

NEN185 series

Canister vacuum cleaner, household type

Owner's Guide

Thank you for purchasing your new Eureka vacuum!

Important instructions

For easy assembly, please take a few moments to read this owner's guide. If you have questions about your new vacuum, please contact our customer service HELPLINE at 1-800-282-2886.

We're here to help!

Household use only



www.eureka.com

eureka

Where to find important vacuum information

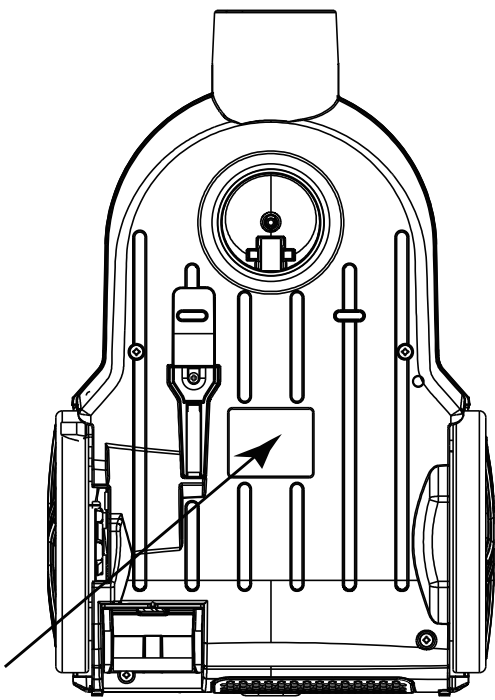
Please Retain

We suggest you record the model, type and serial numbers below. They are located on the bottom of your cleaner. For prompt and complete service information, always refer to these numbers when inquiring about service.

Model & Type _____

Serial No. _____

It is also important to keep your receipt as proof of date of purchase.




This Owner’s Guide provides important instructions to prolong the life of your Eureka vacuum cleaner.

Registration: To register your product use your smartphone to scan the QR code that will take you directly to the product registration page or visit www.eureka.com and click on the “Register Your Product” link in the top right corner.

Inspection: Carefully unpack and inspect your new Eureka vacuum cleaner for shipping damage. Each unit is tested and thoroughly inspected before shipping. For instructions regarding any shipping damage, call Eureka Customer Service HELPLINE 1-800-282-2886 immediately.

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 Follow caution information wherever you see this symbol.

IMPORTANT SAFEGUARDS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER

WARNING



To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Do not leave vacuum cleaner when plugged in. Turn off the switch and unplug the electrical cord when not in use and before servicing.
- 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 manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call the Eureka Customer Service HELPLINE at 1-800-282-2886.
- Do not pull or carry by the cord, use cord as a handle, close 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 use extension cords or outlets with inadequate current carrying capacity.
- Turn off all controls before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle the vacuum cleaner with wet hands or operate without shoes.
- 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 airflow.
- This vacuum cleaner creates suction. 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.
- Do not use without dust bag or filter(s) in place.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use on areas where they may be present.
- Store your cleaner indoors in a cool, dry area.
- Keep your work area well lit.
- Unplug electrical appliances before vacuuming them.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Turn off the power switch and unplug cleaner before rotating the nozzle.
- Hold plug when rewinding onto cord reel. Do not allow plug to whip when rewinding. Unplug before connecting accessories accessories, such as pet tool, crevice tool, etc.

SAVE THESE INSTRUCTIONS

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 fully fit into 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.

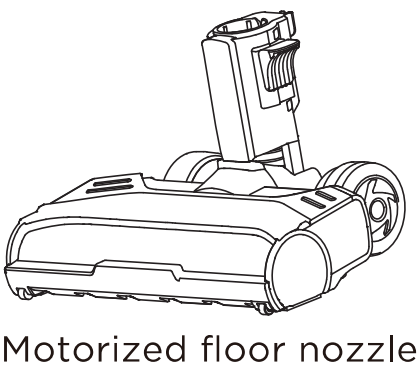
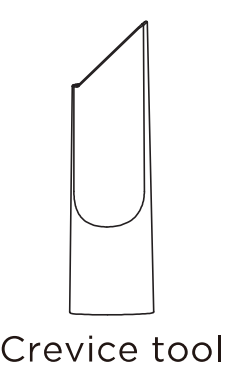
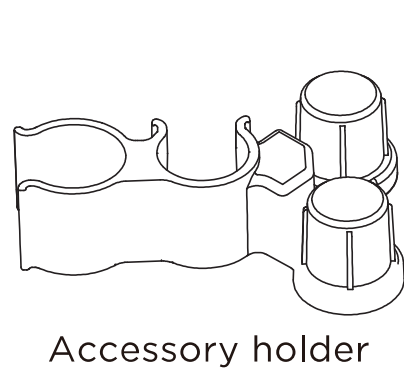
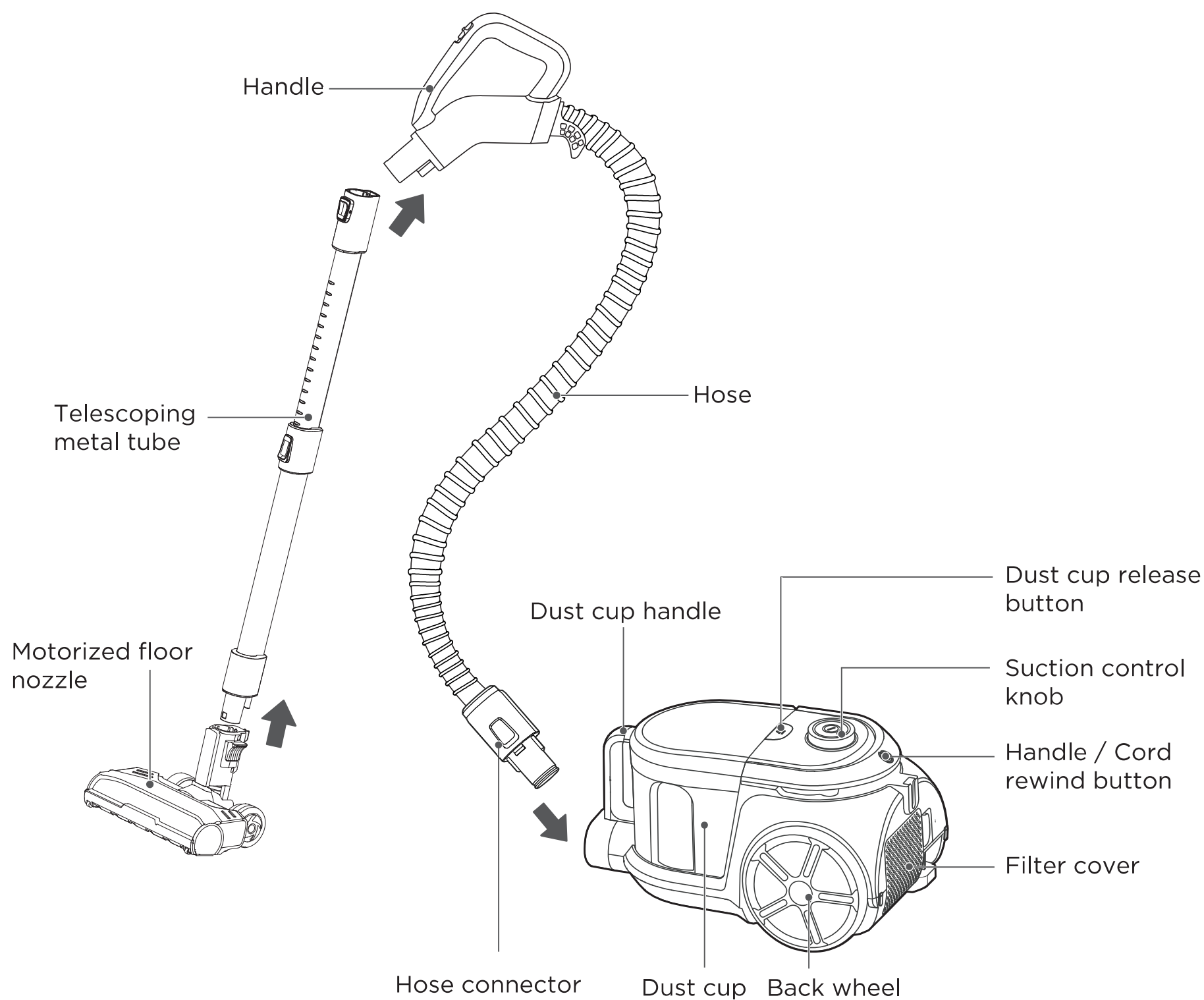
Thermal Cut Off

