

**NEN170 series**

Canister vacuum cleaner, household type

# Owner's Guide

*Thank you for purchasing your new Eureka vacuum!*

## Important instructions

For easy assembly, please take a few moments to read this owner's guide.

If you have questions about your new vacuum, please contact our customer service HELPLINE at **1-800-282-2886**.

*We're here to help!*



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

# eureka

# Where to find important vacuum information

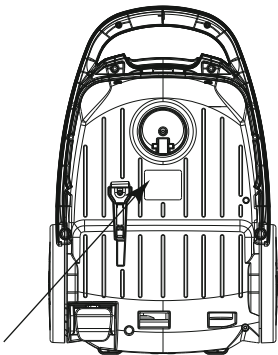
## Please Retain

We suggest you record the model, type and serial numbers below. They are located on the bottom of your cleaner. For prompt and complete service information, always refer to these numbers when inquiring about service.

Model & Type \_\_\_\_\_

Serial No. \_\_\_\_\_

It is also important to keep your receipt as proof of date of purchase.




## This Owner’s Guide provides important instructions to prolong the life of your Eureka vacuum cleaner.

- Registration:** To register your product visit [www.eureka.com](http://www.eureka.com) and click on the ‘Register Your Product’ link in the top right corner.
- Inspection:** Carefully unpack and inspect your new Eureka vacuum cleaner for shipping damage. Each unit is tested and thoroughly inspected before shipping. For instructions regarding any shipping damage, call Eureka Customer Service **HELPLINE 1-800-282-2886** immediately.

## Contents

Important safeguards . . . . .	3
How to identify parts of your vacuum cleaner. . . . .	4
How to assemble your vacuum cleaner . . . . .	5
How to use your vaccum cleaner . . . . .	6
How to maintain your vacuum cleaner . . . . .	7
Problem solving . . . . .	8
The Eureka limited warranty . . . . .	10

 Follow caution information wherever you see this symbol.

# IMPORTANT SAFEGUARDS

When using an electrical appliance, basic precautions should always be followed, including the following:

## READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER WARNING



**To reduce the risk of fire, electric shock, or injury:**

- Do not use outdoors or on wet surfaces.
- **Do not leave vacuum cleaner when plugged in.** Turn off the switch and unplug the electrical cord when not in use and before servicing.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call the Eureka Customer Service HELPLINE at 1-800-282-2886.
- Do not pull or carry by the cord, use cord as a handle, close 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 use extension cords or outlets with inadequate current carrying capacity.
- Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle the vacuum cleaner with wet hands or operate without shoes.
- 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 airflow.
- This vacuum cleaner creates suction. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag or filter(s) in place.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use on areas where they may be present.
- Store your cleaner indoors in a cool, dry area.
- Keep your work area well lit.
- Unplug electrical appliances before vacuuming them.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Turn off the power switch and unplug cleaner before rotating the nozzle.
- Hold plug when rewinding onto cord reel. Do not allow plug to whip when rewinding.
- Unplug before connecting accessories, such as pet tool, crevice tool, etc.

## SAVE THESE INSTRUCTIONS

**To reduce the risk of electric shock,** this appliance 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 fully fit into 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.

### Thermal Cut Off

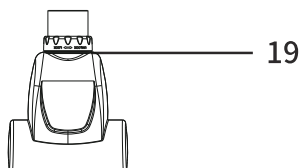
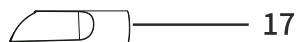
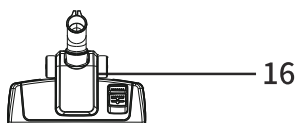
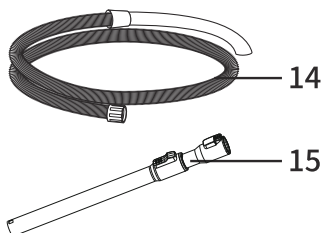
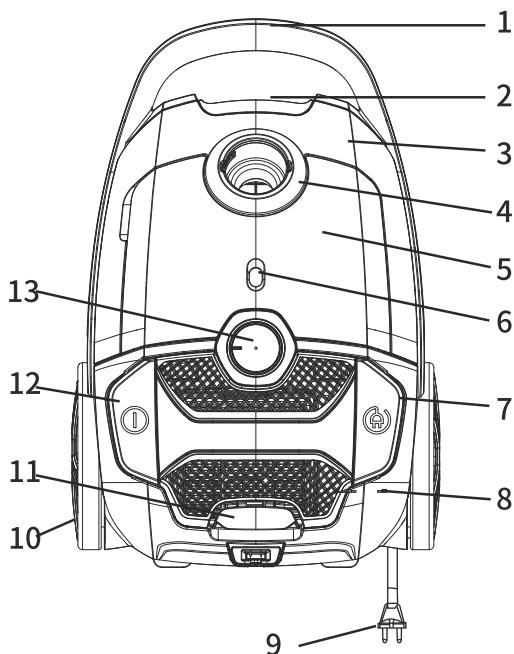
This vacuum cleaner has a special thermostat that protects the cleaner in case of motor overheating. If the cleaner suddenly shuts off, push the on/off switch off (O) and unplug the cleaner. Check the cleaner for a possible source of overheating such as a full dust bag, a blocked hose or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the cleaner. After the 30 minute period, plug the cleaner back in and push the on/off switch on (I).



