

**Use & Care Guide**  
**Manual de Uso y Cuidado**

# **Kenmore®**

## **Canister Vacuum Cleaner**

### **Aspiradora con tanque**

**Model/Modelo: BC4002**

**Vacuum Cleaner Help Line:**  
**1-877-531-7321**  
**8:00am-5:00pm EST, M-F**

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

Kenmore and the Kenmore logo are registered trademarks of KCD IP, LLC and/or Sears Brands, LLC and are used under license by Cleva North America, Inc. All Rights Reserved.



## TABLE OF CONTENTS

Before Using Your New Vacuum Cleaner .....	2
Kenmore Vacuum Cleaner Warranty .....	3
Important Safety Instructions .....	4
Parts and Features .....	5-7
Assembly Instructions .....	8
Operating Instructions .....	9-13
Performance/Safety Features .....	14
Canister Care .....	15-18
PowerMate® Care .....	19-21
Troubleshooting .....	22-23

## BEFORE USING YOUR NEW VACUUM CLEANER

Please read this 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. 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 VACUUM CLEANER is packaged with the following parts and components assembled separately in the carton:

- Canister Vacuum Cleaner (with Floor Brush)
- PowerMate®
- Crevice tool
- Handle & Hose Assembly
- Use & Care Guide
- Dusting brush
- Attachment holder

# KENMORE VACUUM CLEANER WARRANTY

## KENMORE 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 receive free repair. If the product cannot be repaired it will be replaced free of charge.

The Kenmore brand is used under license. Direct all claims for warranty service to: Cleva North America, Inc., 1-877-531-7321

This warranty applies for only 90 DAYS from the sale date if this appliance is ever used for other than private household purposes.

**This warranty covers ONLY defects in material and workmanship, and will NOT pay for:**

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
2. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
3. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
4. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
5. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
6. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
7. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
8. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
9. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

### Disclaimer of implied warranties; limitation of remedies

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law. Seller shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

This warranty applies only while this appliance is used in the United States.

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

# 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 guide. Use only with Kenmore recommended attachments.

Disconnect electrical supply before servicing or cleaning out the brush area. Failure to do so could result in brush 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, return it to an Authorized Kenmore Service Center.

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 change the dust bag after vacuuming carpet cleaners or freshener, powders, and fine dust. These products clog the bag, reduce airflow and can cause the bag to burst. Failure to change the 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.

Do not operate the vacuum cleaner without the exhaust filter or filter door in place.

The hose contains electrical wires. Do not use when damaged, cut, or punctured. Replace if cut or worn. Do not pick up sharp objects.

Always turn off and unplug vacuum cleaner before connecting or disconnecting either hose, wand, or PowerMate®.

Hold plug when rewinding onto cord reel. Do not allow plug to whip when rewinding.

You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

### WARNING:

This product contains a chemical known to the state of California to cause cancer and birth defects or other reproductive harm.

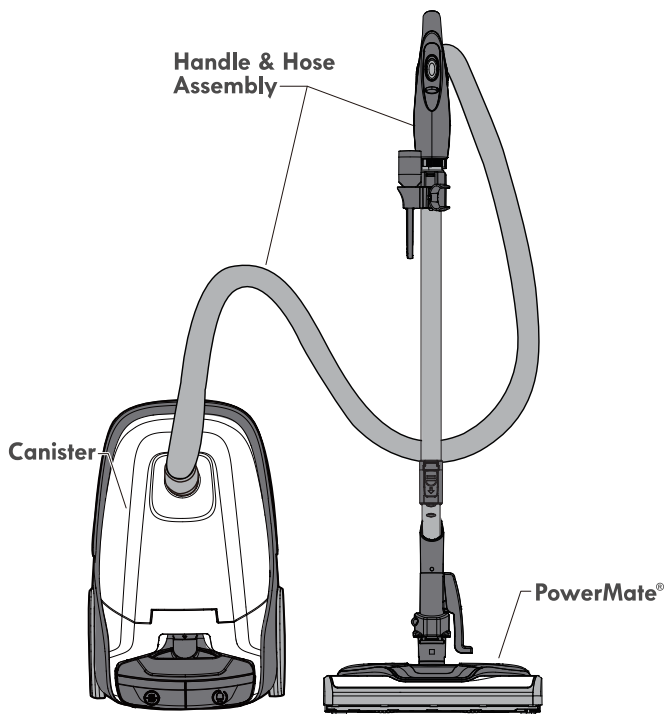
## SAVE THESE INSTRUCTIONS

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.



## PARTS AND FEATURES

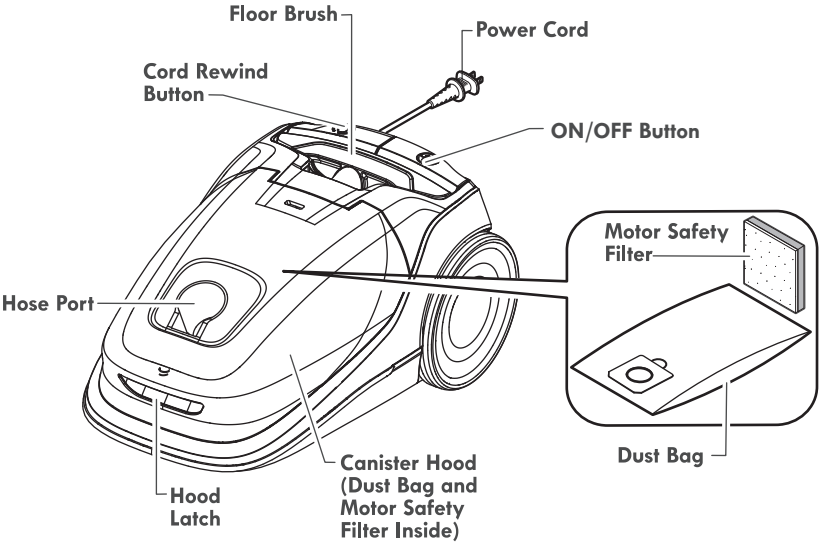
It is important to know your vacuum cleaner's parts and features to ensure its proper and safe use. Review these before using your vacuum cleaner.



