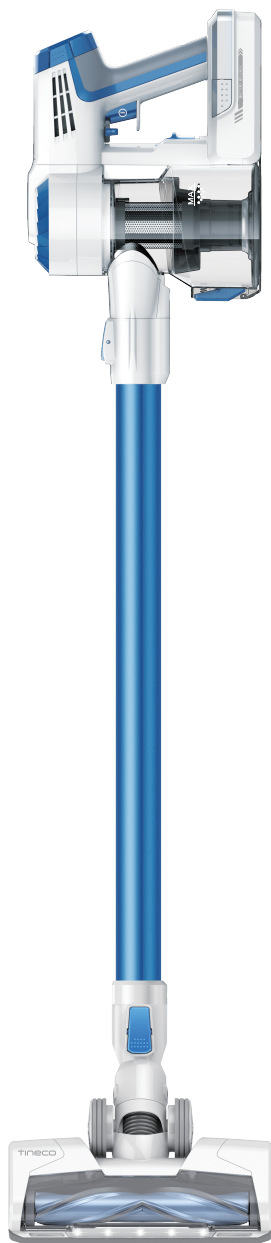


BC

tineco

Instruction Manual Mode d'Emploi

Stick Vacuum Cleaner
A10 HERO / MASTER



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Important Safety Instructions

SAVE THESE INSTRUCTIONS

Household use only.

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

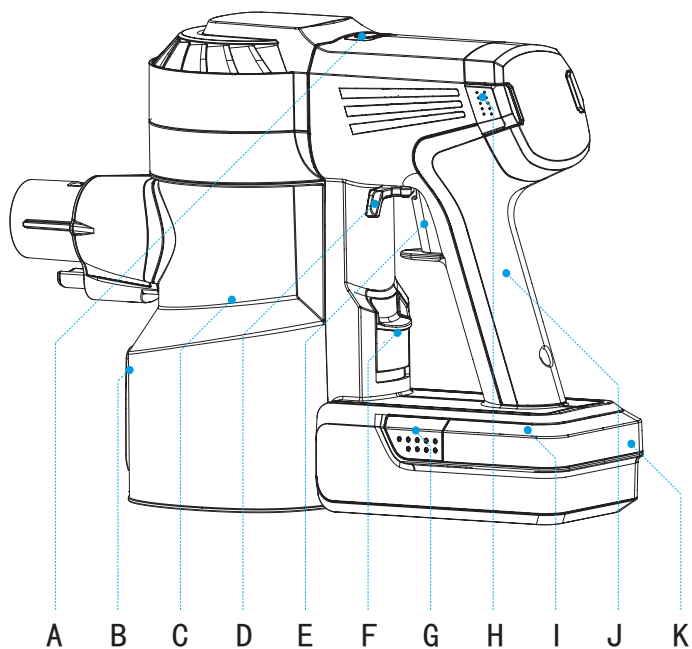
READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE), Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

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 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.
5. Do not handle charger, including charger plug, and charger terminals with wet hands.
6. 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.
7. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
8. Use extra care when cleaning on stairs.
9. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
10. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
11. Do not use without filter.
12. 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.

13. 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.
14. Recharge only with the charger specified by TINECO. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
15. Use appliances only with specifically designated TINECO battery packs. Use of any other battery packs may create a risk of injury and fire.
16. 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.
17. 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.
18. 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.
19. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.
20. 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.
21. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
22. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
23. Always turn on this appliance before connecting or disconnecting motorized nozzle.
24. Do not charge or store the appliance outdoors or inside the car. Only charge, store or use the battery in a dry indoor area where the temperature is more than 4 °C (39.2°F) but less than 40 °C (104°F). The charger is for indoor use only.

