

NEC370 Series

Cordless Stick Vacuum Cleaner

Owner's Guide

Thank you for purchasing your new Eureka vacuum!

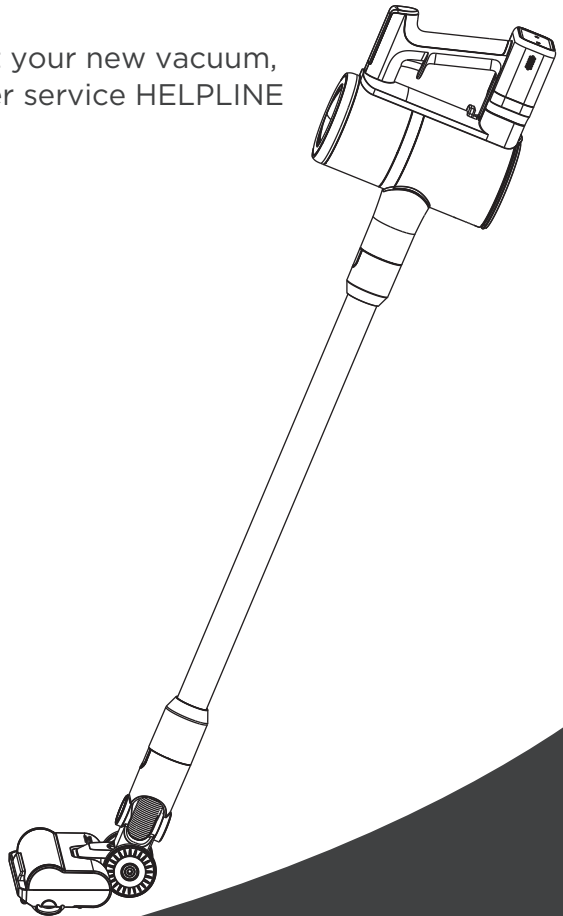
Important instructions

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

Keep this information

Write the model, type and serial number here:

Date of purchase (keep your receipt) _____

Model number and type _____

Serial number _____



Please refer to step 1 for ASSEMBLY AND

PREPARATION BEFORE USE to take the unit apart and find these numbers on the label.

Refer to these numbers when ordering parts and accessories, or if service is needed.

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

Registration: To register your product visit www.eureka.com and click on the 'Register Your Product' link in the bottom of this page.

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 the Eureka Customer Service **HELPLINE** at **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

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

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

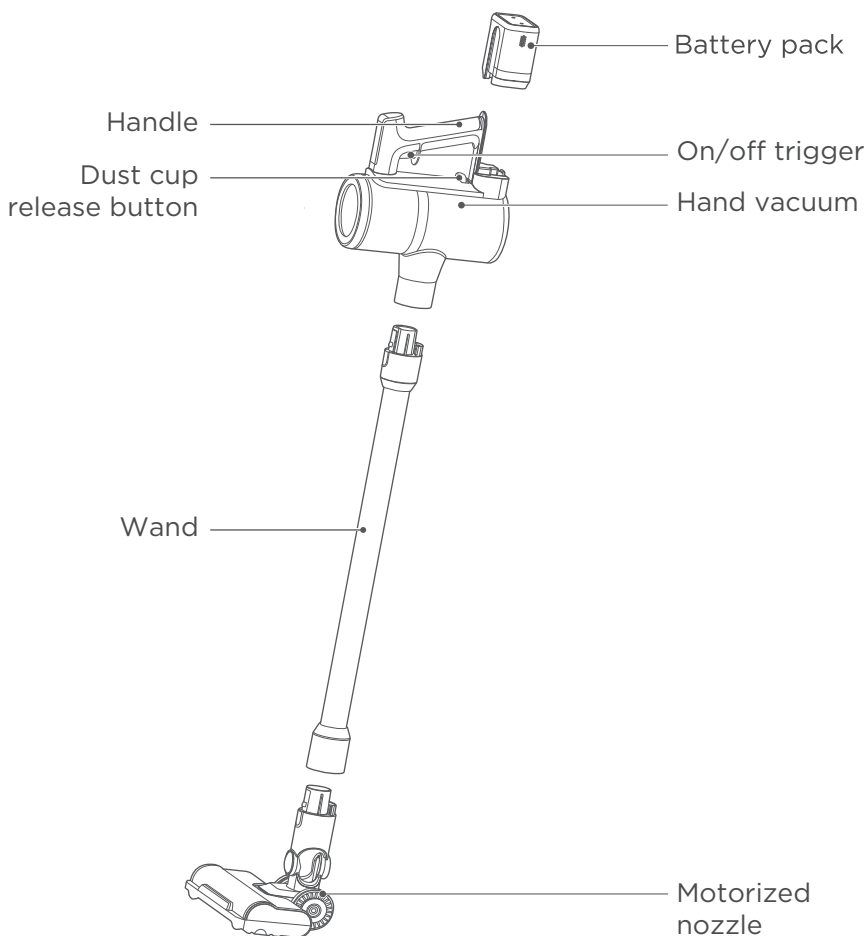
1. Do not use outdoors or on wet surfaces.
2. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
3. Use only as described in this manual. Use only manufacturer's recommended attachments.
4. Do not use with damaged cord or charger. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
5. 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.
6. Do not unplug by pulling on cord. To unplug, grasp the charger, not the cord.
7. Do not handle charger, including charger plug, and charger terminals with wet hands.
8. 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.
9. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
10. Use extra care when cleaning on stairs.
11. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
12. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
13. Do not use without dust container and filter.
14. Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
15. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
16. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
17. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
18. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
19. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
20. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
21. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
22. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
23. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
24. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
25. The appliance should be stored, used and charged at a temperature range 40°F~104°F.