This vacuum cleaner has a special thermostat that protects the cleaner in case of motor overheating. If the cleaner suddenly shuts off, push the on/off switch off (O) and unplug the cleaner. Check the cleaner for a possible source of overheating such as a full dust bag, a blocked hose or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the cleaner. After the 30 minute period, plug the cleaner back in and push the on/off switch on (I).

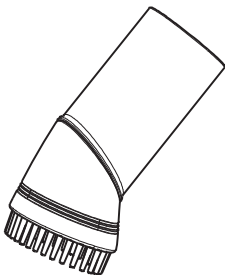
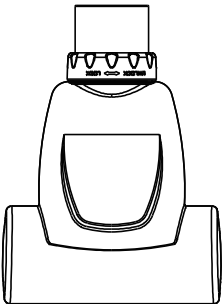


Do Not Oil the motor or the brushroll at any time. The bearings are permanently lubricated and sealed.

What comes in the carton



Important safeguards



How to assemble your vacuum cleaner

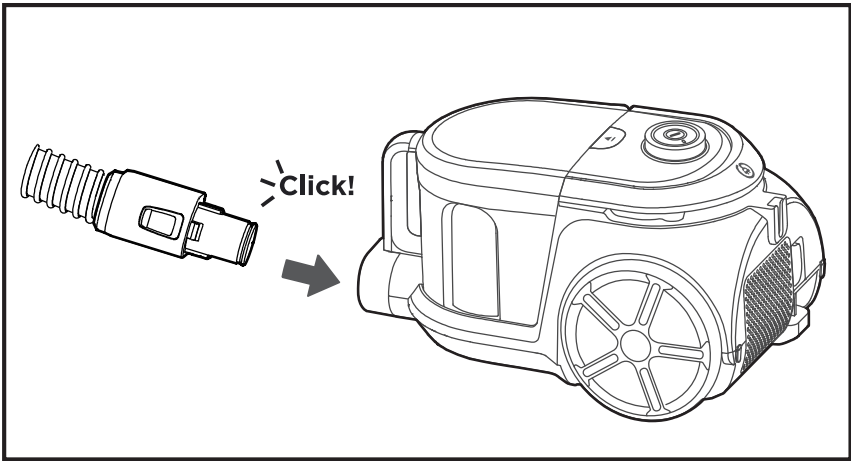


CAUTION

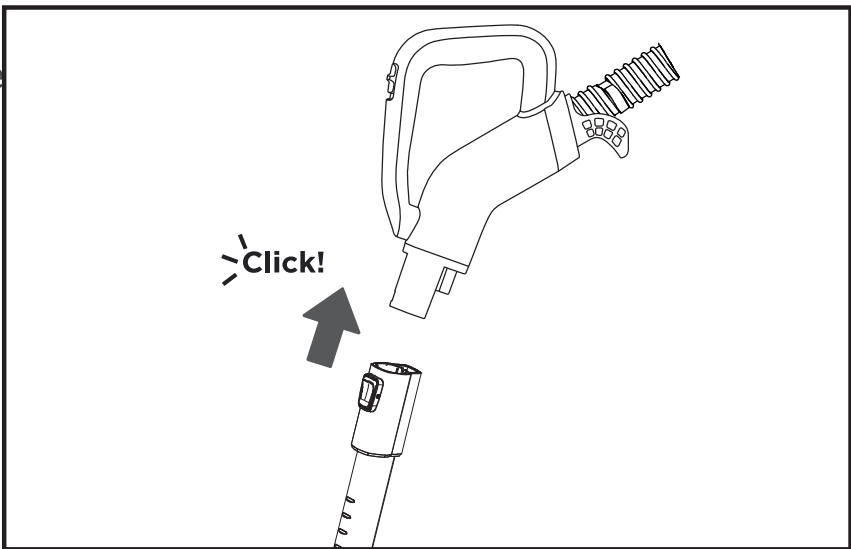
Always disconnect the vacuum cleaner from the electrical socket before attaching or removing accessories.

■ Quick Assembly

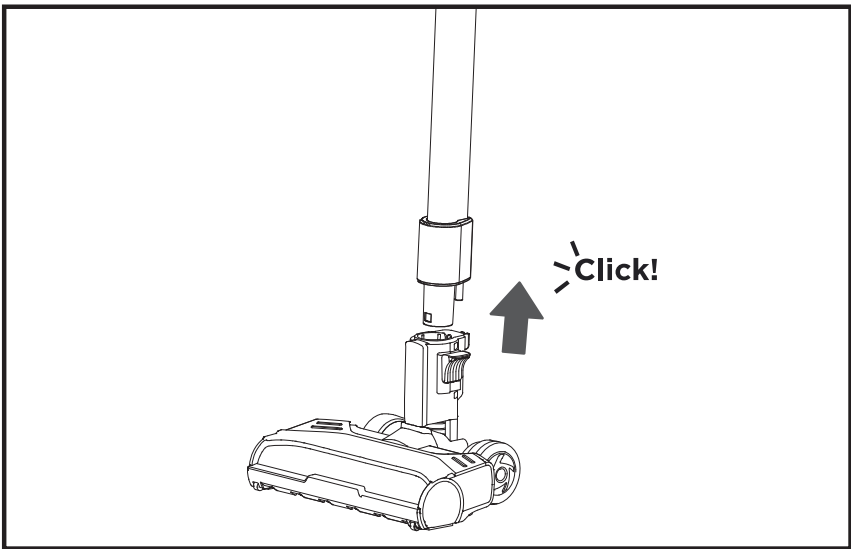
1. Attach the hose to the vacuum cleaner by inserting it into the air inlet until an audible click is heard.



