

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

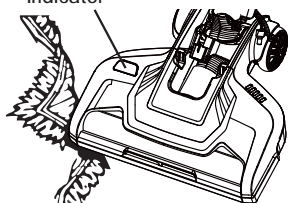
Always return the vacuum cleaner to the upright position before using the hose and attachments. Failure to do so may result in overheating of the brushroll motor and can cause the thermal protectors to trip.

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

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



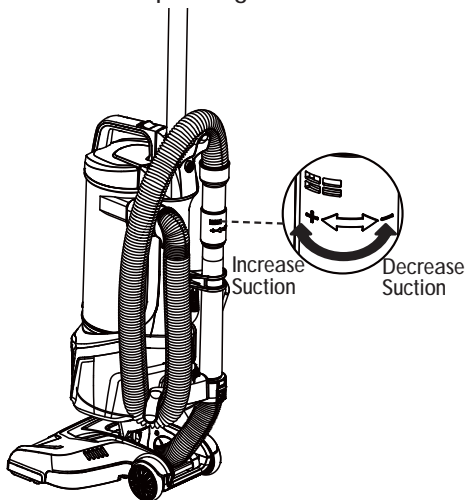
To correct problem: Turn off and unplug the vacuum cleaner, remove obstruction, then turn on the vacuum cleaner.

NOTE: Once the brushroll motor shuts down, clear jam from the brushroll before resetting.

If the problem persists, contact the vacuum cleaner help line for assistance.

SUCTION CONTROL

The suction control allows you to change the vacuum cleaner suction for different fabric and carpet weight.



- Rotate to "+" to increase suction on bare floors.
- Rotate to "-" to reduce suction and increase maneuverability on 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.

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. Replace flexible hose and attachments in storage position if necessary (see page 7 & 8).
2. Gather the cord and wrap it loosely around the upper and lower cord hooks. Lock plug retainer onto the power cord.
3. Store the vacuum cleaner in a dry, indoor area, on the floor with the handle locked in the upright position.

EMPTYING DUST CUP

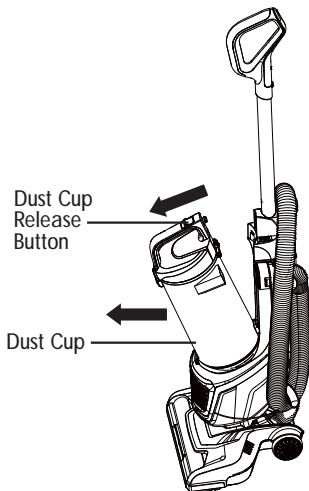


WARNING

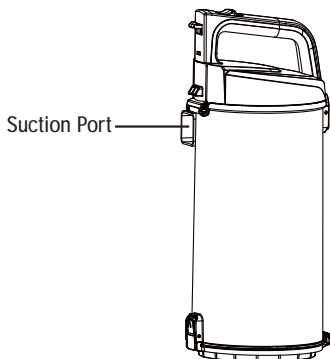
Always unplug power cord from electrical outlet before performing any service on vacuum cleaner.

NOTE: For best performance, empty dust cup after every use. Never operate vacuum cleaner without dust cup and filters in place.

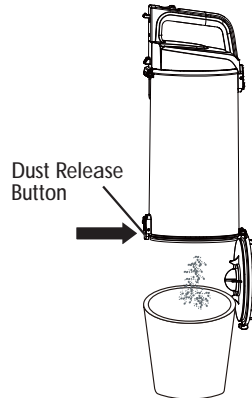
1. Slide the dust cup release button to remove the dust cup from the main body.



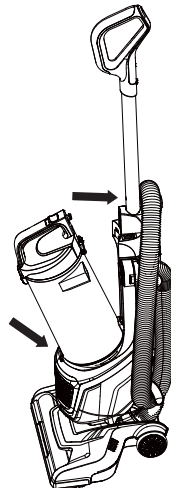
2. Remove any clogs that might be located in the suction port.



3. Position dust cup area of vacuum over a waste receptacle. Press down on the dust release button to open dust cup lid and allow contents to drop into waste receptacle.



4. Shake the dust cup to release any debris that might hang in the pre-filter.
5. Reinstall and insert the dust cup into the slots on the bottom of the main body, then press the dust cup into locked slot and click into place.