Overview



A. MAX mode

C. Dustbin

E. Switch button

G. Battery release button

I. Indicator light

K. Battery pack

B. Dust empty release button

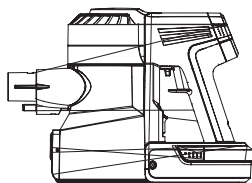
D. Trigger to fix switch button

F. Dust bin release button

H. HEPA release button

J. Rubber handle

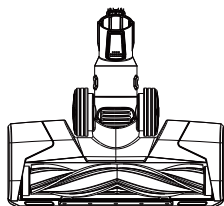
Product Components



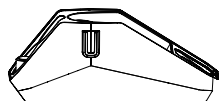
Main body



Tube



Carpet motorized brush



Docking station

A10 HERO



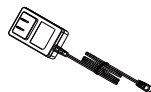
Mini power brush



2-in-1 Dusting brush

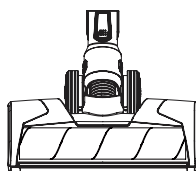


Crevice nozzle



Adaptor

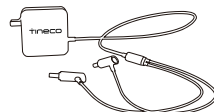
A10 MASTER (Additional to A10 HERO)



Hard floor motorized brush*



Battery*



Dual adaptor*

What's more:

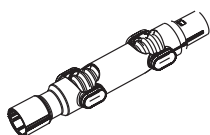
* **Note:** You can purchase additional accessories from TINECO.



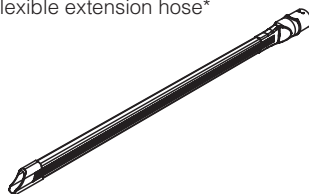
Extra soft dusting brush*



Flexible extension hose*

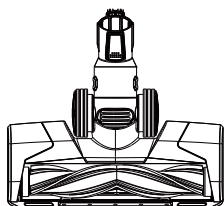


Flexible multi-angle tube*



Long crevice nozzle *

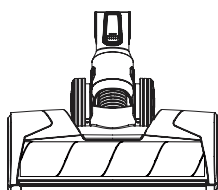
Accessory Instructions



Carpet motorized brush

Ideal for rugs/carpets.

Can also be used for vacuuming smooth floors.



Hard floor motorized brush

Ideal for hard floors, especially sensitive wood floor.

Vacuums coarse and fine dirt at the same time.



Crevice nozzle

For corners, niches and other hard-to-reach places.

Also suitable for cleaning inside vehicles.



2-in-1 Dusting brush

The frame with the brushes can be removed by pressing the release button.

For vacuuming upholstered furniture, curtain, etc.

Also suitable for cleaning inside vehicles.



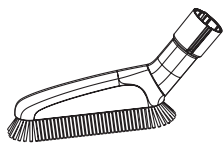
Mini power brush

For vacuuming upholstered furniture, mattresses etc.

Vacuums pet hair and removes ingrained dirt.

Also suitable for inside car cleaning.

Accessory Instructions



Ultra soft dusting brush

Very soft brush for cleaning of sensitive surfaces such as keyboards, lamps, etc.

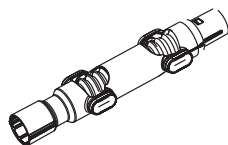
Also suitable for cleaning inside vehicles.



Long crevice nozzle

To increase reach when cleaning narrow and difficult to access corners and niches.

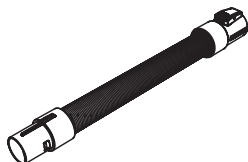
Also suitable for cleaning inside vehicles.



Flexible multi-angle tube

To increase reach and flexibility. Infinitely adjustable.

Use with above accessories, except motorized brush.



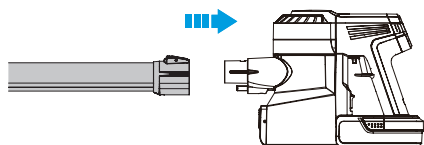
Flexible extension hose

To increase reach.

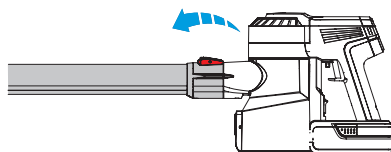
Use with above accessories, except motorized brush.

Assembly

Install the Tube

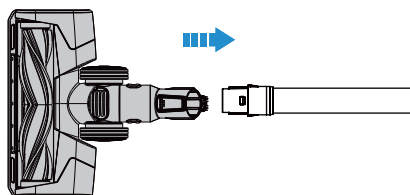


Insert tube.

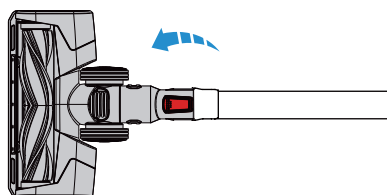


Press the release button and remove tube.