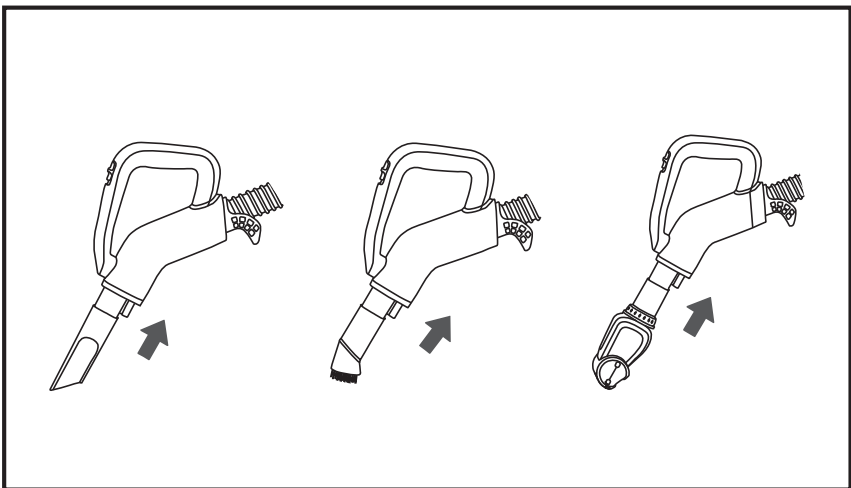
2. Attach the telescoping metal wand to the handle by pushing the two components together until an audible click is heard.



3. Attach the motorized floor nozzle to the end of the telescoping metal wand until you hear an audible click.



4. When using accessories, remove motorized floor nozzle and telescoping metal wand, attach the desired accessory to the handle by inserting it.



Preparation before Use



CAUTION

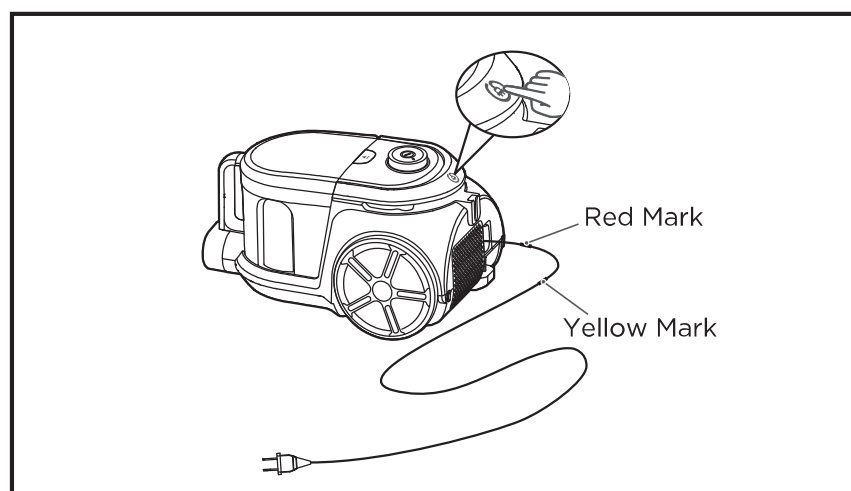
Always switch off the vacuum cleaner before connecting or disconnecting the hose/attachments or removing and emptying the dust cup.

■ Operation

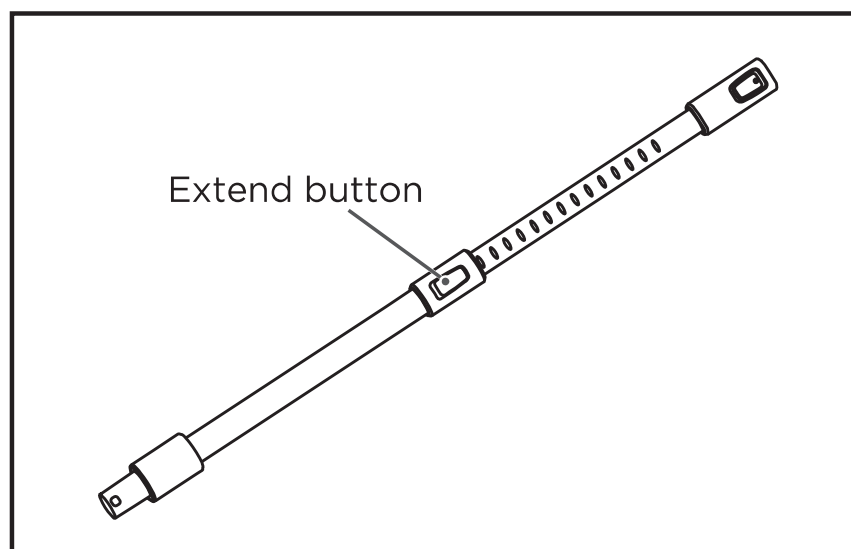
Turn on the machine

1. Pull the power cord out of the vacuum cleaner and stop when you see the yellow mark. Plug the power cord into a power socket that conforms with the label on the power cord.

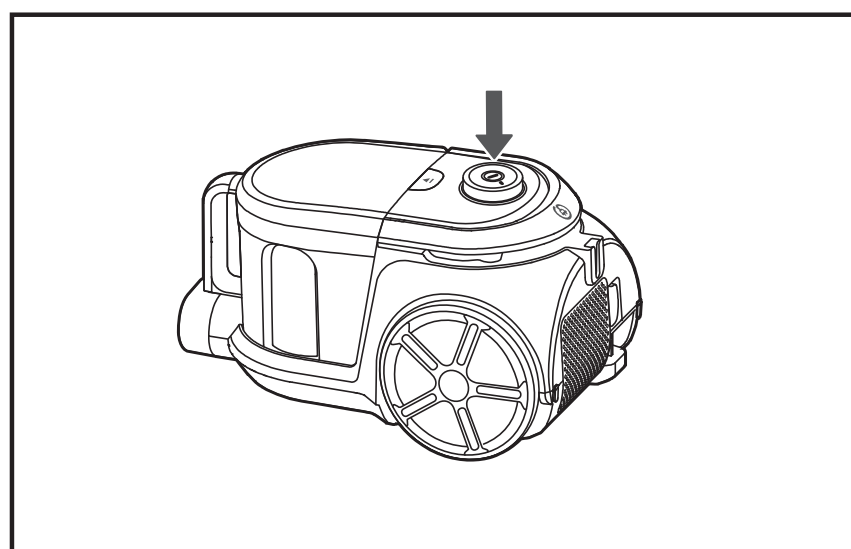
Note: Make sure the red mark is not visible or you have pulled too far.