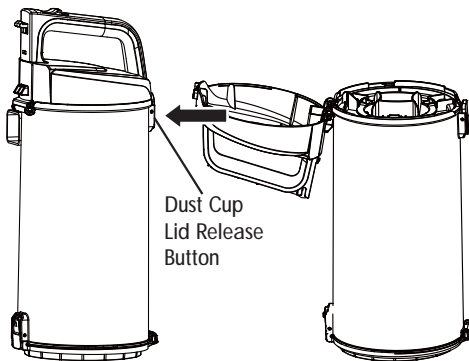
PRE-FILTER CLEANING

The pre-filter is located inside the dust cup. Clean the pre-filter as needed to optimize suction power. If suction remains weak after tapping the pre-filter clean, it will be necessary to wash it to clean off accumulated dust or hair. It is also recommended to wash the pre-filter every three months. See wash instructions in the NOTE to step 4.

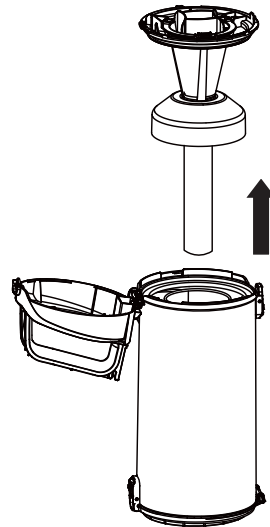
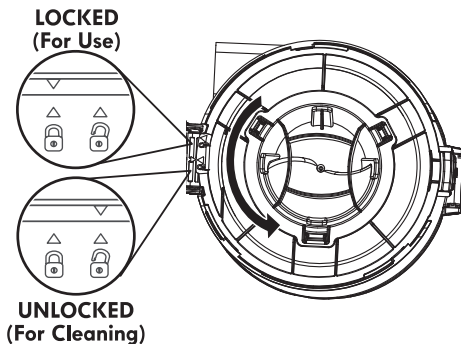
1. Remove the dust cup as outlined in the EMPTYING DUST CUP (page 16).

NOTE: Make sure dust cup is free of debris before opening.

2. Press the dust cup lid release button, and open the lid.



3. Grasp pre-filter and rotate counterclockwise as shown to remove.



4. Clean pre-filter by gently tapping over a trash container. Tap on several sides to ensure best cleaning.

NOTE: If necessary, rinse with cold water only, DO NOT use detergent or soap. Allow parts to dry 24 hours before putting back into vacuum cleaner.

DO NOT wash in the dishwasher.

DO NOT install damp.

5. Place the pre-filter back into the dust cup. Grasp pre-filter and rotate clockwise to lock into place.
6. Reinstall the dust cup into the main body. See installation instructions in the EMPTYING DUST CUP (page 16).

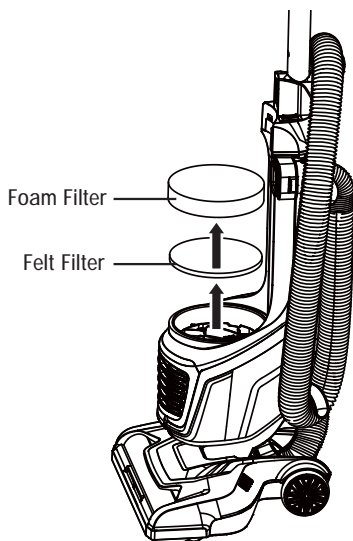
FOAM AND FELT FILTERS CLEANING

It is recommended to clean the foam and felt filters with cold water every three months.

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 1-844-202-9924.

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

1. Remove the dust cup as outlined in the EMPTYING DUST CUP (page 16).
2. Remove the foam and felt filters



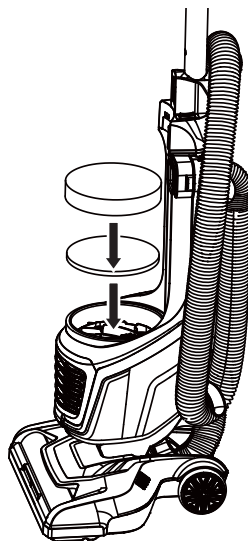
3. Wash with cold water only, DO NOT use detergent or soap. Squeeze by hand and allow to air dry. Allow all filters to dry 24 hours before putting back into vacuum cleaner.

NOTE: DO NOT operate without foam and felt filters installed.

DO NOT wash in the dishwasher.

DO NOT install foam and felt filters if damp.

