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## Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest Hoover Sales and Service Center or Authorized Hoover Warranty Service Dealer (Depot) by:

- checking the Yellow Pages under "Vacuum Cleaners - Household"
- checking the Service section of Hoover on-line at [hoover.com](http://hoover.com)
- calling 1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only).

Do not send your cleaner to Hoover in Glenwillow, Ohio for service, this will only result in delay.


If further assistance is needed, contact the Hoover Consumer Response Center, 1-800-263-6376, Mon-Fri 8AM-7PM EST.

In Canada: Carson Building; 100 Carson St.; Etobicoke, ON; M8W3R9; 1-800-263-6376, Mon-Fri 8AM-7PM EST.

Always identify your cleaner by the complete model number when requesting information or ordering parts. (The model number appears on the back of the cleaner.)

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## Servicing Double-Insulated Appliances

This vacuum cleaner is double-insulated. In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should any means for grounding be added. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts must be identical to those parts being replaced. A double-insulated appliance is marked with the words "DOUBLE-INSULATION" or "DOUBLE-INSULATED". The symbol  may also be marked on the appliance.

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## 3. TROUBLESHOOTING

If a minor problem develops, it usually can be remedied quite easily when the cause is identified by using the check list below.

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
Cleaner won't run	1. Power cord not firmly plugged in.	1. Plug unit in firmly.
	2. No voltage in wall plug.	2. Check fuse or breaker.
	3. Blown fuse or tripped breaker.	3. Replace fuse/reset breaker.
	4. Thermal Protector Activated	4. Allow cleaner to cool per instructions on pg. 2.
Cleaner suction low	1. Bag full.	1. Empty bag.
	2. Obstruction in nozzle.	2. Remove obstruction.
	3. Secondary filter dirty.	3. Clean filter.
Nozzle won't pick up	1. Nozzle brush worn.	1. Replace brush.