

Use & Care Guide  
Manual de Uso y Cuidado

# Kenmore®

## Bagless Upright Vacuum Cleaner

## Aspiradora vertical sin bolsa

Model/Modelo: DU2012

Vacuum Cleaner Help Line:

1-877-531-7321

8:00am-5:00pm EST, M-F

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

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## TABLE OF CONTENTS

Before Using Your New Vacuum Cleaner .....	2
Packing List .....	2
Important Safety Instructions.....	3-4
Kenmore Vacuum Cleaner Warranty .....	5
Parts and Features.....	6
Assembly Instructions.....	7-8
Operating Instructions .....	9-13
Performance/Safety Features .....	14
Vacuum Maintenance and Care.....	15-22
Troubleshooting .....	23-24

## BEFORE USING YOUR NEW VACUUM CLEANER

Read this Use & Care Guide. It will help you assemble and operate your new Kenmore vacuum cleaner in the safest and most effective way.

For more information about vacuum cleaner care and operation, call the Vacuum Cleaner Help Line at 1-877-531-7321. You will need the complete model and serial numbers when requesting information.

Your vacuum cleaner's model and serial numbers are located on the Model and Serial Number Plate. Use the space below to record the model number and serial number of your new Kenmore vacuum cleaner.

Model No. \_\_\_\_\_

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

Date of Purchase \_\_\_\_\_

Keep this book and your sales check (receipt) in a safe place for future reference.

## PACKING LIST

Your KENMORE VACUUM CLEANER is packaged with the following parts and components assembled separately in the carton:

- |                          |                    |
|--------------------------|--------------------|
| 1 Upright Vacuum Cleaner | 1 Handle           |
| 1 Combination Tool       | 1 Screw Bolt       |
| 1 Upholstery Tool        | 1 Use & Care Guide |
| 1 Extension Wand         |                    |
| 1 Flexible Hose          |                    |

## IMPORTANT SAFETY INSTRUCTIONS

Read all instructions in this guide before assembling or using your vacuum cleaner.

### **WARNING!**

Your safety is important to us. To reduce the risk of fire, electrical shock, injury to persons or damage when using your vacuum cleaner, follow basic safety precautions including the following:

- Use your vacuum cleaner only as described in this Use & Care Guide. Use only manufacturer's recommended attachments.
- Disconnect electrical supply before servicing or cleaning out the brush area. Failure to do so could result in the brush unexpectedly starting, causing personal injury from moving parts.
- Do not leave vacuum cleaner when plugged in. Unplug from outlet when not in use and before performing maintenance.
- To reduce the risk of electrical shock - Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Do not use with a damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped in water, call 1-877-531-7321 for assistance.
- Do not pull or carry by cord, use cord as a handle, close a 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 unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or vacuum cleaner with wet hands.
- 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 air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.
- Do not put on chairs, tables, etc. Keep on floor.
- Do not use vacuum cleaner to pick up flammable or combustible liquids (gasoline, cleaning fluid, perfumes, etc.), or use in areas where they may be present. The fumes from these substances can create a fire hazard or explosion.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use vacuum cleaner without dust cup and/or filters in place.
- Always clean the dust cup after vacuuming carpet cleaners or freshener, powders, and fine dust. These products clog the filters, reduce airflow and can cause damage to the vacuum cleaner. Failure to clean the dust cup could cause permanent damage to the vacuum cleaner.
- Do not use the vacuum cleaner to pick up sharp hard objects, small toys, pins, paper clips, etc. They may damage the vacuum cleaner or dust cup.
- You are responsible for making sure that your vacuum cleaner is not used by anyone unable to operate it properly.

## IMPORTANT SAFETY INSTRUCTIONS

### **WARNING!**

This product contains a chemical known to the state of California to cause cancer and birth defects or other reproductive harm.

## SAVE THESE INSTRUCTIONS

Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your vacuum cleaner is intended for Household use. Read this Use & Care Guide carefully for important use and safety information. This guide contains safety statements under warning and caution symbols.



## KENMORE VACUUM CLEANER WARRANTY

If product is purchased at a Sears, Kmart or Sears Hometown retailer:

### KENMORE LIMITED WARRANTY

FOR ONE YEAR from the date of sale, this product is warranted against defects in material or workmanship when it is assembled, operated and maintained according to all supplied instructions.

WITH PROOF OF SALE, a defective appliance will be replaced free of charge.

For warranty coverage details to obtain free replacement, visit the web page:  
[www.kenmore.com/warranty](http://www.kenmore.com/warranty)

This warranty does not cover filters or belts, which are expendable parts that can wear out from normal use within the warranty period.

This warranty is void if this product is ever used for other than private household purposes.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Transform SR Brands Management LLC, Hoffman Estates, IL 60179

If product is purchased from other than a Sears, Kmart or Sears Hometown retailer:

### KENMORE LIMITED WARRANTY

FOR ONE YEAR from the date of sale this product is warranted against defects in material or workmanship.

WITH PROOF OF SALE a defective product will be replaced free of charge.

The Kenmore brand is used under license. Direct all claims for warranty service to: Cleva North America, Inc., 1-877-531-7321

This warranty does not cover filters or belts, which are expendable parts that can wear out from normal use within the warranty period.

This warranty is void if this product is ever used for other than private household purposes.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Cleva North America, Inc., Greenville SC 29607