4. Replace foam and felt filters into the vacuum cleaner.



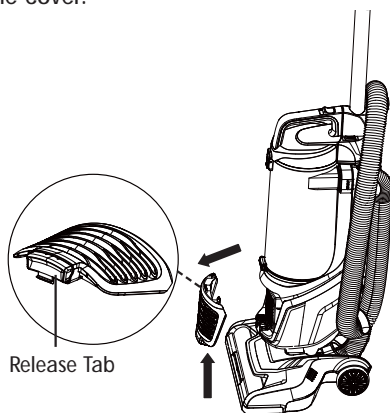
5. Reinstall the dust cup. See EMPTYING DUST CUP (page 16).

HEPA MEDIA EXHAUST FILTER CLEANING

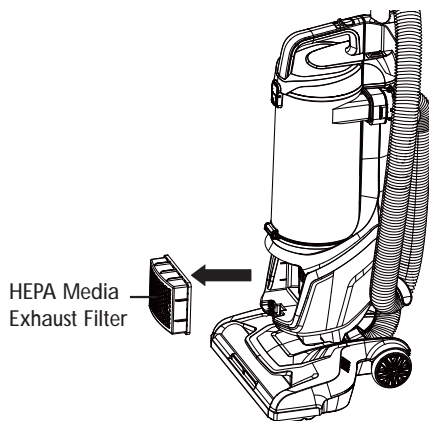
It is recommended to clean the HEPA media exhaust filter with cold water every year.

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 1-844-202-9924.

1. Remove the exhaust filter cover by pressing the release tab at the bottom of the cover.



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



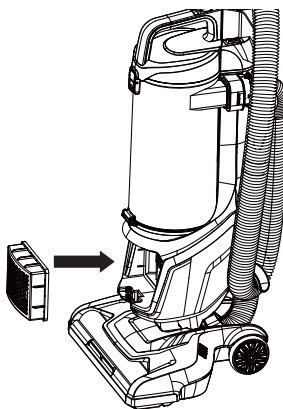
3. Wash with cold water only, DO NOT use detergent or soap. Allow to air dry. Allow parts to dry 24 hours before putting back into vacuum cleaner.

NOTE: DO NOT operate without exhaust filter installed.

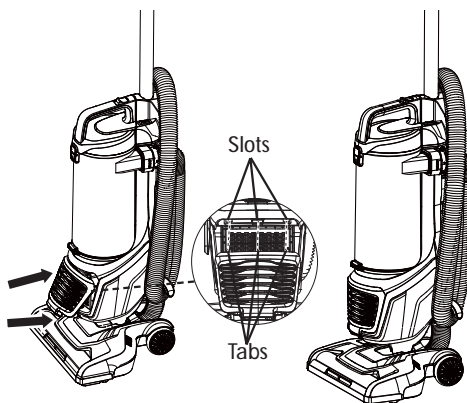
DO NOT wash in the dishwasher.

DO NOT install the filter if damp.

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



5. Insert the exhaust filter cover tabs into the upper slots and lock the filter cover into place by pressing the lower part of the cover until a click is heard.



BELT CHANGING



WARNING

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

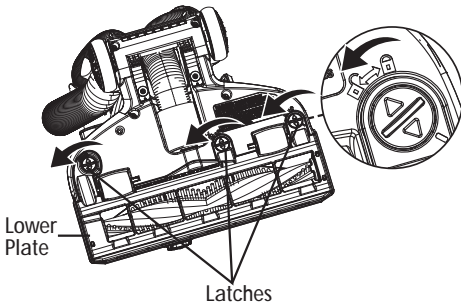
Replace belt whenever a burning rubber smell caused by excessive slippage occurs.

1. Lay the vacuum cleaner on floor with the bottom up and motorized nozzle flat.
2. Use a coin to release the lower plate by rotating the three lower plate latches counterclockwise to the UNLOCK position. Lift off the lower plate.

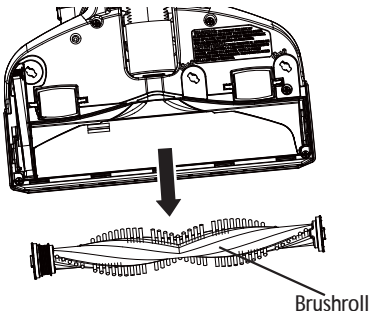


CAUTION

Motor shaft may be hot.



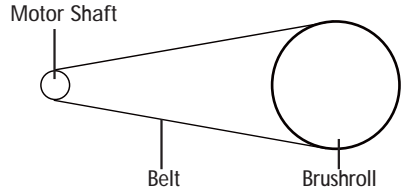
3. Remove the brushroll by carefully lifting it out.