2. Adjust the telescoping metal wand to proper position by pressing the button then pull the upper side of wand.



3. To turn on the vacuum cleaner, insert the plug into an electrical socket and press the power button.

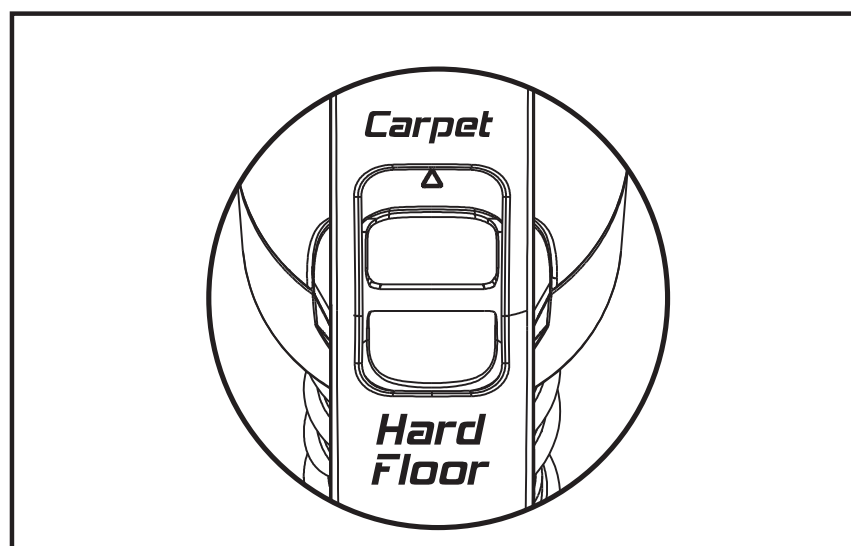


■ Switching between carpet & hard floor

There is a switch located on the handle that can be pressed with your finger to switch between floor modes. The symbols shown below correspond to the type of floor the setting is for.

Position 1: switch move to “Carpet” icon, brushroll run with high speed

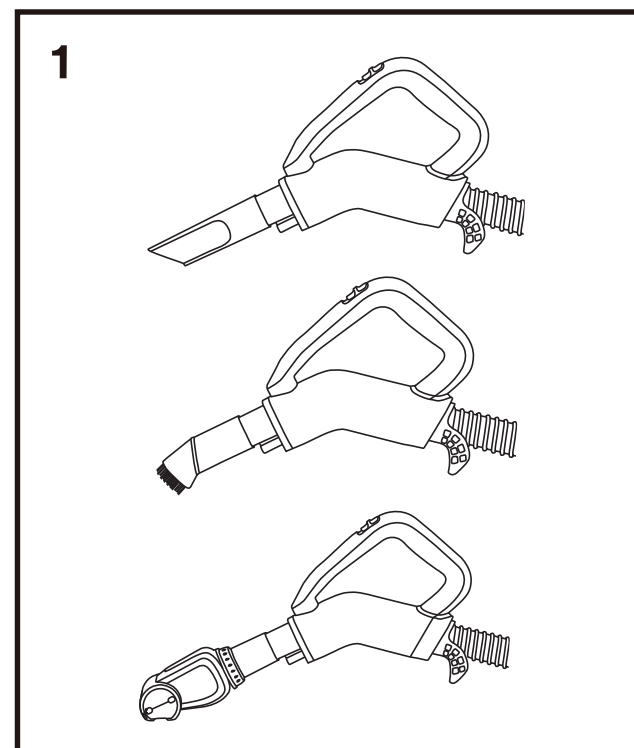
Position 2: switch move to “Hard Floor” icon, brushroll run with low speed



How to use accessories

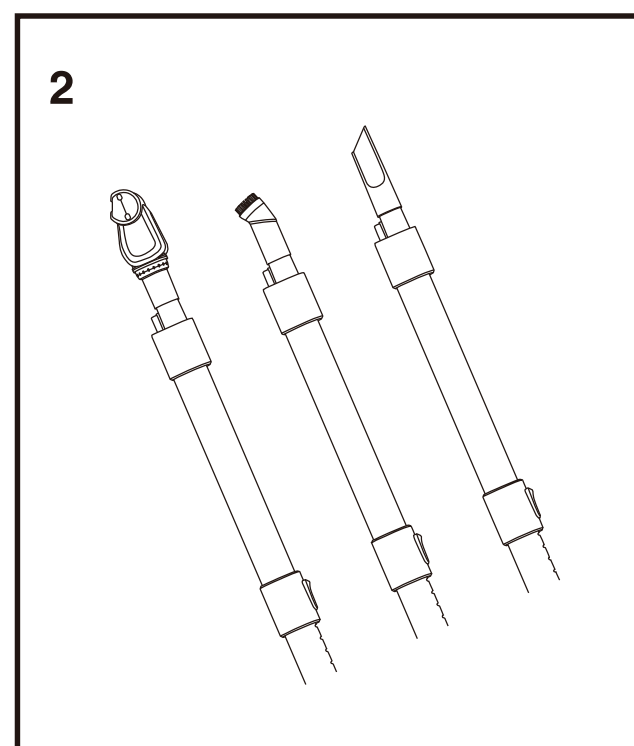
■ Using accessories with handle

- Insert tools directly into the handle as shown (Fig. 1)



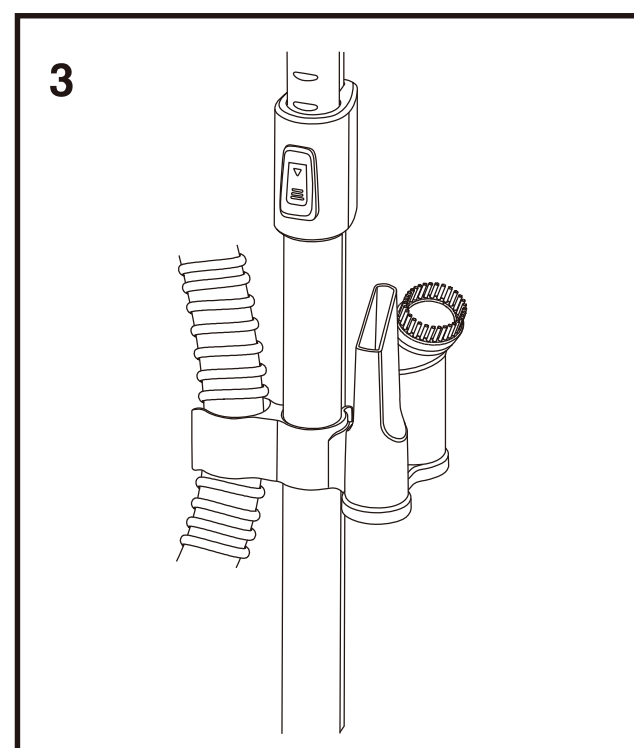
■ Using accessories with the telescoping metal wand

