

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

Kenmore®/MD

Lift-Up™

Bagless Upright Vacuum
with Hair Eliminator™ Brushroll

Aspiradora vertical sin bolsa con
Hair Eliminator™

Aspirateur vertical sans sac équipé
d'un Hair Eliminator™

Model/Modelo/Modèle: DU5092

Vacuum Cleaner Help Line:

1-877-531-7321 (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 1-877-531-7321 (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 BAGLESS UPRIGHT VACUUM CLEANER is packaged with the following parts and components assembled separately in the carton:

- 1 Upright Vacuum Cleaner
- 1 Handle
- 1 Wand
- 1 Motorized Nozzle
- 1 3-in-1 Combination Tool
- 1 Pet HandiMate®
- 1 Use & Care Guide

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 1-877-531-7321 (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 clean the dust cup 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 clean the dust cup 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 cup.
- You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

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:
1-877-531-7321 (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

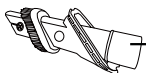
Item	Part No.(US)	Part No.(CA)
Foam Filter	561055105	561055105
Felt Filter	561055106	561055106
HEPA Media Exhaust Filter	561055118	561055118
Wand	571011101	571011101
Flexible Hose (with handle)	571011102	571011102
Pet HandiMate®	561014106	561014106
3-in-1 Combination Tool	561055134	561055134

To order a replacement part, call 1-877-531-7321 (US) / 1-844-608-3081 (CA).

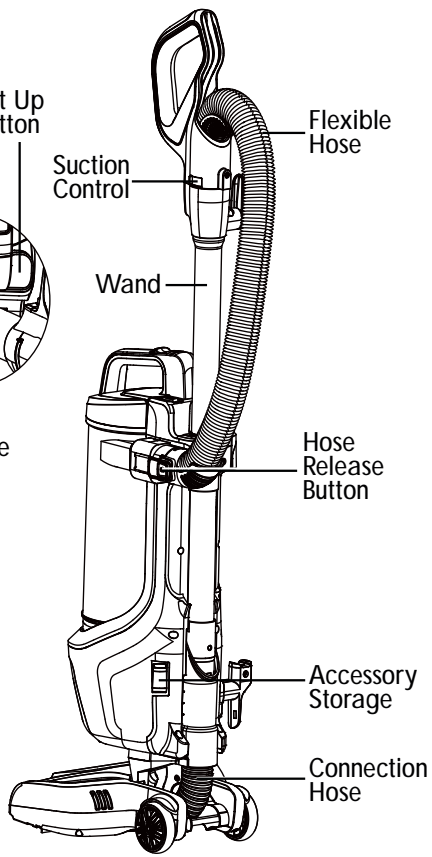
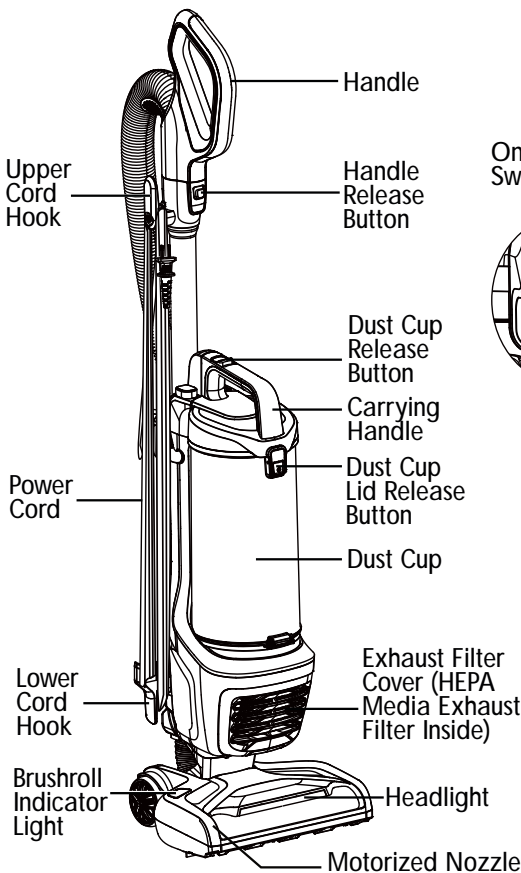
PARTS AND FEATURES



