

Prolux

Premium Central Vac Hose Kit



For your safety please read the owner's manual in its entirety before use.
Congratulations on purchasing your very own Prolux Premium Hose Kit. This high-end kit is designed to work with ALL standard sized central vacuum systems in the US and Canada. Keeping your floors clean, and prolonging the life of your carpet is just a few easy steps away.
Prolux.... Cleaning Reinvented!



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Specifications

- Crushproof universal (works with virtually all Central vac systems) hose can be used with either direct connect or pigtail style connections
- German Made, Wessel Werk EBK360 high-end, deep cleaning powerhead
- Stainless Steel, quick release direct connect wand
- Deluxe tool kit for every job
- Fits all 1.5" standard sized central vacuum hose outlets
- 3 year hose warranty, and 3 year powerhead warranty

Premium Kit Includes

• 35' Crushproof Hose • Wessel Werk EBK360 Powerhead • Quick Release Main Telescopic Wand • Deluxe Tool Kit – Floor Tool, Crevice, Duster and Upholstery	• Mini Turbo Head – Works great for upholstery and stairs • Wall Mounted Hose Hanger • Clip On Tool Caddy • Deluxe Cloth Tool Storage
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IMPORTANT SAFETY INSTRUCTIONS

READ ALL INSTRUCTIONS BEFORE USING THIS POWERBRUSH.

WARNING: To reduce the risk of fire, electric shock, possible personal injury, or damage to the product, the following precautions should be followed:

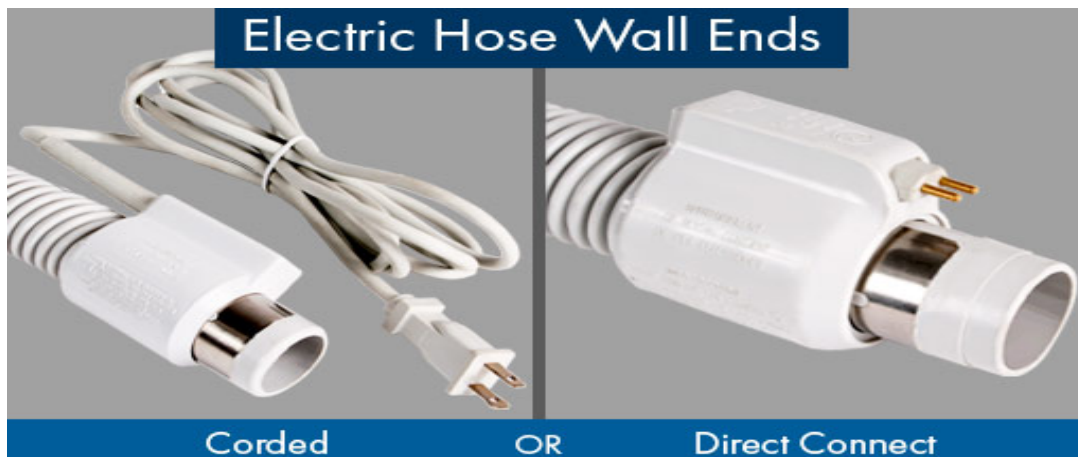
1. Keep loose clothing, hair, fingers and other parts of the body away from openings and moving parts (brush roll) when the powerhead is connected to an electrical outlet.
2. Turn off all controls before unplugging.
3. Disconnect the hose and powerhead from the electrical outlet prior to any servicing.
4. Do not handle the powerhead, its electrical cord or plug with wet hands.
5. Do not use with damaged cord or plug. If the appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, contact an authorized dealer for servicing/repair.
6. Do not use the powerhead in areas where flammable or combustible liquids, such as gasoline, are present.
7. Do not allow to be used as a toy. Close attention and care is extremely necessary when used by or near children. If being used by a child adult supervision is required.
8. Electric shock could occur if the powerhead is used outdoors or on wet surfaces.
9. Always turn off the powerhead before connecting and disconnecting the hose.
10. The hose contains electrical wires. Do not use when damaged, cut or punctured. Never use the hose for wet pick up.
11. Do not pull or carry by the cord, use the cord as a handle, close a door on the cord or pull the cord around sharp edges or corners. Keep the cord away from heated surfaces. Do not run the appliance over the cord.
12. Do not attempt to pick up anything burning or smoking, such as cigarettes, matches, or hot ashes with the powerhead or hose.
13. Do not put any object into openings. Do not use with any opening blocked or clogged; keep free of dust, lint, hair and anything that may reduce airflow.
14. Use extra care when cleaning on stairs.
15. Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
16. Do not leave the appliance unattended when plugged in. Unplug from the outlet when not in use.
17. Use only as described in this manual. Use only manufacturer's recommended attachments.