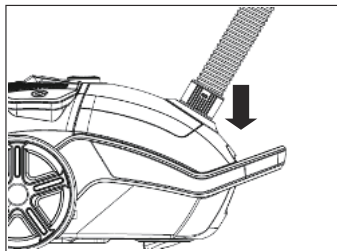
**Do Not Oil the motor or the brushroll at any time. The bearings are permanently lubricated and sealed.**

# How to identify parts of your vacuum cleaner

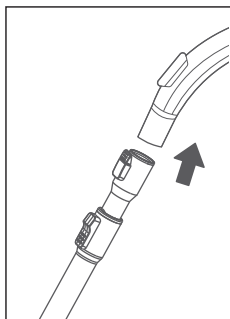
- ❶ Handle
- ❷ Lock clip
- ❸ Front cover
- ❹ Suction port
- ❺ Accessories cover
- ❻ Dust full indicator
- ❼ Cord rewind button
- ❽ Back cover
- ❾ Plug
- ❿ Big wheel
- ⓫ Air outlet cover
- ⓬ ON/OFF button
- ⓭ Speed control button
- ⓮ Hose
- ⓯ Telescopic metal wand
- ⓰ Nozzle
- ⓱ Crevice tool
- ⓲ Dusting brush
- ⓳ Pet tool



# How to assemble your vacuum cleaner

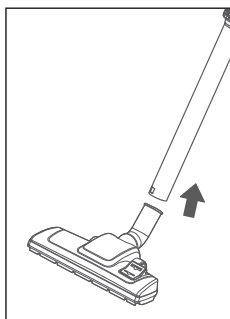


**Step 1:** Attach the hose by pressing the end down into the suction port.



**Step 2:** Connect the telescopic metal wand to the hose

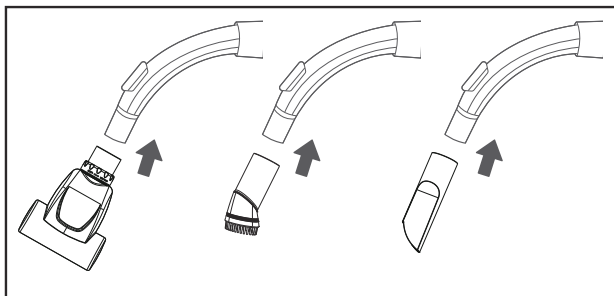
Attach the telescoping wand to the hose at the bend by pushing the two components together and twisting until hearing an audible click.



**Step 3:** Attach the floor nozzle or attachments

Attach the floor nozzle to the end of the telescopic metal wand and twist into position when hearing an audible click.

When using accessories, remove the nozzle and telescopic metal wand, attach the desired accessory to the hose by inserting it.



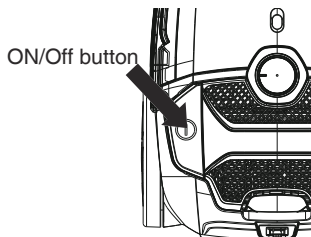
# How to use your vaccum cleaner

**CAUTION:** Always switch off the vacuum cleaner before connecting or disconnecting the hose/attachments or removing and emptying the dust bag.

## Operation

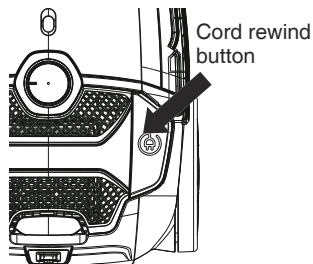
### Turn on the machine:

Pull the power cord out of the vacuum cleaner and stop when you see the yellow mark. Make sure the red mark is not visible or you have pulled too far. Insert the plug of cord into the power socket which conform to that on the label for power supply, and press the On/Off switch pedal, the machine could start working.



### Cord rewind :

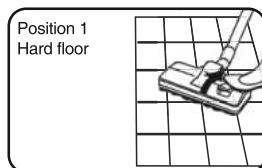
When done cleaning, turn off the power, pull the plug out of the electrical socket, and then push the rewind button until the cord is completely retracted.



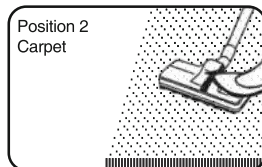
## Switching between carpet & hard floor

There is a switch located on the floor nozzle that can be pressed with your foot to switch between floor modes. The symbols shown below correspond to the type of floor the setting is for.

Position 1: Bristles extended for hard floor 



Position 2: Bristles retracted for carpet 



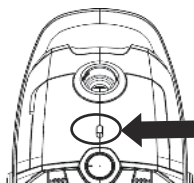
# How to maintain your vacuum cleaner



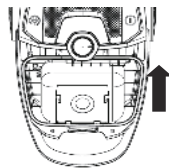
**CAUTION:** Unplug from electrical outlet before maintenance.

