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Tineco A10 Hero

Tineco A10 Hero Cordless Stick/Handheld Vacuum Cleaner User Manual

Model: A10 Hero | Brand: Tineco

1. INTRODUCTION

Thank you for choosing the Tineco A10 Hero Cordless Stick/Handheld Vacuum Cleaner. This powerful and versatile cleaning tool is designed to provide efficient and convenient cleaning for various surfaces in your home. Its lightweight, cordless design offers exceptional maneuverability, while the high-performance motor ensures thorough cleaning results. This manual provides essential information on the safe operation, assembly, maintenance, and troubleshooting of your new vacuum cleaner.



Image: The Tineco A10 Hero vacuum cleaner in its full stick configuration, alongside its various attachments and wall mount.

2. IMPORTANT SAFETY INSTRUCTIONS

Before using this appliance, please read all instructions and cautionary markings in this manual and on the product. Failure to follow the warnings and instructions may result in electric shock, fire, and/or serious injury.

- 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.
- Use only as described in this manual. Use only Tineco recommended attachments.

- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- 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 appliance 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 appliance with wet hands.
- Do not put any object 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.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Do not pick up toxic material, such as chlorine bleach, ammonia, or drain cleaner.
- Do not use in an enclosed space where vapors are present from oil base paint, paint thinner, mothproofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not use without dust bin and/or filters in place.
- Turn off all controls before unplugging.
- Unplug from outlet when not in use and before servicing.
- Use only Tineco charging adapter.

3. WHAT'S INCLUDED

Your Tineco A10 Hero package includes the following components:

Full-size LED Multi-tasker Power Brush: Designed for effective cleaning on various floor types, featuring LED headlights to illuminate dust.

1pc 2000mAh Detachable, Rechargeable Battery: Provides cordless operation.

Mini Power Brush: Ideal for cleaning upholstery, pet hair, and smaller areas.

2-in-1 Dusting Brush: Combines a soft brush and a wide nozzle for versatile cleaning.

Crevice Tool: Perfect for reaching tight spaces, corners, and edges.

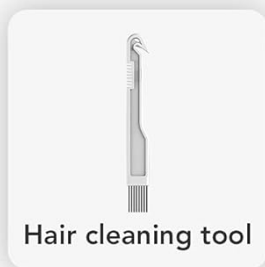
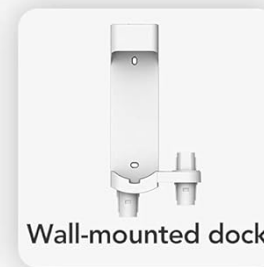
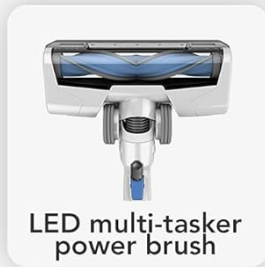
Hair Cleaning Tool: Helps remove tangled hair from the brush roll.

Pre-filter Cleaning Tool: Assists in cleaning the pre-filter for optimal performance.

Additional Microfiber Pre-filter: A spare pre-filter for convenience.

Wall-Mounted Dock: For convenient storage and charging.

What's included



*One additional microfiber pre-filter is installed in the dustbin.

Image: A visual representation of the Tineco A10 Hero vacuum and its complete set of accessories, including various brushes, tools, and the wall-mounted dock.

4. ASSEMBLY AND INITIAL SETUP

4.1 Assembly

1. **Connect the Main Body:** Insert the extension wand into the main body of the vacuum until it clicks securely into place.
2. **Attach the Power Brush:** Connect the full-size LED multi-tasker power brush to the other end of the extension wand, ensuring it clicks firmly.
3. **Install Battery:** Slide the detachable battery into the battery slot on the main body until it locks.

4.2 Charging and Wall Mount Installation

For optimal performance, fully charge the battery before first use.

- **Direct Charging:** You can charge the battery by plugging the charger directly into the battery pack.
 - **Wall Mount Charging:** The A10 Hero+ model includes a wall-mounted dock for convenient storage and charging.
1. **Choose a Location:** Select a suitable location near a power outlet for the wall mount. Ensure it's a stable surface and at a convenient height.
 2. **Install Wall Mount:** Secure the wall-mounted dock to the wall using the provided screws and anchors.
 3. **Connect Charger:** Plug the charger into the wall mount's charging port, then plug the charger into a power outlet.
 4. **Dock the Vacuum:** Place the assembled vacuum cleaner onto the wall mount. The battery will begin charging automatically. The charging indicator lights will show the charging status.



Wall-Mount Charging Dock

Image: A user placing the Tineco A10 Hero vacuum into its wall-mounted dock, which also serves as a charging station.



Image: The Tineco A10 Hero vacuum securely stored and charging on its wall-mounted dock.

5. OPERATING YOUR VACUUM CLEANER

5.1 Powering On/Off and Suction Modes

- **Power On:** Press the power button to turn on the vacuum.
- **Adjust Suction:** The vacuum features multiple power levels. Press the mode button to switch between standard and MAX suction modes. Standard mode is suitable for daily cleaning, while MAX mode provides stronger suction for stubborn dirt.
- **Power Off:** Press the power button again to turn off the vacuum.



