

# **HOOVER®**

## **INSTRUCTIONS AND WARRANTY**



**MODEL: HBC2000P**

**HOOVER PET PRO BAGGED CANISTER VACUUM**

Congratulations on purchasing our Hoover Pet Pro Bagged Canister Vacuum. Each unit is manufactured to ensure safety and reliability. Before using this appliance for the first time, please read the instruction manual carefully and keep it for future reference.

## **FEATURES OF THE HOOVER PET PRO BAGGED CANISTER VACUUM**

- Power: 2000W
- 350AW
- HEPA Filtration
- Cord length: 4.5m
- Noise Level: 78dB(A)
- Dust full indicator
- Washable dust bag
- 3L dust capacity
- Easy to use controls

## **PACKAGE CONTENTS**

- HBC2000P Vacuum
- Flexible hose
- Metal telescopic tube
- Turbo Pet Floor Brush
- Turbo Pet Brush
- Sofa Brush
- Crevice Tool
- Instruction manual
- 3L dust bag

## **IMPORTANT SAFEGUARDS**

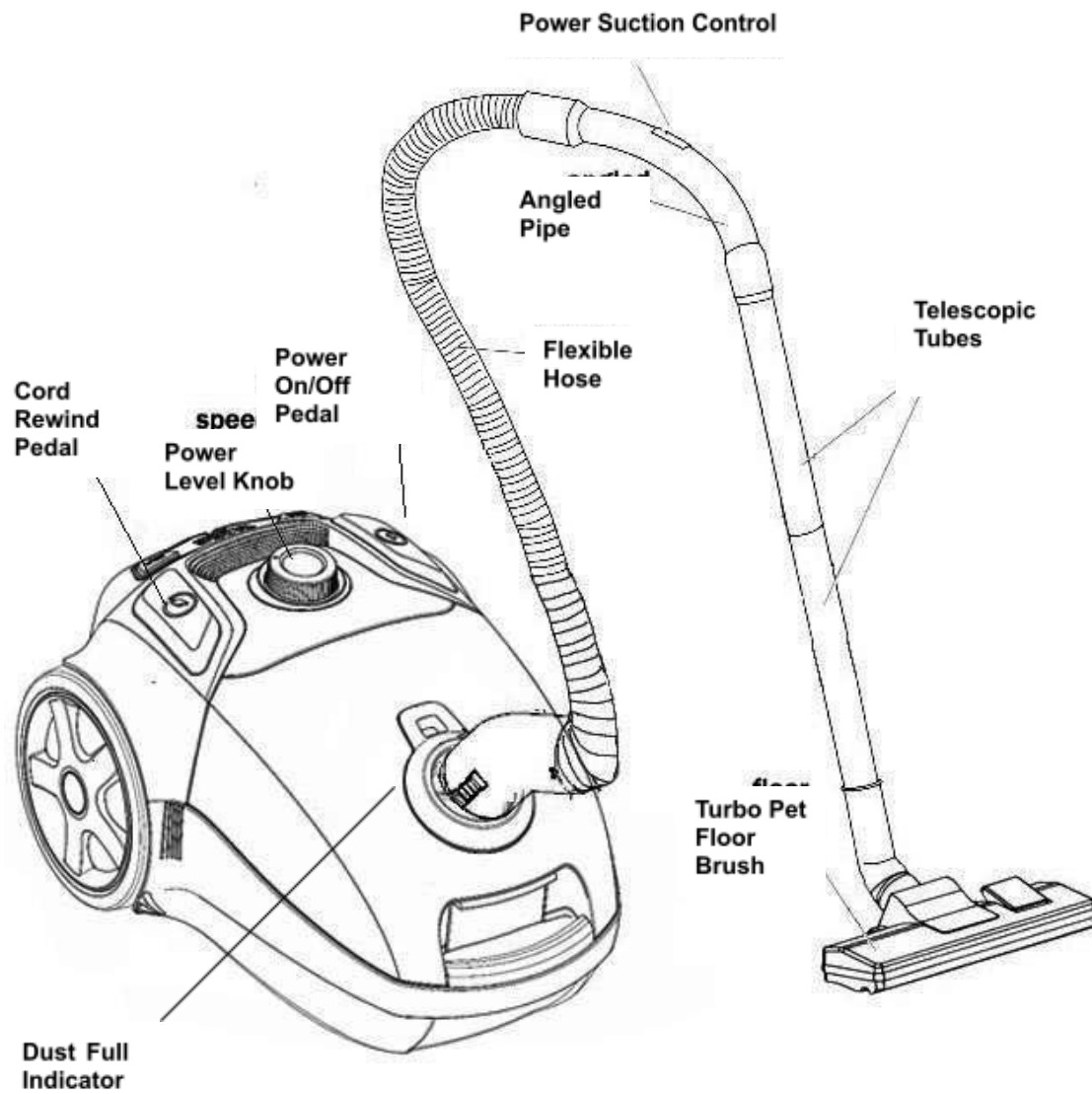
1. Please read the instructions carefully before using any appliance.
2. Always ensure that the voltage on the rating label corresponds to the mains voltage in your home.
3. Incorrect operation and improper use can damage the appliance and cause injury to the user.
4. The appliance is intended for household use only. Commercial use invalidates the warranty and the supplier cannot be held responsible for injury or damage caused when using the appliance for any other purpose than that intended.

