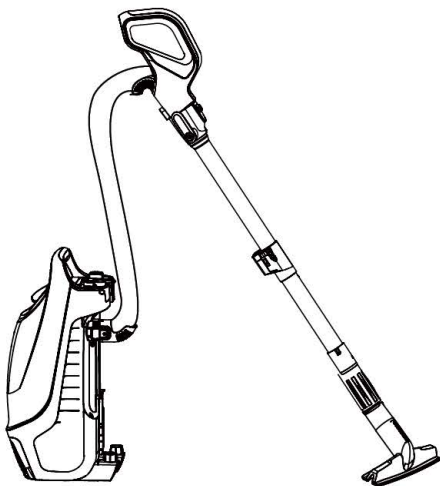
3. Press the wand release button and lift up the wand for cleaning stairs or other hard to reach places.

NOTE: Make sure the power cord is released from the cord hooks before lifting up the wand.



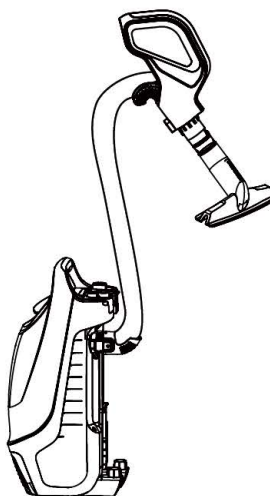
OPERATION MODES

4. Choose the desired attachments and insert it into the wand.



5. Turn on the vacuum cleaner by pressing the On/Off Button.
6. Once you have completed vacuuming, press the On/Off button again and unplug the power cord from the power outlet.

NOTE: The attachments also can insert directly into the handle.



CAUTION

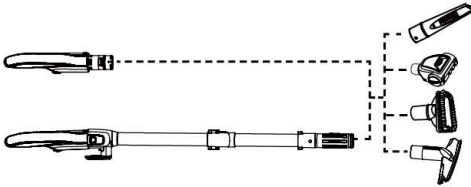
When using attachments, be careful not to over extend the stretch hose when reaching. Trying to reach beyond the hose stretch capability could cause the vacuum cleaner to tip over.

CAUTION

DO NOT pull the vacuum cleaner around the room by the hose. Property damage or personal injury could result.

ATTACHMENTS

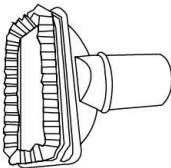
All included accessory tools can be inserted into either the handle or the wand.



DELUXE DUSTING BRUSH

Slide the collar of the brush into the open end of the hose or wand.

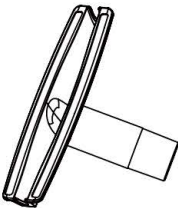
Use deluxe dusting brush for cleaning loose surfaces such as drapes, furniture or walls. See ATTACHMENT USE TABLE (page 16).



UPHOLSTERY TOOL

The upholstery tool can be attached to the end of the handle and the wand. Slide the collar of the tool into the open end of the handle or wand.

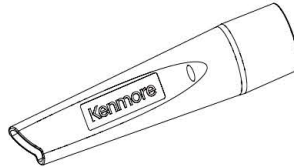
Use the upholstery tool for cleaning upholstery and fabric surfaces such as sofas and drapes. See ATTACHMENT USE TABLE (page 16).



CREVICE TOOL

Slide the collar of the crevice tool into the open end of the hose or wand.

Use crevice tool for cleaning in tight spaces such as furniture, between cushions, and stairs. See ATTACHMENT USE TABLE (page 16).

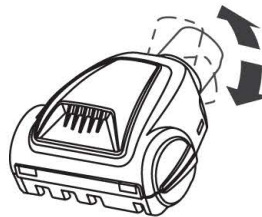


PET HANDIMATE®

The Pet HandiMate® can be attached to the end of the handle and the wand.

Pet HandiMate® pivots for more convenient cleaning.