Install the Brush



Insert motorized power brush.



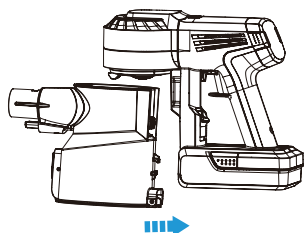
Press the release button and remove motorized power brush.

Note:

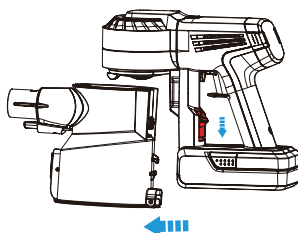
- All other accessories can be directly connected to the main body or, to increase the appliance's reach, to the tube.
- Test an inconspicuous area of a sensitive surface before using an accessory on it.

Assembly

Install the Dustbin

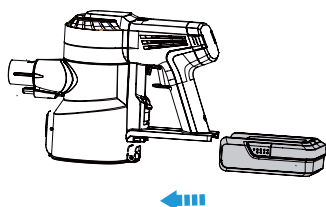


Install the dustbin to the main body and push upward until a 'click' sound is heard.

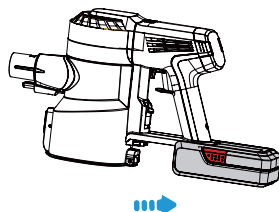


Press the dustbin release button and pull out.

Install the Battery



Press the battery release button, then pull the battery out.



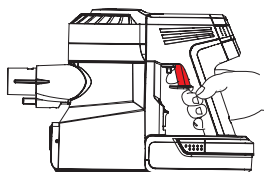
Slide the battery into the bottom of the main body. The battery will click into position when correctly fitted.

Product Operation

Start to Work

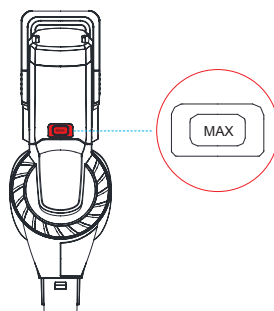
Note:

- Before the first use, please charge the appliance (see "Charging the battery") for at least 3 hours.
- Select the accessories according to needs (see "Accessory Instructions").

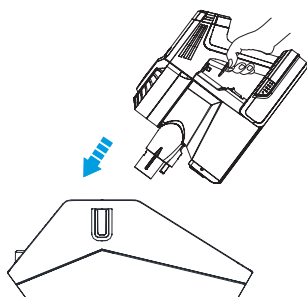


Press the switch button, the machine will start to work.

Lock the switch button for continuous operation.



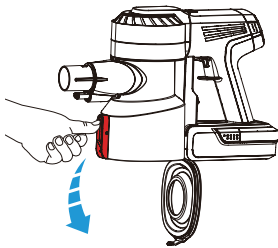
Press the MAX button to go between high and low power.



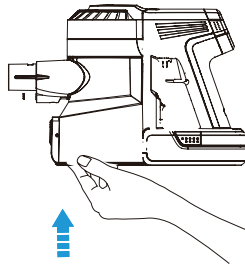
When finished, place the appliance on the docking station.

Product Operation

Empty the Dustbin

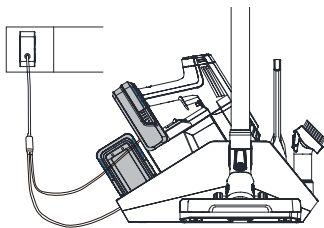


When finished, press the release button on the side of the dustbin and empty the contents.



Reattach the dustbin's bottom cover.

Charging the Battery



Connect the adaptor to the battery pack.

Dual Adaptor can charge two battery packs at the same time.

To prevent any accident , please put away the appliance on the docking station near wall during charging.

Please see page 14 for power rating information.

Note: A10 MASTER is equipped with Dual adaptor and two Battery packs.

Product Operation

Indicator Light

On Work



Three solid blue lights: Full power.



Two solid blue lights: Medium power.



One solid blue light: Low power.



One flashing red light: Out of power , charge battery.

During Charging



Three blue lights flashing successively: Charging.



Lights off: Charging complete.



One flashing red light during charging: Fault, check Trouble Shooting.