Pet HandiMate®



3-in-1 Combination Tool



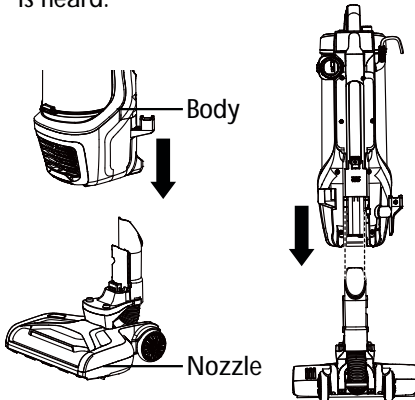


Please pay special attention to these hazard alert boxes, and follow any instructions given. **WARNING** statements alert you to such hazards as fire, electric shock, burns and personal injury. **CAUTION** statements alert you to such hazards as personal injury and/or property damage.

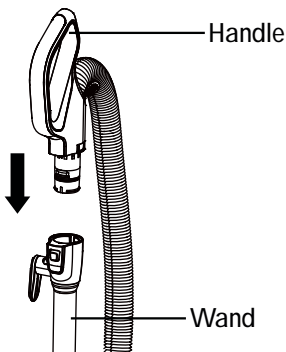
ASSEMBLY INSTRUCTIONS

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 Bagless Upright Vacuum Cleaner.

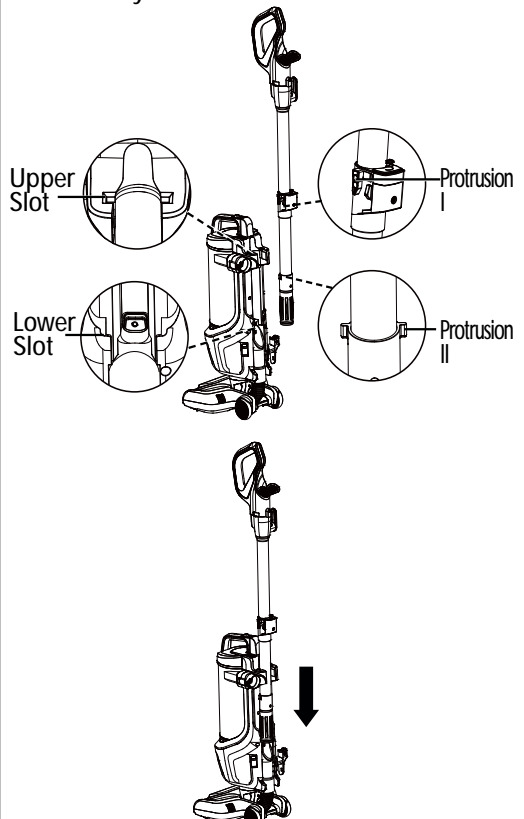
1. To place the body onto the nozzle, carry the body over the nozzle and align the nozzle neck with the guides in the body and slowly drop into place until a 'click' is heard.



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



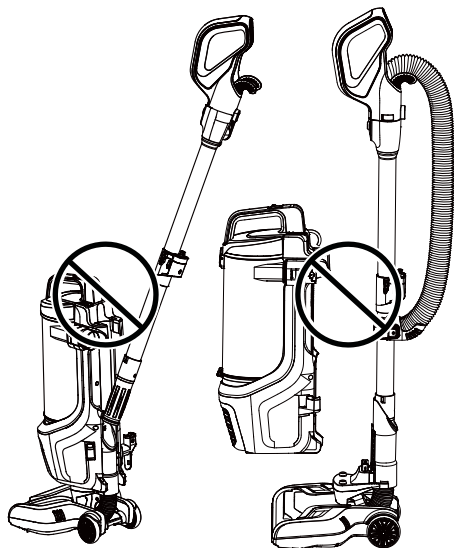
3. Locate the wand parallel with the body; make sure the protrusion is under upper slot as shown. Then push the wand to fit the body and then insert downward into the nozzle neck. Make sure the protrusion I is locked into upper slot and protrusion II into lower slot. A 'click' can be heard once you finish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