SAVE THESE INSTRUCTIONS

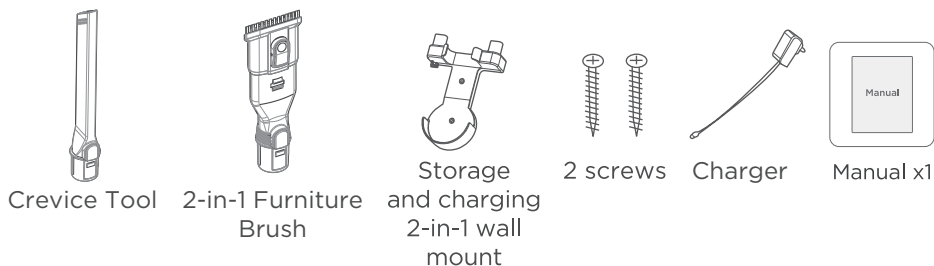
**RISK OF INJURY. BRUSH MAY START UNEXPECTEDLY. DISCONNECT
MOTORIZED FLOOR NOZZLE BEFORE CLEANING OR SERVICING.**

Household use only.

What comes in the box




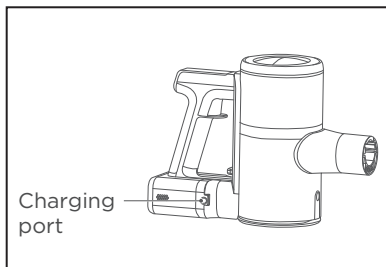
List of accessories



Charging instructions

■ Charging on the handvac

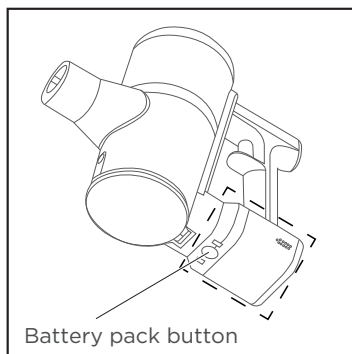
1. When you use this product for the first time, the battery will not be fully charged. You need to plug in the power adapter to fully charge the battery before it can be used. The charging time is about 4-5 hours.
2. When the product power is running low, the battery power indicator flashes to remind. LED display 
3. Over time as the battery is used and charged, it will begin to take longer to charge the battery, indicating that the battery is nearing the end of its life.



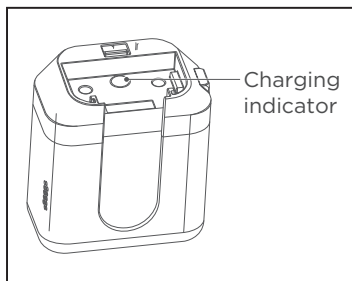
■ Directly charging on the battery

The battery pack can be charged separately.

1. Press the battery pack button, then pull out the battery pack.



2. Connect the charger on the battery. The battery charging indicator flashes to indicate that it is charging. When the battery is fully charged, the blue indicator will turn off.