## Changing the dust bag

When the dust bag full indicator turns red, it is time to replace the existing bag with a new one. Open the dust bag compartment by lifting the cover and remove the old dust bag, insert the new dust bag and snap it in place.



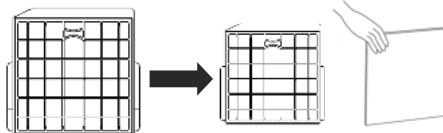
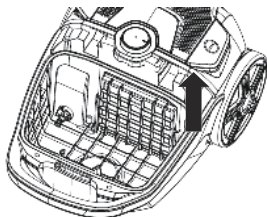
Dust full indicator



## Cleaning and Maintaining the Filters

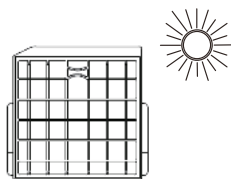
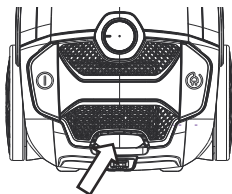
### Filter sponge

1. Open the dust bag compartment by lifting the cover.
2. Pull out the dust bag and you will see inlet sponge filter.
3. Separate the filter sponge from the machine.
4. Rinse the filter in lukewarm water and allow it to dry. Never wash the filter in a washing machine. Do not use a hair dryer or similar device to dry it.
5. Reinsert the clean filter when it is completely dry. You may also replace the filter with a new one.



### HEPA exhaust filter

1. Remove the exhaust filter door.
2. Remove the current filter from the holder and rinse the filter in lukewarm water. Allow it to air dry for 24 hours before placing it back into the holder.
3. Close the filter door.





## Problem solving

Make sure vacuum is turned off and power cord is unplugged.

### NOTICE: Thermal cut-off

This vacuum cleaner has a special thermostat that protects the vacuum in case of motor overheating. **If the vacuum suddenly shuts off**, proceed as follows: 1) Push the power switch to off and unplug the vacuum. 2) Check the vacuum for a possible source of overheating such as a full dust bag, blocked hose or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the vacuum. 3) After the **30 minute** period, plug the vacuum back in and turn on the switch. If the vacuum still does not work, call the Eureka Customer Service **HELPLINE** at **1-800-282-2886**.

Problem	Possible cause	Solution
<b>The machine suddenly stops</b>	Too much dust in the bag	Replace with new dust bag
	Filter is blocked	Clean or replace the filter
	Blockage in hose, floor nozzle, or other accessory	Clear any blockages
	The filter isn't fully dry after washing	Ensure filter is fully dry before reinstalling
	Power cord has become unplugged	Push plug securely into outlet, try another outlet or check circuit breaker
	Thermal cutoff has occurred	See detailed "thermal cut-off" instructions above

### Connecting to an electrical socket

Please check that the voltage indicated on the product corresponds with your supply voltage.

### Please do not return this product to the store.

Other maintenance or service not included in the manual should be performed by an authorized service representative.

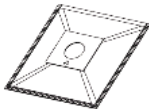


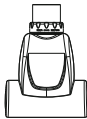

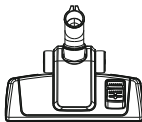

For any questions or concerns, EUREKA is happy to be of service.

Contact us directly at

Eureka Customer Service Helpline

1-800-282-2886



Image	Part name	Part # (Fits models)
	Dust bag	12475000000154
	Crevice tool	12175000001261
	Dusting brush	12175000008965
	Pet tool	12175000095406
	HEPA filter	12175000095402
	Floor nozzle	12175000095758
	Filter sponge	12475000000337

# The Eureka three-year limited warranty

Midea America Corp. ("Eureka"), subject to the terms and conditions herein, warrants this vacuum cleaner to be free from defects in material and workmanship for a term of three years from the date of original purchase when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members of immediate household, and is applicable only to original purchases from Eureka authorized resellers.

## What Eureka will do:

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace the vacuum, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer's purchase price.

## This warranty does not cover:

- Normal wear and tear of the vacuum and vacuum parts that require replacement under normal use such as disposable dust bags, filters, drive belts, light bulbs, brush-roll, bristles, impellers and cleaning.
- Damages or malfunctions resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

## Obtaining warranty service:

To obtain warranty service you must contact the Eureka Service Team, toll free, at 1-800-282-2886 or email [customerserviceusa@midea.com](mailto:customerserviceusa@midea.com), to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation. For additional information, you may also visit [www.eureka.com](http://www.eureka.com).

## Shipping charges:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

## Further limitations and exclusions:

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty of Fitness For A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights, which may vary by state.

**Midea America Corp.  
300 Kimball Ave  
Parsippany, NJ 07054  
USA**



**NEN170 series**

Canister vacuum cleaner, household type

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