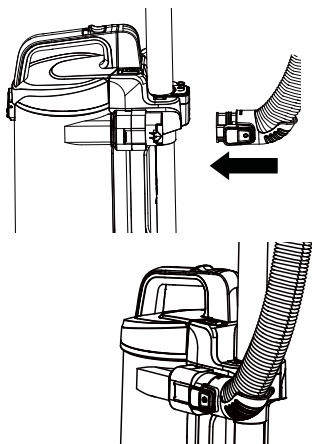
ASSEMBLY INSTRUCTIONS

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.

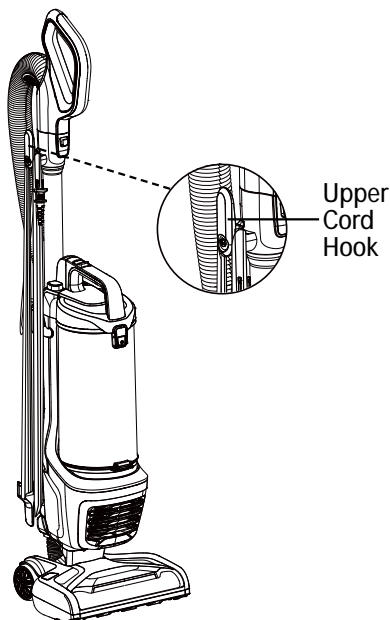


4. Insert the hose into body until you hear a 'click'.

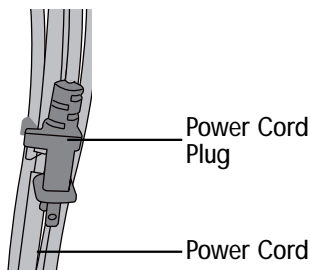


5. Make sure the upper cord hook is in the proper position as shown. Wrap the power cord loosely around the upper and lower cord hooks.

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

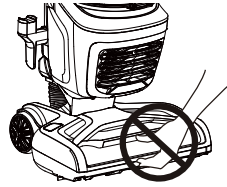
Electrical Shock and Personal Injury Hazard

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

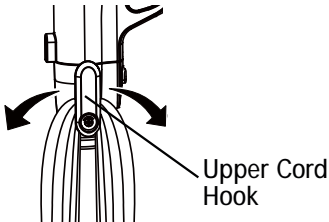
CAUTION

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

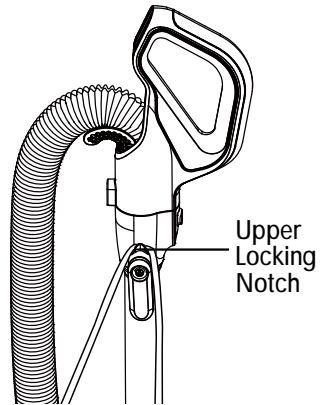
1. Turn the upper cord hook to either side and down to release the power cord.



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.

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

POWER CORD - RELEASE & USE

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

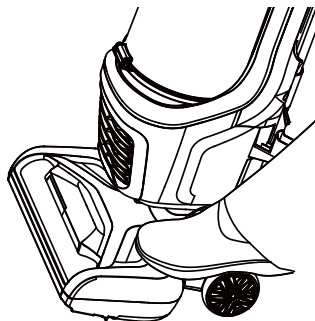
Wrapping the cord too tightly puts stress on the cord and can cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

OPERATION MODES

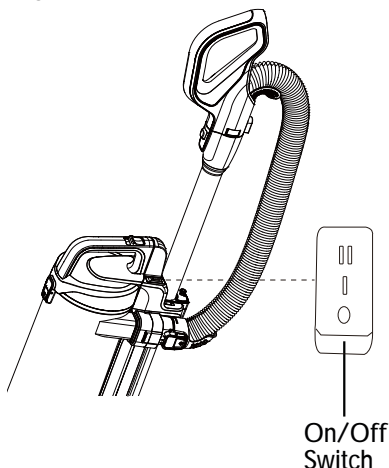
UPRIGHT MODE

NOTE: Make sure the vacuum cleaner is completely assembled and the dust cup is empty before using. Do not operate vacuum cleaner without filters 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 switch to the "I" position for cleaning bare floors and small area rugs.