Image: A detailed view of the power button and trigger mechanism on the Tineco A10 Hero, indicating how to operate the vacuum.

5.2 Using Attachments and Handheld Mode

The Tineco A10 Hero is highly versatile and can be converted into a handheld vacuum for various cleaning tasks.

- **Full-size LED Multi-tasker Power Brush:** Ideal for cleaning carpets and hard floors. The LED headlights illuminate hidden dust and debris, ensuring a thorough clean.
- **Converting to Handheld:** Detach the extension wand and power brush from the main body. Attach desired accessories directly to the main body for handheld use.
- **Mini Power Brush:** Use for cleaning pet hair from upholstery, stairs, and car interiors.
- **2-in-1 Dusting Brush:** Use the brush for delicate surfaces like keyboards or blinds, and the wide nozzle for general dusting.
- **Crevice Tool:** Perfect for narrow gaps, corners, and edges, such as between couch cushions or along baseboards.



Excellent Performance on Any Surface

Image: The Tineco A10 Hero demonstrating its ability to effectively clean both carpeted and hard floor surfaces, highlighting its multi-surface performance.



Innovative Power Brush with LED Lamp

Image: A close-up view of the innovative power brush on the Tineco A10 Hero, showing its integrated LED lamp illuminating the floor for better visibility of dust and debris.



Converts to Portable Hand Vac

Image: A collage demonstrating the Tineco A10 Hero's transformation into a portable handheld vacuum, used for cleaning beds, tabletops, and tight crevices.



Lightweight Cleans Anywhere

Image: A user extending the Tineco A10 Hero to clean high, hard-to-reach areas, emphasizing its lightweight design and versatility.

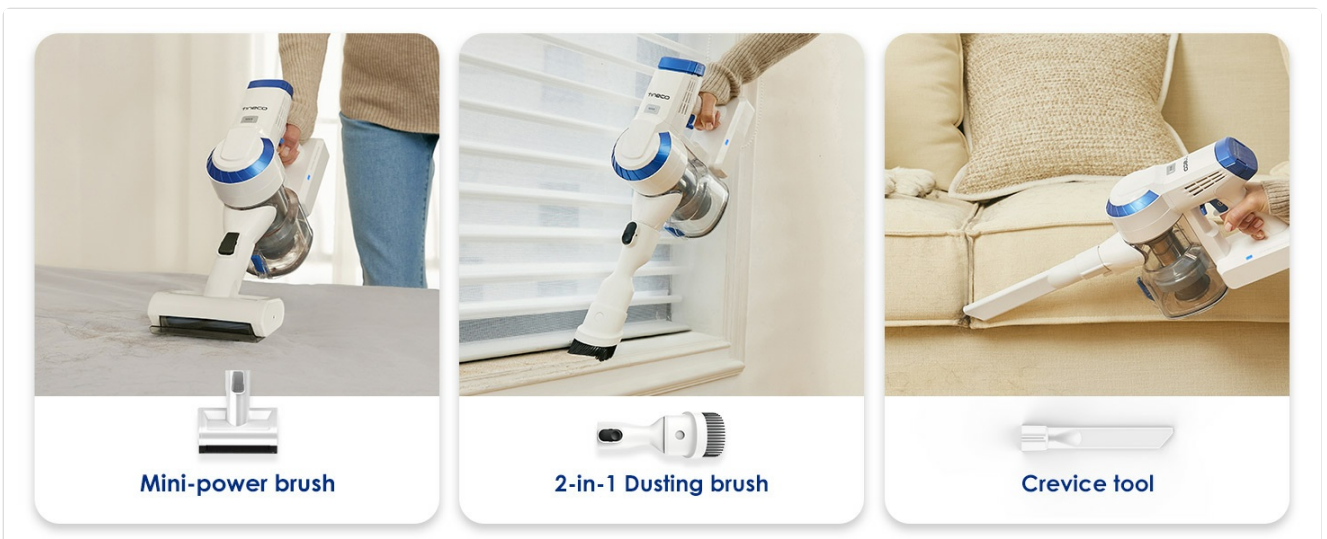


Image: A display of the Tineco A10 Hero's specialized attachments: the mini-power brush, 2-in-1 dusting brush, and crevice tool, illustrating their distinct uses.

6. MAINTENANCE

Regular maintenance ensures your Tineco A10 Hero operates at peak performance and extends its lifespan.

6.1 Emptying the Dustbin

Empty the dustbin regularly, especially when it reaches the MAX fill line, to maintain optimal suction power.

1. Hold the main body over a trash can.
2. Press the dustbin release button to open the bottom flap and empty the contents.
3. Close the dustbin flap securely until it clicks.



Image: A user demonstrating the process of emptying the dustbin of the Tineco A10 Hero vacuum cleaner into a trash receptacle.

6.2 Cleaning Filters

The Tineco A10 Hero features a 4-stage fully sealed HEPA filtration system. Regular cleaning of the pre-filter and HEPA filter is crucial for maintaining suction and air quality.