## REPLACEMENT PARTS

Part	Part No.
Belt	20-53013
Dust Bag (2-pack)	20-53291
Dust Bag (6-pack)	20-53292
Exhaust Filter	20-86880
Motor Safety Filter	20-81002
PowerMate® Agitator Assembly	591015101
To order a replacement part call 1-877-531-7321	

CANISTER



ATTACHMENTS

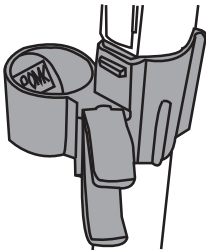
CREVICE TOOL



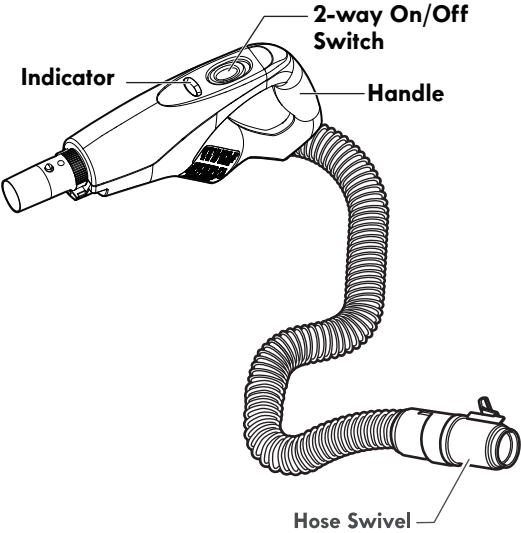
DUSTING BRUSH



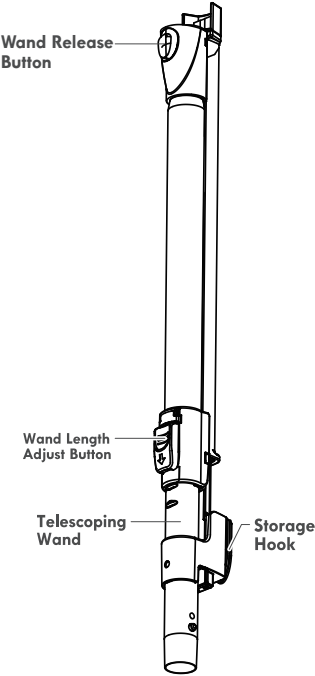
ATTACHMENT HOLDER



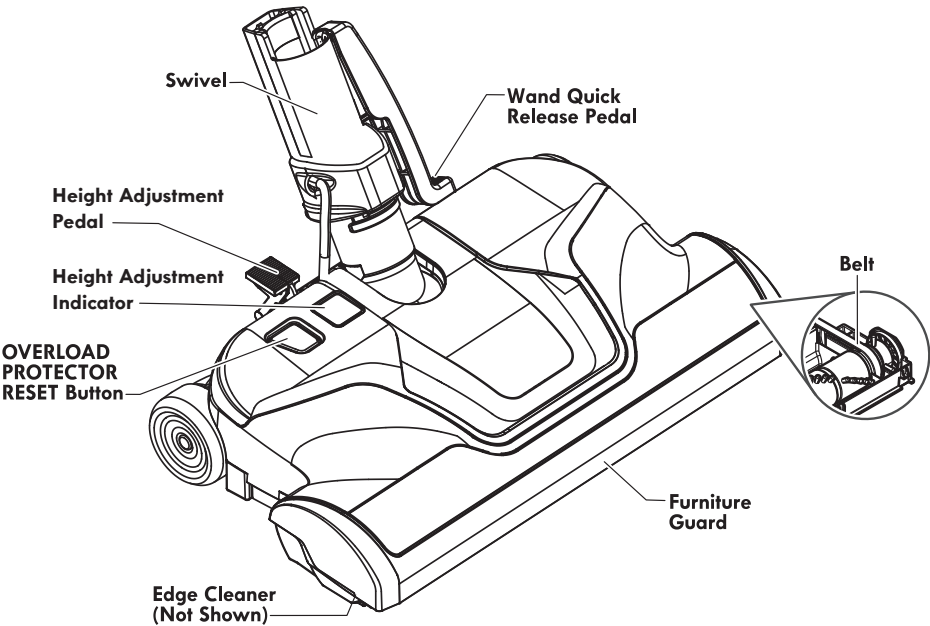
**HANDLE & HOSE ASSEMBLY**



**TELESCOPING WAND**



**POWERMATE®**





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

## ASSEMBLY INSTRUCTIONS

Before assembling vacuum cleaner, check the **PACKING LIST** (page 2). Use this list to verify that you have received and identified all the components of your new Kenmore vacuum cleaner.



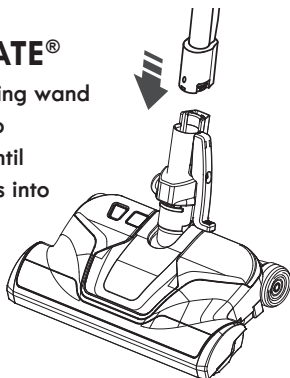
### WARNING

#### Electrical Shock Hazard

**DO NOT** plug into electrical supply until assembly is complete. Failure to do so could result in electrical shock or injury.