NOTE: The brushroll does not rotate when the vacuum cleaner is in the "I" position.

3. Press the switch to the "II" position for cleaning carpets or rugs.

OPERATION MODES

NOTE: The brushroll rotates when the vacuum cleaner is in the “I” position.

- Once the vacuum is on, operate the vacuum cleaner by tilting the wand back towards you and the nozzle is flush with floor surface.

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

- Once you have completed vacuuming, switch to the “O” position and unplug the power cord from the power outlet.

NOTE: Select the right mode when using this vacuum cleaner. Do not press the switch to the “I” position when cleaning the bare floor, otherwise it will damage the floor.

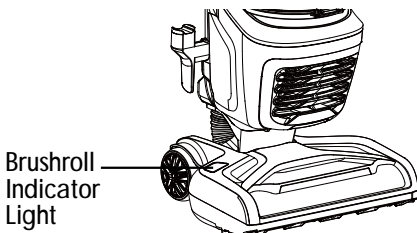


CAUTION

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.

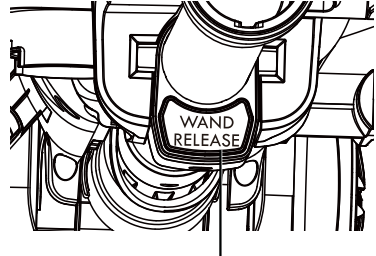
BRUSHROLL INDICATOR LIGHT

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



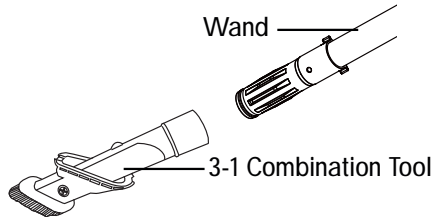
ABOVE FLOOR MODE

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



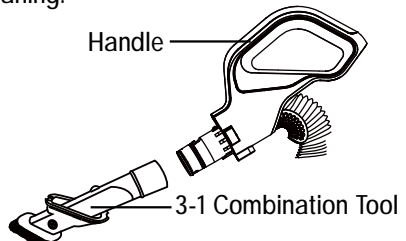
Wand Release Button

- Choose the desired attachment and insert it into the wand.



- Turn on the vacuum cleaner by pressing the switch to the “I” position.
- Once you have completed vacuuming, switch to the “O” position and unplug the power cord from the power outlet.

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



OPERATION MODES



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

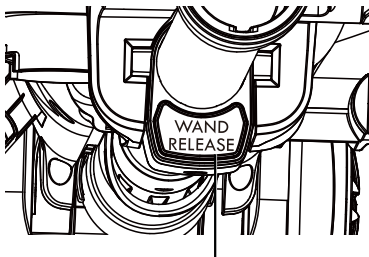
1. Place the vacuum cleaner in the upright locked position.
2. Press Lift-Up button to detach and raise vacuum body from floor nozzle for portable carry.



Lift-Up Button

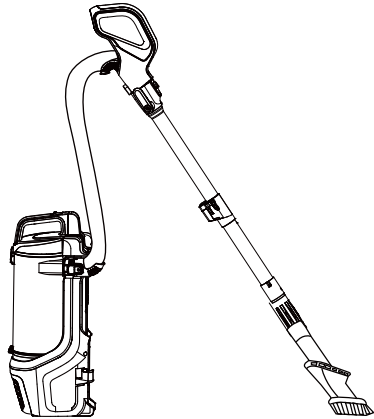
3. Press the wand release button and lift up the wand for cleaning stairs or other hard to reach places.