- Insert tools directly into the end of the telescoping metal wand as shown (Fig. 2)



■ Accessory collection

- When finished using accessories, remove them from handle or the telescoping metal wand. You can put them on the accessory holder as shown (fig.3)



How to maintain dust cup and filters

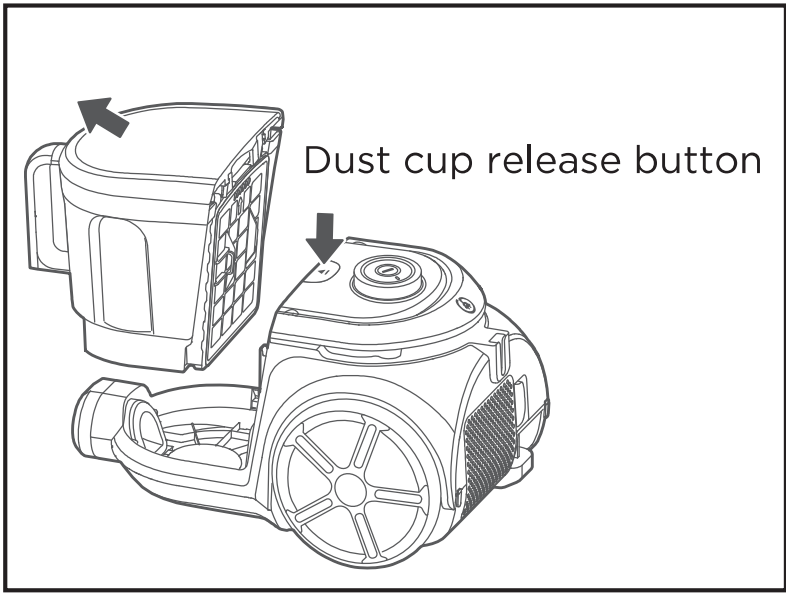


CAUTION

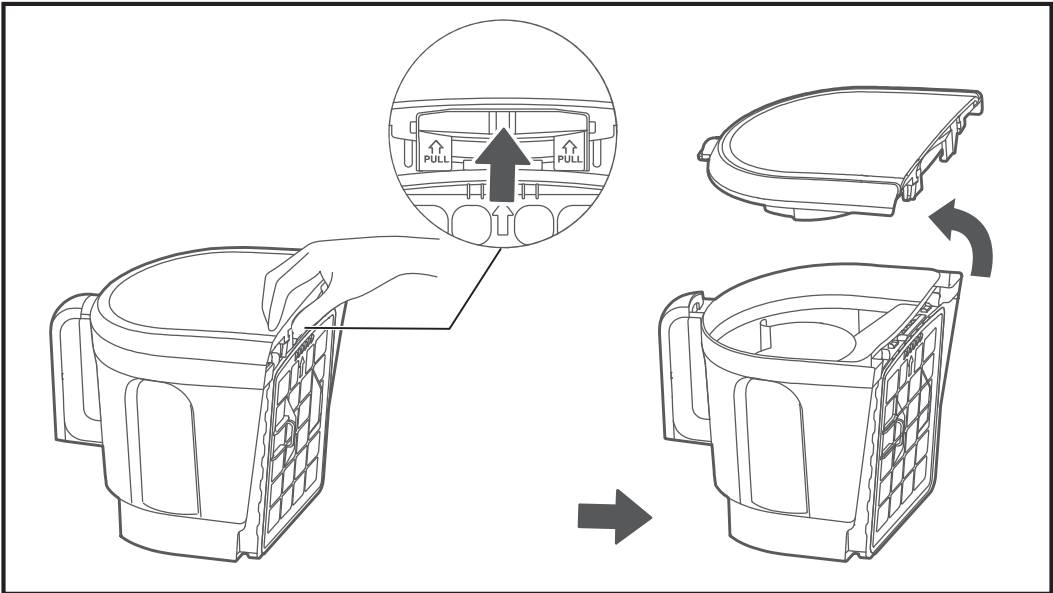
Always switch off the vacuum and unplug it from the electrical socket before conducting any maintenance or cleaning.

Empty the dust cup after each use or whenever the level of debris goes above the indicated max fill line mark on the side of the dust cup. A full dust cup will reduce the efficiency of the vacuum cleaner so be sure to empty the dust cup regularly.