### POWERMATE®

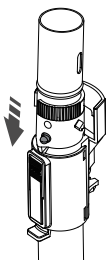
Align telescoping wand and insert onto PowerMate® until the wand locks into place.



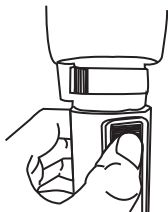
### HANDLE ASSEMBLY

Insert wand into handle until lock button snaps in place.

**To remove:** Press wand release button and pull up on handle.



**To store:** Disconnect hose from wand and canister to prevent stress on hose during storage. Store hose in a loosely coiled position so the hose covering is not stressed.

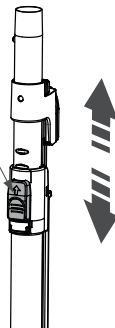


### TELESCOPING WAND

The wand length is adjustable and requires no assembly.

To adjust, simply push on the wand adjust button and slide the upper wand to the desired height.

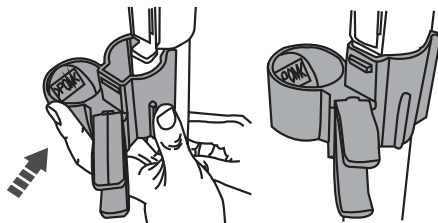
Wand Length Adjust Button



**NOTE:** When adjusting the wand length you may have to hold the PowerMate® down with your hand or foot.

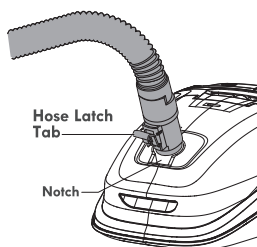
### ATTACHMENT HOLDER

Align the attachment holder clip with the front of wand. Push and snap into place on wand.



## HOSE

To install: Line up the hose latch tab with the notch in the canister hood, and insert hose into canister until it snaps into place.



## IMPORTANT:

Push hose firmly into the canister until the hose latch tab snaps into place. The vacuum cleaner will not operate until hose is fully connected.

**To remove:** Do not open hood before removing hose. With hood closed, press the hose latch tab in to release and remove hose.

## CANISTER

1. Open the canister hood.
2. Check to see that the dust bag is properly installed. See **BAG CHANGING** (page 16) for instructions.
3. Check to see that the motor safety filter is properly installed. See **MOTOR SAFETY FILTER CLEANING** (page 17) for instructions.

## OPERATING INSTRUCTIONS



### CAUTION

**Moving parts!** To reduce the risk of personal injury, **DO NOT** touch the agitator when vacuum cleaner is on. Contacting the agitator while it is rotating can cut, bruise or cause other injuries. Always turn off and unplug from electrical outlet before servicing. Use caution when operating near children.



## HOW TO START



### WARNING

**Personal Injury and Product Damage Hazard**

- **ALWAYS** turn off the vacuum cleaner before unplugging.
- The cord moves rapidly when rewinding. Keep children away and provide a clear path when rewinding the cord to prevent personal injury.
- **DO NOT** use outlets above counters. Damage from cord to items in surrounding area could occur.
- When any abnormality/failure occurs, stop using the product immediately and disconnect the power plug.

**NOTE:** To reduce the risk of electric shock, this vacuum cleaner 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.

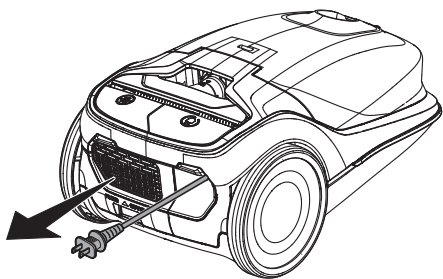


### WARNING

**Personal Injury and Product Damage Hazard**

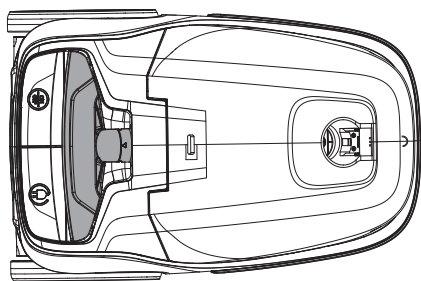
- **DO NOT** run over power cord with PowerMate®. Personal injury or product damage could result.
- **DO NOT** pull plug from wall by the power cord. If there is damage to the cord or plug, personal injury or property damage could result.

1. Pull cord out of canister to desired length. The cord will not rewind until the cord rewind button is pushed.

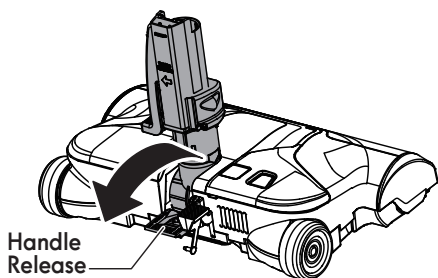


2. Plug the polarized power cord into a 120 Volt outlet located near the floor.

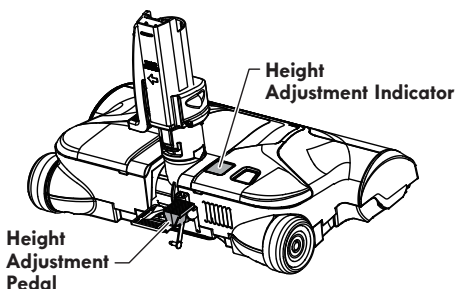
**To rewind:** Turn off and unplug the vacuum cleaner. Hold the plug while rewinding to prevent damage or injury from the moving cord. Push cord rewind button.