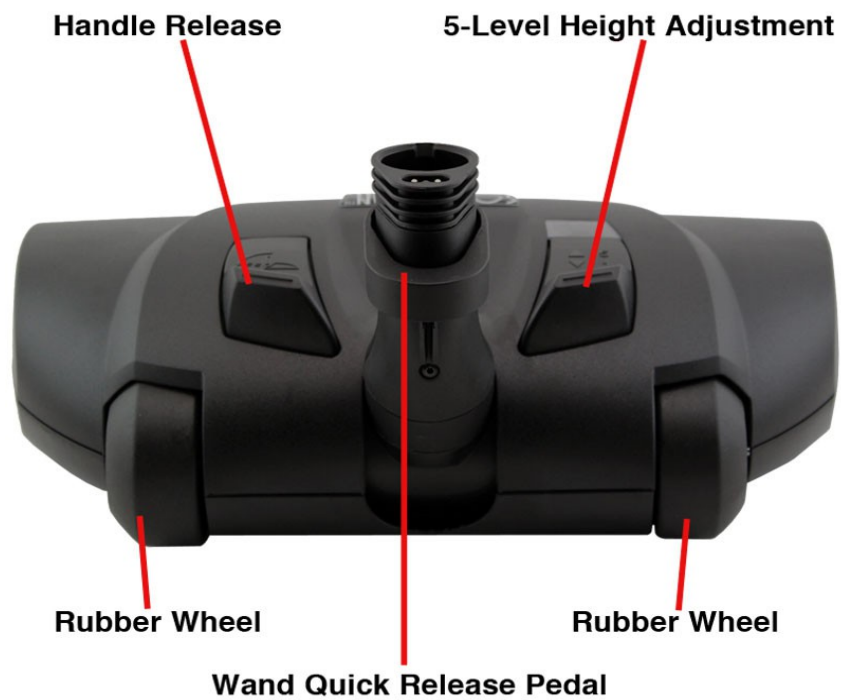
SAVE THESE INSTRUCTIONS HOUSEHOLD USE ONLY

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.

