

# Cyclonic Vacuum Cleaner with Deep Cleaning Powerhead

Height Adjustable Powerhead

HEPA Carbon Filtration

Large 1.75L Dust Capacity



allergy+



# 7011PH Allergy

Congratulations on the purchase of your new HOOVER vacuum cleaner. There are many useful features built into your vacuum cleaner and we recommend that you carefully read this instruction manual so that you may take best advantage of them.

## Features:

1. Handle
2. On/Off Button (Powerhead)
3. Air Outlet
4. Handle Release Button
5. Hose
6. Telescopic Tube
7. Blockage Indicator (not shown)
8. On/Off Button (not shown)
9. Handle
10. Dust Container Release Button
11. Automatic Cable Retract Button
12. Power Cable & Plug
13. Dust Container
14. Hose Inlet
15. Accessories Storage Compartment (not shown)
16. Powerhead Height Adjustment Pedal
17. Powerhead

## Accessories:

18. Combination Floor Tool
19. Dusting Brush
20. Crevice Tool
21. Hand Turbo Tool
22. Mattress Cleaning Tool
23. Upholstery Tool
24. Flexible Brush

## Specifications:

**Power:** 1500W+100W = 1600W Max.

**Dust Capacity:** 1.75L

**Noise Level:** 70dBa

**Telescopic Tube:** Aluminium

**Power Cable Length:** 6m

**Hose Length:** 1.9m

**Weight:** 8.06Kg

***Please contact Hoover Customer Care 1300 360 845,  
NZ (09) 263 7573 to find your local spare parts provider.***

# Before you Begin

This cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring, walls and fabrics. This cleaner is not fit to be used as an industrial cleaner hence will void the manufacturer's warranty if used inappropriately.

## Please read these instructions thoroughly

This will ensure you obtain full benefit from your new cleaner. Keep this Instruction Manual in a handy place for future reference.

## Important

Always switch the cleaner off and remove the plug from the electricity supply before cleaning your appliance, when not in use, or attempting any maintenance task. The cleaner must only be connected to an AC supply at the voltage shown on the rating plate. This cleaner should only be used for its intended purpose as described in these instructions.

## Precautionary measures:



1. **Do not** operate the vacuum cleaner too close to heaters, radiators, and other hot surfaces.



2. Before inserting the plug into the wall, make sure your hand is dry.



3. Before turning on the vacuum cleaner, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.



4. When you want to pull the plug from the wall, **do not** use the power cable, gently pull the plug from the power socket.



5. Do not use vacuum cleaner to pick up water or liquids.

6. If the hose inlet, combination floor tool or telescopic tube are blocked, you should switch off the cleaner straight away and remove from mains power. First clear the blocked substance before attempting to start the vacuum cleaner again.



# Safety Precautions & Warnings

**IMPORTANT! Always switch off the cleaner and remove the plug from the electricity power supply before cleaning your appliance, when not in use or attempting any maintenance task. The cleaner must only be connected to an AC power supply at the voltage shown on the rating label. This cleaner should only be used for its intended purpose as described in this instruction manual. Never operate the vacuum cleaner without filters.**

When using your vacuum cleaner, basic precautions should always be observed, including the following;

1. 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.
2. Children should be supervised to ensure that they **do not** play with the appliance.
3. To prevent electrical shock, **do not** immerse the appliance, power cord or power plug into water or other liquids.
4. To prevent electrical shock, **do not** use the vacuum cleaner outdoors or on wet surfaces.
5. Always check the power cord before use, the power cord and the plug should be in a good condition and must not be damaged. If the power supply cord is damaged or defective, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
6. **Do not** unplug by pulling on the power cord. To unplug, grasp the plug not the power cord. Use only Australian and New Zealand electrical safety approved extension cords.
7. **Do not** pull or carry the appliance by the power cable, use the power cable as a handle or pull the power cable around shaft edges or corners. Avoid running the appliance over the power cable.
8. Ensure the appliance is switched off before unplugging.
9. **Do not** handle or operate the appliance with wet hands and follow electrical safety precautions at all times.
10. Extreme caution should be exercised when using the appliance on stairs.
11. **Do not** attempt to change the attachments while the appliance is plugged in to mains power supply. Switch off and remove plug from mains power supply. Use only manufacturer's recommended accessories.
12. **Do not** operate the vacuum cleaner too close to the heaters, radiators and other hot surfaces.
13. **Do not** use the appliance to pick up flammable items or combustible liquids (i.e. petrol, hot ashes cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
14. **Do not** use the appliance to pick up toxic materials (i.e. chlorine bleach, ammonia).