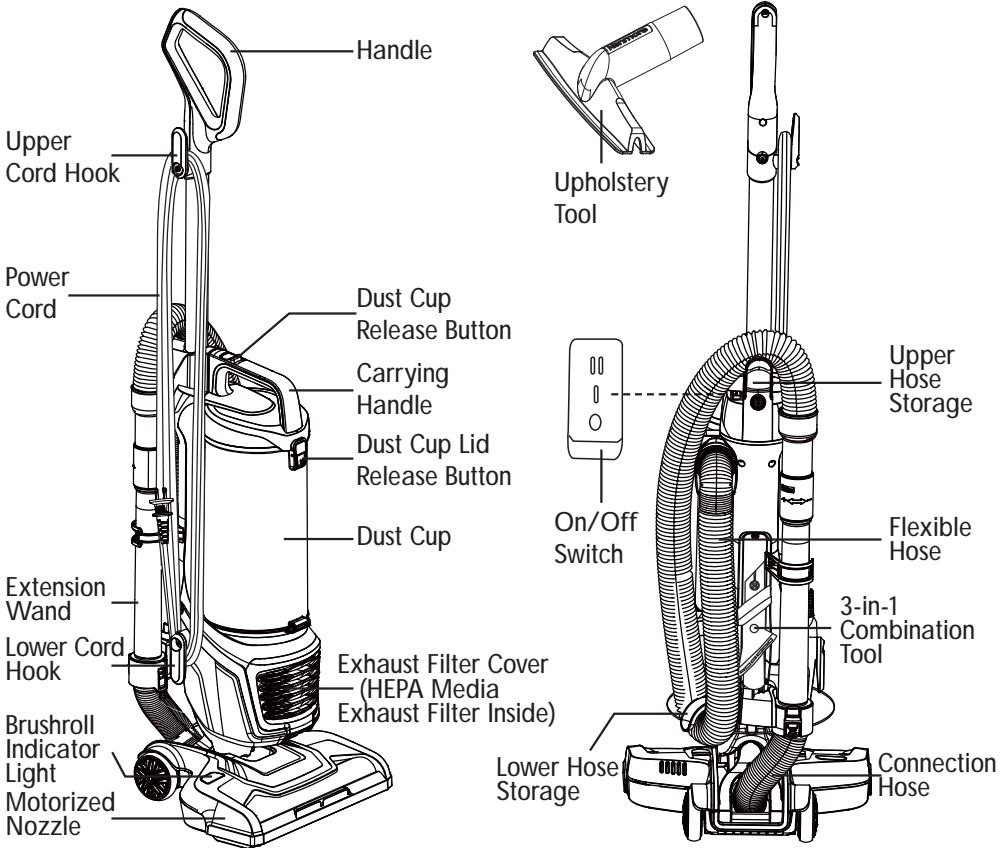
# PARTS AND FEATURES

It is important to know your vacuum cleaner's parts and features to assure its proper and safe use. Review these before using your vacuum cleaner.

## REPLACEMENT PARTS

Item	Part No.
Foam Filter	561055105
Felt Filter	561055106
HEPA Media Exhaust Filter	561055118
Belt	KC28SEDCZ000
3-in-1 Combination Tool	561055134
Upholstery Tool	561055176
Extension Wand	561055128
Flexible Hose	561055129
Screw Bolt	561055131

To order a replacement part, call 1-844-202-9924.





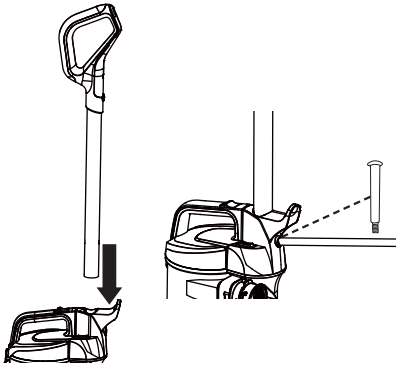
Please pay special attention to these hazard alert boxes, and follow any instructions given. **WARNING** statements alert you to such hazards as fire, electric shock, burns and personal injury. **CAUTION** statements alert you to such hazards as personal injury and/or property damage.

## ASSEMBLY INSTRUCTIONS

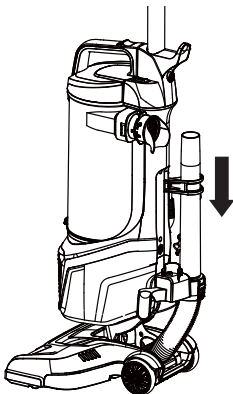
Before assembling the vacuum cleaner, check the **PACKING LIST** (page 2). Use this list to verify that you have received all the components of your new Kenmore Bagless Upright Vacuum Cleaner.

1. Insert the handle into the main body and secure with one screw bolt provided.

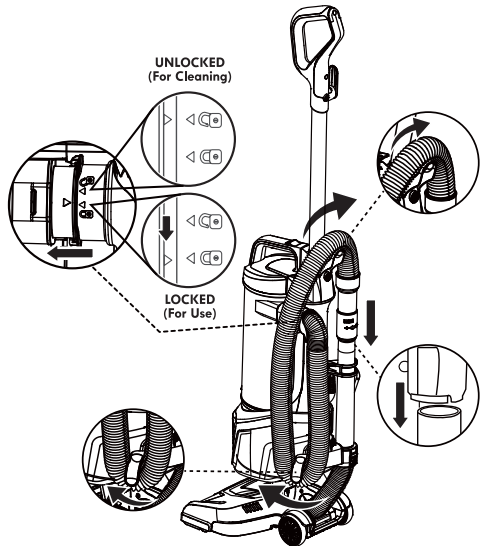
**NOTE:** Tighten the screw bolt with a screwdriver or a coin. Ensure that the screw bolt is secured.



2. Insert the larger end of the extension wand into the top of the connection hose through the bracket until the wand is fully seated on the post.

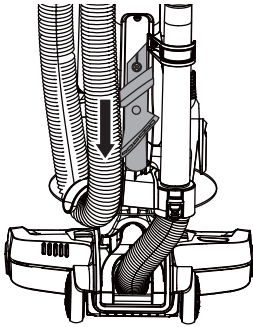


3. Insert the end of the flexible hose into the main body by aligning marks as shown in **UNLOCKED** (for cleaning). Rotate the hose until marks align as shown in **LOCKED** (for use). Then run the flexible hose over the lower hose storage and the upper hose storage. Insert the other end onto the top of the extension wand.



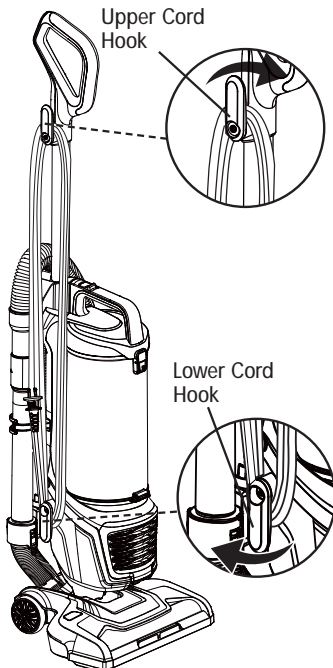
## ASSEMBLY INSTRUCTIONS

4. Insert the combination tool onto the accessory storage post located on the back of the main body.

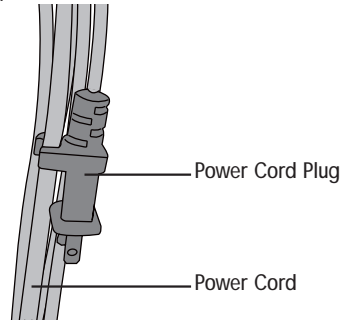


5. Make sure the upper and lower cord hooks are in the proper position as shown. Wrap the power cord loosely around the upper and lower cord hooks.