- **Pre-filter:** The pre-filter should be cleaned frequently, ideally after every 3-4 uses, or when suction feels reduced. Use the included pre-filter cleaning tool to remove dust and debris. The pre-filter is washable; rinse it under cold running water until clean. Allow it to air dry completely for at least 24 hours before reinserting.
- **HEPA Filter:** The HEPA filter should be cleaned monthly or as needed. Tap it gently to remove dust. The HEPA filter is also washable; rinse under cold water and allow to air dry completely for at least 24 hours.

4-Stage Fully Sealed HEPA Filtration

Pre Filter
traps fine dust particles.

Mesh Filter
blocks hair and common dust.



Safer, Healthier, Better Cleaning

Image: A detailed diagram showcasing the Tineco A10 Hero's 4-stage fully sealed HEPA filtration system, including the cyclone system, mesh filter, pre-filter, and HEPA filter.

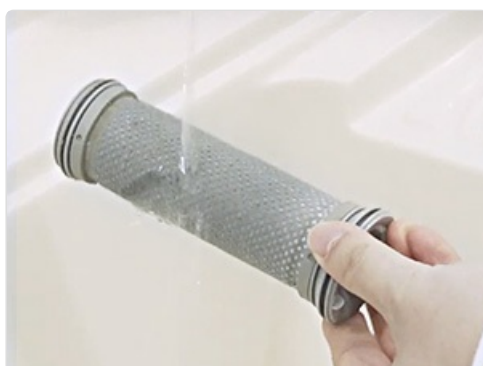


Image: A hand holding and rinsing the washable filter component of the Tineco A10 Hero vacuum under running water, demonstrating the cleaning process.

6.3 Cleaning the Brush Roll

Hair and debris can get tangled around the brush roll, affecting performance. Clean it regularly using the provided hair cleaning tool.

1. Turn off the vacuum and detach the power brush.
2. Use a coin or flathead screwdriver to unlock the brush roll cover.
3. Remove the brush roll.
4. Use the hair cleaning tool to cut and remove any tangled hair or fibers.
5. Reinsert the brush roll and secure the cover.

7. TROUBLESHOOTING

If you encounter issues with your Tineco A10 Hero, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Vacuum does not turn on	Battery is not charged or not properly installed.	Ensure the battery is fully charged and securely inserted. Check charger connection.
Low suction power	Dustbin is full. Filters are clogged. Blockage in the hose or brush roll.	Empty the dustbin. Clean the pre-filter and HEPA filter. Check for and remove any blockages in the brush roll or extension wand.
Brush roll not spinning	Hair or debris tangled around the brush roll. Brush roll is jammed.	Turn off the vacuum and remove any tangled hair or obstructions from the brush roll. Ensure the brush roll is properly reinstalled.
Short battery runtime	Battery not fully charged. Using MAX mode frequently. Battery degradation over time.	Ensure battery is fully charged before use. Use standard mode for general cleaning. Consider purchasing a replacement battery if runtime significantly decreases after extended use.
Unusual noise	Blockage in the air path. Loose parts.	Check for and remove any blockages. Ensure all parts are securely assembled. If noise persists, contact customer support.

If the problem persists after attempting these solutions, please contact Tineco Customer Support for further assistance.

8. SPECIFICATIONS

Technical specifications for the Tineco A10 Hero Cordless Stick/Handheld Vacuum Cleaner:

Feature	Detail
Model Name	A10 Hero (Series A)
Brand	Tineco
Motor Wattage	350W (High-performance cyclonic motor)
Max Suction Power	105W
Battery Capacity	1pc 2000mAh Lithium-Ion (detachable)
Battery Life	Up to 25 minutes (standard mode), 10 minutes (max mode)
Dustbin Capacity	0.4 Liters
Filter Type	HEPA Filter (4-stage filtration)
Noise Level	70 dB (normal operation)
Form Factor	Handheld, Stick
Product Dimensions	11.4"L x 8.3"W x 43.3"H
Item Weight	5.03 pounds
Recommended Use	Carpet, Hard Floor
Special Features	Cordless, Lightweight, LED Multi-tasker Power Brush, Wall-Mounted Dock, Multi-use handheld modes



Image: An infographic visually summarizing key specifications of the Tineco A10 Hero, including battery runtime, dust capacity, noise level, rated power, product weight, and maximum suction power.

9. WARRANTY AND SUPPORT

9.1 Warranty Information

The Tineco A10 Hero Cordless Stick/Handheld Vacuum Cleaner comes with a **2-year manufacturer's warranty**. This warranty covers defects in material and workmanship under normal use. Please retain your proof of purchase for warranty claims.

For detailed warranty terms and conditions, please refer to the official Tineco website or contact their customer service.

9.2 Customer Support

If you have any questions, require technical assistance, or need to make a warranty claim, please contact Tineco Customer Support through their official channels:

- **Official Website:** Visit the Tineco official website for FAQs, support resources, and contact information.
- **Email Support:** Find the dedicated support email address on the Tineco website.
- **Phone Support:** Check the Tineco website for regional customer service phone numbers.

When contacting support, please have your product model (A10 Hero) and purchase details ready to expedite the process.