15. Ensure the appliance is disconnected from the mains power supply before connecting the hose to the unit.
16. **Do not** operate or use the appliance without the dust bag and/or filters in place.
17. Before vacuuming, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.
18. If the air inlet, floor head or the telescopic tube is blocked, switch off the cleaner straight away and remove from the mains power. First clear the blocked object before attempting to start the cleaner vacuum again.
19. Hold the plug when rewinding onto the cord reel. To prevent accidental injury **do not** allow the plug to whip when rewinding.
20. **Do not** extend the power cable beyond the yellow mark.
21. **Do not** leave the appliance unattended when it is connected to a mains power supply.
22. Before carrying out any maintenance service or cleaning the filters, always switch off the vacuum cleaner and disconnect the plug from power supply.
23. Keep ends of the hose, telescopic tube and other openings away from your face and body.
24. **Do not** use the vacuum cleaner if it is damaged or breaks down. Check the electrical regularly for defects. If connection cables, electrical hoses, electrical contacts and electric tubes are damaged, have them replaced immediately.
25. **Never** clean the vacuum cleaner or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
26. **Never** attempt to make any modifications electrically to the vacuum cleaner.
27. Always store the appliance indoors in a cool and dry place.
28. **Do not** pickup water, dry household use only.
29. Damage caused by improper use or by not observing the instructions in this manual will void warranty.

## Vacuum Cleaner with Powerhead

1. The electric hose contains electrical connections;
  - **Do not** immerse it in water for cleaning;
  - The hose should be checked regularly and **must not** be used if damaged.
  - The vacuum cleaner handle contains electrical connections the handle is not a serviceable part
  - The vacuum cleaner rod contains electrical connections the rod is **not** a serviceable part
  - The vacuum cleaner powerhead contains electrical connections the powerhead is not a serviceable part
2. Use the electric powerhead only for vacuuming dust and dry substances in the home.
3. **Never** run over the power cable with the powerhead as the cable could get damaged.
4. **Never** touch the brush roller while the vacuum cleaner is connected to the mains.
5. To prevent unnecessary wear on the powerhead cleaning nozzle keeps it moving while in operation.
6. Keep hair, hands and feet away from rotating brush while the powerhead is running.



# Assembly

**IMPORTANT! Always remove the plug from the power socket before fitting or removing accessories!**

## Connecting the Dust Container Subassembly



1. Align the mark on the dust container with the mark on the top cover, and fit the cover into the dust container.
2. Align the mark on the dust container with the mark on the top cover. Make sure the contacting surfaces are aligned. Adjust the top cover in a clockwise direction.
3. When the mark on the top cover and the mark on the middle of the dust container are lined up completely, the dust container assembly is correctly assembled.
4. Disassemble the dust container by following the above instructions in reverse.

# Assembly (continued)



## 1. Fitting or Removing the Flexible Hose

### *Fitting:*

Insert the flexible hose into the air intake duct of the vacuum. Press until it clicks into position.

### *Removing:*

Remove the plug from the power socket and then release the flexible hose from the air intake duct by pressing the two buttons.



## 2. Fitting the Extension Rods and Accessories

**Note:** *Ensure the powerhead switch on the handle is in the "off" position before fitting the handle to the rod.*

- a. Fit the extension rod to the handle, gently insert the handle into the extension rod and push until it clicks in place.
- b. Fit the floor head to the extension rod, gently insert the extension rod into the floor head and push until it clicks in place.



**Tip:** *It is recommend to place the floor head on the floor when you insert the rod into the floor head.*

**Note:** *when use the combination floor head, please turn the powerhead switch to the "off" position.*





# Accessories



## Powerhead

Compact design with illuminated powerhead for deep carpet cleaning. Not recommended for use on hard floors.



**Carpet**



**Hard Floors**

## Combination Floor Tool

Ideal for daily cleaning on carpets and hard floors.



## Crevice Tool

For radiators, crevices, corners, baseboards and between cushions.



## Upholstery Tool

For vacuuming furniture and upholstery.