CAUTION

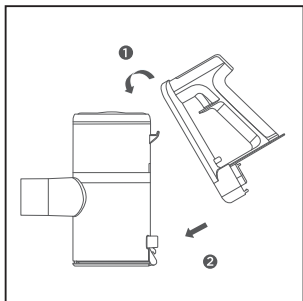
1. In order to avoid blocking the air duct, please clean up large pieces of garbage in the area (such as large pieces of paper and packaging film etc).
2. Do not use and store the battery in an environment below 40°F-104°F.
3. When you dispose of this product, please remove the battery from the machine.
4. It is strictly forbidden to modify the machine, accessories, adapter or battery

Assembly and preparation before use



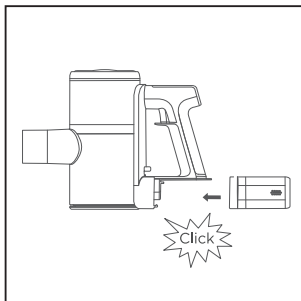
CAUTION

Moving parts! Always turn off hand vacuum before attaching accessories.



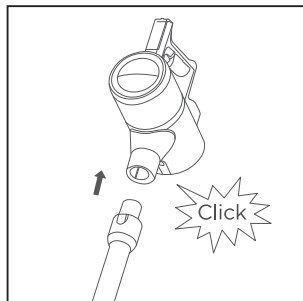
1. Installation of handle

Fasten the upper lock first, and then install the handle component.



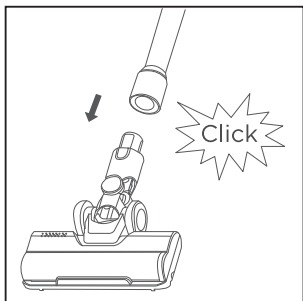
2. Installation of battery pack

Insert the battery pack into the bottom of the machine until you hear a "click" sound.



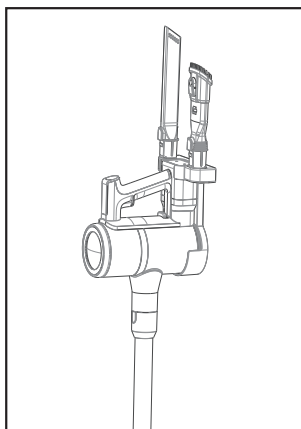
3. Connection of wand

When installing the wand component, insert the plug end of the wand into the socket of the handheld component until you hear a "click" sound.



4. Connection of motorized nozzle

Insert the wand component into the motorized nozzle until you hear a "click" sound.



5. Storage of the machine

The rear of the hand vac is inserted into the wall mount and is to hang vertically as shown. Accessories are also stored on the wall mount.

How to operate your vacuum cleaner

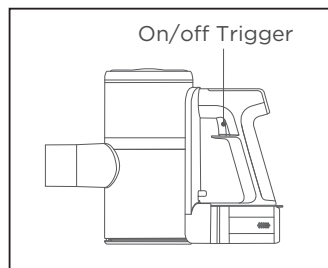


CAUTION

Never operating vacuum cleaner without all filters, filter screen and dust cup in proper position.

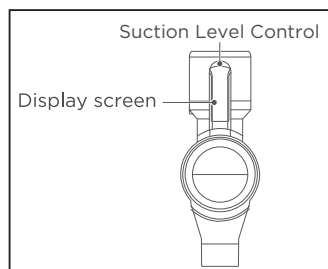
■ User Control Buttons:

This vacuum cleaner has 2 buttons that you will use during operation. One is an on/off trigger which turns the unit on and off. The second is a mode button which will allow you to choose the level of suction you wish to use during your cleaning cycle. Battery level and suction levels will be indicated on the display screen when the unit is turned on.



■ Start and Shut Down

Squeeze the trigger once and let go. The machine will turn on. The default when the machine turns on is medium suction. This is sufficient to clean standard hard floors. Squeeze the ON/OFF trigger once to shut down the machine and stop cleaning.



■ Suction Level Control

Touch the suction level control once at startup to change the suction level to HIGH. Touch the button again to change it to LOW suction. Touch it again to change it to MEDIUM suction. The levels of suction will be indicated on the display as shown below by 1, 2 or 3 dots. 1 = LOW suction. 2 = MEDIUM suction. 3 = HIGH suction. "100" is the battery level indicator and does not correlate to suction level.

LED Display Status

	Condition	LED Status	Remark		Condition	LED Status	Remark
1	Charging display		Charging icon blinking	7	Battery pack error		Show E2
2	Full display		Display 100 charging icon stop blinking. It went out after six seconds	8	Motor overcurrent		Show E3
3	Low suction discharge state		Show a bright dot	9	Charging anomaly		Show E4
4	Medium suction discharge state		Show two dots lit	10	Rolling brush anomaly		Show H1
5	High suction discharge state		Show three dots lit	11	Motor failure/ Motor not connected		Show H2 and go off in 20 seconds
6	Over discharge requires		Show 00 and go off in 3s				

How to operate your vacuum cleaner



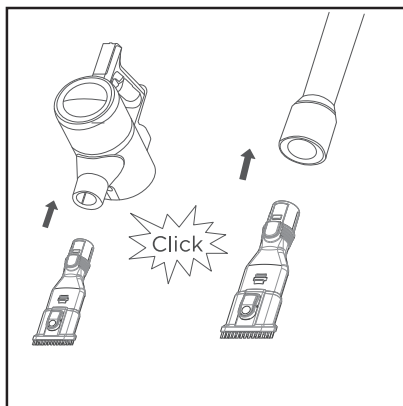
CAUTION

Moving parts! Always turn off hand vacuum before attaching accessories.