Assembly and Operating Instructions

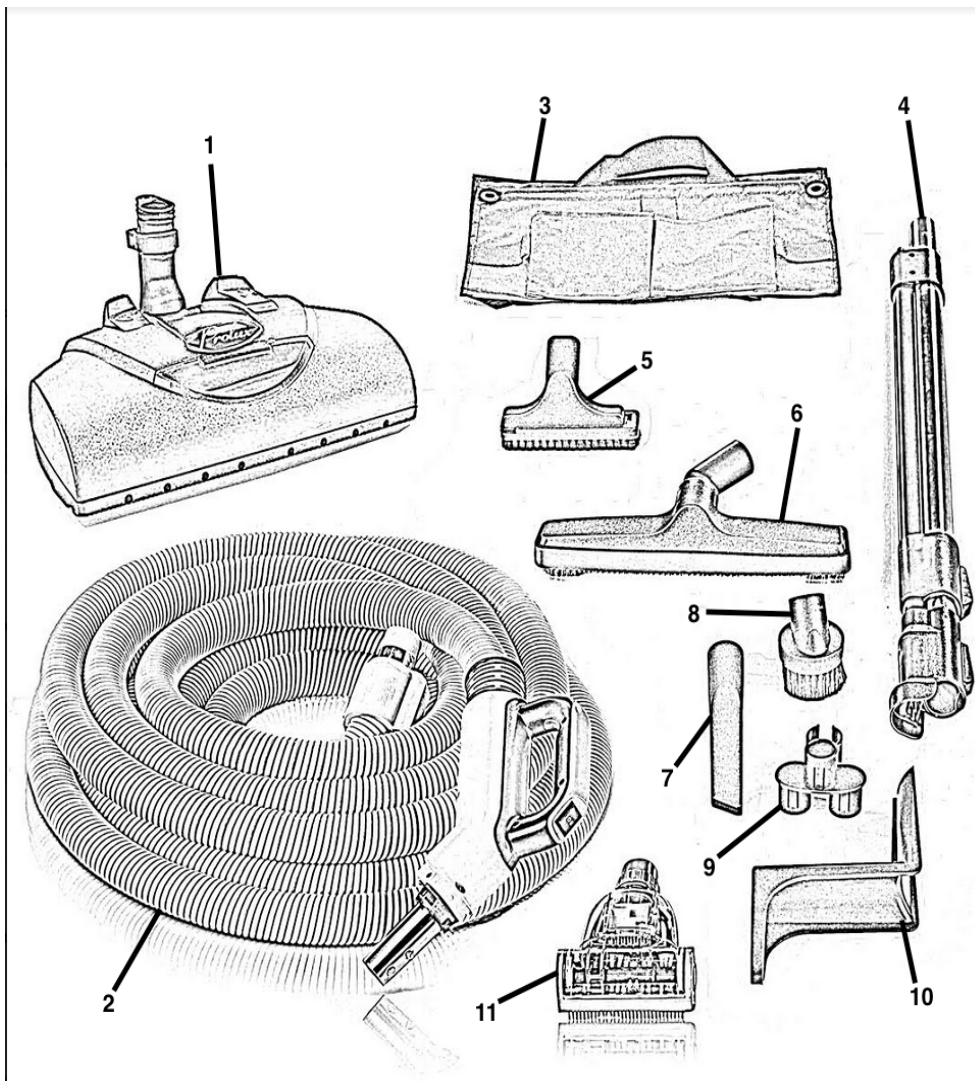
1. To assemble first insert the main wand into the powerhead pivot/socket and firmly press down to lock the wand into place. This is a direct connect style of connection so the head does not require a power cord to gain power. The electric current will run through the internal wiring of the wand to power the head. *Note: The main wand is telescopic and can be adjusted to the desired length for each user. To adjust the length simply engage the locking tab on the wand to allow it to be lengthened or shortened to the users desired length.*
2. Verify the hose handle switch is in the OFF position, and insert the hose handle into the top of the wand pressing down firmly to lock it into place. *Note: The handle switch is in the OFF position when the switch is positioned to the 'O' position.*
3. Insert the opposite hose end into the hose wall outlet/faceplate assuring the hose prongs are inserted into the direct connect plug in if used in this fashion. If the pigtail cord is being used plug the pigtail cord into a wall electrical outlet nearby. *Note: The hose in this kit is universal and can be used in either connection style. If a direct connect connection is needed the hose will need to be converted, which directions on the conversion steps can be found here: <https://youtu.be/QKn5NZqcRLE>*
4. Engage the handle release button on top of the powerhead to lower the head pivot and wand (this head has a built in safety design which does not allow the head motor to engage until the pivot lock has been released), and flip handle switch position to the 'II' setting to power on both the vacuum motor and powerhead. *Note: If the powerhead is not being used the handle switch can be flipped to the 'I' setting which will power on the vacuum motor only.*
5. To turn off the powerhead flip the hose handle switch back to the 'O' setting
6. To disconnect the hose handle from the wand push the wand button closest to the handle and pull the hose end out of the wand.
7. To disconnect the wand from the head press the quick release pedal on the powerhead pivot and pull the wand from the head.
8. The attachments can be attached to the hose end or wand end by pressing them on the end and over the button lock tab. These will be friction fit attachments so only friction will keep them on.