# Accessories (continued)



## Dusting Brush

For furniture, blinds, bookshelves and lamp shades.



## Hand Turbo Tool

Ideal for pet hair removal with this multi function air driven turbo tool.

**Note:**

1. *Never run over the power cable with the floor tool.*
2. *Never touch the brush roller while the vacuum cleaner is connected to the mains power supply.*
3. *Keep hair, hand and feet away from the rotating brush while the power head is running.*



## Flexible Brush

Removing dust from hard to reach places is made easy with the flexible brush.



## Mattress Cleaning Tool

Remove dirt and allergens from mattresses easily with this mattress tool attachment.

**Note:**

1. *Never run over the power cable with the floor tool.*
2. *Never touch the brush roller while the vacuum cleaner is connected to the mains power supply.*
3. *Keep hair, hand and feet away from the rotating brush while the power head is running.*



# Instructions for Use

***Before using the appliance, unwind a sufficient length of cable and insert the plug into the power socket. A yellow mark on the power cable shows the ideal cable length. Don't extend the cable beyond the red mark.***



1. Press the ON/OFF button to turn the vacuum on.



2. To rewind the power cable, press the rewind button with one hand and guide the cable with the other hand to ensure that it does not whip causing damage to the cable.
3. Press the on/off button on the handle to operate the powerhead.
4. Gently press the powerhead height adjustment pedal to adjust the height of the brush bar to suit your carpet.

***Note: when using the combination floor head, please turn the power head switch to the "off" position.***

# Maintenance

***IMPORTANT! Ensure the vacuum cleaner is not connected to the power supply when performing any maintenance procedures. Use a damp cloth and mild detergent when cleaning the appliance.***

## Vacuum Cleaner Storage

When not in use, ensure the cleaner is not connected to the power supply, and pull the power cable gently out of the power socket. Press the automatic cord rewind button to reel in the power cable fully. Hang the floor brush onto the floor park. The powerhead must be stored separately.

Store the cleaner in a cool dry location.

## Dust Container Cleaning

***IMPORTANT! Press the dust container release button to remove the dust container; do not pull the clip on the handle of the dust container to remove the dust container which can cause damage to the cleaner and dust container.***



Remove the rubbish in the dust canister frequently to avoid unnecessary blockages that may lead to failure of the motor in prolonged occurrences.

***IMPORTANT: Do not allow the dust to go past the max. line. The bin must be emptied before dust reaches the max. line.***

Clean the dust canister only after the power cable of the cleaner has been removed from the power supply.

Hold the dust canister over the rubbish bin (bag), press down the dust release button of the dust canister, the bottom cover of the dust canister will automatically open allowing you to clear and empty the dust canister.



## Hand Turbo Brush

**Warning:** Ensure the cleaner is not connected to the mains power supply when performing any maintenance procedures.



1. Unlock the neck on the hand turbo brush by twisting anti-clockwise.
2. Push the release buttons on the side of the Hand Turbo Brush down to unlock the external bristles. Rotate this bristle attachment upwards.
3. Remove the clear cover.
4. Remove any dirt or hair from the roller brush.
5. Replace the clear cover.
6. Lock the neck on the hand turbo brush by twisting clockwise.
7. Rotate the external bristles down and lock the side release buttons by pushing upwards.

# Maintenance (continued)

## Pre Motor Filter Cleaning



1. Remove the canister by pressing the dust container release button.
2. Pull the clip on the handle of the dust canister to release the lid.
3. Remove the filter, this can be washed with luke warm water.

### **Key Points:**

Please note: when the dust container release button or the filter cover is not installed correctly, dust can get through the motor and cause damage to the vacuum. After cleaning, always check that the dust canister and the filter cover have been installed correctly.

**CAUTION! Ensure the suction passage is always unobstructed, otherwise the motor may overheat.**

**CAUTION! Do not put the filter in the washing machine.**

**CAUTION! Do not use hair dryer to dry the filter.**

## Blockage Indicator Light

If the blockage indicator light is on, switch off the cleaner, check there is no blockage in the filter, hose, inlet hole and empty the dust canister.





## Mesh Filter Cleaning

Remove the canister by pressing the dust container release button. Remove the mesh filter and clean with luke warm water.

