



## Galaxy 2000W Bagless Vacuum Cleaner



**For Household Use Only**

Model No.: JCV-5002(T).4  
Item No.: 900496  
220 - 240Va.c. 50Hz  
2000W Max  
Rev 1

**Note:** The specifications and/or components of this appliance are subject to change without prior notice.

If the Hose, Floor Head or any Accessories should fail during use, please call 1800 079 124 for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us

<b>1</b>	<b>Warnings.....</b>	<b>3</b>
<b>2</b>	<b>Safety Direction.....</b>	<b>3</b>
<b>3</b>	<b>Transporting your Vacuum .....</b>	<b>6</b>
<b>4</b>	<b>Specification.....</b>	<b>6</b>
<b>5</b>	<b>Schematic Wiring Diagram.....</b>	<b>6</b>
<b>6</b>	<b>Components .....</b>	<b>7</b>
<b>7</b>	<b>Assembly Method .....</b>	<b>8</b>
	7.1 Fitting Flexible Hose .....	8
	7.2 Hose Removal.....	8
	7.3 Fitting Telescopic Tube and Accessories .....	8
	7.5 Tools .....	9
<b>8</b>	<b>Power and Power Cord .....</b>	<b>9</b>
<b>9</b>	<b>Auxiliary Air Regulator .....</b>	<b>11</b>
<b>10</b>	<b>Floor Head .....</b>	<b>11</b>
<b>11</b>	<b>Safety Devices Operation.....</b>	<b>12</b>
<b>12</b>	<b>Emptying the Dust Canister .....</b>	<b>12</b>
<b>13</b>	<b>User Maintenance .....</b>	<b>14</b>
	13.1 Cleaning Filters.....	14
	13.1.1 Pre Motor Foam Filter.....	15
	13.1.2 Exhaust Air Filter .....	15
	13.1.3 Main Filter .....	16
	13.2 Cleaning the Vacuum Cleaner and Components .....	17
<b>14</b>	<b>Troubleshooting.....</b>	<b>17</b>
<b>15</b>	<b>Guarantee .....</b>	<b>Error! Bookmark not defined.</b>

## 1 Warnings

Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

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.

Young children should be supervised to ensure that they do not play with the appliance.

## 2 Safety Direction

Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

**DO NOT** vacuum water, wet objects, liquids, ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.

**DO NOT** pick up flammable or combustible materials (i.e. lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

**DO NOT** pick up toxic material (i.e. chlorine bleach, ammonia, drain cleaner, etc.)

**DO NOT** vacuum Toner (for laser printer, copy machines etc) as there is a risk of fire and explosion.

**DO NOT** vacuum plaster, cement etc. as the filter can become blocked.

**DO NOT** use the vacuum without all the filters fitted.

**DO NOT** store or use the appliance near high temperature areas.

**DO NOT** run over the power cord with the vacuum cleaner.

**DO NOT** use the vacuum cleaner if it is blocked. Turn off and clear all blockages before continuing.

**DO NOT** use the vacuum cleaner with blocked filters. Clean filters before continuing. (refer to User Maintenance section).

**DO NOT** use the vacuum cleaner if the appliance malfunctions, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.

Return appliance to the nearest authorised service agent or similarly qualified person for a thorough examination, repair, electrical or mechanical adjustment.

**DO NOT** misuse the cord. Never pull the appliance by the cord or pull to disconnect it from the outlet. Instead, grasp the plug and pull to disconnect.

**DO NOT** use the vacuum cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.

**DO NOT** use with damaged cord or plug.

**DO NOT** use vacuum cleaner if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc).

**DO NOT** close door on cord, or pull cord around sharp edges or corners.

Cord Rewind - **DO NOT** allow the cord and plug to whip back at full speed. Guide the cord and plug in gently.

**DO NOT** handle plug or vacuum cleaner with wet hands.

**DO NOT** put any objects into openings.

**DO NOT** use with any openings blocked and do not restrict airflow.

**DO NOT** operate the appliance with a damaged cord or plug.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

**DO NOT** use without filters in place.

**DO NOT** attempt to modify this product in any way.

**DO** empty the Dust Canister regularly for optimal operation of the vacuum.

**DO** keep hair, loose clothing, fingers, feet and body parts away from openings or moving parts.

**DO** disconnect the appliance from the mains supply before connecting the flexible suction hose.

**DO** turn off controls before you connect or disconnect the appliance to or from the mains supply.

**DO** disconnect the appliance from the power supply when not in use, before changing the dust filter, cleaning the filters or connecting / disconnecting the accessories.