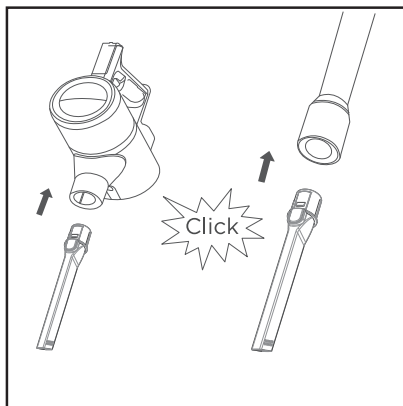
■ Use the Accessories

1. Connect the accessories per the instructions in the quick assembly section above. You can connect the accessories directly to the hand vacuum or you can connect them to the wand. There will be a click when the accessory is securely attached.

2. The 2-in-1 furniture brush can be used to clean in hard to reach areas, behind items on tables and to dust hard surfaces and furniture.



3. The crevice tool can be used to clean in tight spaces, crevices, between cushions and inside the motor vehicle.



How to maintain your vacuum cleaner



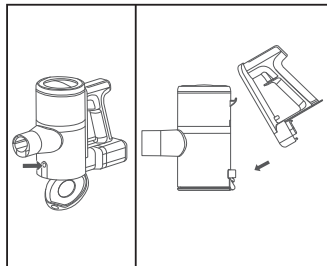
CAUTION

To maintain the suction power of the vacuum cleaner, please clean up the dust regularly

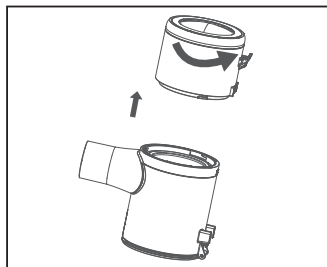
■ Dust Cup Disassembly and Cleaning

1. Press the dust cup empty button to pour out the dust.

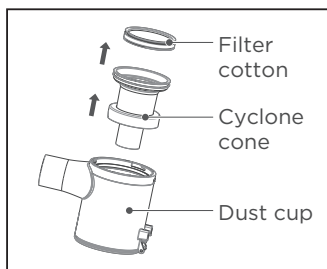
2. Press the dust cup release button to remove the handle component.



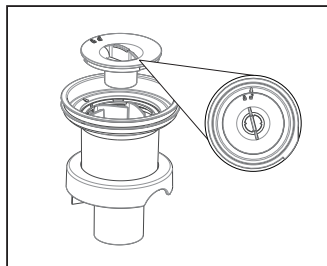
3. Rotate the motor cover component to remove the dust cup component.



4. Remove the filter cotton from the cyclone cone, and then take out cyclone cone from the dust cup component.



5. Rotate and lift up the plastic cover, take out the cyclone for cleaning.



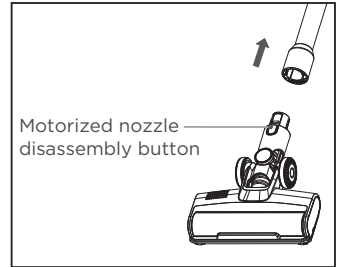


CAUTION

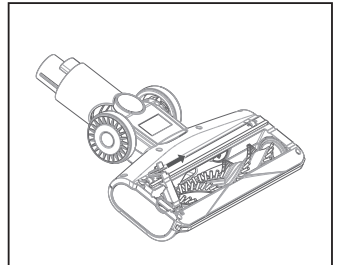
Making sure vacuum cleaner is turned off and not plugged into a power source.

■ Accessories Cleaning and Maintenance

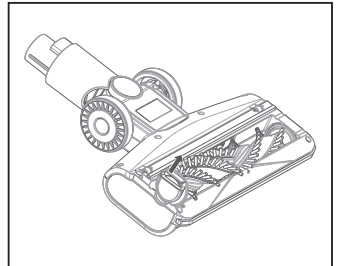
1. Press the button to release the motorized nozzle.