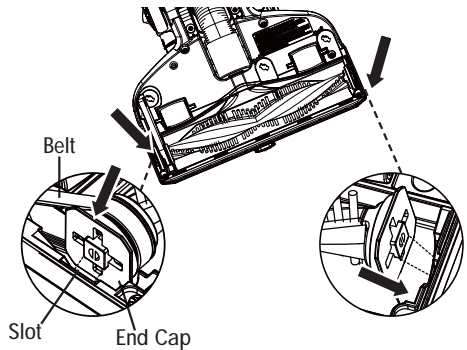
4. Remove the worn or broken belt.

5. Use scissors to remove any entangled hair around the brushroll. Clean any debris from the motorized nozzle.

6. Loop new belt around the motor shaft and brushroll.

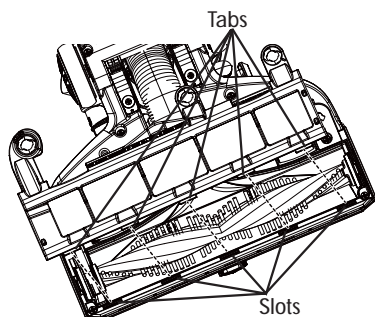


7. Reinstall the brushroll back into nozzle by placing end caps into slots. First align the end cap of non-belt side of the brushroll with the slot and insert it into place. Then press down the end cap of the belt side firmly into the slot until a click is heard. Check the brushroll to ensure it rotates smoothly.

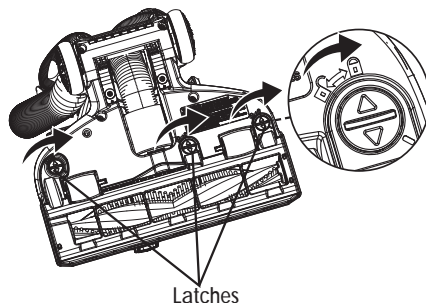


BELT CHANGING

8. Reinstall the lower plate by aligning tabs on front edge of lower plate with slots in the nozzle, inserting the tabs into place, and then rotating the lower plate to installed position.



9. Press the lower plate onto nozzle until a click is heard and secure by rotating the lower plate latches clockwise to the LOCK position.



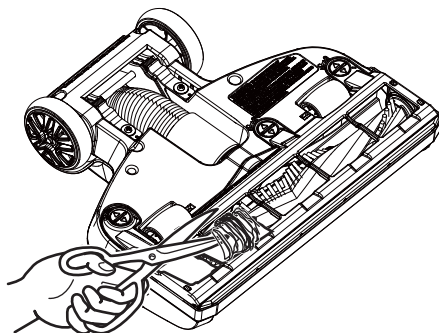
BRUSHROLL CLEANING



WARNING

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

To maintain efficient cleaning, the brushroll must be kept free of carpet fiber, string, or hair build-up. After every 7 to 10 uses or when the brushroll is jammed, unplug and turn vacuum cleaner over and check brushroll for fiber and hair build-up. Use scissors to remove any build-up entangled around the brushroll.



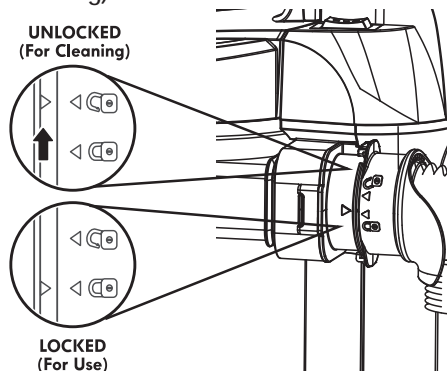
REMOVING CLOGS

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 flexible hose for clogs.

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

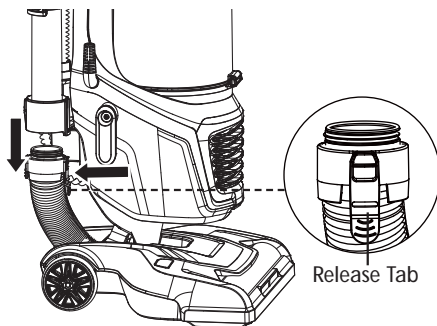
1. Remove attachments from the wand end of flexible hose.
2. Remove the flexible hose end from the main body by rotating the hose until marks align as shown in UNLOCKED (for cleaning).