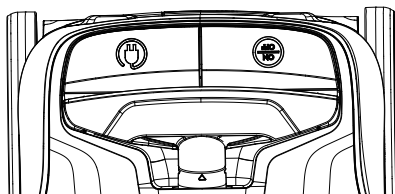
3. Lower the wand from upright position by pressing on the **HANDLE RELEASE** pedal.



4. Select a pile height setting by pressing the height adjustment pedal on the rear of the PowerMate®. The pile height setting shows on the indicator.



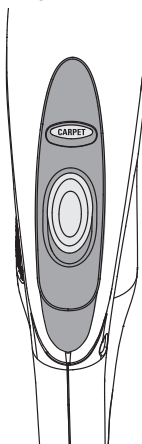
5. Push the power switch on the canister body to turn the vacuum suction **ON** or **OFF**.



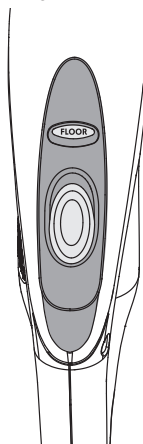
To turn on the PowerMate® motor, slide the handle switch to the **CARPET** position. The PowerMate® agitator will start to spin.

To use the canister motor only, slide the handle switch to the **FLOOR** position. The PowerMate® agitator will stop spinning.

**Agitator On**



**Agitator OFF**



## SUGGESTED PILE HEIGHT SETTINGS

**Attention:** Refer to your carpet manufacturers cleaning recommendations. Some more delicate carpets may require that they be vacuumed with the PowerMate® agitator turned off to prevent carpet damage.

For best deep down cleaning, use the **XLO** setting. However, you may need to raise the height to make some jobs easier, such as scatter rugs and some deep pile carpets, and to prevent the vacuum cleaner from shutting off. Suggested settings are:

**HI** – Shag, deep pile, super-soft, or ultraplush carpets, and scatter rugs.

**MED** – Medium to deep pile.

**LO** – Low to medium pile.

**XLO** – The preferred setting for many carpets and also for bare floors.

**NOTE:** To protect bare floors, slide the 2-way On/Off switch to the **FLOOR** position to turn off agitator rotation.

## CAUTION

**DO NOT** leave the PowerMate® running in one spot for any length of time. Damage to carpet may occur.

## CAUTION

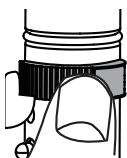
### Product Damage Hazard

Use care if the PowerMate® and wand is left in the upright position as it may tip over easily. Property damage can occur if tipped.

## VACUUMING TIPS

### SUCTION CONTROL

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



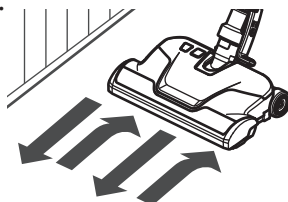
- Opening control decreases suction for lightweight rugs.
- Closing control increases suction for upholstery and carpets.
- Keep the airflow passage open. Check each assembly area in **REMOVING CLOGS** (page 15) occasionally for clogs.

**WARNING:** Turn off and unplug vacuum cleaner from outlet before checking for clogs.

### SUGGESTED SWEEPING PATTERN

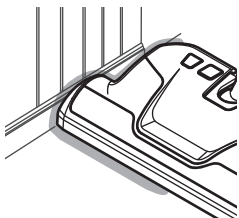
For best cleaning action, the PowerMate® should be pushed straight away from you and pulled straight back. At the end of each pull stroke, the direction of the PowerMate® should be changed to point into the next section to be cleaned. This pattern should be continued across the carpet with slow, gliding motions.

**NOTE:** Fast, jerky strokes do not provide complete cleaning.



## EDGE CLEANER

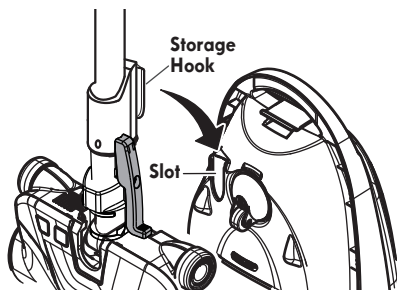
Active brush edge cleaners are on both sides of the PowerMate®. Guide either side of the PowerMate® along base-boards or next to furniture to help remove dirt trapped at carpet edges.



## POWERMATE® STORAGE

The lower wand has a U-shaped storage hook at its base that slides into the U-shaped slot on the canister. The storage hook allows the wands and PowerMate® to be stored with the canister to conserve storage space. The canister must be stored on end for this feature to be used.

The PowerMate® must be in the flat position for storage attachment. Use the handle release pedal to place it in this position. The wand will slip out of the slot as it is lifted up for use and will slide into the slot as it is lowered for storage.



## ATTACHMENTS

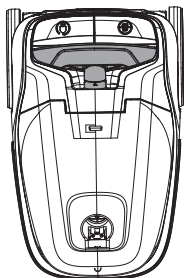


### CAUTION

**DO NOT** attach or remove handle or wands while vacuum cleaner is **ON**. This could cause sparking and damage the electrical contacts or electronic controls.

## ATTACHMENT STORAGE

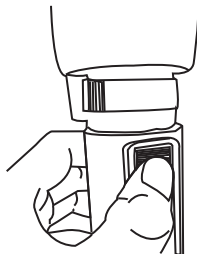
This vacuum cleaner is equipped with on-board attachment storage. The floor brush is stored in the canister, and the dusting brush and crevice tool are stored in the attachment holder on the wand. See **ATTACHMENT USE TABLE** on page 13.