**NOTE:** Make sure to wrap the power cord around the upper cord hook first, and then around the lower cord hook to avoid damaging the power cord.



6. Lock power cord plug onto the power cord.



### WARNING

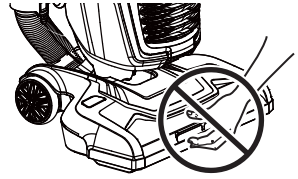
Electrical Shock and Personal Injury Hazard.

Wrapping the cord too tightly with excessive stress on the cord may cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

## OPERATING INSTRUCTIONS

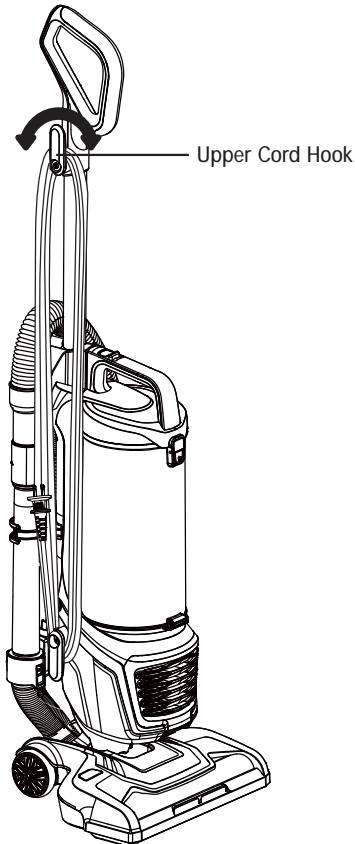
### CAUTION

Moving parts! To reduce the risk of personal injury, DO NOT touch the brushroll when vacuum is on. Contacting the brushroll while it is rotating can cut, bruise or cause other injuries. Always turn off before servicing. Use caution when operating near children or pets.



## POWER CORD - RELEASE & USE

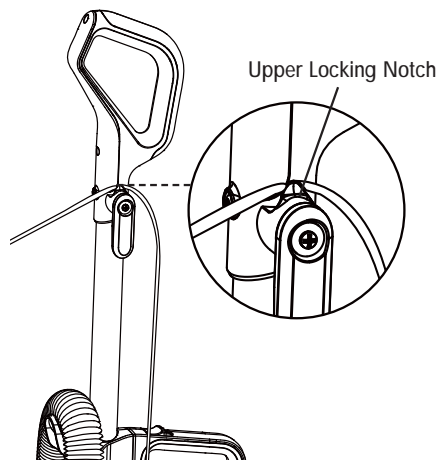
1. Turn the upper cord hook to either side to release the power cord.



### WARNING

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 fit fully in 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.

2. Detach the power cord plug from the power cord.
3. Be sure the power cord is locked into the upper locking notch as shown. This will help manage the power cord when operating the vacuum cleaner.



## POWER CORD - RELEASE & USE

4. Plug the power cord plug into an outlet located near the floor.



### WARNING

Personal Injury and Product Damage Hazard

- When any abnormality/failure occurs, stop using the product immediately and disconnect the power plug.
- DO NOT use outlets above counters. Damage from cord to items in surrounding area could occur.

5. Press the On/Off switch to turn the vacuum cleaner on.
6. Once you have completed vacuuming, press the On/Off switch; unplug the power cord plug from the outlet.

7. To restore power cord after use, turn the upper cord hook to the upright position. Then wrap cord loosely around cord hooks.



### WARNING

Electrical Shock and Personal Injury Hazard

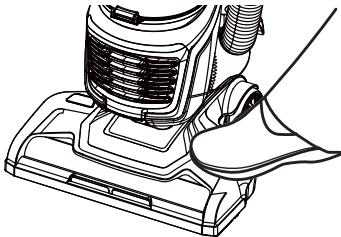
Wrapping the cord too tightly puts stress on the cord and can cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage

## OPERATION MODES

### UPRIGHT MODE

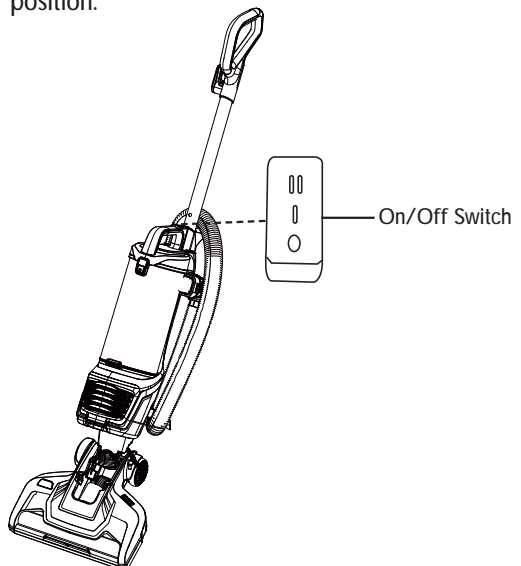
**NOTE:** Make sure the vacuum cleaner is completely assembled and the dust cup is empty before using. Do not operate vacuum cleaner without filters in place.

1. Release the handle by placing foot on the nozzle and pull back to change handle position.



2. Turn on the vacuum cleaner by pressing the On/Off switch to the "I" position for cleaning bare floors and small area rugs.

**NOTE:** The brushroll does not rotate when the vacuum cleaner is in the "I" position.



# OPERATION MODES

- Press the switch to the "II" position for cleaning carpets or rugs.