Use Pet HandiMate® for cleaning fabric surfaces such as furniture and carpet. See ATTACHMENT USE TABLE (page 16).



CAUTION

Use attachments when the vacuum cleaner is upright.

ATTACHMENT USE TABLE

CLEANING AREA							✓ = Applicable
ATTACHMENT		Furniture*	Between Cushions*	Drapes*	Stairs		Baseboards
					Carpet	Bare	
DELUXE DUSTING BRUSH		✓		✓			
UPHOLSTERY TOOL		✓		✓			
CREVICE TOOL		✓	✓		✓	✓	✓
PET HANDIMATE®		✓			✓		

*Always clean attachments before using on fabrics.

PERFORMANCE/SAFETY FEATURES

THERMAL PROTECTOR

This vacuum cleaner has a thermal protector which automatically trips to protect the vacuum cleaner suction motor. If a clog prevents the normal flow of air to the motor, the thermal protector turns the motor off automatically. This allows the motor to cool in order to prevent possible damage to the vacuum cleaner.

To reset thermal protector: Turn the vacuum cleaner off and unplug the power cord from the outlet to allow the vacuum cleaner to cool and the thermal protectors to reset.



CAUTION

Always return the vacuum cleaner to the upright position before using the hose and attachments. Failure to do so may result in overheating of the brushroll motor and can cause the thermal protectors to trip.

Check for and remove clogs, and replace dust bag if necessary. Also check and clean any clogged filters. Wait approximately 50 minutes before restarting vacuum cleaner.

BY-PASS VALVE

This vacuum cleaner has a By-Pass Valve which prevents motor overheating and damage. The valve opens to provide cooling air when a clog prevents normal air flow to the vacuum cleaner suction motor. You will notice a change of sound as air rushes through the valve opening.

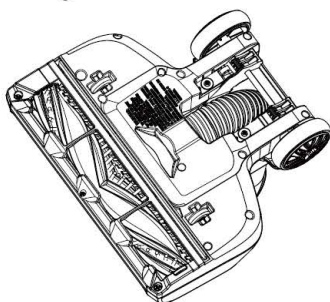
To correct the problem: remove any clogs, check and replace filters if needed, check and install new dust bag if needed.

NOTE: The By-Pass Valve may open when using attachments or when cleaning new carpet due to reduced airflow or air path is blocked, caused by the attachments themselves or by new carpet lint filling the dust bag quickly.

PERFORMANCE/SAFETY FEATURES

HAIR ELIMINATOR™ BRUSHROLL

For best performance, the motorized nozzle is equipped with a hair eliminator™ brushroll, which prevents build up of hair, string and other debris on the brushroll. To remove any hair wrapped around the brushroll, simply continue vacuuming allowing the brushroll to automatically remove the hair wrap and send it to the dust bag.

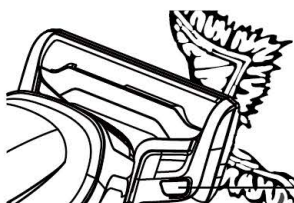


CAUTION

Moving parts! To reduce the risk of personal injury, **DO NOT** touch the brushroll when vacuum is on. Contacting the brushroll while it is rotating can cut, bruise or cause other injuries.

BRUSHROLL RESET

The brushroll has built-in protection against motor damage should the brushroll jam. If the brushroll slows down or stops, the brushroll overload protector shuts off the brushroll motor and the brushroll status indicator emits red light. The vacuum cleaner suction motor will continue to run.



Brushroll Status Indicator

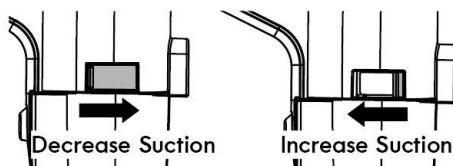
To solve the problem: Turn off and unplug vacuum cleaner, remove obstruction, then turn on the vacuum cleaner.