5. Avoid any contact with moving parts.
6. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
7. Children should be supervised to ensure that they do not play with the appliance.
8. Check the power cord and plug regularly for any damage. If the cord or the plug is damaged, it must be replaced by the manufacturer or a qualified person in order to avoid an electrical hazard.
9. Do not use the appliance if it has been dropped or damaged in any way. In case of damage, take the unit in for examination and/or repair by an authorised service agent.
10. To reduce the risk of electric shock, do not immerse or expose the motor assembly, plug or the power cord to water or any other liquid.
11. Never immerse the full unit in water or any other liquid for cleaning purposes.
12. Remove the plug from the socket by gripping the plug. Do not pull on the cord to disconnect the appliance from the mains. Always unplug the unit when not in use, before cleaning or when adding or removing parts.
13. The use of accessory attachments that are not recommended or supplied by the manufacturer may result in injuries, fire or electric shock.
14. A short cord is provided to reduce the hazards resulting from becoming entangled in or tripping over a longer cord.
15. Do not let the cord hang over the edge of a table or counter. Ensure that the cord is not in a position where it can be pulled on inadvertently.
16. Do not allow the cord to touch hot surfaces and do not place on or near a hot gas or electric burner or in a heated oven.
17. Do not use the appliance on a gas or electric cooking top or over or near an open flame.
18. Use of an extension cord with this appliance is not recommended. However, if it is necessary to use an extension lead, ensure that the lead is suited to the power consumption of the appliance to avoid overheating of the extension cord, appliance or plug point. Do not place the extension cord in a position where it can be pulled on by children or animals or tripped over.
19. This appliance is not suitable for outdoor use. Do not use this appliance for anything other than its intended use.

20. DO NOT carry the appliance by the power cord.
21. Do not leave this appliance unattended during use. Always unplug the unit when not in use or before cleaning.
22. Always operate the appliance on a smooth, even, stable surface. Do not place the unit on a hot surface.
23. Ensure that the switch is in the "Off" position after each use.
24. The manufacturer does not accept responsibility for any damage or injury caused by improper or incorrect use, or for repairs carried out by unauthorised personnel.
25. In case of technical problems, switch off the machine and do not attempt to repair it yourself. Return the appliance to an authorised service facility for examination, adjustment or repair. Always insist on the use of original spare parts.
26. Failure to comply with the above mentioned pre-cautions and instructions, could affect the safe operation of this machine.
27. Do not operate the unit with wet hands or without shoes.
28. Do not place objects into any openings.
29. Do not operate if any openings are blocked.
30. Keep unit free from dust, lint, hair and anything else that may reduce the airflow.
31. This vacuum cleaner creates suction, as such, hair, loose clothing, fingers and other body parts should be kept away from any openings.
32. Do not use the unit to pick up any burning, smoking or flammable objects such as cigarettes, matches or hot ash.
33. Do not use the unit to pick up flammable or combustible liquids such as gasoline and do not use the unit in areas where these liquids are present.
34. Do not use the unit without the filter in place.

**IMPORTANT NOTE:** The motor of the unit needs to be switched off for 1 minute after 15 minutes of consecutive use. This is to allow the motor to cool down and prevent motor failure. Do not operate this unit for more than 4 hours (with cool down periods included) on any given day. Also ensure that the product and all the filters are cleaned on a regular basis and/or after each use.

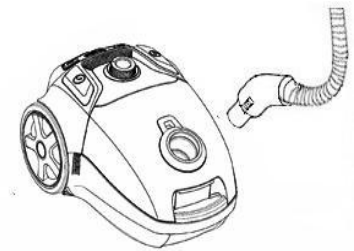
## PARTS DIAGRAM



## ASSEMBLING THE PRODUCT

### How to connect the hose with vacuum cleaner

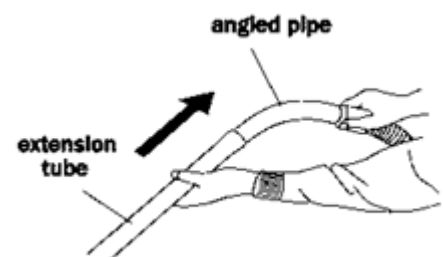
Insert flexible hose into the air-intake opening on the front cover  
Press the knob until it clicks into the position.