**NOTE:** The brushroll rotates when the vacuum cleaner is in the "II" position.

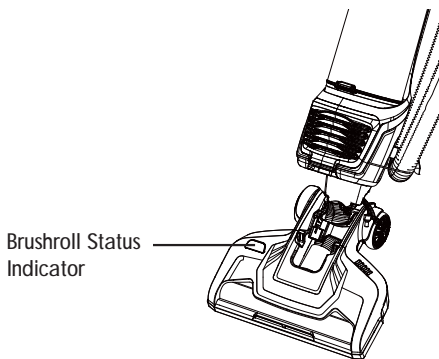
**⚠ CAUTION**  
Do not allow the vacuum cleaner to remain in one spot for any length of time when the brushroll is turning. Damage to carpet may occur.

- Once you have completed vacuuming, switch to the "O" position and unplug the power cord from the power outlet.

**NOTE:** Select the right mode when using this vacuum cleaner. Do not press the switch to the "II" position when cleaning the bare floor, otherwise it will damage the floor.

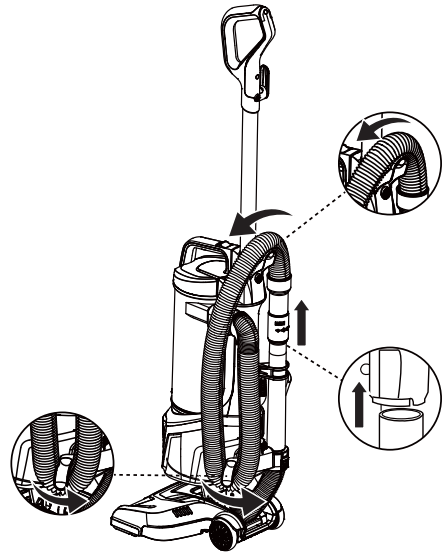
## BRUSHROLL INDICATOR LIGHT

Light Color	Status
Green, Continuous	The brushroll is spinning and working as it should.
Red, Continuous	There is a jam in the brushroll area. Turn off and unplug the vacuum, and remove any blockages in the nozzle.
No Light	The brushroll is off.

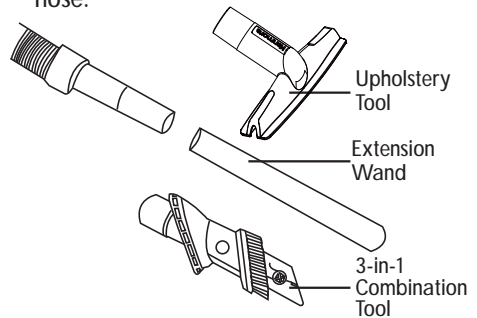


## ABOVE FLOOR MODE

- Place the vacuum cleaner in the upright locked position.
- Pull up to release the flexible hose for above floor cleaning.



- Choose the desired extension wand/ attachments and insert it into the flexible hose.



- Turn on the vacuum cleaner by pressing the switch to the "I" position.
- Once you have completed vacuuming, switch to the "O" position and unplug the power cord from the power outlet.

## OPERATION MODES

### CAUTION

When using attachments, be careful not to over extend the flexible hose when reaching. Trying to reach beyond the hose stretch capability could cause the vacuum cleaner to tip over.

### CAUTION

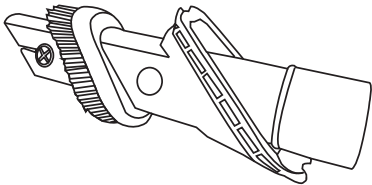
DO NOT pull the vacuum cleaner around the room by the hose. Property damage or personal injury could result.

## ATTACHMENTS

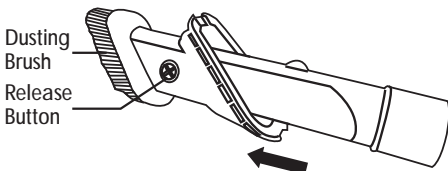
### 3-IN-1 COMBINATION TOOL

The 3-in-1 combination tool can be attached to the end of the flexible hose and the extension wand. Slide the collar of the tool over the open end of the hose or wand.

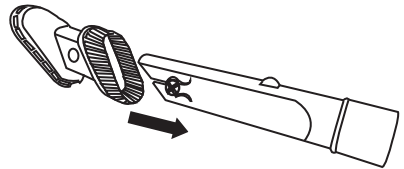
Use the 3-in-1 combination tool in crevice tool mode for cleaning in tight spaces such as furniture, between cushions, and stairs. See ATTACHMENT USE TABLE (page 13).



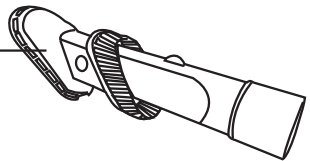
Set the combination tool in dusting brush mode by pressing the release button and sliding the dusting brush side of the brush tool to the end of the combination tool. Use in dusting brush mode for cleaning loose surfaces such as drapes. See ATTACHMENT USE TABLE (page 13).



Press the release button to remove the brush tool. Set the combination tool in upholstery brush mode as shown. Use in upholstery brush mode for cleaning fabric surfaces such as fabric sofa. See ATTACHMENT USE TABLE (page 13).



Upholstery  
Brush



To return the combination tool to crevice tool mode, press the release button and slide the brush tool down the combination tool.

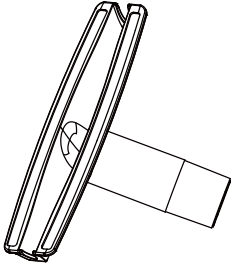
### UPHOLSTERY TOOL

The upholstery tool can be attached to the end of the flexible hose and the extension wand. Slide the collar of the tool over the open end of the hose or wand.



## ATTACHMENTS





Use the upholstery tool for cleaning fabric surfaces such as fabric sofa and bedsheets. See ATTACHMENT USE TABLE (page 13)



### CAUTION

Use attachments when the vacuum cleaner is upright.

## ATTACHMENT USE TABLE

ATTACHMENT	CLEANING AREA						✓ = Applicable
	Furniture*	Between Cushions*	Drapes*	Stairs		Baseboards	
				Carpet	Bare		
CREVICE TOOL 	✓	✓		✓	✓	✓	
DUSTING BRUSH 	✓		✓	✓	✓	✓	
UPHOLSTERY BRUSH 	✓		✓				
UPHOLSTERY TOOL 	✓		✓				

\*Always clean attachments before using on fabrics.