Get to Know Your Prolux Premium Kit

1. **Wessel Werk EBK360** – High end head which can be used for any type of flooring
2. **35' Prolux Premium Hose** – Crush proof hose with enough length to allow you to keep cleaning without changing outlets
3. **Cloth Tool Caddy** – Hanging tool storage to keep track of all your attachments
4. **Telescopic Main Wand** – Extendable wand to allow any user to find the perfect height
5. **Upholstery Tool** - Use for furniture and stairs
6. **Floor Tool** – Use for hard floors when the powerhead isn't needed or too large
7. **Crevice Tool** – Use for cracks, crevices and for those tight, hard to reach spaces
8. **Duster Brush** – Use for dusting of blinds, tables and any other surface where soft bristles are needed
9. **Clip On Tool Caddy** – Keep the smaller attachments within easy reach right on the wand
10. **Wall Mounted Hose Hanger** – Keep your hose stored, untangled and out of the way
11. **Mini Turbo Head** – Can also be used for furniture and stairs when more power is needed



Powerhead Features and Operation

1. **Large Suction Port** – Dramatically reduces the chances of clogging and increases airflow to achieve enhanced effectiveness
2. **LED Headlight** – Extremely durable and long lasting head will not fail like conventional incandescent bulbs
3. **Height Adjustment** – 5 carpet height settings to allow you to find the perfect setting for any carpet or flooring type
4. **Long Life Cogged Belt** – Slip resistant and long lasting. No more constantly adjusting or replacing the belt
5. **Fully Articulating Pivot and Swivel Neck** – Turn on a dime head makes it easy to get around and under furniture and other obstacles
6. **Soft Rubber Wheels** – No scratching of delicate hard floors

Getting Started

- Depress the neck release pedal to place the power nozzle into the operating position
- The power nozzle will start when power is supplied via the hose handle switch (II setting).

Height Adjustment

- Your power nozzle has a 5-setting height adjustment. Setting #1 is the lowest setting. Setting #5 is the highest setting.
- To change the height of the nozzle, simply apply pressure to the height adjustment pedal with your toe.
- For best results use the lowest possible height setting for your carpet length.
- If the nozzle seems too 'hard' to push across the carpet move the height adjustment setting up one position and review the ease of operation. Continue this operation one step at a time until the ease of operation is acceptable.
- Note: It is possible to raise the nozzle too high where effective cleaning will cease.