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



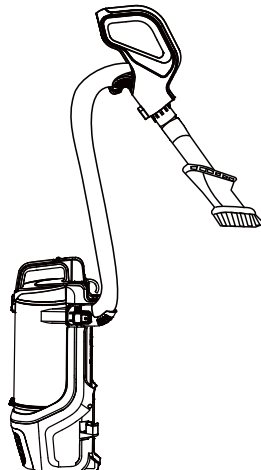
Wand Release Button

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



5. Turn on the vacuum cleaner by pressing the switch to the "I" position.
6. Once you have completed vacuuming, switch to the "O" position and unplug the power cord from the power outlet.

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



OPERATION MODES



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.

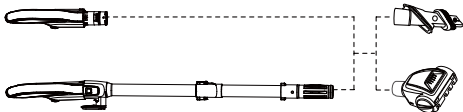


CAUTION

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

ATTACHMENTS

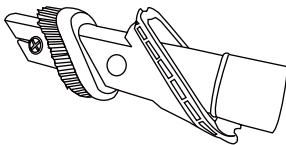
All included accessory tools can be inserted into either the handle or the wand.



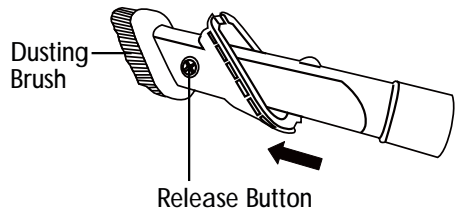
3-IN-1 COMBINATION TOOL

The 3-in-1 combination tool can be attached to the end of the flexible hose and the extension wand. Slide the collar of the tool over the open end of the hose or wand.

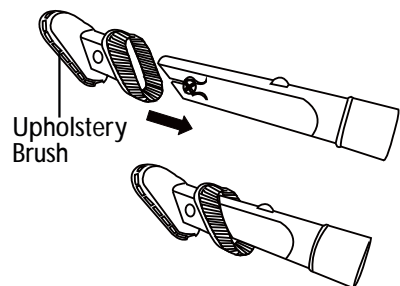
Use the 3-in-1 combination tool in crevice tool mode for cleaning in tight spaces such as furniture, between cushions, and stairs. See ATTACHMENT USE TABLE (page 15).



Set the combination tool in dusting brush mode by pressing the release button and sliding the dusting brush side of the brush tool to the end of the combination tool. Use in dusting brush mode for cleaning loose surfaces such as drapes. See ATTACHMENT USE TABLE (page 15).



Press the release button to remove the brush tool. Set the combination tool in upholstery brush mode as shown. Use in upholstery brush mode for cleaning fabric surfaces such as fabric sofa. See ATTACHMENT USE TABLE (page 15).



ATTACHMENTS

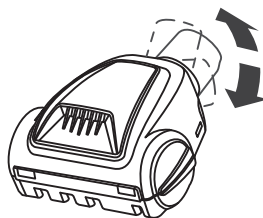
To return the combination tool to crevice tool mode, press the release button and slide the brush tool down the combination tool.

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 on this page.



CAUTION

Use attachments when the vacuum cleaner is upright.

ATTACHMENT USE TABLE

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

PERFORMANCE/SAFETY FEATURES



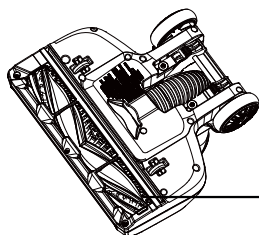
CAUTION

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 the dust cup if necessary. Also check and clean any clogged filters. Wait approximately 50 minutes before restarting vacuum cleaner.

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 cup.



Comb Teeth



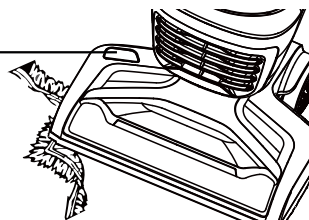
CAUTION

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 indicator light emits red light. The vacuum cleaner suction motor will continue to run.