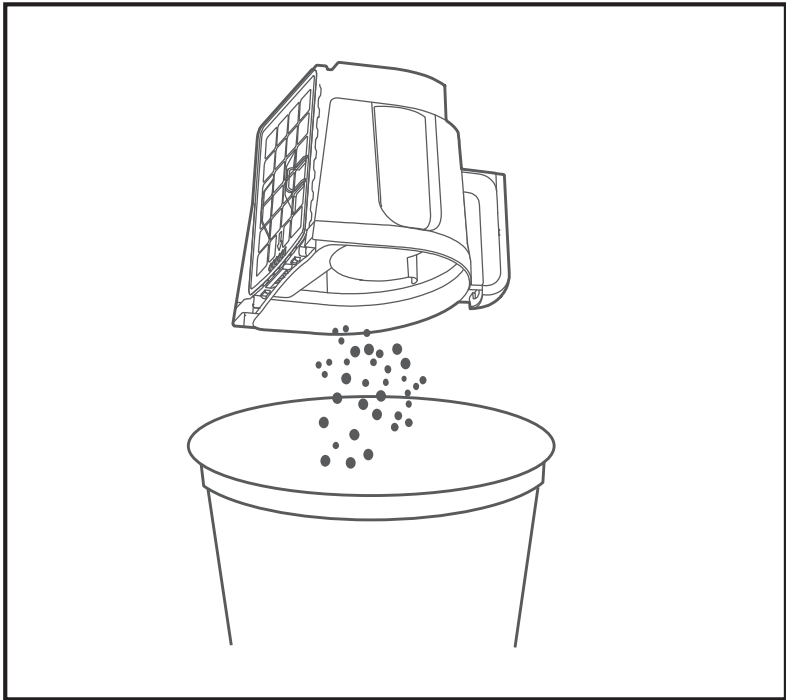
■ Emptying the dust cup



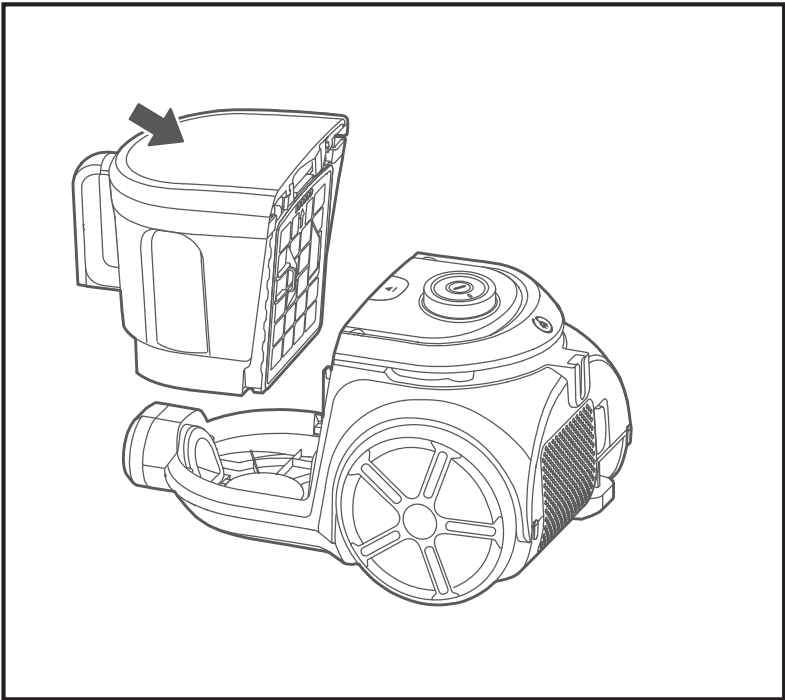
1. Press the dust cup release button and lift the dust cup up off the vacuum.



2. Remove the dust cup lid by locating the release button on the backside of the dust cup above the filter and press button up to pull lid off.



3. Turn dust cup upside down to empty into trash bin.



4. After dust cup is emptied, place lid back on top of dust cup until an audible click is heard.

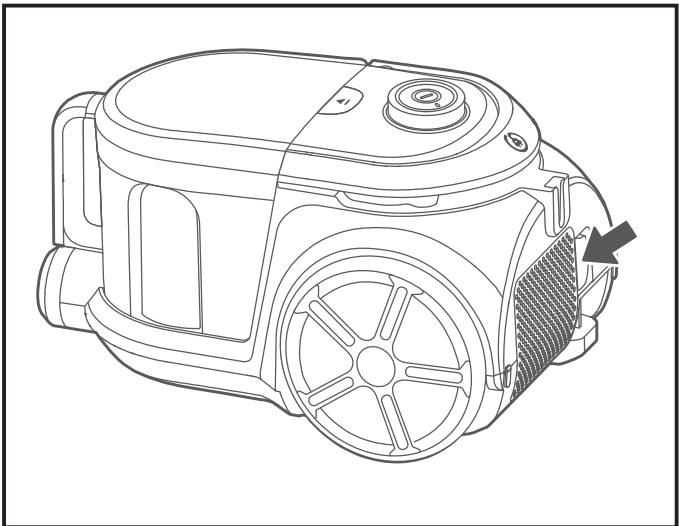
How to maintain filters



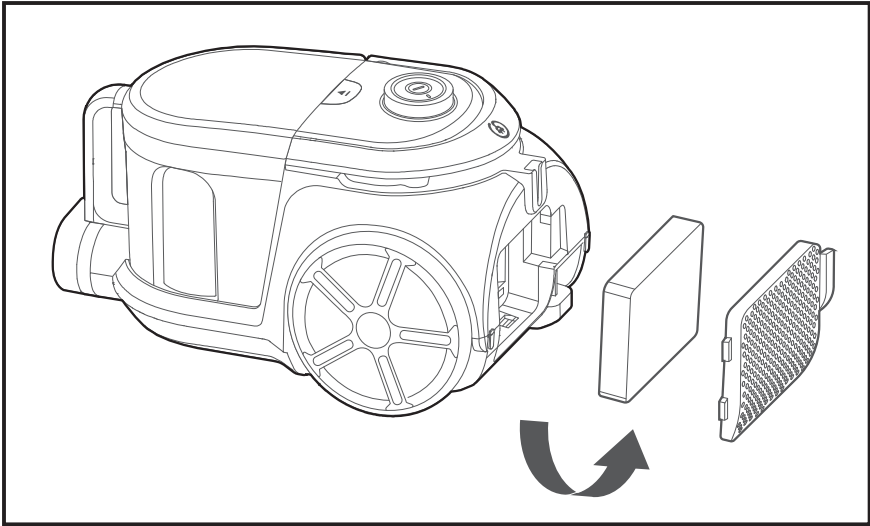
CAUTION

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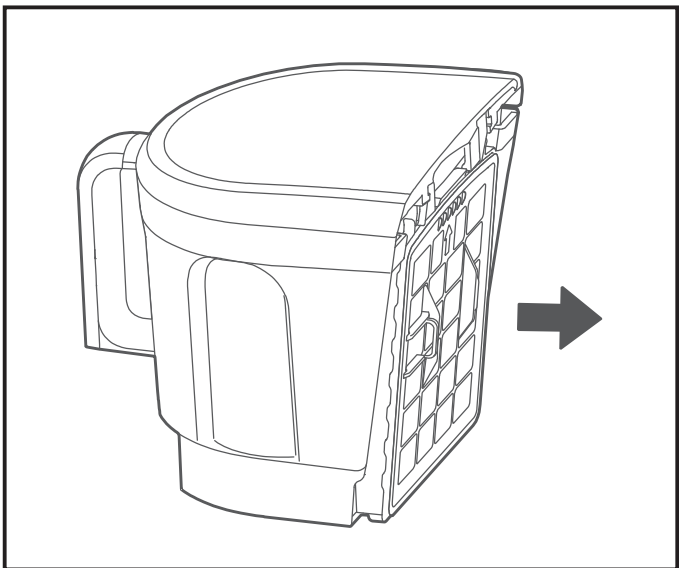
■ Cleaning the Filter



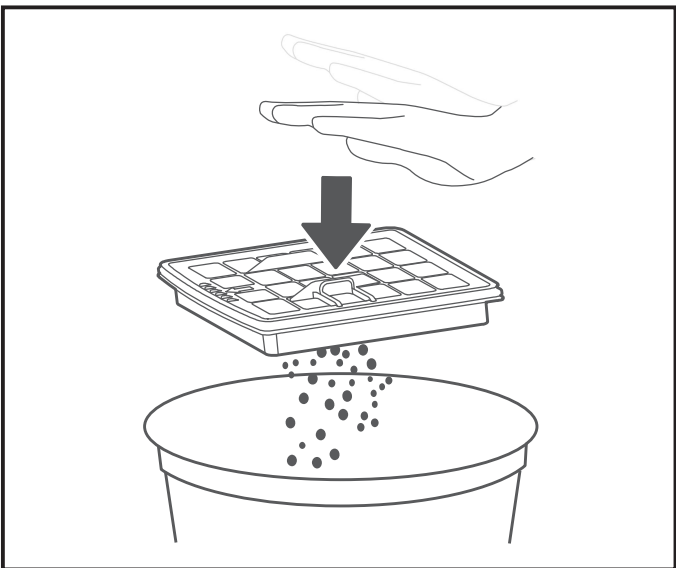
1. Lift the outlet filter cover lock and remove the grill to access the outlet HEPA filter.