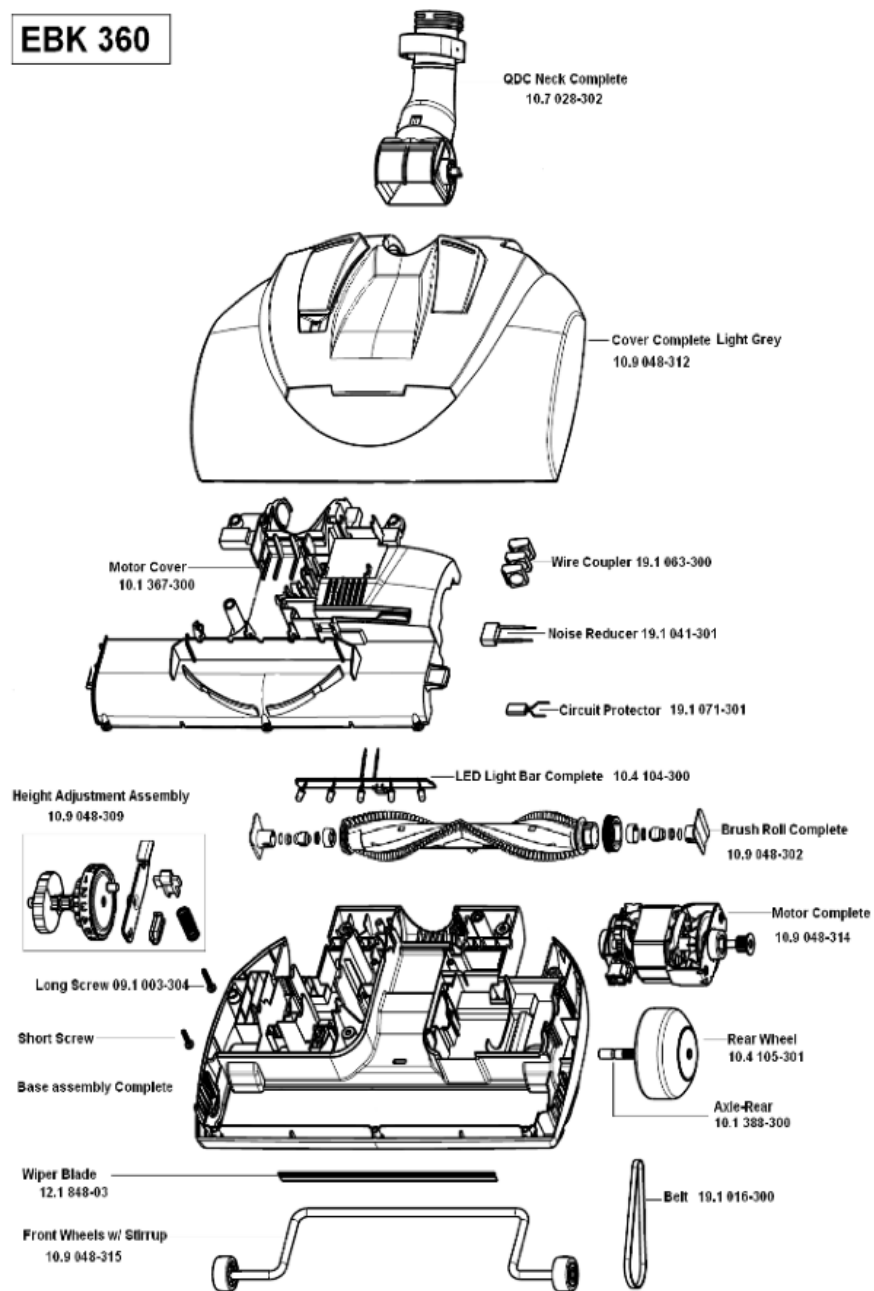
Operation

- To achieve the best results when cleaning carpet, slowly pass the power nozzle back and forth over the area to be cleaned.
- To clean hard surfaces simply move the power nozzle over the area to be cleaned, set the nozzle to #1 height position, leave the vacuum on and have the power nozzle on or off. Hose handle switch setting 'I' will allow the suction from the vacuum to remain on while turning off the brush roll.
- It is best to avoid cleaning carpet fringes. When it is unavoidable, place the power nozzle over the carpet and pull it toward you over the fringe.

Overload Protection

- Your nozzle is equipped with overload protection (circuit breaker). This circuit breaker will activate when the nozzle consumes more power than planned, or an obstruction makes the brush hard to turn. If this occurs:
- Turn off the vacuum cleaner and disconnect the power supply cord.
- Remove the object, which is preventing the brush from rotating.
- Please note: 30-60 seconds of cool-down time may be required for the circuit breaker to automatically reset. Once it has reset reconnect the nozzle and proceed cleaning.

EBK 360



Maintenance/Troubleshooting

WARNING: Always switch off the hose and disconnect from both hose and wall electrical outlet before servicing the powerhead or hose.

General Cleaning - The hose and powerhead can be wiped down with a dampened cloth with warm water and a mild detergent.

1. Do not use any abrasive substances
2. Do not use any heavy solvents
3. Do not immerse in water or allow water to enter either the head or hose

Cleaning the Brush Roll - This is best done with the brush roll outside of the head, which can be accomplished by removing the screws on the underside of the head and disassembling the head. Once disassembled you can then remove the brush roll to better clean and remove any built up debris. The brush roll can also be cleaned while still installed if necessary. To clean the brush roll while still installed:

1. While taking great care insert the point of a knife, pair of scissors or hook blade under the hair/debris wrapped around the brush roll and run the sharp edge down the length of the brush roll. This may need to be done a handful of times to fully cut through the hair/debris depending on how much has been allowed to build up
2. Once the built up hair/debris has been cut it can then be pulled out manually by hand or with a small sized pair of pliers

Pick Up is Minimal – This can be caused by a clog or blockage in the intake or neck of the powerhead, which can be due to a excessively large or long debris being sucked up such as: paper, tooth pick sock or other large item which is then lodged in the intake of neck area of the head.