**DO** use only on dry, indoor surfaces.

**DO** use only as described in this manual. Use only manufacturer's recommended attachments.

**DO** Keep cord away from heated surfaces.

**DO** Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

**DO** use extra care when vacuuming on stairs.

**DO** keep your work area well lit.

**DO** store your appliance indoors in a cool, dry area.

**DO** ensure children and babies cannot play with plastic bags or any packaging materials.

**DO** operate the appliance from a power source of the same voltage, frequency and rating as indicated on the product identification plate

If this appliance is used by a third party, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of appliance.

This product has not been designed for any uses other than those specified in this manual.

**ONLY** for domestic use. Industrial or commercial use invalidates the warranty.

## Read and Save These Instructions

### 3 Transporting your Vacuum

To move your vacuum cleaner from room to room, unplug the unit and carry using the carry handle.

Never pull or carry the vacuum cleaner by its cord.

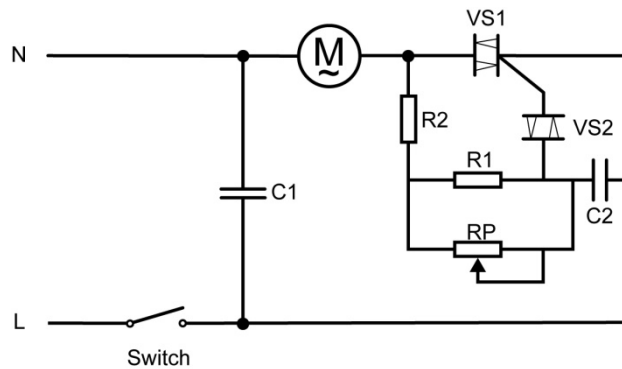
Never carry the vacuum cleaner by the flexible hose.

### 4 Specification

Supply: 220 - 240Va.c. 50Hz

Rated Power: 2000W Max

### 5 Schematic Wiring Diagram



## 6 Components



1	Vacuum Pressure Relief Valve Opening	11	Dust Canister
2	Dust Canister Release Button	12	Main Filter
3	Suction Power Slide Controller	13	Dust Canister Carry Handle
4	Carry Handle	14	Dust Canister Trap Door Release Lever
5	Cord Retract Button	15	Air Suction Regulator Control Slide
6	Hose Assembly Holder – Park Position	16	Hose Handle
7	Exhaust Air Filter Grille – Filter Inside	17	Flexible Hose
8	Tool Holder - Crevice Tool	18	Telescopic Tubes
9	On / Off Switch	19	Flexible Hose Coupling
10	Air Intake Hose Coupling Connector	20	Floor Head

## 7 Assembly Method

**Please Note:** Always remove the plug from the power socket before fitting or removing accessories.

Ensure all Filters are fitted, and fitted correctly before using.

### 7.1 Fitting Flexible Hose

Insert the coupling end of the vacuum cleaner hose into the Hose Coupling / Air inlet hole and push inward until it locks into place.

You may need to push the button down which is located on top of the hose coupling.

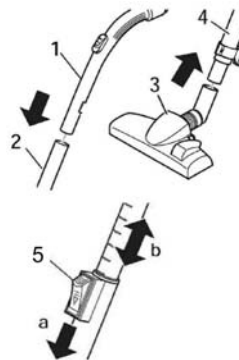


### 7.2 Hose Removal

To remove flexible hose from the vacuum cleaner, push the button down which is located on the top of the hose coupling and pull the coupling straight out.

### 7.3 Fitting Telescopic Tube and Accessories

- Insert the handle (1) into the upper end of the telescopic tube (2).
- Insert the lower end of the telescopic tube (4) into the Floor Head (3).
- To adjust the length of the telescopic tube, press the telescopic tube lock button (5) down, and then pull the handle and tube out to the desired length.





## 7.4

### 7.5 Tools

The Crevice tool is used for cleaning down the side of sofas and into corners, etc.

The Crevice tool with brush is used for cleaning grilles and vents, etc.



## 8 Power and Power Cord

- Before using the appliance, unwind the cord fully up to the yellow mark and insert the plug into the power supply.

The yellow mark on the cord shows the ideal cord length.

- Do not extend the cord past the red mark.

**Note:** To rewind the cord, press the Cord Rewind Button whilst controlling the cord with the other hand to ensure that it does not whip back causing damage to your person or surroundings.



- Press the On / Off button.
- You can adjust the vacuum cleaner power by sliding the Suction Power Slide Controller on the top of the vacuum cleaner handle either up or down.



- Decrease power for cleaning curtains, books, furniture, etc.

- Increase power for cleaning the bare floor.

## 9 Auxiliary Air Regulator

The auxiliary air regulator is used for easy, temporary reduction of the vacuum cleaner suction at the floor head.

Slide the Suction Control Slide to the open position to reduce the suction power and then slide close to revert back to full suction power at the floor head.

