

IF THIS ADVICE DOES NOT SORT YOUR PROBLEM AND YOU ARE WITHIN THE APPLIANCE TEAM PRESENT AREA, PLEASE CALL THE A TEAM ON 01773 779770 FOR A SERVICE CALL.

## **VACUUM CLEANERS**

Routine maintenance is crucial in ensuring that your vacuum cleaner remains reliable and performs well.

### **VACUUM CLEANERS – BAGLESS (E.G. DYSON)**

#### Maintenance

Filter maintenance is critical.

- The filters should be checked regularly. There are often two filters an exhaust filter and a pre-motor filter. Inspect and clean or if damaged or badly contaminated please replace.
- Some filters are washable. If your cleaner has filters that are designed to be washed make sure they are fully dry before refitting. Failure to do so may cause damage. If a washable filter becomes tatty or damaged, please replace.
- Bagless cleaners do not like large amounts of airborne dust e.g. plaster dust. If you require a cleaner for this sort of work you are best to use a bagged vacuum cleaner and change the bag straight after use. This type of dust will not cause damage to a bagged cleaner were it could cause damage to a bagless cleaner.
- We recommend that with a bagless vacuum cleaner you empty the container after every full house clean even if the container is nowhere near full. This will maintain full suction and prevent the container being overfilled as overfilling the container can cause damage to some models.

### **VACUUM CLEANERS – BAGGED (I.E. REQUIRES DUSTBAG)**

#### Maintenance

- Inspect and replace bag regularly and do not rely on bag warning indicators (if fitted) as we find them sometimes to be unreliable. If you overfill the bag it may burst causing possible damage.
- Inspect filters, clean and refit or replace if necessary.

## **NO POWER – I.E. IF THE MACHINE WILL NOT COME ON AT ALL**

**IMPORTANT:** If you change a fuse, you must use the correct amp for the appliance. If the appliance blows another fuse there must be a fault which is causing the fuses to blow. **Do not keep replacing the fuse.**

If your vacuum cleaner will not come on at all and is completely dead, please check the following:

- The socket has been switched on.
- The socket is working (plug in another appliance to the socket to check).
- Check the fuse in the plug. If this needs replacing ensure that you replace with the correct amp fuse.
- Check that the switch on the machine has not accidentally been switched to the 'off' position.
- Some vacuum cleaners cut out to protect the motor from overheating. Leave for a period of time to cool down and retry. If it comes back on, it will be overheating for a reason so check for blockages (see 'Checking for Blockages' section), clean or replace filters and change bag if applicable. Warning, continued use by leaving it to cool down and reusing could damage the motor, leaving you with an expensive repair or replacement.

## **NO SUCTION**

### **Checking for Blockages**

- There are often helpful removable parts on a vacuum cleaner e.g. Dysons, that you can remove to check for blockages, please refer to manufacturers handbooks.
- Please be aware the best way is not to block it in the first place. Do not suck up things that are too big or too long and may get lodged in the hoses etc. For example, coins, hair grips, matchsticks.
- The first time that you Hoover a new carpet may cause your vacuum cleaner to get blocked due to the amount of fibres that are left on the carpet from manufacture.
- To check a hose for blockages detach from cleaner and drop down an item that is not too big but reasonably heavy, for example, a marble, pebble and see if it come out the other end.
- If the hose is blocked, the easiest way to remedy the problem is to push something down the hose to get the blockage out. Remember to be careful not to damage the hose when removing the blockage.

**Blocked filters and full bags will also reduce suction.**

## UPRIGHT VACUUM CLEANERS ONLY

There are bagged and bagless versions of upright vacuum cleaners. **The big difference with an upright vacuum cleaner is that most, not all, will have a belt which drives the brush roll which hits the floor surface.**

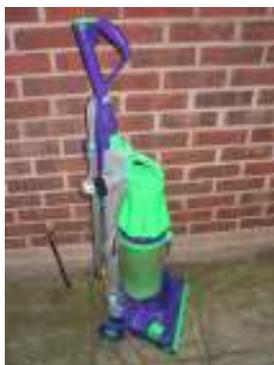
The best way not to damage a belt is to avoid sucking up the edge of rugs, or anything that will stop the brush momentarily as this will cause the belt to burn. This does not apply to cleaners with a clutch as the clutch is designed to skid. However this still needs to be avoided as the clutch can become damaged.

## IF YOUR UPRIGHT VACUUM CLEANER PICKS UP FROM THE TOOLS BUT NOT WITH THE BRUSH ROLL

There is the possibility that the belt may be broken and need replacing.

If attempting to do this yourself, it is important to unplug the vacuum cleaner before taking off the brush cover. Although there are generally no exposed wires underneath the brush cover, if the brush was to turn while you were working on it, it could trap your fingers.

Some models of upright vacuum cleaners have a clutch or belt shifter fitted, these vacuum cleaners may have two belts. A vacuum cleaner with a clutch, for example some models of Dyson,



Clutch Assembly

These clutches can be turned anti-clockwise to dislocate the brush drive to Hoover with just suction with no brush rotation. So if you have this function on your vacuum cleaner check that it has not been switched accidentally.

**Note:** Belt shifter vacuum cleaners e.g. some models of Panasonic. There will be a slide to make the brush roll turn or not turn. If you are operating this you should only do so with the machine running. Again check that it has not been moved accidentally.

If you are checking for brush rotation make sure that the handle release has been pressed and the handle is dropped, as some makes of vacuum cleaner the brush does not turn with the handle in the locked upright position, so that if you are using the tools the brush is not constantly hitting the carpet in the same area.

**Note:** If you can see the brush turning it could still be your belt, not broken, but stretched and when the resistance of the carpet and the brush hitting together, would be enough to cause the belt to skid or stop. If it stops you get smoke and it would burn through. If your belt is burnt through, check that the brush is free and not clogged with hair and fluff on the end bearings of the brush. If it is it will burn out your new belt.

If the brush is worn or will not free off, replace.

**Important: Keep your fingers away from the brush roll.**

**It is wise to never work on anything while it is plugged into the electricity supply. Electricity is dangerous and can kill.**

Most modern upright vacuum cleaners will have built on tools and attachments and therefore the help for bagged and bagless vacuum cleaners on filters and blockages etc is still applicable.