Clearing an Obstruction - If a clog or blockage does occur use the steps below to unclog the head

1. Remove the wand from the head by depressing the quick release pedal and pulling up on the wand to separate the two parts
2. Look into the end of the wand, which was inserted into the head for any visible blockages. If no blockage is seen move onto the head
3. Look into the intake/neck area of the head for any visible blockages. Remove any blockages by hand or with a pair of pliers. Note: If the blockage is too far inside the head it's unable to be removed by hand or with pliers the head can be disassembled to allow access to the blockage, which should be located just behind the brush roll where the suction intake port begins

Reduced Suction – Reduced suction can be caused by a few things a clog, leak or breakage in your system, which the first thing we would recommend checking for is a clog. You can turn the vacuum on manually through the vacuum's own ON/OFF switch and remove the hose from the hose wall outlet. Check the suction from the outlet by opening it up, which if the suction is still strong you can both feel it with your hand and also hear it. If the suction is strong, move on to the 'Clog in Hose' troubleshooting section. If the suction is weak, move onto the 'Clog in Pipe' troubleshooting section.

No Suction - No suction is a sure sign of a clog or a problem with the vacuum. First off go to your vacuum unit and check the suction from the vacuum's hose port if it has one, or unhook the vacuum from your system piping and check the suction there. If there is strong suction from the vacuum move on to the 'Clog in Hose' troubleshooting section. If the suction is weak from the vacuum it could be a leak or damaged part, but the best thing to do would be to contact your vacuum manufacturer for more help in diagnosing the problem.

Clog in Hose – If you find the hose has become clogged first remove the hose from the hose wall outlet. In most cases the clog forms not far from the handle, so it's possible the clog can be seen by looking into the hose handle end, which if the clog is viewable it could be possible to remove the clog carefully with a hooked wire or hanger. Just take great care not to puncture the hose with the hook. If the clog is not viewable take a marble or other small ball and insert it into the handle end of the hose. Let the marble roll down the hose until it stops, which this will give you an exact location of the clog and give you an idea of how far down the hose the clog has formed. Once you have a better idea of where the clog is located you can then try using a secondary vacuum to suck the clog back out, or you can try using an air compressor to blow the clog back out. Blowing the clog out is best down outside to avoid blowing dirt and dust back into your house. If either sucking or blowing the clog out does not work a drain/toilet snake can be used to push/pull the clog back out. In rare cases the hose may need to be replaced, but the majority of the time the clog can be removed with these steps.

Clog in Pipe – A clog in the system piping can be harder to remove since the majority of the time the piping is inside the walls of the house. If you do feel like the clog is inside the system piping you can ball up some pieces of paper, about the size of a golf ball, and see if you can get the paper balls to get sucked up into the vacuum's dirt bin. There are also cleaning balls and sheets, which are designed to be sucked up and either clean or clear out a blockage. If the balls or sheets are able to make it through all the way to the vacuum's dirt bin the clog is either in another location or was able to be cleared. If the clog/blockage is unable to be cleared contacting a professional installer may be the last option.

Vacuum Won't Turn Off – If you're unable to get your vacuum to turn off first check and make sure the vacuum's own power switch is in the 'Off' position. If it is then next unplug 1 of the low voltage wires from the vacuum's plug in and see if the motor shuts down once it's unplugged. If it does then the low voltage wiring is forcing the vacuum motor on, which if this is the case try removing the hose from the hose outlet and plug the wire back into the vacuum. If the vacuum comes back on with the hose out of the outlet then it would be the low voltage wiring or an outlet forcing the vacuum on. Check each outlet and make sure the low voltage wires are not touching each other. If the vacuum motor does not come on when you plug the low voltage wire back in then it would be the hose causing the vacuum motor to come on, which in most cases means the metal ring on the hose end is touching both prongs inside the hose outlet. Of course check and make sure the hose handle switch is in the 'Off' position, but if the hose switch is off and when you insert the hose back into the outlet the vacuum comes on the metal ring may need to be adjusted or the hose is being inserted into the hose outlet incorrectly. If you're unable to get the vacuum to turn off even after going through these steps please reach out to us at sales@proluxcleaners.com