## Rear Motor HEPA and Carbon Filter Replacement



The rear motor HEPA and carbon filter is installed behind the air outlet grid, this HEPA filter is washable. However frequent wash to the carbon filter can reduce the life of the carbon filter. When dust or dirt is visible on the surface of the HEPA filter, the filter should be replaced or washed with warm water to maintain efficient suction.

It is required to clean and replace the filters for the motor, after they have been used for 6 - 12 months. This may vary depending on frequency of use. Remember to ensure all filters have been correctly installed into the cleaner before using the cleaner.

**Key Points:** The power supply of the cleaner must be cut off before replacing any filter!

# Maintenance (continued)

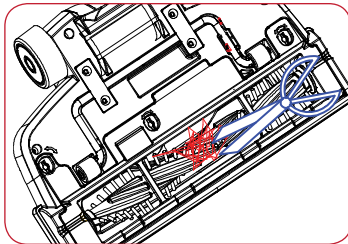
## Cleaning and Changing the Air Inlet Filter

- The air inlet filter should be cleaned at least twice a year or when it becomes visibly dirty.
- Always operate the cleaner with filters installed, otherwise, reduced suction or motor damage may result.
- Disconnect from electrical outlet, before cleaning filter.
- Do not use a washing machine to rinse filter.
- Do not use hair drier to dry it.
- Filter must be completely air dry before re-assembling.

## Cleaning and Changing the Air Inlet Filter (continued)

1. Press the dust canister release button on the top of the canister handle to remove the dust canister from the cleaner. Pull the clip on the front of the handle to open the lid of the dust bin.
2. Take out the filter from the machine.
3. Clean as per the above directions and replace back into machine once completely dry.
4. Replace the filter with a new filter when required.

## Cleaning the Motorised Powerhead



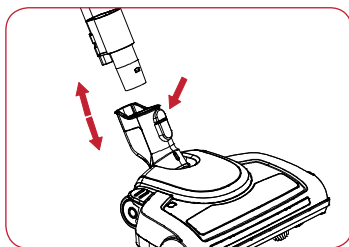
The rotating brush must be free of debris for effective cleaning and maximum suction. Disconnect the motorised powerhead and turn it over to inspect the bottom. If a buildup of debris is wound around the rotating brush, remove by carefully cutting with scissors. Avoid damaging or cutting the bristles.





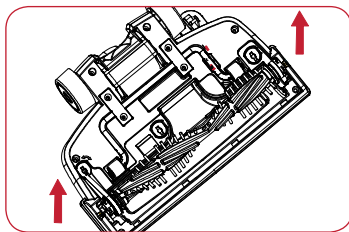
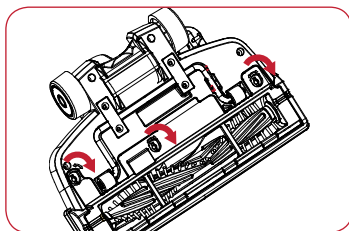
## Changing the Motorised Powerhead Drive Belt

**WARNING:** To reduce the risk of electric shock, turn all power off from the unit and unplug the unit before performing any cleaning, maintenance or troubleshooting checks. Failure to do so may result in electric shock or personal injury.



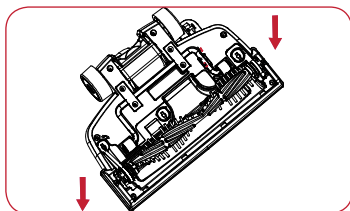
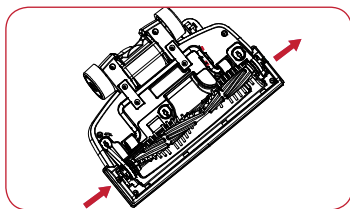
Depending on how much your vacuum is used, the motorised powerhead drive belt will occasionally require changing.

1. Disconnect the powerhead from the telescopic tube.
2. Turn the powerhead upside down and turn the 3 locking rods anti-clockwise to unlock the bottom plate.
3. First lift up the end of the rotating brush with no belt and remove it. Then lift the end cap where the belt loops around.



# Maintenance (continued)

## Changing the Motorised Powerhead Drive Belt (continued)



4. Slide the old belt off the drive shaft and then the end cap. If the belt is broken, remove all the broken pieces.
5. Place the new belt over the drive shaft first and then the end cap. Make sure the lettering on the belt is on the outside. Insert the end cap into the groove.
6. Holding the rotating brush, insert it into the end cap first and then into the groove on the other side.
7. Replace the bottom plate.