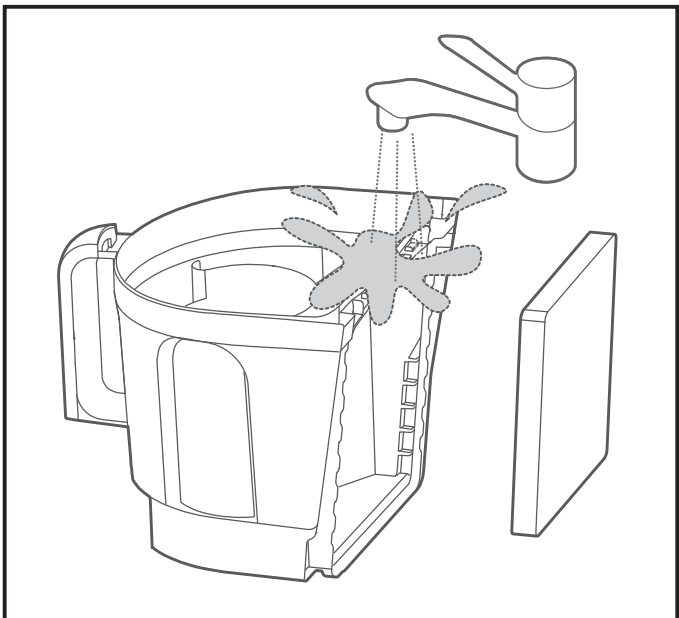
2. Remove the outlet HEPA filter from the machine.



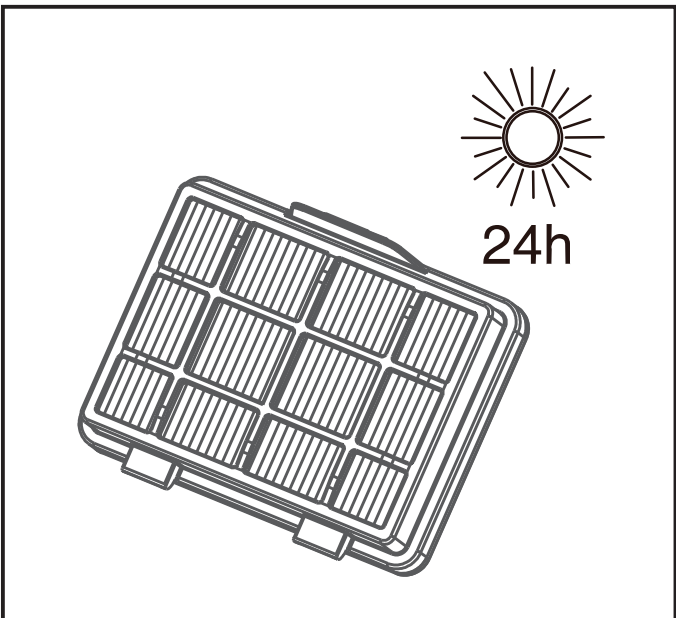
3. Remove the dust cup from the vacuum and pull out the pre-motor filter.



4. Tap filter over trash can to remove any external dust and debris.



5. Rinse both the HEPA filter and the pre-motor filter in lukewarm water.



6. Allow the filters to air dry for 24 hours before placing them back.

How to maintain brushroll



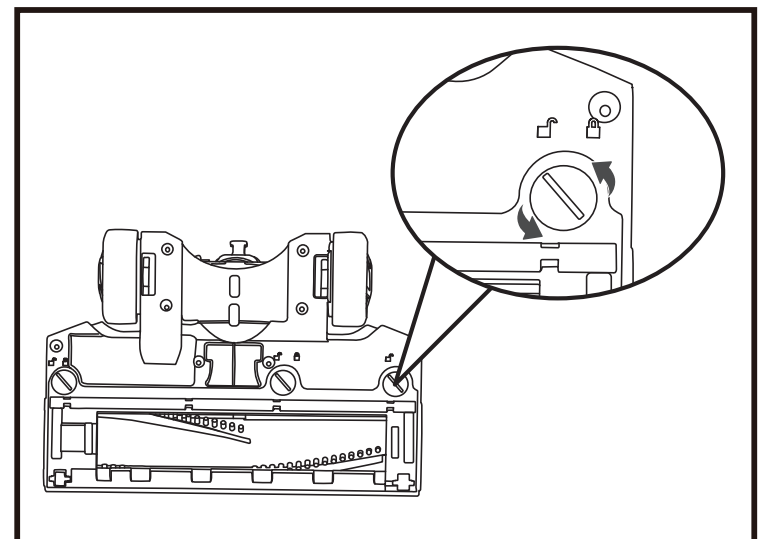
CAUTION

Always switch off the vacuum and unplug it from the electrical socket before conducting any maintenance or cleaning.

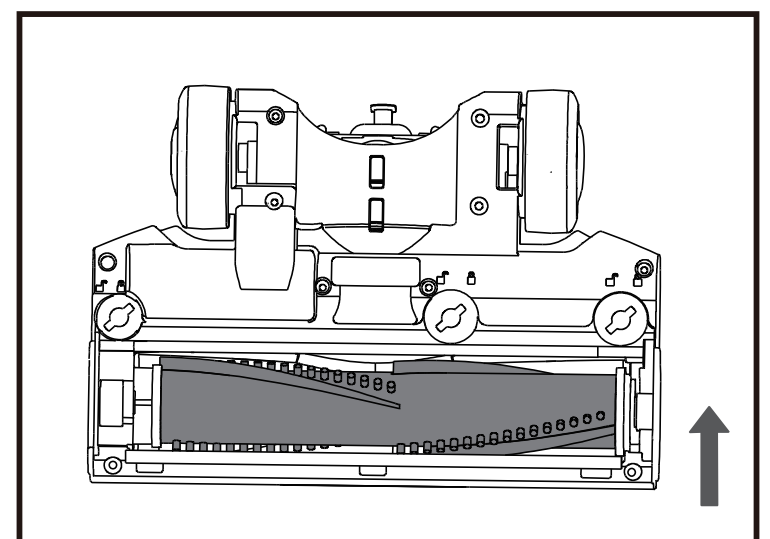
■ Cleaning the brush

To ensure proper maintenance and effective cleaning performance, periodically clean the brushroll and brushroll ends by removing any remaining string, hair, carpet fibers, and other debris. Regularly check the brushroll and ends of brushroll for wear or damage.