Brushroll Indicator Light



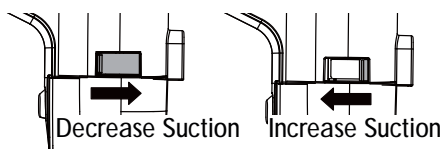
To solve the problem: Turn off and unplug vacuum cleaner, remove obstruction, then turn on the vacuum cleaner.

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 attachments in storage position if necessary.
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.

EMPTYING DUST CUP

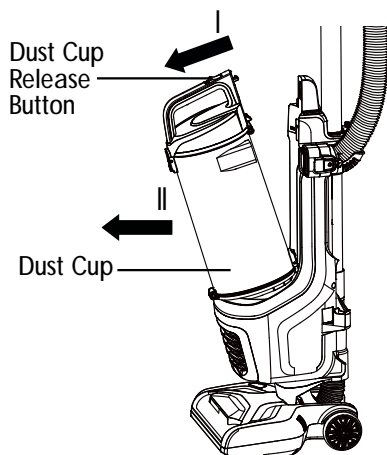


WARNING

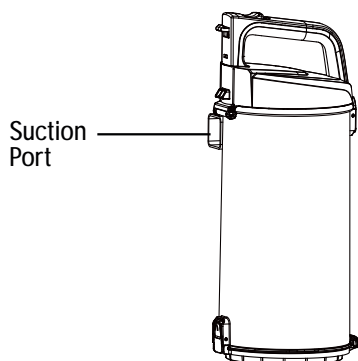
Always unplug power cord from electrical outlet before performing any service on vacuum cleaner.

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

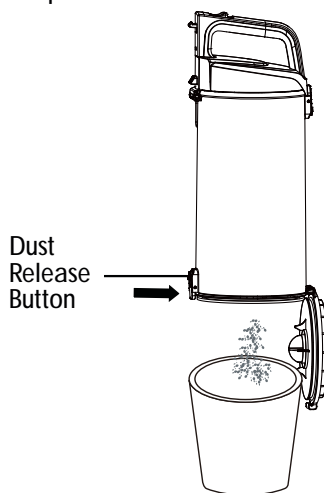
1. Slide the dust cup release button to remove the dust cup from the main body.



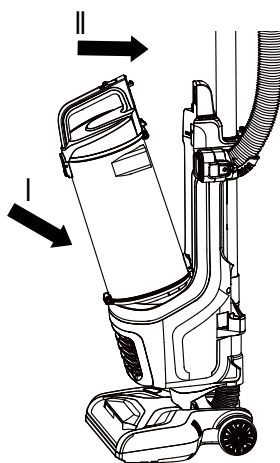
2. Remove any clogs that might be located in the suction port.



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.



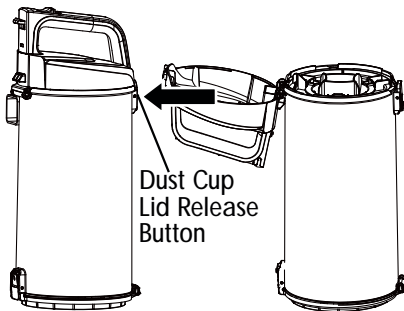
PRE-FILTER CLEANING

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.

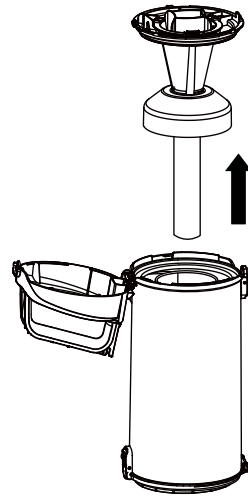
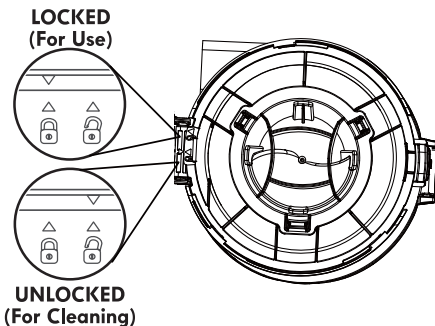
1. Remove the dust cup as outlined in the EMPTYING DUST CUP (page 18).