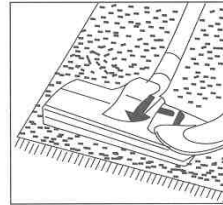
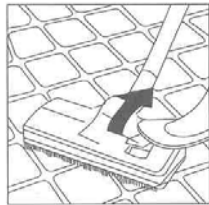


## 10 Floor Head

The floor head is adjustable to suit either hard floors or carpets.

Press the lever down at the back to Extend the brush

Press the lever down at the front to Retract the brush



- Hard Floors – Extend Brush  
Laminate flooring, tiles, vinyl etc.
- Carpet – Retract Brush  
Long and short pile carpets, runners etc

## 11 Safety Devices Operation

**NOTE:** The vacuum has an overheating protection device built into the motor.

It will automatically switch off power to the motor if it overheats. e.g. from blocked nozzles, full dust Canister or uncleaned blocked filters.

If this happens, turn off the vacuum and unplug from power socket, clean blockage and / or filters and allow to rest for at least 45 minutes which should be enough time for the motor to cool down.

**Important:** If the over-temperature device activates and turns the motor off, and you do not unplug the appliance from the power point, the motor will restart automatically after it has cooled down enough to reset the safety device.

**NOTE:** The vacuum has a Vacuum Suction Relief Valve built into the handle of the dust canister. **NEVER BLOCK THIS OPENING.**

## 12 Emptying the Dust Canister

Empty the Dust Canister as frequently as possible or when the suction power is reduced.

To remove the Dust Canister, grip the top handle on the Dust Canister lid, press the Dust Canister Lock Button on the top and pull the Dust Canister up and out of the housing.



Hold the Dust Canister over your rubbish bin and press down the lever on the handle to swing open the bottom trap door. Dirt falls out into the bin.



Close the trap door when emptied and refit to the vacuum cleaner ensuring the dust canister clips back in positively.

After emptying the Dust Canister, it is recommended to clean the filters if (Refer "User Maintenance" Section)

The inside of the Dust Canister can also be wiped clean or washed at this time in warm soapy water and then dried thoroughly. (Refer "User Maintenance" Section).

## 13 User Maintenance

**WARNING:** The plug must be removed from the power socket before any maintenance or replacement.

**NOTE:** To maximise the performance of your vacuum cleaner, you should clean your filters regularly.

If the filters are broken or worn, replace them before continuing to use the vacuum.

Filters can be purchased from the distributor on 1800 079 124.

### 13.1 Cleaning Filters

**Important Note** – the Filters must be cleaned regularly for best suction performance and to prevent over-heating and damage to your vacuum cleaner.

Cleaning is best done at the same time when emptying the dust Canister after you have finish vacuuming for the day.

**NOTE:** Never use the vacuum cleaner with wet or damp filters.

Using wet or damp filters will damage the filters, may cause serious damage to the vacuum cleaner and will void your warranty/

### 13.1.1 Pre Motor Foam Filter

Remove the Dust Canister as described prior.

The Pre Motor Filter is located in the back wall of the Vacuum cleaner where the Dust Canister was removed from.

Remove this Foam Filter by pulling it out of its recess.

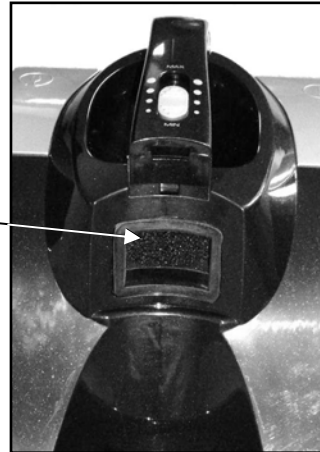
Wash the Foam Filter in warm mild soapy water, rinse in clean fresh cold water and let dry.

**DO NOT** scrub the filter or place in a dishwasher.

**DO NOT** use a hair drier to dry the filter.

**NOTE:** Never use the vacuum cleaner with wet or damp filters. Using wet or damp filters will damage the filters, may cause serious damage to the vacuum cleaner and will void your warranty.

Place the Foam Filter back in its recess (or replace with a new one) then reinsert the dust Canister.



### 13.1.2 Exhaust Air Filter

The exhaust air filter cleans the air a final time before it leaves the vacuum cleaner.

You can access and clean the exhaust air filter as follows: (this is located at the rear of the vacuum cleaner)

Press down the latch tab and pull open the Rear Exhaust Air Grille.

Remove the Filter Frame from the Rear Exhaust Air Grille.

Remove and wash the Filter in warm mild soapy water, rinse in clean fresh cold water and let dry.