## ATTACHMENTS ON HANDLE

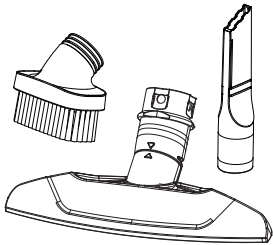
**NOTE:** If the PowerMate® is attached, turn vacuum cleaner off before removing handle from wand.

1. Press wand release button and pull up on handle.



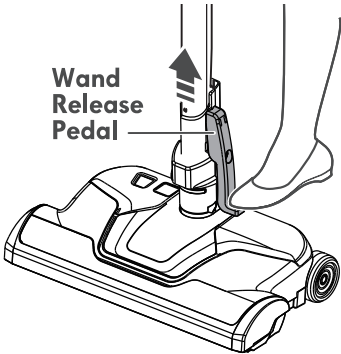


2. Slide attachments onto handle as needed.  
 The floor brush will click into place.  
 See **ATTACHMENT USE TABLE** (page 13).

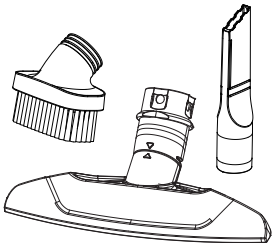


### ATTACHMENTS ON WAND





1. To remove wand from PowerMate®, lock wand in upright position.
2. Press wand release pedal with foot and pull the wand straight up and out of PowerMate®.



3. Slide attachments onto wand as needed.  
 The floor brush will click into place.  
 See **ATTACHMENT USE TABLE** below.



**ATTACHMENT USE TABLE**

ATTACHMENT	CLEANING AREA						
	Furniture <sup>1</sup>	Between Cushions <sup>1</sup>	Drapes <sup>1</sup>	Stairs	Bare Floors	Carpeted Floors/Rugs	Walls
Crevice Tool 	✓	✓					
Floor Brush 				✓	✓		✓
PowerMate® 					✓ <sup>2</sup>	✓	
Dusting Brush 	✓		✓				✓

1. Always clean attachments before using on fabrics.
2. The 2-way On/Off switch should be in the **FLOOR** position.

## PERFORMANCE/SAFETY FEATURES



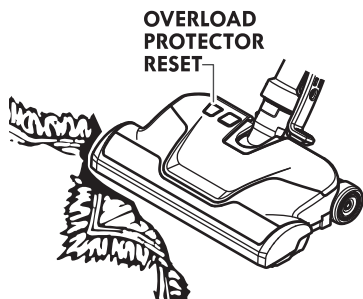
### WARNING

#### Personal Injury Hazard

To avoid accidental agitator starting, always turn off and unplug the vacuum cleaner before cleaning the agitator area. Failure to do so can result in personal injury.

### OVERLOAD PROTECTOR

The PowerMate® has built-in protection against motor and belt damage should the agitator jam. If the agitator slows down or stops, the overload protector shuts off the PowerMate®. The canister motor will continue to run.

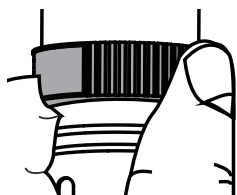


**To correct problem:** Turn off and unplug vacuum cleaner, remove obstruction, then press **OVERLOAD PROTECTOR RESET** button.

If the PowerMate® motor still does not run after reset, have the unit serviced by an Authorized Kenmore Service Center.

### SUCTION CONTROL

The suction control located at the base of the handle allows you to change the vacuum airflow.



Decrease suction for draperies and lightweight rugs by turning control to open the airflow hole.



Increase suction for carpets, upholstery and bare floors by turning the control to close the airflow hole.

### THERMAL PROTECTOR

This vacuum cleaner has a thermal protector which automatically trips to protect the vacuum cleaner from overheating. 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 correct problem:** Turn off and unplug vacuum cleaner to allow the vacuum cleaner to cool and the thermal protector to reset. Check for and remove clogs, if necessary. Also check and clean or replace any clogged filters. Wait approximately fifty (50) minutes and plug the vacuum cleaner in and turn back on to see if the motor protector has reset.

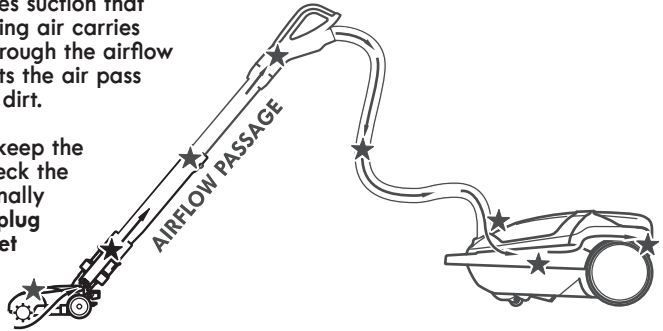
If the canister motor does not resume operation after the reset procedure described above, have the unit serviced by a Kenmore or other qualified service dealer.

## CANISTER CARE

### REMOVING CLOGS

The vacuum cleaner creates suction that picks up dirt. Rapidly moving air carries the dirt to the dust bag through the airflow passages. The dust bag lets the air pass through, while it traps the dirt.

For best cleaning results, keep the airflow passage open. Check the starred (★) areas occasionally for clogs. Turn off and unplug vacuum cleaner from outlet before checking.



#### TO CHECK FOR CLOGS:

- Check dust bag and change if full. See **DUST BAG CHANGING** (page 16).
- Check motor safety filter and exhaust filter and clean or replace if dirty. See **MOTOR SAFETY FILTER CLEANING** (page 17) and **EXHAUST FILTER CHANGING** (page 18).
- Check PowerMate® for any dirt or debris in the belt path area or in the agitator area. Carefully remove any string or debris located on the agitator or end caps. See **TO CLEAN AGITATOR** (page 20).