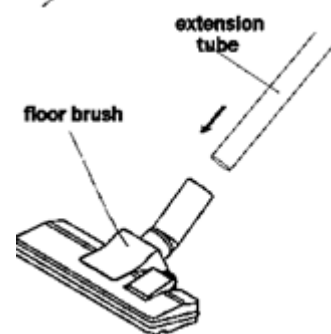
### Remove the flexible hose:

Unplug the appliance and press the button at the end of the flexible hose  
Remove it from the air-intake opening on the front cover.

### Fit the telescopic hose to the angled pipe



### Fit the multi floor tool to the telescopic tube



## OPERATING INSTRUCTIONS

**CAUTION:** The air-intake nozzle and attachments must always be kept clear of any obstructions, otherwise the motor will overheat and could be damaged.

- A yellow mark on power cord shows the ideal cable length. Do not extend the cable beyond the red mark. To rewind the power cord, press the Cord Rewind Pedal with one hand and guide the cord with the other hand.
- Press the Power On/Off Pedal to switch the appliance on. Use the Power Level Knob to control the suction power of the vacuum cleaner.
- The suction power may be adjusted with the Power Suction Control knob and the telescopic pipe as well.

- If the suction flow is interrupted or the dust bag is full, the dust full indicator will indicate this with a red light. Turn off the machine immediately and clean the inlet filter. Empty the dust bag. Turn the unit on again.
- **Note:** Pay attention to unusual noises when using the device. This could indicate a malfunction or blockage in either the flexible hose or telescopic pipe.

## GENERAL CLEANING AND MAINTENANCE

### HOW TO EMPTY THE DUST CONTAINER

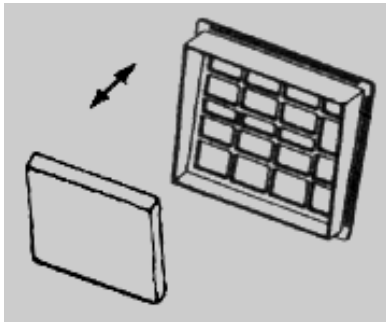
**IMPORTANT:** The dust bag must always be in place when operating the hand vacuum

- After removing the flexible hose, press the cover lock button and open the dust container.
- Remove the dust filter from the container.
- Replace the dust filter in the container.
- Close the dust container until it is locked in the position.

PLEASE NOTE: The dust bag can only be washed with water and must be left for 24hrs to dry before next use.

### CLEANING THE FILTERS

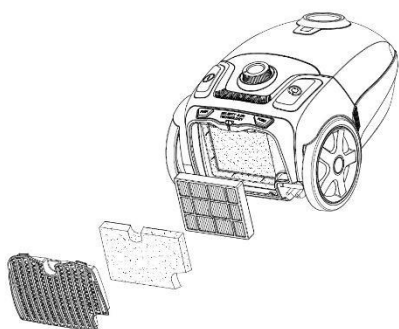
**How to clean the motor filter:**



- Open the dust bag container compartment remove the dust bag.
- Remove the motor filter located behind the dust bag.
- Place the cleaned filter back into the original position.

PLEASE NOTE: The motor filter can be washed with water only. Do not use any detergents when washing the motor filter. The motor filter must be left for 24hrs to dry before next use.

**How to clean the exhaust filter:**



- Detach the grill located at the rear of the vacuum cleaner by pulling it firmly away from the appliance.
- Remove the outlet filter.
- Clean the filter by gently tapping it.
- Place the filter back into the rear of the vacuum cleaner.
- Return the grill to its original position.

**IMPORTANT: All the filters and the dust bag need to be cleaned after each use. If the product stops working during usage, it might have overheated due to dirty filters. Please check and clean all the filters. Wait one hour before switching the product on again.**

## FAULT FINDING

| Problem                             | Possible Reason                                                                                                                                                                                                      | Action                                                                                                                                                                                           |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Motor does not start                | <ul style="list-style-type: none"> <li>• Power cord not firmly plugged into outlet</li> <li>• Outlet damaged</li> <li>• The vacuum cleaner is not switch on at the outlet</li> <li>• Motor has overheated</li> </ul> | <ul style="list-style-type: none"> <li>• Plug unit firmly</li> <li>• Check the outlet</li> <li>• Switch on the appliance</li> <li>• Clean all the filters and empty the dust bag</li> </ul>      |
| Suction power is weaker             | <ul style="list-style-type: none"> <li>• Blockage in Vacuum inlet of pipes</li> <li>• Dust filter needs cleaning</li> <li>• Dust container not in position</li> <li>• Filter blocked</li> </ul>                      | <ul style="list-style-type: none"> <li>• Remove the blockage</li> <li>• Clean the dust filter</li> <li>• Close the dust container</li> <li>• Clean the filters and empty the dust bag</li> </ul> |
| Power cord not rewinding completely | The power cord may have been pulled off from the internal guide wheel                                                                                                                                                | Gently pull the cord away from the vacuum cleaner and press the rewind pedal again.                                                                                                              |

|                                      |                                             |                                                                                                         |
|--------------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Power Level adjustment does not work | Appliance is defective                      | Take the vacuum cleaner to a service center                                                             |
| The dust container does not close    | The dust bag is not in the correct position | Remove the dust bag and reinsert it into the machine, taking care to ensure that it is fitted correctly |