## PERFORMANCE/SAFETY FEATURES

### THERMAL PROTECTOR

This vacuum cleaner has a thermal protector which automatically trips to protect the vacuum cleaner suction motor. If a clog prevents the normal flow of air to the motor, the thermal protector turns the motor off automatically. This allows the motor to cool in order to prevent possible damage to the vacuum cleaner.

**To reset thermal protector:** Turn the vacuum cleaner off and unplug the power cord from the outlet to allow the vacuum cleaner to cool and the thermal protectors to reset.

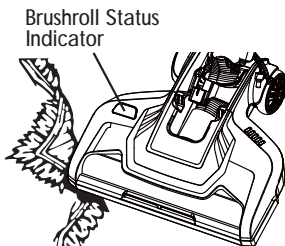
### CAUTION

Always return the vacuum cleaner to the upright position before using the hose and attachments. Failure to do so may result in overheating of the brushroll motor and can cause the thermal protectors to trip.

Check for and remove clogs, and empty dust cup if necessary. Also check and replace any clogged filters. Wait approximately 50 minutes before restarting vacuum cleaner.

### BRUSHROLL RESET

The brushroll has built-in protection against motor damage should the brushroll jam. If the brushroll slows down or stops, the brushroll overload protector shuts off the brushroll motor and the brushroll status indicator emits red light. The vacuum cleaner suction motor will continue to run.



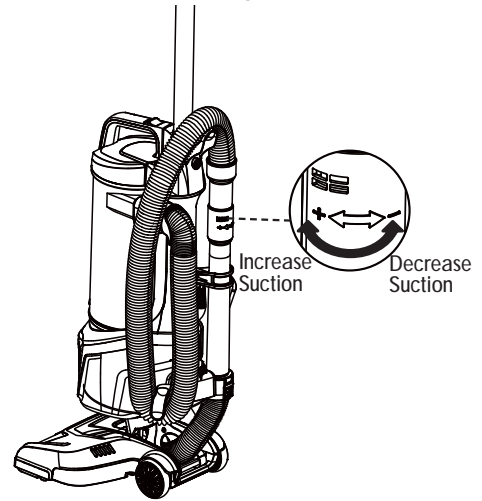
**To correct problem:** Turn off and unplug the vacuum cleaner, remove obstruction, then turn on the vacuum cleaner.

**NOTE:** Once the brushroll motor shuts down, clear jam from the brushroll before resetting.

If the problem persists, contact the vacuum cleaner help line for assistance.

### SUCTION CONTROL

The suction control allows you to change the vacuum cleaner suction for different fabric and carpet weight.



- Rotate to "+" to increase suction on bare floors.
- Rotate to "-" to reduce suction and increase maneuverability on carpets.

## VACUUM MAINTENANCE AND CARE

Always follow all safety precautions when performing maintenance to the vacuum cleaner.

### WARNING

Electrical Shock and Personal Injury Hazard

Disconnect electrical supply before servicing or cleaning the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

## CLEANING EXTERIOR AND ATTACHMENTS

1. Turn off and unplug vacuum cleaner. DO NOT drip water on vacuum cleaner.
2. To clean exterior, or to reduce static electricity and dust build-up, wipe outer surface with a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water, then wrung dry. Wipe dry after cleaning.

**NOTE:** Wash attachments in warm soapy water, rinse and air dry. Do not clean in dishwasher.

### CAUTION

Do not use attachments if they are wet. Attachments used in dirty areas, such as under a refrigerator, should not be used on other surfaces until they are washed. They could leave marks.

## VACUUM CLEANER STORAGE

### WARNING

Electrical Shock and Personal Injury Hazard

Wrapping the cord too tightly puts stress on the cord and can cause cord damage. A damaged cord is an electrical shock hazard and could cause personal injury or damage.

1. Replace flexible hose and attachments in storage position if necessary (see page 7 & 8).
2. Gather the cord and wrap it loosely around the upper and lower cord hooks. Lock plug retainer onto the power cord.
3. Store the vacuum cleaner in a dry, indoor area, on the floor with the handle locked in the upright position.

## EMPTYING DUST CUP

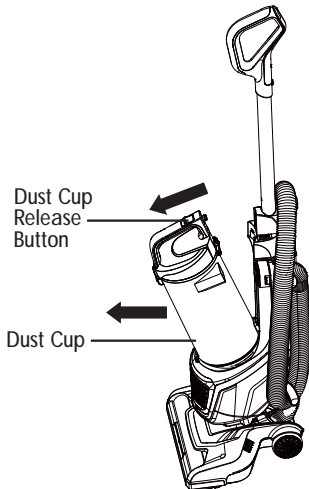


### WARNING

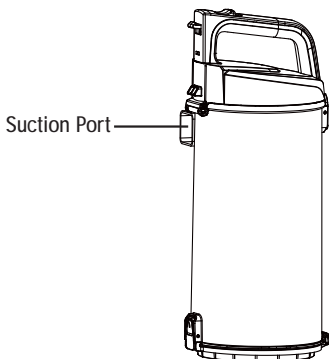
Always unplug power cord from electrical outlet before performing any service on vacuum cleaner.

**NOTE:** For best performance, empty dust cup after every use. Never operate vacuum cleaner without dust cup and filters in place.

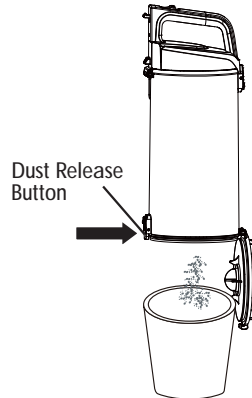
1. Slide the dust cup release button to remove the dust cup from the main body.



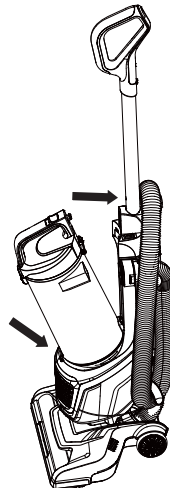
2. Remove any clogs that might be located in the suction port.



3. Position dust cup area of vacuum over a waste receptacle. Press down on the dust release button to open dust cup lid and allow contents to drop into waste receptacle.



4. Shake the dust cup to release any debris that might hang in the pre-filter.
5. Reinstall and insert the dust cup into the slots on the bottom of the main body, then press the dust cup into locked slot and click into place.



