

Miele 11827020

Miele Triflex HX2 Pro Cordless Stick Vacuum Cleaner User Manual

Model: 11827020 | Brand: Miele

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, maintenance, and troubleshooting of your Miele Triflex HX2 Pro Cordless Stick Vacuum Cleaner. Please read it thoroughly before first use and keep it for future reference.

The Miele Triflex HX2 Pro is a versatile cordless stick vacuum cleaner designed for comprehensive home cleaning. It combines powerful suction with a patented 3-in-1 design, offering flexibility for various cleaning tasks.

Key Features:

- **Cordless Upright Design:** Lightweight and convenient, providing the cleaning power of a whole-home vacuum. Stands upright unaided.
- **Patented 3-in-1 Design:** Configurable in three ways for cleaning hard floors, carpets, furniture, and hard-to-reach areas.
- **Extended Run-time:** Up to 120 minutes of run-time with two replaceable VARTA Li-ion batteries and two charging options for uninterrupted cleaning.
- **Automatic Floor Detection:** The extra-wide electrobrush automatically adapts to the surface, featuring a BrilliantLight LED headlight and an additional Hardfloor Care Tool insert.
- **HEPA Lifetime Filter:** Maintenance-free filter with 99.999% dust retention capacity, capturing fine dust, allergens, and viruses, suitable for allergy sufferers and pet owners.

2. SETUP AND ASSEMBLY

Before first use, ensure all components are present and undamaged. Assembly is straightforward, with parts designed to click securely into place.

2.1 Unpacking and Component Check

Carefully remove all items from the packaging. Verify that the following components are included:

- Main PowerUnit (motor, dust bin, handle)
- Electrobrush Multi Floor XXL
- Suction Tube
- 2 x VARTA Li-ion Batteries
- Charging Dock
- Accessory Kit (Crevice Tool, Dusting Brush)
- Wall Bracket
- Hardfloor Care Tool insert



Image: All components of the Miele Triflex HX2 Pro Cordless Stick Vacuum Cleaner.

2.2 Initial Battery Charging

Fully charge both Li-ion batteries before first use. This ensures optimal battery life and performance.

1. Connect the charging dock to a power outlet.
2. Insert a battery into the charging dock. The charging indicator lights will illuminate.
3. Allow the battery to charge completely. Charging time is approximately 240 minutes (4 hours) per battery.
4. Repeat for the second battery.



Image: Two replaceable Li-ion batteries and the charging dock.

2.3 Assembling the Vacuum Cleaner

The Triflex HX2 Pro offers three configurations:

- **Comfort Mode:** PowerUnit at the bottom for ergonomic cleaning of large spaces.
- **Reach Mode:** PowerUnit at the top for cleaning hard-to-reach areas like ceilings or under furniture.
- **Compact Mode:** Handheld function for quick clean-ups.

To assemble, align the desired components (PowerUnit, suction tube, electrobrush) and push them together until they click securely. To change configurations, press the release buttons to detach components.

Tackle Any Task

Enjoy the freedom of cordless cleaning or the convenience of a fully automatic vacuum, both with or without a dustbag. Miele vacuum cleaners offer effective cleaning solutions that are as diverse as the homes we live in.

Innovators in floorcare since 1927, Miele vacuum cleaners are designed for long-lasting performance. Enjoy the freedom of cordless cleaning and the convenience of a vacuum cleaner with or without a dustbag with our range of effective cleaning solutions.

[LEARN MORE →](#)

Image: The Miele Triflex HX2 Pro demonstrating its 3-in-1 design for versatile cleaning.



Image: The vacuum in Comfort Mode, with the PowerUnit at the bottom for ergonomic cleaning.



Image: The vacuum in Reach Mode, with the PowerUnit at the top for extended reach.



Image: The vacuum in Compact Mode, used as a handheld unit for quick clean-ups.

3. OPERATING INSTRUCTIONS

3.1 Powering On and Off

To turn the vacuum cleaner on or off, press the power button located on the PowerUnit. The vacuum will start in the last used power setting.

3.2 Adjusting Power Settings

The Triflex HX2 Pro features 3 power levels. Use the control method (touch/push button) on the PowerUnit to cycle through the settings:

- **Setting 1:** For light cleaning and maximum run-time.
- **Setting 2:** Standard cleaning for everyday dirt.
- **Setting 3:** Maximum suction for stubborn dirt and deep cleaning.

3.3 Automatic Floor Detection and BrilliantLight

The electrobrush automatically adjusts its speed and suction power based on the floor type (carpet or hard floor). The integrated BrilliantLight LED headlight illuminates the cleaning path, making dust and debris more visible, especially in dimly lit areas or under furniture.

Outstanding quality

Whether they are used in the kitchen or for vacuuming, Miele appliances are subjected to the strictest stress and endurance tests before they are launched on the market.

Miele has won many tests carried out by the Stiftung Warentest, a German consumer watchdog organization, proving why it is the number-one choice.

Image: The electrobrush with BrilliantLight illuminating dust under furniture.