**DO NOT** scrub the filter or place in a dishwasher.



**DO NOT** use a hair drier to dry the filter.

**NOTE:** Never use the vacuum cleaner with wet or damp filters. Using wet or damp filters will damage the filters, may cause serious damage to the vacuum cleaner and will void your warranty.

Refit the Filter to the Rear Exhaust Air Grille (or replace with a new one)

Close the Rear Exhaust Air Grille.

### 13.1.3 Main Filter

**Important Note** – the Filter must be cleaned regularly for best suction performance and to prevent over-heating and damage to your vacuum cleaner.

Remove the filter assembly from within the dust canister by removing the dust canister first, as described previously under section “Emptying the Dust Canister”.

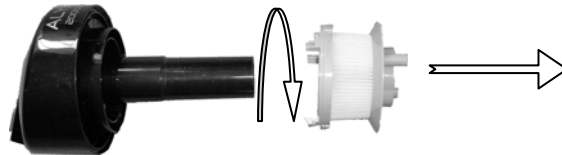


Rotate the top of the dust canister to unlock the filter assembly from the dust canister and pull apart. Refer to the markings on the side of the dust canister and lid for direction.



Rotate the filter to unclip it from the dust canister lid and slide off. Refer to markings on the side of the filter for direction.

Remove and wash the Filter in warm mild soapy water, rinse in clean fresh cold water and let dry. An old soft bristle toothbrush can be used to help remove the dirt from between the filter pleats.



**DO NOT** scrub the filter or place in a dishwasher.

**DO NOT** use a hair drier to dry the filter.



**NOTE:** Never use the vacuum cleaner with wet or damp filters. Using wet or damp filters will damage the filters, may cause serious damage to the vacuum cleaner and will void your warranty.

Replace the cleaned Filter (or replace with a new one) then refit to the Dust Canister.

### 13.2 Cleaning the Vacuum Cleaner and Components

Do not clean the vacuum cleaner, components or accessories using petrol or any other flammable liquid or solvents, etc.

Clean only the outside of the vacuum cleaner.

Use only a moist cloth and mild detergent for cleaning the vacuum cleaner, components and accessories.

After cleaning, wipe off the moisture on vacuum cleaner, components and accessories with a dry cloth.

**Do Not** place accessories and components in a dishwasher.

## 14 Troubleshooting

Noisy operation	Clean the Filters and empty the Dust Canister
Suction Not Strong	Clean the Filters and empty the Dust Canister. Check for blockages and unblock Check that the air slide on the hose elbow is closed. Check that the Motor speed control knob is set to Max suction Power
Over-heating / Stopping	Clean the Filters, empty the Dust Canister, check for blockages and unblock then allow it to cool
Floor Brush hard to push	Due to the strong suction of your vacuum cleaner, it may be difficult to push, especially over thick carpet. Rather than force the Floor Brush, lift the Floor Brush momentarily to allow air to flow into the vacuum releasing the built up suction pressure, then continue vacuuming. Slide open the vacuum suction adjusting plate (Air Slide) located on the hose handle grip. This will reduce suction to the floor head. Adjust the Motor speed control knob to a lower power level

## **GUARANTEE**

### **WHAT'S COVERED?**

H.E. Group Pty Ltd guarantees this product for a full replacement or refund for a period of twelve months from the date of purchase. This guarantee is valid with the presentation of the original proof of purchase receipt from the store from which you purchased the product in order to establish the purchase price and provide the correct value of the product paid for by you. This guarantee covers materials and workmanship defects only.

### **WHAT IS NOT COVERED?**

This product is for household use only and if used in any way other than as detailed in the instruction manual will void this guarantee. This guarantee does not apply to defects arising from abuse, alteration, or unreasonable use of the product, nor does it cover general deterioration due to usage.

This guarantee does not apply to the **accessories** due to general deterioration.

### **WHAT H.E. GROUP WILL DO**

H.E. Group Pty Ltd will replace the product or provide a refund to the value of the purchase price, if a defect is discovered in the product during the guaranteed period of twelve months subject to verification of defect or malfunction and the date and proof of purchase and purchase price.

Except as provided for in this guarantee, all express and implied warranties, guarantees and conditions under statute or general law as to the merchantability, description, quality, suitability or fitness of the goods for any purpose, or as to design, assembly, installation, materials or workmanship or otherwise are expressly excluded.

Nothing in this guarantee shall however be read or applied so as to exclude, restrict or modify or have the effect of excluding, restricting or modifying any condition, warranty, guarantee, right or remedy implied by law (including the Trade Practices Act 1974) and which by law cannot be excluded, restricted or modified.

### **CUSTOMER CARE**

All enquiries may be directed to our friendly customer service team on **free call 1800 079 124** or via email [info@hegroup.com.au](mailto:info@hegroup.com.au).