NOTE: Once the brushroll motor shuts down, clear jam from brushroll and then restart the vacuum cleaner. If the problem persists, contact the vacuum cleaner help line for assistance.

SUCTION CONTROL

To assist with push/pull force of the vacuum on surfaces like thick carpet, the suction control valve can be opened to help reduce suction. Note that for best cleaning results, the suction control valve must be fully closed.

- Slide to right to open the suction control and decrease suction. Opening control decreases suction for draperies and lightweight rugs.
- Slide to left to close the suction control and increase suction. Closing control increases suction for upholstery and carpets.



VACUUM MAINTENANCE AND CARE

Always follow all safety precautions when performing maintenance to the vacuum cleaner.



WARNING

Electrical Shock and Personal Injury Hazard

Disconnect electrical supply before servicing or cleaning the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.



WARNING

The motorized nozzle is equipped with sharp comb teeth inside. **DO NOT** touch comb teeth when servicing or cleaning the vacuum, or it may cause personal injury.

CLEANING EXTERIOR AND ATTACHMENTS

1. Turn off and unplug vacuum cleaner. **DO NOT** drip water on vacuum cleaner.
2. To clean exterior, or to reduce static electricity and dust build-up, wipe outer surface with a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water, then wrung dry. Wipe dry after cleaning.

NOTE: Wash attachments in warm soapy water, rinse and air dry. Do not clean in dishwasher.



CAUTION

Do not use attachments if they are wet. Attachments used in dirty areas, such as under a refrigerator, should not be used on other surfaces until they are washed. They could leave marks.

VACUUM CLEANER STORAGE



WARNING

Electrical Shock and Personal Injury Hazard

Wrapping the cord too tightly puts stress on the cord and can cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

1. Place the flexible hose and attachments in storage position if necessary (see page 8 & 9).
2. Gather the cord and wrap it loosely around the upper and lower cord hooks. Lock plug retainer onto the power cord. See page 9.
3. Store the vacuum cleaner in a dry, indoor area, on the floor with the handle locked in the upright position.

DUST BAG REPLACEMENT

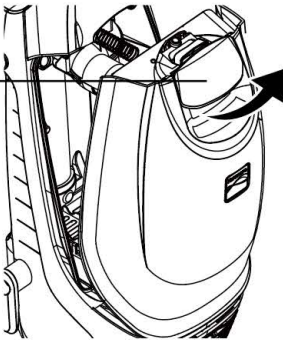


WARNING

Always unplug power cord from electrical outlet before performing any service on vacuum cleaner.

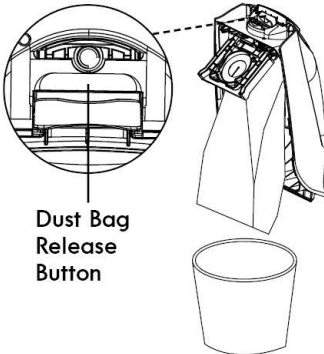
1. Pull bag chamber cover release handle out and up, hold the cover using the handle.

Dust Bag Chamber Cover Release

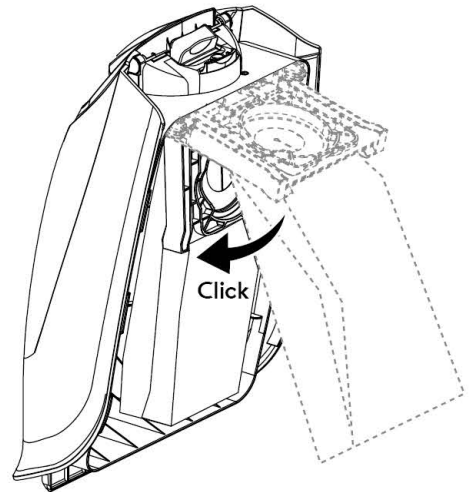
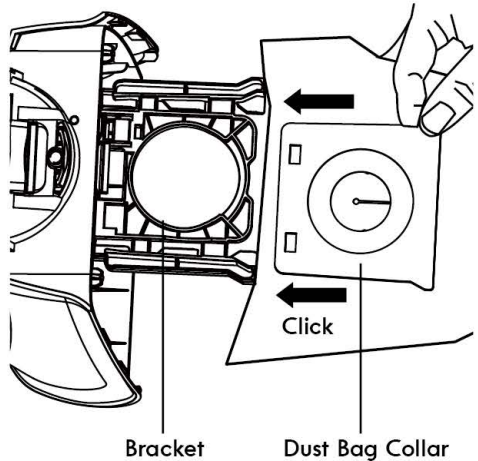