Image: The Multifloor XXL Electrobrush designed for all floor types.

3.4 Using Accessories

The included accessory kit enhances the vacuum's versatility:

- **Crevice Tool:** Ideal for narrow gaps, corners, and edges.
- **Dusting Brush:** For delicate surfaces, curtains, and upholstery.
- **Hardfloor Care Tool Insert:** For sensitive hard wood floors, preventing scratches.

4. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your Miele Triflex HX2 Pro.

4.1 Emptying the Dust Bin

Empty the dust bin regularly, ideally after each significant use, to maintain suction power. The dust bin capacity is 1.1 pounds.

1. Detach the PowerUnit from the vacuum.
2. Position the dust bin over a waste receptacle.
3. Open the dust bin release latch and empty the contents.
4. Close the dust bin securely until it clicks.

Note: Some users find emptying the bagless dust bin can create a dust cloud. Consider emptying outdoors or into a larger vacuum for minimal dust dispersion.

4.2 Cleaning the HEPA Lifetime Filter

The HEPA Lifetime Filter is designed to be maintenance-free. However, for optimal filtration and air hygiene, periodically check for excessive build-up and gently tap it to dislodge dust if necessary. Do not wash the filter unless specified in the full



Image: Close-up of the HEPA Lifetime filter, ensuring maximum air hygiene.

4.3 Cleaning the Electrobrush

Periodically check the electrobrush for tangled hair or fibers. Use scissors to carefully cut and remove any obstructions from the brush roll to ensure effective cleaning.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Miele Triflex HX2 Pro.

Problem	Possible Cause	Solution
Vacuum does not turn on.	Battery not charged or not properly inserted.	Ensure battery is fully charged and securely clicked into place.
Reduced suction power.	Full dust bin, clogged filter, or obstructed electrobrush.	Empty dust bin, check and clean HEPA filter, remove any blockages from the electrobrush.
Short battery run-time.	Battery not fully charged, or operating on highest power setting.	Ensure batteries are fully charged. Use lower power settings for longer run-time. Remember the product comes with two batteries for extended use.
Electrobrush not rotating.	Obstruction in brush roll or incorrect assembly.	Check for and remove any tangled hair or debris. Ensure the electrobrush is correctly attached to the suction tube/PowerUnit.

6. SPECIFICATIONS

Feature	Detail
Brand	Miele
Model Name	HX2
Item Model Number	11827020
Color	Infinity Grey Pearl Finish
Form Factor	Stick
Is Cordless?	Yes
Battery Type	Lithium-Ion (2 included)
Runtime	Up to 120 minutes (with 2 batteries, on power setting 1 without electrobrush)
Charging Time	Approx. 240 minutes (4 hours) per battery
Capacity	1.1 Pounds (dust bin)
Filter Type	HEPA Lifetime Filter
Special Features	Bagless, HEPA, Headlight, Portable, 3-in-1 Design
Recommended Uses	Carpet, Hard Floor
Noise Level	78 dB
Product Dimensions	11.02"L x 10.24"W x 51.06"H
Item Weight	16.12 pounds




7. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product or visit the official Miele website. Miele products are known for their quality and durability, backed by extensive testing.

If you require technical assistance, spare parts, or have questions regarding your Miele Triflex HX2 Pro, please contact Miele Customer Service. Contact details can typically be found on the Miele website or in the product packaging.

You can also visit the [Miele Store on Amazon](#) for more information and product accessories.

Related Documents - 11827020

	<p>Miele Triflex HX2 Quick Start Guide</p> <p>A concise guide to the installation, operation, and maintenance of the Miele Triflex HX2 cordless stick vacuum cleaner.</p>
	<p>Miele Triflex HX2 Quick Start Guide</p> <p>A concise guide to installing, operating, and maintaining the Miele Triflex HX2 cordless vacuum cleaner.</p>
	<p>Miele Appliance Warranty Information and Terms</p> <p>Comprehensive guide to Miele appliance limited warranties across Australia, New Zealand, Brazil, Canada, Mexico, and the United States, detailing coverage, exclusions, and claim procedures.</p>
	<p>Miele HS19 Cordless Stick Vacuum Cleaner Operating Instructions</p> <p>This guide provides essential operating instructions for the Miele HS19 cordless stick vacuum cleaner, covering safety, setup, usage, maintenance, and troubleshooting for optimal performance.</p>
	<p>Miele Triflex HX1 Cordless Vacuum Cleaner Operating Instructions</p> <p>Comprehensive operating instructions for the Miele Triflex HX1 cordless vacuum cleaner, covering setup, usage, maintenance, and safety guidelines. Learn how to effectively use and care for your Miele vacuum.</p>
	<p>Miele Triflex HX2 Quick Start Guide: Installation, Operation, and Maintenance</p> <p>Concise quick start guide for the Miele Triflex HX2 vacuum cleaner, detailing installation steps, wall mounting options, initial charging, power settings, and essential maintenance procedures for emptying the dust container and cleaning the filter.</p>