Vacuum Won't Turn On - If you're unable to get your vacuum to turn on through the hose handle switch first confirm the vacuum can be turned on manually with the vacuum's own power switch. If the vacuum does turn on manually the problem would be with the low voltage wiring or the hose itself. Confirm the low voltage wires are plugged into the vacuum plug in snug, and check and make sure the metal ring on the hose end is touching the 2 prongs inside the hose outlet. You'll notice the metal ring on the hose end is broken into 2 separate pieces. Each piece would need to touch 1 outlet prong in order for the low voltage system to work properly, so if 1 side of the ring, or 1 outlet prong, does not make contact the hose will not be connecting to the vacuum, and will be unable to control the vacuum's motor. To check the low voltage system what you can do is turn the hose in the outlet so that only 1 side of the metal ring is touching both outlet prongs. Doing this will force the vacuum motor on, which if this happens it will confirm the low voltage wiring is allowing a connection between the hose and vacuum. If it does not force the vacuum motor on there may be a problem with the low voltage wires or the metal ring on the hose end is not making contact with the outlet prongs. Move to another outlet and run the same test, which if the outcome is the same contact us at sales@proluxcleaners.com for help.

Powerhead Won't Turn On - If you're unable to get the powerhead to turn on first make sure the head's pivot has been lowered to disengage the safety mechanism. Next make sure the hose handle switch is set to the 'II' setting to power the head. If both steps have been completed check and make sure either the direct connect plug in, or the pigtail cord depending on your connection style, are both plugged in fully. Also check and make sure the pigtail cord is tightly plugged into the hose end if this style is being used, and that the main wand is fully inserted into the powerhead pivot connection. If all steps have been followed and power is still not getting to the head please contact us at sales@proluxcleaners.com

For more help or to view some of our how to videos just go to the link below:

<https://proluxcleaners.com/pages/cenvac>

THREE (3) YEAR LIMITED WARRANTY

Prolux warrants this product's motor free from defects in material and workmanship for a period of three (3) years on the powerhead motor, and three (3) years on the hose, free from manufacturer defects in material and workmanship from the original date of purchase, when utilized for normal household use.

Subject to the following conditions, exclusions, and exceptions:

What is Not Covered by the Prolux Warranty/Warranty Exclusions: This limited warranty does not extend to and expressly excludes:

1. Normal wear and tear and/or replacement accessories, including, without limitation, filters, bulbs and any other regularly replaced parts of the unit.
2. Damage or burnout of the motor resulting from failure to clear a blockage occurring during the normal course of use.
3. Loss or damage to the body resulting from conditions beyond the control of Prolux including without limitation, misuse, accidents, abuse, neglect, negligence from the customer, overuse beyond the capacity of the unit, or unauthorized modification and/or alteration.
4. Loss or damage to the body resulting from failure to follow the required maintenance schedule, or failure to use the unit in accordance with written instructions from Prolux, guidelines or the terms of its Owner's Manual.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, please contact your authorized PROLUX dealer you purchased the unit from. Non-durable parts including, without limitation, filters, accessories, bulbs and electrical parts, which normally require replacement, are specifically excluded from warranty.

This warranty is limited solely to the cost of the repair or replacement of the unit at Prolux's option. This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with (by an unauthorized user) or used for commercial purposes. This limited warranty does not cover damage caused by shipping, misuse, abuse, negligent handling, or damage due to faulty packaging or mishandling in transit.

This warranty is extended to the original purchaser of the unit only and is not transferable.

***IMPORTANT: Before sending the unit back for warranty work, contact your authorized PROLUX retailer first. Unauthorized warranty claims may be denied or sent back.**

Authorized Warranty claims: PROLUX shall be responsible for all parts and labor and the customer shall be responsible for all shipping charges to and from the PROLUX service center.

Prolux is constantly striving to improve our products. Therefore, the specifications

contained herein are subject to change without notice.

Product Warranty Registration

Please use the link below to register your Prolux product:

<https://proluxcleaners.com/pages/warranty>

For more information on this product, including warranty info and to contact Prolux Customer Service, follow the link below:

<https://www.proluxcleaners.com>

Environmental tips

Once any electronic product is no longer functional, it should be disposed of in such a way as to cause minimum environmental impact, in accordance with the regulations of your local authority. In most cases you can take such products to your local recycling station.