NOTE: Do not press the dust bag release button when release bag chamber cover, or the dust bag will drop down automatically.

2. Tilt the bag chamber as shown. Press Dust Bag Release button and the dust bag drops down automatically.



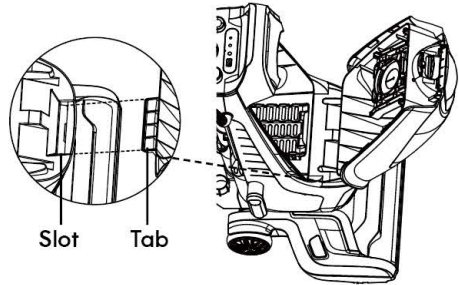
3. To install a new dust bag, insert the dust bag collar into bracket until you hear a 'click', and then rotate bracket down until another 'click' can be heard. Tuck the bag into the dust bag chamber. Be sure all sides of the dust bag are flat within the bag chamber.



DUST BAG REPLACEMENT

- Place the tab on the dust bag chamber cover in the slot on the vacuum cleaner. Push the dust bag chamber cover into place until a 'click' is heard.

NOTE: Make sure the dust bag is locked into place before pushing the dust bag chamber cover. The dust bag chamber cover can't be assembled successfully if dust bag is missing or not installed into place.



FOAM FILTER CLEANING



WARNING

Electrical Shock Hazard

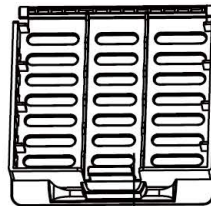
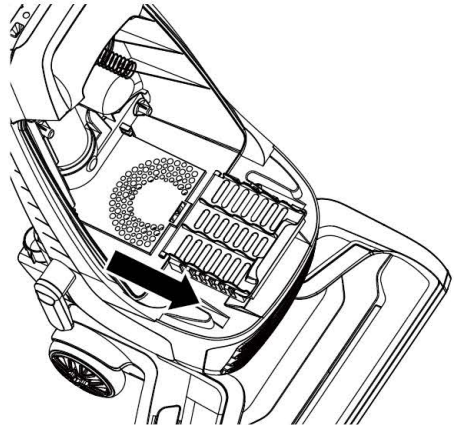
Unplug power cord from electrical outlet. Do not operate the vacuum cleaner without the foam filter. Be sure the filter is dry and properly installed to prevent motor failure and/or electrical shock.

Clean the foam filter with cold water as needed.

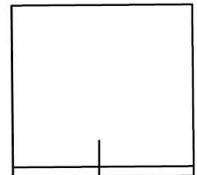
NOTE: When the cleaning of filters no longer restores vacuum cleaner suction to full power, or the filters are worn or broken, replace the filters. To purchase filters, call 1-844-608-3080 (US) / 1-844-608-3081 (CA).

Regularly clean and replace the filters to keep the vacuum's suction power optimal.

- Remove the dust bag as outlined in the DUST BAG REPLACEMENT section (page 19-20).
- Remove the foam filter cover and the foam filter.