If the vacuum cleaner still has poor suction, do the following:

1. Connect the hose to the canister and turn vacuum cleaner on. Check the end of the hose for suction. If there is good suction on the hose handle, there is no clog in the hose. If the suction is bad, remove any dirt or debris in the hose and handle.
2. Connect hose handle to wand. Check the end of the wand for suction. If there is good suction at the end of the wand, there is no clog in the wand. If the suction is bad, remove any dirt or debris in the wand.
3. Check PowerMate® swivel. Remove any dirt or debris.

## 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 outersurface 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.

### 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.

## DUST BAG CHANGING

For best cleaning results, the dust bag should be changed when the suction is weak or the airflow is blocked.

**NOTE:** See **REPLACEMENT PARTS** for part number and purchase details (page 5).

1. Turn off and unplug vacuum cleaner.

2. Remove hose from canister.

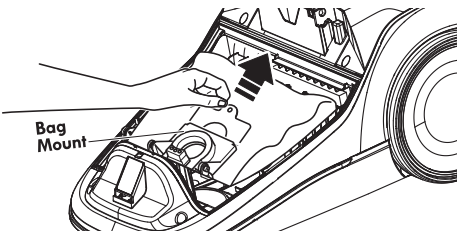
Hood Release



3. Squeeze the hood release button, then lift canister hood.

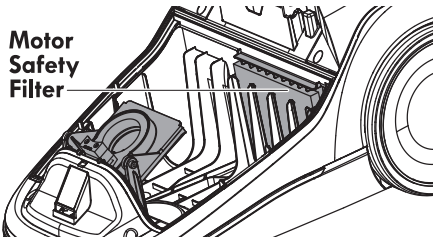
4. Pull bag out of the bag mount.

**Note:** The bag mount will flip forward after removing bag. This will prevent the hood from closing until a new bag is installed.



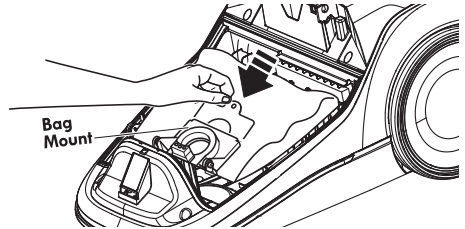
5. Check the motor safety filter and clean or, if necessary, replace. See **MOTOR SAFETY FILTER CLEANING** (page 17).

Motor Safety Filter



**DO NOT** bend or crease the middle of the cardboard when installing the bag into the bag mount slots.

6. Rotate bag mount down and install bag into slots per illustration, pushing down until the cardboard tab locks into position and the holes align.



7. Tuck the bag securely into the bag cavity so that none of the bag will be pinched by the hood.

8. Close and latch canister hood.

9. Insert hose into canister until it snaps in place.

10. Plug cord into wall outlet.

### CAUTION

**NEVER REUSE A DUST BAG.** Very fine materials, such as carpet freshener, face powder, fine dust, plaster, soot, new carpet lint, etc. can clog the bag and cause it to burst before it is full, which may damage the vacuum cleaner motor. Change bag more often when vacuuming these materials.

## MOTOR SAFETY FILTER CLEANING



### WARNING

#### Electrical Shock Hazard

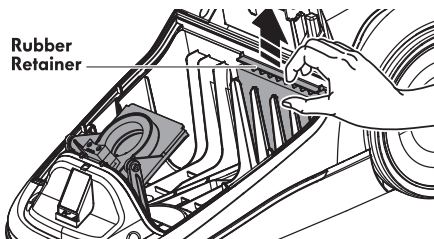
Turn off and unplug vacuum cleaner from electrical outlet. Do not operate the vacuum cleaner without the motor safety filter. Be sure the filter is dry and properly installed to prevent motor failure and/or electrical shock.

### MOTOR SAFETY FILTER

Check motor safety filter occasionally and clean when dirty.

**NOTE:** See **REPLACEMENT PARTS** for part number and purchase details (page 5).

1. Remove the bag as outlined in the **DUST BAG CHANGING** (page 16) section.
2. Lift the rubber retainer and pull out motor safety filter as shown.



3. Wash filter in warm soapy water, rinse, then dry. Do not clean in dishwasher or install while damp.
4. Slide the filter back into place under the ribs in the bag cavity.
5. Replace the bag as outlined in the **DUST BAG CHANGING** (page 16) section.

## EXHAUST FILTER CHANGING



### WARNING

Fire and/or Electrical Shock Hazard

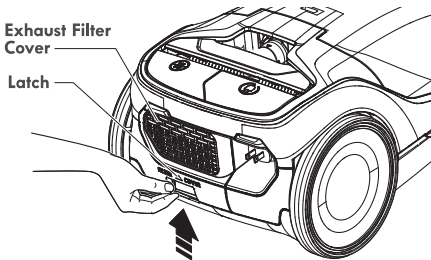
Do not operate with a clogged exhaust filter or without the exhaust filter installed. Do not operate without filter cover installed.

### EXHAUST FILTER - HEPA MEDIA

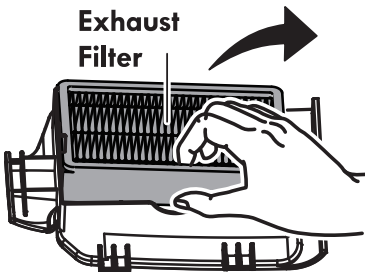
The exhaust filter cartridge must be replaced when dirty. Replace the filter when the entire surface area is covered evenly. The filter **CANNOT** be washed as it will lose its dust trapping ability.