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 18).

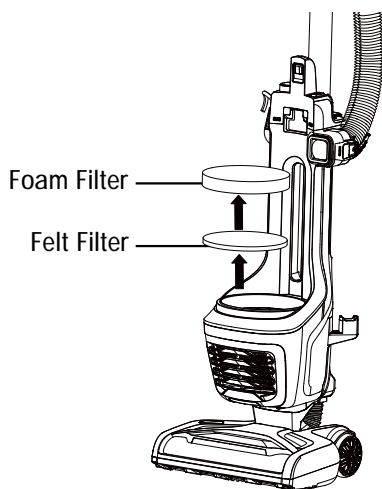
FOAM AND FELT FILTERS CLEANING

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 1-877-531-7321 (US) / 1-844-608-3081 (CA).

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 18).
2. Remove the foam and felt filters.



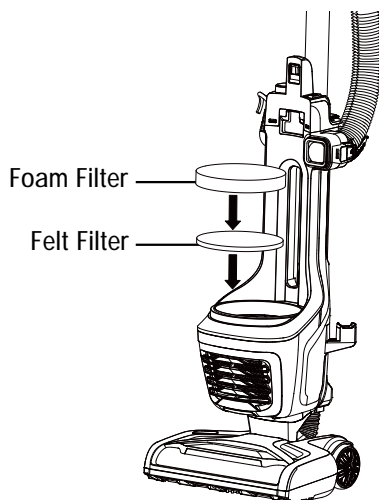
3. Wash with cold water only, **DO NOT** use detergent or soap. Squeeze by hand and allow to air dry. Allow all filters to dry 24 hours before putting back into vacuum cleaner.

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.



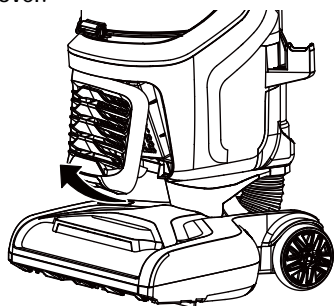
5. Reinstall the dust cup. See **EMPTYING DUST CUP** (page 18).

HEPA MEDIA EXHAUST FILTER CLEANING

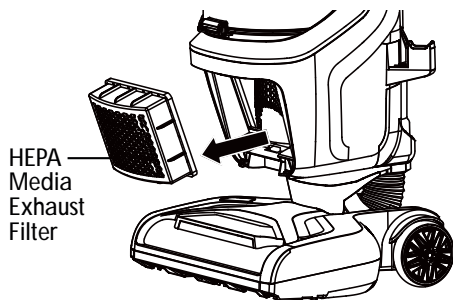
It is recommended to clean the HEPA media exhaust filter with cold water every year.

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 1-877-531-7321 (US) / 1-844-608-3081 (CA).

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



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

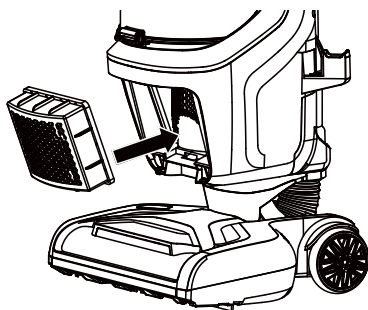


3. Wash with cold water only, DO NOT use detergent or soap. Allow to air dry. Allow parts to dry 24 hours before putting back into vacuum cleaner.