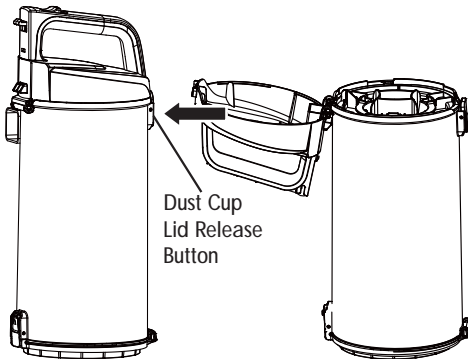
## PRE-FILTER CLEANING

The pre-filter is located inside the dust cup. Clean the pre-filter as needed to optimize suction power. If suction remains weak after tapping the pre-filter clean, it will be necessary to wash it to clean off accumulated dust or hair. It is also recommended to wash the pre-filter every three months. See wash instructions in the NOTE to step 4.

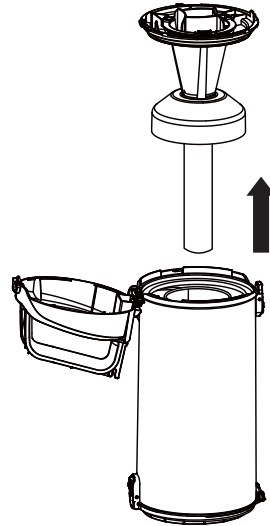
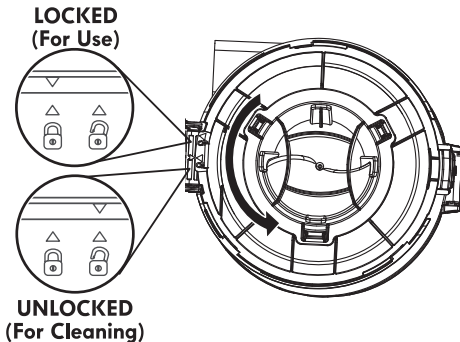
1. Remove the dust cup as outlined in the EMPTYING DUST CUP (page 16).

**NOTE:** Make sure dust cup is free of debris before opening.

2. Press the dust cup lid release button, and open the lid.



3. Grasp pre-filter and rotate counterclockwise as shown to remove.



4. Clean pre-filter by gently tapping over a trash container. Tap on several sides to ensure best cleaning.

**NOTE:** If necessary, rinse with cold water only, DO NOT use detergent or soap. Allow parts to dry 24 hours before putting back into vacuum cleaner.

DO NOT wash in the dishwasher.

DO NOT install damp.

5. Place the pre-filter back into the dust cup. Grasp pre-filter and rotate clockwise to lock into place.
6. Reinstall the dust cup into the main body. See installation instructions in the EMPTYING DUST CUP (page 16).

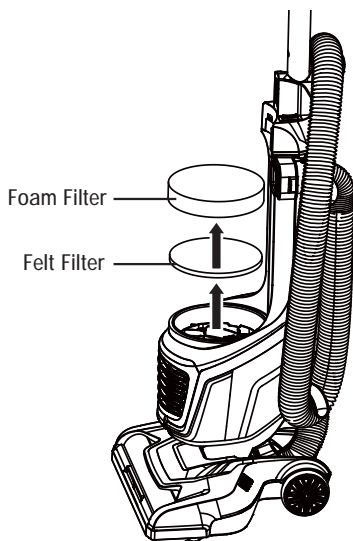
## FOAM AND FELT FILTERS CLEANING

It is recommended to clean the foam and felt filters with cold water every three months.

**NOTE:** When the cleaning of filters no longer restores vacuum cleaner suction to full power, or the filters are worn or broken, replace the filters. To purchase filters, call 1-844-202-9924.

Regularly clean and replace the filters to keep the vacuum's suction power optimal.

1. Remove the dust cup as outlined in the **EMPTYING DUST CUP** (page 16).
2. Remove the foam and felt filters



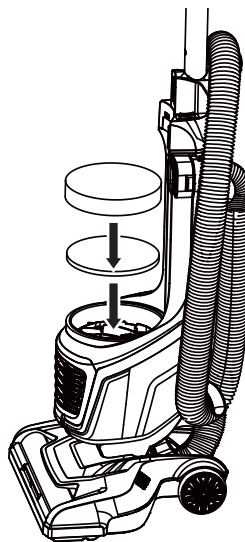
3. Wash with cold water only, **DO NOT** use detergent or soap. Squeeze by hand and allow to air dry. Allow all filters to dry 24 hours before putting back into vacuum cleaner.

**NOTE:** **DO NOT** operate without foam and felt filters installed.

**DO NOT** wash in the dishwasher.

**DO NOT** install foam and felt filters if damp.

4. Replace foam and felt filters into the vacuum cleaner.



5. Reinstall the dust cup. See **EMPTYING DUST CUP** (page 16).

# HEPA MEDIA EXHAUST FILTER CLEANING

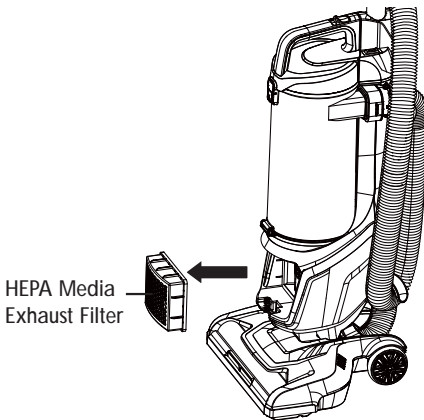
It is recommended to clean the HEPA media exhaust filter with cold water every year.

**NOTE:** When the cleaning of the filter no longer restores vacuum cleaner suction to full power, or the filter is worn or broken, replace the exhaust filter. To purchase the exhaust filter, call 1-844-202-9924.

1. Remove the exhaust filter cover by pressing the release tab at the bottom of the cover.



2. Remove the HEPA media exhaust filter from vacuum cleaner.



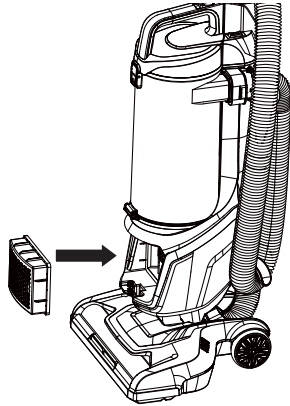
3. Wash with cold water only, DO NOT use detergent or soap. Allow to air dry. Allow parts to dry 24 hours before putting back into vacuum cleaner.