## SERVICING THE APPLIANCE

There are no user serviceable parts in this appliance. If the unit is not operating correctly, please check the following:

- You have followed the instructions correctly
- That the unit has been wired correctly and that the wall socket is switched on.
- That the mains power supply is ON.
- That the plug is firmly in the mains socket.

If the appliance still does not work after checking the above:

Consult the retailer for possible repair or replacement. If the retailer fails to resolve the problem and you need to return the appliance, make sure that:

- The unit is packed carefully back into its original packaging.
- Proof of purchase is attached.
- A reason is provided for why it is being returned.

If the supply cord is damaged, it must be replaced by the manufacturer or an authorised service agent, to avoid any hazard. If service becomes necessary within the warranty period, the appliance should be returned to an approved Home of Living Brands (Pty) Limited service centre. Servicing outside the warranty period is still available, but will, however, be chargeable.

## CHANGING THE PLUG

Should the need arise to change the fitted plug, follow the instructions below.

**This unit is designed to operate on the stated current only. Connecting to other power sources may damage the appliance. Connect a three-pin plug as follows:**

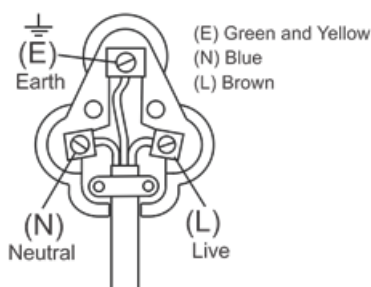
The wires in this mains lead are coloured in accordance with the following code:

Green/Yellow = Earth

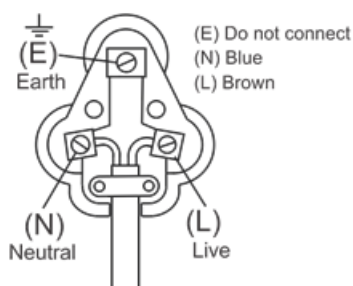
Blue = Neutral

Brown = Live

**WARNING:** If your appliance has three wires (Green/Yellow, Blue, Brown) then it MUST be earthed. Connect a three pin plug as shown below



**If your appliance has only two wires** (Blue, Brown) then it does not need to be earthed. Connect a three pin plug as shown below



**PLEASE AFFIX YOUR PROOF OF PURCHASE/RECEIPT HERE**

**IN THE EVENT OF A CLAIM UNDER WARRANTY THIS RECEIPT MUST BE PRODUCED.**

### **WARRANTY**

1. Home of Living Brands (Pty) Limited ("Home of Living Brands") warrants to the original purchaser of this product ("the customer") that this product will be free of defects in quality and workmanship which under normal personal, family or household use and purpose may manifest within a period of 1 (one) year from the date of purchase ("warranty period").
2. Where the customer has purchased a product and it breaks, is defective or does not work properly for the intended purpose, the customer must notify the supplier from whom the customer bought the product ("the supplier") thereof within the warranty period. Any claim in terms of this warranty must be supported by a proof of purchase. If proof of purchase is not available, then repair, and/or service charges may be payable by the customer to the supplier.
3. The faulty product must be taken to the supplier's service centre to exercise the warranty.
4. The supplier will refund, repair or exchange the product in terms of this warranty subject to legislative requirements. This warranty shall be valid only where the customer has not broken the product him/herself or used the product for something that it is not supposed to be used for. The warranty does not include and will not be construed to cover products damaged as a

result of disaster, misuse, tamper, abuse or any unauthorised modification or repair of the product.

5. This warranty will extend only to the product provided at the date of the purchase and not to any expendables attached or installed by the customer.
6. If the customer requests that the supplier repairs the product and the product breaks or fails to work properly within 3 (three) months of the repair and not as a result of misuse, tampering or modification by or on behalf of the customer, then the supplier may replace the product or pay a refund to the customer.
7. The customer may be responsible for certain costs where products returned are not in the original packaging, or if the packaging is damaged. This will be deducted from any refund paid to the customer.

**HOME OF LIVING BRANDS (PTY) LTD (JOHANNESBURG)**

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