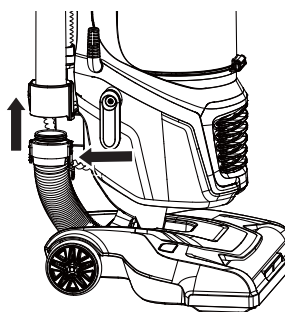
3. Remove hose end, check and remove any clogs in the flexible hose.
4. Reinstall the flexible hose to the vacuum cleaner. See ASSEMBLY INSTRUCTIONS (page 7 & 8).

CHECKING CONNECTION HOSE FOR CLOGS

1. Press the release tab on hose cuff, and pull the connection hose away from the main body.



2. Check and remove any clogs in the hose.
3. Press the release tab, and reinsert the connection hose to the vacuum cleaner until a click is heard.



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 will not run. | Unplugged at wall outlet. | Plug in firmly, press the On/Off switch to "I" or "II" position. |
| | The On/Off switch is not pressed to start the vacuum cleaner. | Press the On/Off switch to "I" or "II" position. |
| | The vacuum body is overheated. | Unplug the power cord and let the vacuum cool down for 50 minutes. |
| | The motor is damaged. | Call 1-877-531-7321 for assistance. |
| | Defective wall outlet. | Check with a good appliance or lamp. Be sure the power cord plug is fully plugged into a good wall outlet. |
| Poor job of dirt pick-up. | Full or clogged dust cup. | Empty the dust cup (page 16). |
| | Filters need cleaning. | Follow filter cleaning instructions on page 17-19. |
| | The brushroll or belt is worn or broken. | Replace the brushroll or belt. To purchase parts, call 1-844-202-9924. |
| | The flexible hose is worn. | Replace the hose. To purchase parts, call 1-844-202-9924. |
| | The connection hose is worn. | Call 1-877-531-7321 for assistance. |
| | The foam and felt filters are dirty or worn. | Clean the foam and felt filters. Replace if they are worn or broken. Follow instructions on page 18. |
| | There is a clog in the flexible hose or connection hose of the vacuum cleaner. | Check and remove all clogs. Follow instructions on page 22. |
| | Dust cup is not installed well. | Check dust cup for correct installation and ensure it is snapped firmly in place. |
| | The hose or attachments are not installed well. | Check the hose and attachments for correct installation and ensure they are snapped firmly in place. |

TROUBLESHOOTING

| | | |
|--|--|---|
| | Suction control is in open position. | Adjust the suction control to increase suction. Follow instructions on page 14. |
| Dust escapes from the vacuum. | HEPA media exhaust filter is damaged and needs to be replaced. | Replace the exhaust filter. To purchase parts, call 1-844-202-9924. |
| | Dust cup is installed incorrectly. | Position dust cup correctly and snap firmly in place. |
| | HEPA media exhaust filter is installed incorrectly. | Check exhaust filter for correct installation. Follow instructions on page 19. |
| Brushroll does not turn. | Brushroll is jammed. | Remove obstruction. Follow instructions on page 20. |
| | Brushroll is not installed well. | Remove brushroll and reinstall following instructions on page 20. |
| | The belt is worn or broken. | Replace the belt. To purchase parts, call 1-844-202-9924. |
| | The belt is not routed correctly. | Check the belt routing on page 20. |
| | Fault in the brushroll motor or PCB section of the motorized nozzle. | Call 1-877-531-7321 for assistance. |
| Airflow restricted with attachments in use; sound changes. | Attachments use restricts air flow. | Check attachments for fuzz, lint, pet hair or other debris. |
| | New carpet fuzz clogged air path. | Check for and remove any clogs and clean the hose. |
| | HEPA media exhaust filter is installed incorrectly. | Check exhaust filter and the exhaust filter cover for correct installation. Ensure the filter cover is snapped firmly in place. |
| Vacuum turns off on its own. | Thermal protector is activated. | Turn the vacuum cleaner off and unplug it. Allow the vacuum cleaner to cool for a minimum of 50 minutes. Plug in vacuum and turn it on. |
| | 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. |
| | The motor is damaged. | Call 1-877-531-7321 for assistance. |
| Brushroll status indicator light emits red. | There is a jam in the brushroll area. | Turn off and unplug the vacuum, and remove any blockages in the nozzle. See page 14. |
| | Fault in the brushroll motor or PCB section of the motorized nozzle. | Call 1-877-531-7321 for assistance. |

Kenmore®

Vacuum Cleaner Help Line

1-877-531-7321

8:00 am – 5:00 pm ET M-F

**Refer to the Troubleshooting section
of the Use & Care Guide.**

**For additional assistance,
call the Vacuum Cleaner Help Line.**