**NOTE:** DO NOT operate without exhaust filter installed.

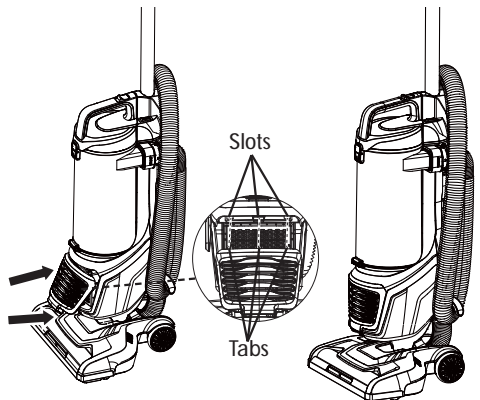
DO NOT wash in the dishwasher.

DO NOT install the filter if damp.

4. Replace the HEPA media exhaust filter into the vacuum cleaner.



5. Insert the exhaust filter cover tabs into the upper slots and lock the filter cover into place by pressing the lower part of the cover until a click is heard.



## BELT CHANGING



### WARNING

Always unplug power cord from electrical outlet before performing maintenance to the vacuum cleaner.

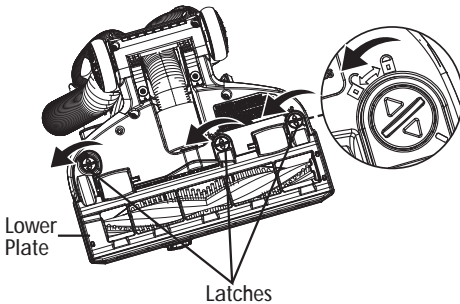
Replace belt whenever a burning rubber smell caused by excessive slippage occurs.

1. Lay the vacuum cleaner on floor with the bottom up and motorized nozzle flat.
2. Use a coin to release the lower plate by rotating the three lower plate latches counterclockwise to the UNLOCK position. Lift off the lower plate.

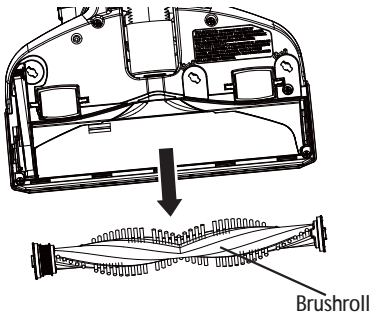


### CAUTION

Motor shaft may be hot.

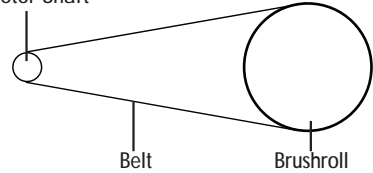


3. Remove the brushroll by carefully lifting it out.

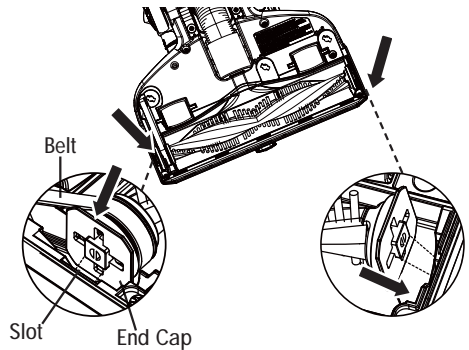


4. Remove the worn or broken belt.
5. Use scissors to remove any entangled hair around the brushroll. Clean any debris from the motorized nozzle.
6. Loop new belt around the motor shaft and brushroll.

Motor Shaft



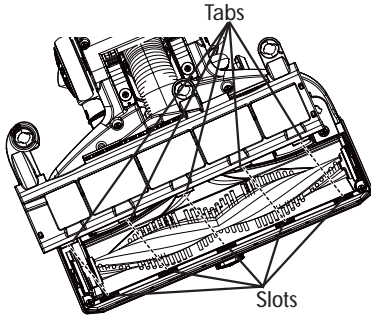
7. Reinstall the brushroll back into nozzle by placing end caps into slots. First align the end cap of non-belt side of the brushroll with the slot and insert it into place. Then press down the end cap of the belt side firmly into the slot until a click is heard. Check the brushroll to ensure it rotates smoothly.



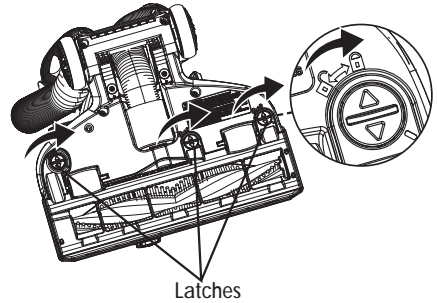


## BELT CHANGING

8. Reinstall the lower plate by aligning tabs on front edge of lower plate with slots in the nozzle, inserting the tabs into place, and then rotating the lower plate to installed position.



9. Press the lower plate onto nozzle until a click is heard and secure by rotating the lower plate latches clockwise to the LOCK position.

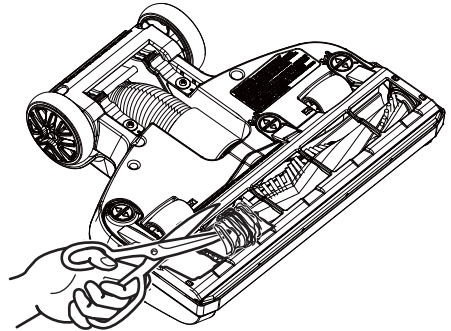


## BRUSHROLL CLEANING

### WARNING

Always unplug the power cord from an electrical outlet before performing maintenance to the vacuum cleaner.

To maintain efficient cleaning, the brushroll must be kept free of carpet fiber, string, or hair build-up. After every 7 to 10 uses or when the brushroll is jammed, unplug and turn vacuum cleaner over and check brushroll for fiber and hair build-up. Use scissors to remove any build-up entangled around the brushroll.