1. Turn off vacuum and unplug from electrical outlet. Turn vacuum upside down with brushroll facing upwards. Remove the plate after uncrew three bolts as show (Pic.1).

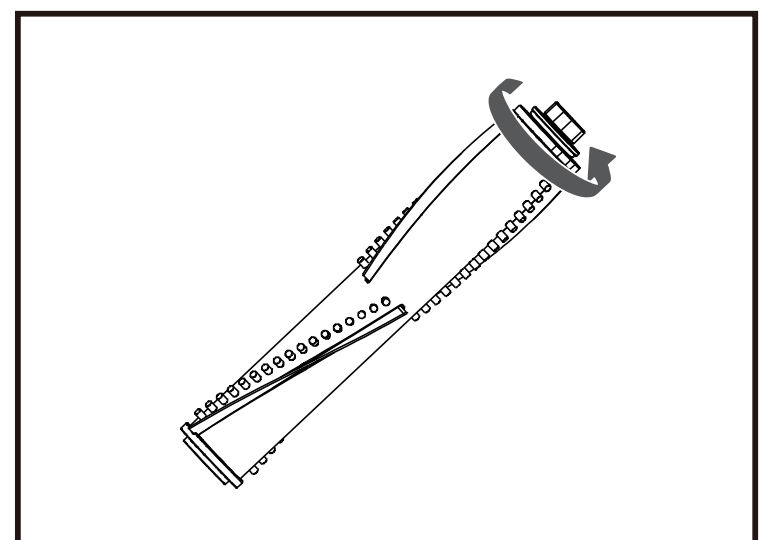


2. Remove brushroll by pulling tab end of roller up and then angle brushroll so it can be pulled out (Fig. 2).



3. Clean off any debris from the brushroll. To reinsert the brushroll, angle it and align grooved end of brushroll with corresponding grooves on vacuum and push it back into place ensuring it is fully inserted in place (Fig. 3).

Put the roller back into the brush, then cover the fixed plate.



Problem solving



Make sure vacuum is turned off and power cord is unplugged.

NOTICE: Thermal cut-off

This vacuum cleaner has a special thermostat that protects the vacuum cleaner in case of motor overheating. If the vacuum suddenly shuts off, proceed as follows:

- 1) Check the vacuum for a possible source of overheating such as a full dust cup, blocked wand or clogged filters. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the vacuum again.
- 2) After the 30 minute period, press the power button. If the vacuum still does not work, call the Eureka Customer Service HELPLINE at 1-800-282-2886.

Problem	Manifestation	Solution
Vacuum Cleaner cannot work	The unit couldn't be turned on.	Push plug securely into outlet, try another outlet or check circuit breaker.
Vacuum won't pick up or weak suction	There is a clog in the vacuum.	Check if the brush hose is clogged. If so, clean it.
		Check if the brush roll cover is fitted, if it missing\please contact after-sales service.
	Filters are dirty.	Clean and/or change filters regularly in dust cup.
		Clean cyclone.
		Remove clogs from the hose that restrict the airflow.
Brush roll doesn't rotate	Brush roll has clogged debris or other entanglements, keeping the brush roll from rotating.	Remove bottom brush cover and clear debris from brush roller.

The Eureka three-year limited warranty

Midea America Corp. (“Eureka”), subject to the terms and conditions herein, warrants this vacuum cleaner to be free from defects in material and workmanship for a term of three years from the date of original purchase when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members of immediate household, and is applicable only to original purchases from Eureka authorized resellers.

What Eureka will do:

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace the vacuum, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer’s purchase price.

This warranty does not cover:

- Normal wear and tear of the vacuum and vacuum parts that require replacement under normal use such as disposable dust bags, filters, drive belts, light bulbs, brush-roll, bristles, impellers and cleaning.
- Damages or malfunctions resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

Obtaining warranty service:

To obtain warranty service you must contact the Eureka Service Team, toll free, at 1-800-282-2886 or email customerserviceusa@midea.com, to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation. For additional information, you may also visit www.eureka.com.

Shipping charges:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

Further limitations and exclusions:

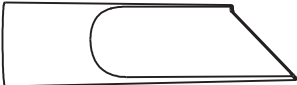
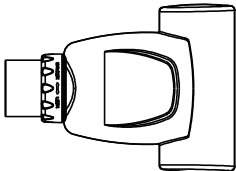
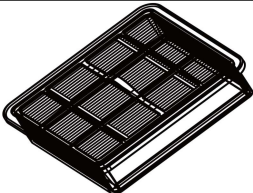

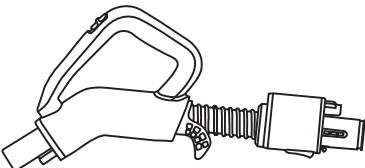
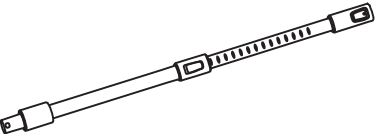
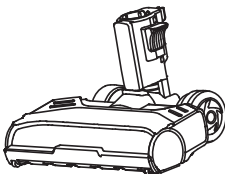
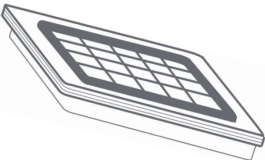

Any warranty that may be implied in connection with your purchase or use of the vacuum, including any warranty of Merchantability or any warranty of Fitness For A Particular Purpose is limited to the duration of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Your relief for the breach of this warranty is limited to the relief expressly provided above. In no event shall the manufacturer be liable for any consequential or incidental damages you may incur in connection with your purchase or use of the vacuum. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal right. You also have other rights, which may vary by state.

**Midea America Corp.
300 Kimball Ave Parsippany, NJ 07054
USA**



Order genuine Eureka accessories and replacement parts
Visit www.eureka.com or call 1-800-282-2886

Image	Part name	Part # (Fits models)
	Crevice tool	12175000001261
	Pet tool	121750000097004
	Hepa	121750000095362
	Dust brush	121750000008965
	Hose assembly	121750000098227
	Telescoping metal tube	129750000016807
	Motorized floor nozzle	121750000098229
	Pre-motor filter	121750000077043
	Brushroller	121750000099239