Foam Filter Cover



Foam Filter

FOAM FILTER CLEANING

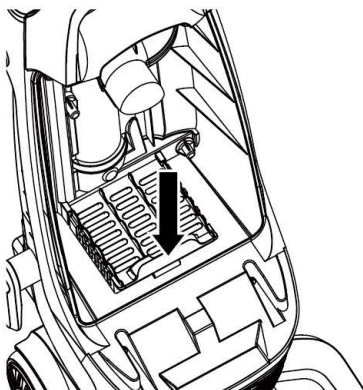
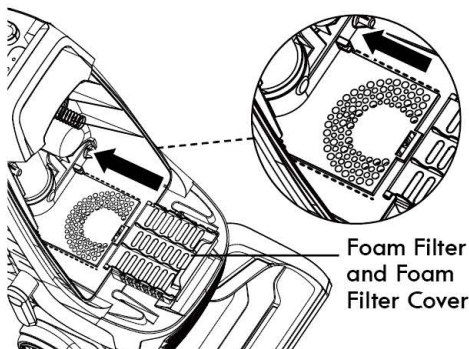
3. Wash the filter in warm soapy water, rinse and dry thoroughly by squeezing the excess water out of the filter and allowing to air dry for 24 hours.

NOTE: DO NOT operate without foam filter installed.

DO NOT wash in the dishwasher.

DO NOT install foam filter if damp.

4. Reinstall the foam filter into the foam filter cover and slide it to the slots until it is in place. Press the cover to lock it into place until a 'click' can be heard.



NOTE: Replace the foam filter if it is worn or broken.

5. Reinstall the dust bag as outlined in the DUST BAG REPLACEMENT section (page 19-20).

HEPA MEDIA EXHAUST FILTER CLEANING

It is recommended to clean the HEPA media exhaust filter with cold water every year.

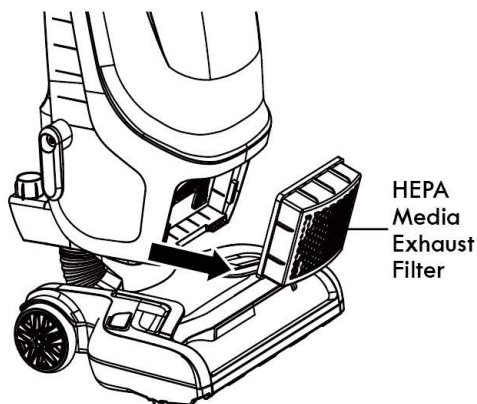
NOTE: When the cleaning of the filter no longer restores vacuum cleaner suction to full power, or the filter is worn or broken, replace the exhaust filter. To purchase the exhaust filter, call 1-844-608-3080 (US) / 1-844-608-3081 (CA).

1. Remove exhaust filter cover by pulling the tab outward at the bottom of the cover.



HEPA MEDIA EXHAUST FILTER CLEANING

2. Remove the HEPA media exhaust filter from vacuum cleaner.



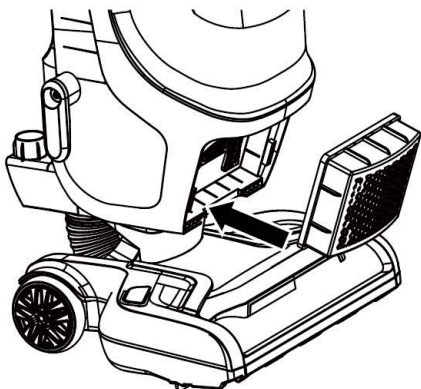
3. Wash with cold water only, DO NOT use detergent or soap. Allow to air dry. Allow parts to dry 24 hours before putting back into vacuum cleaner.

NOTE: DO NOT operate without post-motor filter installed.