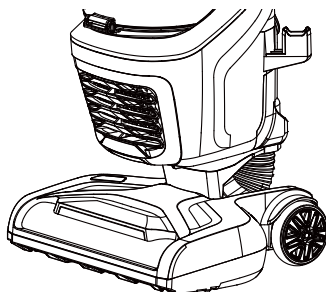
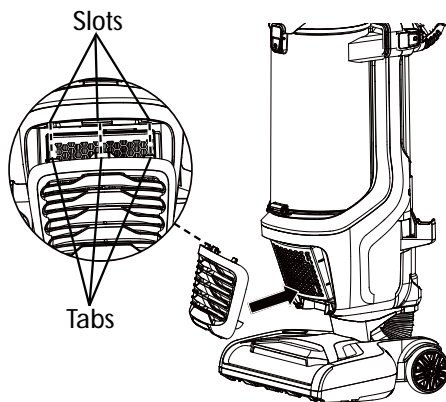
NOTE: DO NOT operate without post-motor filter installed.

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

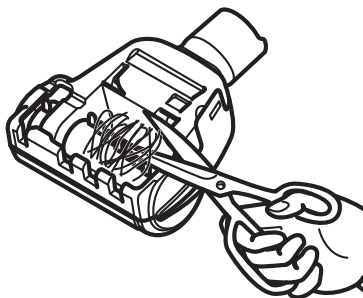
Always unplug the power cord from an electrical outlet before performing maintenance to the vacuum cleaner.

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

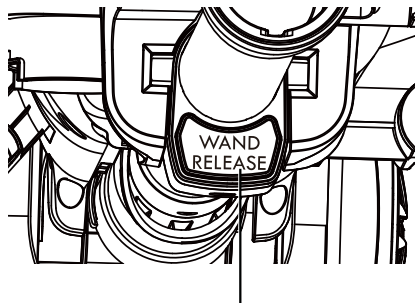
Disconnect electrical supply before removing clogs. Failure to do so could result in electrical shock or personal injury.

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.

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).

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 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.
	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 1-877-531-7321 (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 cup is not installed correctly.	Check dust cup for correct installation and ensure it is snapped firmly in place.
	Full or clogged dust cup.	Empty the dust cup (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 22-23.
	Suction control is in open position.	Adjust the suction control to increase suction. Follow instructions on page 16.
	The foam filter, felt filter or HEPA media exhaust filter needs to be cleaned or replaced.	Clean or replace the foam filter, felt filter or HEPA media exhaust filter. Follow the foam filter and felt filter cleaning or HEPA media exhaust filter cleaning instructions on page 20 or 21.
	The hose is worn.	Replace the hose assembly. To purchase parts, call 1-877-531-7321 (US) / 1-844-608-3081 (CA).
	The connection hose is worn.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
	The brushroll is worn.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.

TROUBLESHOOTING

Dust escapes from vacuum.	Dust cup is not installed correctly.	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 21.
	Foam filter, felt filter or HEPA media exhaust filter is worn or broken.	Check and replace the foam filter, felt filter or the HEPA media exhaust filter.
Brushroll does not turn.	Handle is in fully upright position.	Move handle from the fully upright position.
	Select the wrong mode.	Press the switch to the "II" position to start the brushroll.
	Brushroll is jammed.	Remove obstruction. Follow instructions on page 22.
	Brushroll is not installed correctly.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
	The belt is not routed correctly.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
	The belt is worn or broken.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
	Fault in PCB section of the motorized nozzle.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
Airflow restricted with attachments in use; sound changes.	Overheat protector of the motorized nozzle is activated.	Wait the motorized nozzle to cool down, and then restart.
	Exhaust filter cover is installed incorrectly.	Position exhaust filter cover correctly and snap firmly into place. Follow instructions on page 21.
	Air path is blocked.	Check for and remove any clogs and clean the air path. Follow instructions on page 22-23.
Vacuum turns off on its own.	Attachments use restricts air flow.	Check attachments for fuzz, lint, pet hair or other debris.
	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 cup. Allow the vacuum cleaner to cool for a minimum of 50 minutes. Plug in vacuum and turn it on.
	The motor is damaged.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.
Brushroll indicator light emits red.	There is a jam in the brushroll area.	Turn off and unplug the vacuum. Remove any blockages in the brushroll. See page 22.
	The brushroll is worn or broken.	Call 1-877-531-7321 (US) / 1-844-608-3081 (CA) for assistance.