Please contact Hoover Customer Care: 1300 360 845 to find your local spare parts provider.

| Part  | Part Number |
|---|-------------|
| Hose  | 31220477    |
| Dust Bin  | 33151826    |
| Power Head  | 11400123    |
| Cord Retract Assembly                                     | 33200885    |
| Rear Cover  | 33151827    |
| Motor   | 33300684    |
| Filter set (HEPA Carbon, Pre motor mesh & sponge filters) | 32200888    |
| Round Brush   | 31130092    |
| Crevice Tool  | 31120107    |



# Troubleshooting

## Problems and Solutions

If you come across a problem, please use the checklist of troubleshooting tips before ringing Hoover Customer Care.

| <b>Fault</b>  | <b>Solutions</b>   |
|---|--|
| The cleaner will not turn on.                         | Check that the power cable is inserted securely; remove from the power supply and then reinsert into the power supply.<br>Check that the on/off switch is in the "ON" position.  |
| The vacuum performance is deteriorating.              | Switch off the machine.<br>Check the appliance to ensure there are no blockages.<br>Clear any blockages that may be found.<br>Check that the air-inlet filter is not dusty; clean rubbish or replace air-inlet and air-outlet HEPA filters.<br>Clean the remaining dust inside the dust container and blue cyclone filter.                                       |
| The cleaner makes an abnormal sound when switched on. | Turn off the cleaner immediately.<br>Check the appliance to ensure there are no blockages.<br>Clear any blockages that may be found.<br>Check the dust bin or powerhead is installed securely.   |
| Powerhead not working.                                | Check that the on/off button is in the "ON" position.<br>Check the installation of the powerhead is correct.<br>Turn off the cleaner, let it cool down for 20 mins.<br>Clean any big objects trapped around the roller bar.<br>Check there is no object pressing the top of the powerhead.<br>Adjust the height of the powerhead to suit the area to be cleaned. |
| Hand turbo tool is not working.                       | The hand turbo tool will start working only when the brush of the tool touches the surface to be cleaned.<br>Ensure there are no blockages in the brush roller of the hand turbo tool.   |
| Mattress cleaning tool is not working.                | The mattress cleaning tool will start working only when the brush of the tool touches the surface to be cleaned.<br>Ensure there are no blockages in the brush roller of the mattress cleaning tool.<br>Switch off the machine and ensure there are no blockage in the brush roller.   |
| Hand turbo tool is not working.                       | Ensure there are no blockages in the brush roller of the hand turbo tool.  |



# allergy

## Cyclonic Vacuum Cleaner with Deep Cleaning Powerhead

### Conditions of warranty

Your Hoover cleaner, in the case of domestic use, has a two year parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the cleaner is purchased.

The cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring and fabrics. This cleaner is not fit to be used as an industrial cleaner, and is not designed for the collection of vitreous building material including particle board, construction products and similar products such as wood/fibres, cement, fillers, fibre glass etc. or excessive or frequent sand. The infrequent pick-up of these materials in these circumstances may be harmful to your cleaner and may void the manufacturer's warranty.

Accessories and consumables including dust bags and filters, unless defective in manufacture, are not subject to this warranty. In order to prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your cleaner will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

In the event of service or advice being needed, please contact Hoover Floorcare Asia Pacific Pty Ltd, Level 1, Building 2 Brandon Business Park, 530 Springvale Road, Glen Waverley Victoria 3150, or on 1300 360 845, Monday-Friday 9am-5pm EST. The decision to repair or replace the cleaner is at the sole discretion of Hoover Floorcare. If Hoover Floorcare decide to repair or replace the cleaner, it will do so at its own cost.

Hoover Floorcare is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Hoover Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, Hoover Floorcare will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the cleaner is chargeable.

The repair or replacement of the cleaner under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

“Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”



Call Hoover Floorcare with any product queries

Australia **1300 360 845**  
New Zealand **(09) 263 7573**

To find out more about our range, visit: [www.hoover.com.au](http://www.hoover.com.au)

[www.hoover.co.nz](http://www.hoover.co.nz)

email: [sales@hooverfloorcare.com.au](mailto:sales@hooverfloorcare.com.au)

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