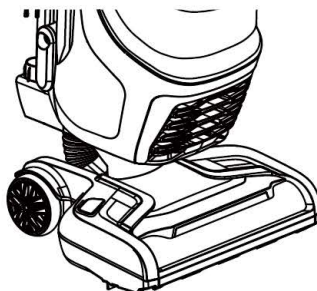
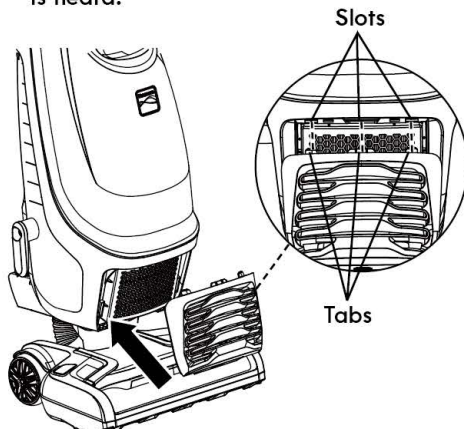
DO NOT wash in the dishwasher.

DO NOT install the filter if damp.

4. Reinstall the HEPA media exhaust filter into the vacuum cleaner.



5. Insert the exhaust filter cover tabs into the upper slots and lock the exhaust filter cover into place by pressing the release tab under the cover until a click is heard.



NOTE: Make sure the exhaust filter cover is properly installed.

PET HANDIMATE® CLEANING



WARNING

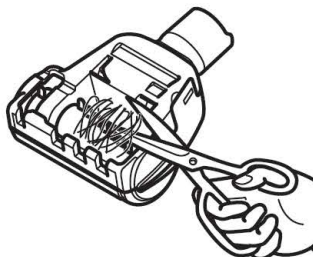
Always unplug the power cord from an electrical outlet before performing maintenance to the vacuum cleaner.

Cut off any carpet pile and lint entangled around brushroll with a pair of scissors.



CAUTION

To reduce the risk of injury from moving parts, remove Pet HandiMate® from vacuum hose or wand before servicing.



REMOVING CLOGS



WARNING

Disconnect electrical supply before removing clogs. Failure to do so could result in electrical shock or personal injury.

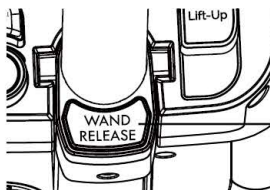
CHECKING FLEXIBLE HOSE FOR CLOGS

If there is noticeable abnormal noise when using the vacuum or the suction power suddenly drops, it is necessary to check the air path for clogs.

Frequently check air path to make sure it is free of obstructions.

NOTE: The four LED lights of bag fill level indicator flash red when the air path is blocked.

1. Release the wand from the body and make sure that attachments are removed from the wand.



Wand
Release
Button

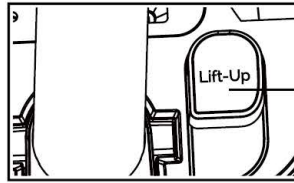
2. Check and remove any clogs in the flexible hose and wand.
3. Reinstall the wand to the vacuum cleaner. See ASSEMBLY (page 8-9).

REMOVING CLOGS

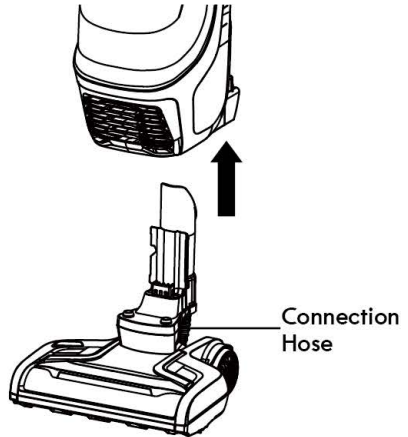
CHECKING CONNECTION HOSE FOR CLOGS

To separate the body from the nozzle, press the Lift-Up button and lift up the body.

1. Check and remove any clogs in the connection hose.
2. Reattach the nozzle onto the vacuum body.



Lift-Up
Button



Connection
Hose

TROUBLESHOOTING

Review this table to find do-it-yourself solutions for minor performance problems. Any service needed, other than maintenance described in this Use & Care Guide, should be performed by a qualified service agent.