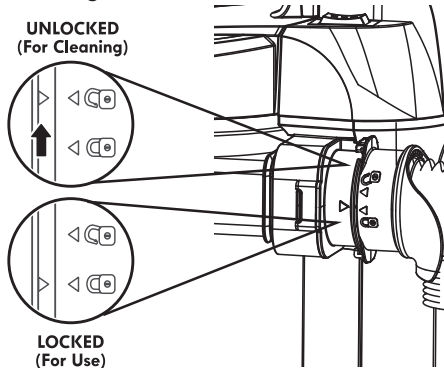
# REMOVING CLOGS

## CHECKING FLEXIBLE HOSE FOR CLOGS

If there is noticeable abnormal noise when using the vacuum or the suction power suddenly drops, it is necessary to check the flexible hose for clogs.

Frequently check air path to make sure it is free of obstructions.

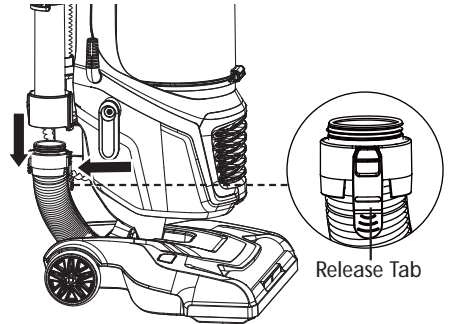
1. Remove attachments from the wand end of flexible hose.
2. Remove the flexible hose end from the main body by rotating the hose until marks align as shown in UNLOCKED (for cleaning).



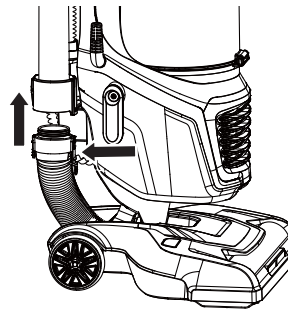
3. Remove hose end, check and remove any clogs in the flexible hose.
4. Reinstall the flexible hose to the vacuum cleaner. See ASSEMBLY INSTRUCTIONS (page 7 & 8).

## CHECKING CONNECTION HOSE FOR CLOGS

1. Press the release tab on hose cuff, and pull the connection hose away from the main body.



2. Check and remove any clogs in the hose.
3. Press the release tab, and reinsert the connection hose to the vacuum cleaner until a click is heard.



## TROUBLESHOOTING

Review this table to find do-it-yourself solutions for minor performance problems. Any service needed, other than maintenance described in this Use & Care Guide, should be performed by a qualified service agent.



### **WARNING**

Disconnect electrical supply before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Vacuum cleaner will not run.	Unplugged at wall outlet.	Plug in firmly, press the On/Off switch to "I" or "II" position.
	The On/Off switch is not pressed to start the vacuum cleaner.	Press the On/Off switch to "I" or "II" position.
	The vacuum body is overheated.	Unplug the power cord and let the vacuum cool down for 50 minutes.
	The motor is damaged.	Call 1-877-531-7321 for assistance.
	Defective wall outlet.	Check with a good appliance or lamp. Be sure the power cord plug is fully plugged into a good wall outlet.
Poor job of dirt pick-up.	Full or clogged dust cup.	Empty the dust cup (page 16).
	Filters need cleaning.	Follow filter cleaning instructions on page 17-19.
	The brushroll or belt is worn or broken.	Replace the brushroll or belt. To purchase parts, call 1-844-202-9924.
	The flexible hose is worn.	Replace the hose. To purchase parts, call 1-844-202-9924.
	The connection hose is worn.	Call 1-877-531-7321 for assistance.
	The foam and felt filters are dirty or worn.	Clean the foam and felt filters. Replace if they are worn or broken. Follow instructions on page 18.
	There is a clog in the flexible hose or connection hose of the vacuum cleaner.	Check and remove all clogs. Follow instructions on page 22.
	Dust cup is not installed well.	Check dust cup for correct installation and ensure it is snapped firmly in place.
	The hose or attachments are not installed well.	Check the hose and attachments for correct installation and ensure they are snapped firmly in place.

## TROUBLESHOOTING

	Suction control is in open position.	Adjust the suction control to increase suction. Follow instructions on page 14.
Dust escapes from the vacuum.	HEPA media exhaust filter is damaged and needs to be replaced.	Replace the exhaust filter. To purchase parts, call 1-844-202-9924.
	Dust cup is installed incorrectly.	Position dust cup correctly and snap firmly in place.
	HEPA media exhaust filter is installed incorrectly.	Check exhaust filter for correct installation. Follow instructions on page 19.
Brushroll does not turn.	Brushroll is jammed.	Remove obstruction. Follow instructions on page 20.
	Brushroll is not installed well.	Remove brushroll and reinstall following instructions on page 20.
	The belt is worn or broken.	Replace the belt. To purchase parts, call 1-844-202-9924.
	The belt is not routed correctly.	Check the belt routing on page 20.
	Fault in the brushroll motor or PCB section of the motorized nozzle.	Call 1-877-531-7321 for assistance.
Airflow restricted with attachments in use; sound changes.	Attachments use restricts air flow.	Check attachments for fuzz, lint, pet hair or other debris.
	New carpet fuzz clogged air path.	Check for and remove any clogs and clean the hose.
	HEPA media exhaust filter is installed incorrectly.	Check exhaust filter and the exhaust filter cover for correct installation. Ensure the filter cover is snapped firmly in place.
Vacuum turns off on its own.	Thermal protector is activated.	Turn the vacuum cleaner off and unplug it. Allow the vacuum cleaner to cool for a minimum of 50 minutes. Plug in vacuum and turn it on.
	The power cord plug is loose from the outlet when using the vacuum.	Reinsert the power cord plug fully into the outlet. Avoid pulling or dragging the power cord when using the vacuum.
	The motor is damaged.	Call 1-877-531-7321 for assistance.
Brushroll status indicator light emits red.	There is a jam in the brushroll area.	Turn off and unplug the vacuum, and remove any blockages in the nozzle. See page 14.
	Fault in the brushroll motor or PCB section of the motorized nozzle.	Call 1-877-531-7321 for assistance.

# Kenmore®

**Vacuum Cleaner Help Line**

**1-877-531-7321**

8:00 am – 5:00 pm ET M-F

**Refer to the Troubleshooting section  
of the Use & Care Guide.**

**For additional assistance,  
call the Vacuum Cleaner Help Line.**