**NOTE:** See REPLACEMENT PARTS for part number and purchase details (page 5).

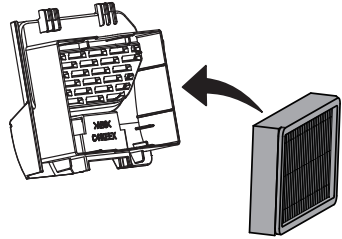
1. Push latch up to release the exhaust filter cover from slot in canister.



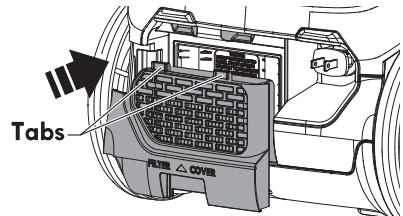
2. Pull filter cover down and outward to remove it from filter chamber in the canister.
3. Remove the exhaust filter cartridge from the filter cover.



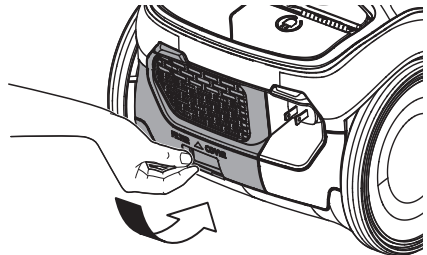
4. Insert the new exhaust filter cartridge into the filter cover with the rubber seal upward.



5. To replace the exhaust filter cover, insert the two tabs on the cover into the slots at the top of the filter chamber.



6. Rotate filter cover down until it snaps into place.



## POWERMATE® CARE

Always follow all safety precautions when performing maintenance to the PowerMate®.



### WARNING

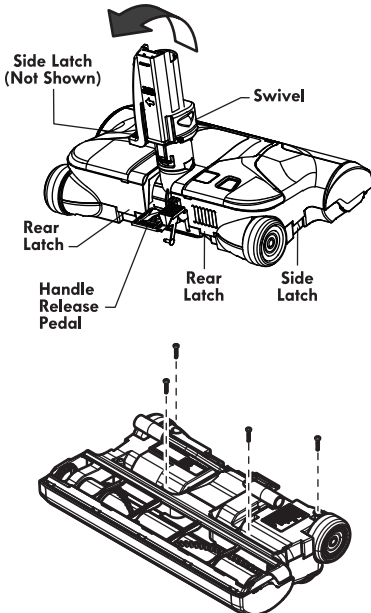
#### Electrical Shock Or Personal Injury Hazard

Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

## BELT CHANGING AND AGITATOR CLEANING

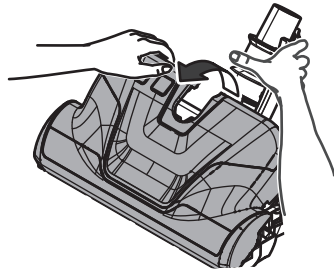
### TO REMOVE BELT

1. Press handle release pedal and lower the swivel. Turn PowerMate® upside down and remove the four (4) screws securing base to PowerMate® cover.

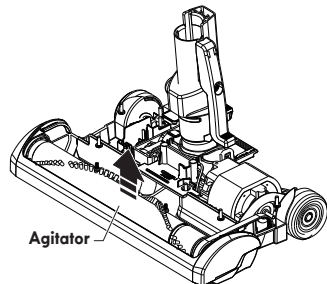


2. Turn PowerMate® right side up. Loosen the rear and side latches. (A flat blade screwdriver may be required.)

3. Grasp cover by rear and pull up to remove it from base.



4. Lift agitator assembly out and remove worn belt.



5. Check and clean end cap areas. See picture on page 20 for complete agitator assembly.

## TO CLEAN AGITATOR:

**NOTE:** In order to keep cleaning efficiency high and to prevent damage to your vacuum cleaner, the agitator must be cleaned every time the belt is changed.

The agitator must also be cleaned according to the following schedule:

### Vacuum Cleaner Use      Clean Agitator

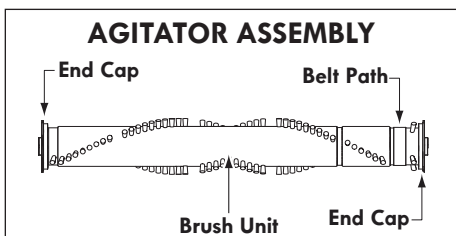
<b>HEAVY</b> - (used daily)	every week
<b>MODERATE</b> - (used 2-3 times/week)	every month
<b>LIGHT</b> - (used 1 time/week)	every 2 months

### IMPORTANT

Turn off and unplug vacuum cleaner from electrical outlet. Check and remove hair, string and lint build-up in the PowerMate® agitator and end cap areas.

Remove any dirt or debris in the belt path area or in the brush unit area.

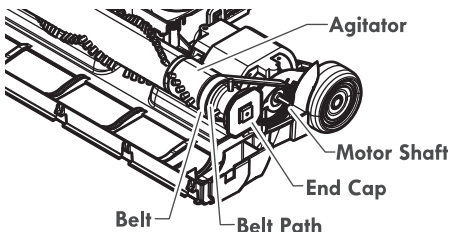
Carefully remove any string wound onto the agitator and end caps.



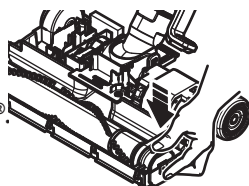
## TO REPLACE BELT

1. Install new belt over motor shaft, then over belt path.

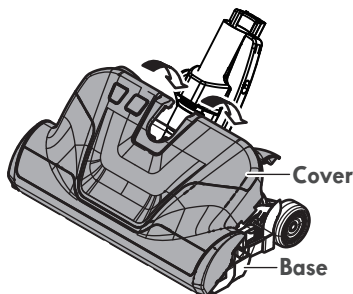
**NOTE:** See **REPLACEMENT PARTS** for part number and purchase details (page 5).