WARNING

Disconnect electrical supply before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vacuum cleaner won't run.	Unplugged at wall outlet.	Plug in firmly, press the On/Off button.
	The On/Off button is not pressed to start the vacuum cleaner.	Press the On/Off button to start the vacuum cleaner.
	Defective wall outlet.	Check with a good appliance or lamp. Have outlet properly serviced.
	The vacuum body is overheated.	Unplug the power cord and let the vacuum cool down for 50 minutes.
	The motor is damaged.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
Poor job of dirt pick-up.	The hose and attachments are not installed correctly.	Check the hose and attachments for correct installation and ensure they are snapped firmly in place.
	Dust bag is not installed correctly.	Check dust bag for correct installation and ensure it is snapped firmly in place.
	Full or clogged dust bag.	Change the dust bag (page 19-20).
	There is a clog in the air path.	Check and remove all clogs. Follow instructions on page 23-24.
	Suction control is in open position.	Adjust the suction control to increase suction. Follow instructions on page 17.
	The foam filter or HEPA media exhaust filter needs to be cleaned or replaced.	Clean or replace the foam filter or HEPA media exhaust filter. Follow the foam filter cleaning or HEPA media exhaust filter cleaning instructions on page 20-21 or 21-22.
	The hose is worn.	Replace the hose assembly. To purchase parts, call 1-844-608-3080 (US) / 1-844-608-3081 (CA).
	The brushroll is worn.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
Dust escapes from vacuum.	Dust bag or dust bag chamber cover is not installed correctly.	Check the dust bag or dust bag chamber cover for correct installation and ensure they are snapped firmly in place. Follow instructions on page 19-20.

TROUBLESHOOTING

Dust escapes from vacuum.	HEPA media exhaust filter is installed incorrectly.	Check exhaust filter for correct installation. Follow instructions on page 21-22.
	The dust bag is worn or broken.	Check and replace the dust bag.
	Foam filter or HEPA media exhaust filter is worn or broken.	Check and replace the foam filter or the HEPA media exhaust filter.
Brushroll does not turn.	Handle is in fully upright position.	Move handle from the fully upright position.
	Brushroll On/Off button is not pressed to start the brushroll.	Press the Brushroll On/Off button to start the brushroll.
	Brushroll is jammed.	Remove obstruction.
	Brushroll is not installed correctly.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
	The belt is not routed correctly.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
	The belt is worn or broken.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
	Fault in PCB section of the motorized nozzle.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
	Overheat protector of the motorized nozzle is activated.	Wait the motorized nozzle to cool down, and then restart.
Sound changes.	Exhaust filter cover is installed incorrectly.	Position exhaust filter cover correctly and snap firmly into place. Follow instructions on page 22.
	Air path is blocked.	Check for and remove any clogs and clean the air path. Follow instructions on page 23.
	Attachments use restricts air flow.	Check attachments for fuzz, lint, pet hair or other debris.
Vacuum turns off on its own.	The power cord plug is loose from the outlet when using the vacuum.	Reinsert the power cord plug fully into the outlet. Avoid pulling or dragging the power cord when using the vacuum.
	Thermal protector is activated.	Turn the vacuum cleaner off and unplug it. Check the air path and dust bag. Allow the vacuum cleaner to cool for a minimum of 50 minutes. Plug in vacuum and turn it on.
	The motor is damaged.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
Brushroll status indicator light emits red.	There is a jam in the brushroll area.	Turn off and unplug the vacuum. Remove any blockages in the brushroll.
	The brushroll is worn or broken.	Call 1-844-608-3080 (US) / 1-844-608-3081 (CA) for assistance.
Dust bag chamber cover can't be installed.	Dust bag is missing or not installed into place.	Position dust bag correctly and snap firmly into place. Follow instructions on page 19-20.