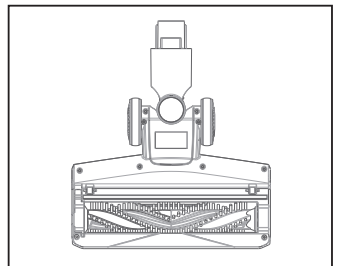
2. Remove the brush roller lock as shown to remove the brush roller.



3. Take out the brush roller from the slot and then clean it up.



4. After cleaning or replacement, assemble in the reverse order of disassembly and reset the lock of brush roller.





Problem Solving

Make sure vacuum cleaner is turned off and charging plug is disconnected.

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	Possible causes	Solution
Reduced suction power of product.	1. Filter cotton is full of dust. 2. Dust cup is full of dust. 3. Debris obstructing air duct flow.	1. Clean filter cotton, see P9. 2. Clean the dust cup thoroughly, see P9. 3. Remove the debris and clean the air duct, see P10.
The display shows "H1".	The brush is blocked and the motor safety mechanism is activated.	Remove the brush assembly and make sure nothing is blocking the brush roller, see P10.
Short usage time of the whole machine.	1. Battery is not fully charged. 2. Battery aging.	1. Fully charge the whole machine. 2. The battery is a consumable item, contact after-sales service or customer service to purchase a new battery pack.
The display shows "H2".	1. The handle and the body assembly are not installed in place. 2. Filter cotton is covered with dust. 3. The dust cup is full of dust. 4. Debris obstructing air duct flow.	1. Install the handle and the body assembly in place according to the instructions. 2. Clean the filter cotton see P9. 3. Clean the dust cup see P9. 4. Remove the debris and clean the air duct see P10.
The display shows "E2".	The battery cell is damaged, Chip or internal components damaged.	Contact after-sales service to replace the new battery package.
The display shows "E3".	1. Overcurrent due to water ingress in the motor. 2. Motor aging.	1. As the machine is not waterproof, please avoid sucking water into the unit, and make sure the body is dry before use. 2. Contact after-sales service for repairs.
1. Charging on the handvac, the display shows "E4". 2. Directly charging on the battery, the battery pack, the battery charging indicator flashes frequently. (flashing 5 times per second).	Wrong adapter used.	1. Will use the correct adapter 2. Contact after-sales service.

Other faults that cannot be handled, please contact the local after-sales service network.

The Eureka 2-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 two 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:

- Battery module and battery components. The battery module and its components are covered by a separate one-year limited battery warranty.
- 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 or an authorized Eureka Warranty Station. 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 or a Eureka Authorized Warranty Station 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 located on the rating plate. 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 rights. You may also have other rights, which may vary by state.

The Eureka 12-month limited battery warranty

Midea America Corp. ("Eureka"), subject to the terms and conditions herein, warrants this Battery Module to be free from defects in material and workmanship for a term of one year 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 Battery Module or battery 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 Battery Module, 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 Battery Module and battery parts that require replacement under normal use.
- 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 or an authorized Eureka Warranty Station. 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.





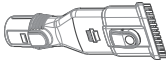



Shipping charges:

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 or a Eureka Authorized Warranty Station 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 located on the rating plate. 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 Battery Module, 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 Battery Module. 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 rights. You may also have other rights, which may vary by state.

Midea America Corp. 300 Kimball Drive Parsippany, NJ 07054 USA

Image	Part name	Part # (Fits models)
	Brush roller	12175000A43521
	Motorized nozzle with brush roller	12175000A43522
	HEPA Filter	12175000098747
	Filter cotton	12175000098756
	2-in-1 Furniture brush	12175000A43520
	Crevice tool	12175000A43519
	Battery pack	12175000A43527
	Charger	12175000A43524

Technical Parameter

Model	NEC370GR
Rated Voltage	25.9V ===
Rated Power	300W
Battery Capacity	2000mAh
Battery Model	HD006
Adapter Model	CZH015300050USWQ/QX15WG300050U
Adapter Rated Input	100V-240V~ 50/60Hz 0.5A / 100V-240V~ 50/60Hz 0.3A
Adapter Rated Output	30V === 500mA
Charging Am bient Tem perature	40 °F - 104 °F
Direct current	===

Discarding the vacuum and battery pack



Before you discard this vacuum, dispose of battery in an environmentally safe manner. Do not discard battery with your regular household trash.



Important battery disposal information.

To find a disposal location nearest you, call 1-800-822-8837.



To preserve natural resources, please recycle or dispose of expired battery pack properly. This product contains a lithium-ion battery. It must be disposed of properly. Local laws may prohibit disposal of lithium-ion batteries in ordinary trash. Consult your local waste authority for information regarding available recycling and/or disposal options.