2. Place agitator assembly back into PowerMate®.



3. Line up front of cover and base. Rest cover on front edge of base as shown.



4. Rotate cover back. Press cover firmly until side and rear latches snap into place.

**NOTE:** Make sure there is no gap between the cover and base.

5. Turn PowerMate® upside down and replace the four (4) screws that secure the cover to the base.



## AGITATOR SERVICING

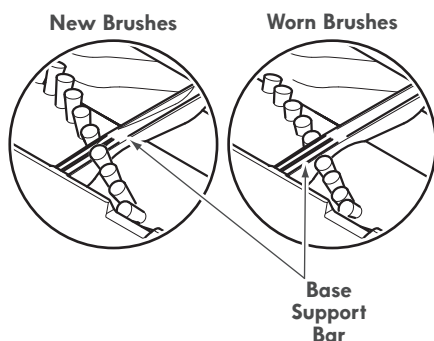


### WARNING

**Electrical Shock Or Personal Injury Hazard**

Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

### TO CHECK THE BRUSHES



When brushes are worn to the level of the base support bars, replace the agitator assembly.

### TO REPLACE AGITATOR ASSEMBLY

1. Remove the floor brush from the PowerMate®.
2. Remove PowerMate® cover, belt and agitator assembly. See "To Remove Belt" in **BELT CHANGING AND AGITATOR CLEANING** (page 19).
3. Install new agitator assembly.
4. Reinstall belt and PowerMate® cover. See "To replace belt" in **BELT CHANGING AND AGITATOR CLEANING** (page 20).

**NOTE:** See **REPLACEMENT PARTS** for part number and purchase details (page 5).

## TROUBLESHOOTING

Review this table to find do-it-yourself solutions for minor performance problems. Any other service needed should be performed by a Kenmore or other qualified service agent.



### WARNING

**Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury.**

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum cleaner won't start.	<ol style="list-style-type: none"> <li>1. Unplugged at wall outlet.</li> <li>2. Tripped circuit breaker/blown fuse at household service panel.</li> <li>3. Loose hose electrical connections.</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug in firmly, press ON/OFF switch.</li> <li>2. Reset circuit breaker or replace fuse.</li> <li>3. Reconnect hose ends.</li> </ol>
Poor job of dirt pick-up.	<ol style="list-style-type: none"> <li>1. Full or clogged dust bag.</li> <li>2. Clogged airflow passages.</li> <li>3. Dirty filters.</li> <li>4. Wrong pile height setting.</li> <li>5. Wrong suction control position selected.</li> <li>6. Hole in hose.</li> <li>7. Worn PowerMate® agitator.</li> <li>8. Worn or broken belt.</li> <li>9. Dirty agitator or end caps.</li> <li>10. Canister hood open.</li> <li>11. Tripped overload protector in PowerMate®. See <b>OVERLOAD PROTECTOR</b> (page 14).</li> </ol>	<ol style="list-style-type: none"> <li>1. Change bag.</li> <li>2. Clear airflow passages.</li> <li>3. Clean/change filters.</li> <li>4. Adjust setting.</li> <li>5. Adjust suction control.</li> <li>6. Replace hose.</li> <li>7. Change agitator.</li> <li>8&amp;9. See <b>BELT CHANGING AND AGITATOR CLEANING</b> (page 19).</li> <li>10. Close and latch hood.</li> <li>11. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset.</li> </ol>
Vacuum cleaner starts but shuts off.	<ol style="list-style-type: none"> <li>1. Hose or hood electrical connections.</li> <li>2. Tripped overload protector in PowerMate®. See <b>OVERLOAD PROTECTOR</b> (page 14).</li> <li>3. Tripped thermal protector in canister.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check connections, reconnect hose ends.</li> <li>2. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset.</li> <li>3. See <b>THERMAL PROTECTOR</b> (page 14).</li> </ol>
PowerMate® will not run when attached.	<ol style="list-style-type: none"> <li>1. PowerMate® connections unplugged.</li> <li>2. Worn or broken belt.</li> <li>3. Dirty agitator or end caps.</li> <li>4. Tripped overload protector in PowerMate®. See <b>OVERLOAD PROTECTOR</b> (page 14).</li> <li>5. Handle switch set to <b>FLOOR</b> position.</li> </ol>	<ol style="list-style-type: none"> <li>1. Plug in firmly.</li> <li>2&amp;3. See <b>BELT CHANGING AND AGITATOR CLEANING</b> (page 19).</li> <li>4. Remove any items that may be caught or jammed, then reset. If vacuum cleaner starts and stops again, clean agitator and end caps, then reset.</li> <li>5. Slide handle switch to <b>CARPET</b> position to activate PowerMate®.</li> </ol>

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum cleaner picks up moveable rugs -or- PowerMate® pushes too hard.	<ol style="list-style-type: none"> <li>1. Wrong pile height setting.</li> <li>2. Suction too strong.</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust setting.</li> <li>2. Reduce suction by turning suction control on handle base to open airflow hole.</li> </ol>
Cord won't rewind.	<ol style="list-style-type: none"> <li>1. Dirty power cord.</li> <li>2. Cord jammed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the power cord.</li> <li>2. Pull out cord and rewind.</li> </ol>
Vacuum cleaner leaves marks on carpet.	<ol style="list-style-type: none"> <li>1. Wrong vacuuming pattern.</li> </ol>	<ol style="list-style-type: none"> <li>1. See <b>VACUUMING TIPS</b> (page 11).</li> </ol>

# 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.**