Tips:

- Charge the battery only with the adaptor provided by TINECO .
- Do not charge the battery over the time suggested, which may cause heating, deformation or burning.
- When the battery is not used for a long period of time or if it is completely discharged every time it is used, the working time maybe temporarily reduced. It is recommended to fully charge the battery (5 hours) then discharge it a total of 2-3 times before use.
- When not using the battery for a long time, please store in a cool dry place. Please insure that it's electrical charge is half full, not full or empty.
- If you need an additional battery, please purchase from TINECO.

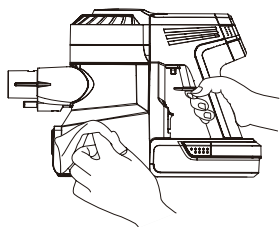
Daily Maintenance

In order to maintain machine performance, it is recommended that you clean it's components on a regular basis.

Note: Wash the filters, including the HEPA filter, at least every month.

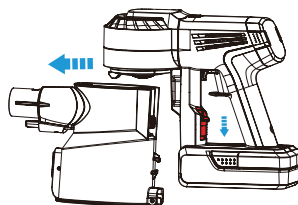
Dustbin and Filters

1



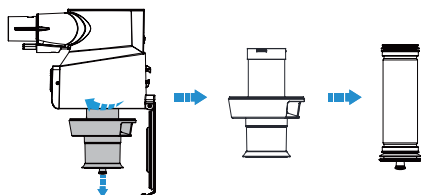
Clean with wet cloth.
Do not let liquids seep into the appliance.

2



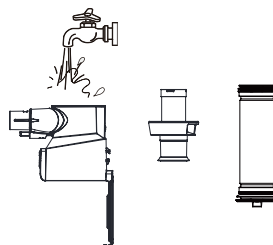
Press the dust bin release button, pull out the dust bin as indicated in the picture.

3



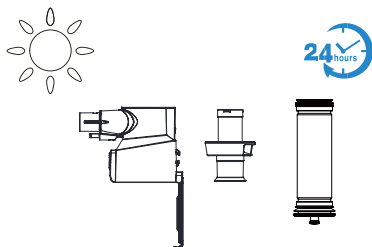
Twist clockwise and remove the filters.

4



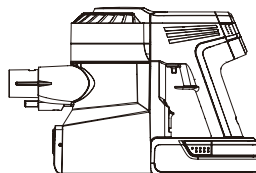
Clean the dustbin and filters under cold, running water.

5



The dustbin and filters should be air dried completely before reinstalling.

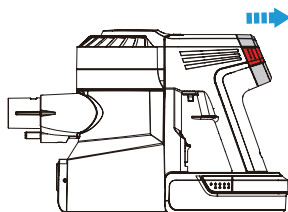
6



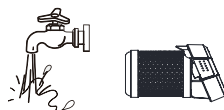
After cleaning, install the dustbin and filters back into the main body, then reattach the dustbin cover.

Daily Maintenance

HEPA



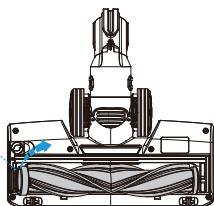
Press the HEPA release button on both sides of the windshield and gently pull out the HEPA.



The HEPA can be washed under running water if necessary, and should be air dried completely before reinstalling.

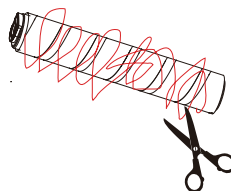
Brush

1



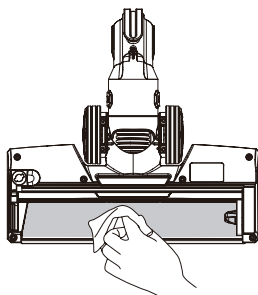
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window. Please see the above image.

2



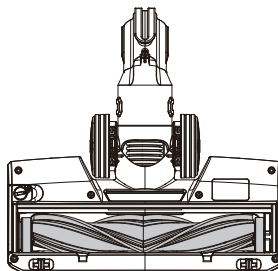
Remove the hair and debris wrapped around the roller.

3



Gently clean the transparent brush window.

4



After the cleaning , install the brush into the machine.

Specification

Product	Product Technical Parameters
Operating Voltage	21.6 V
Rated Power	350 W
Dustbin Capacity	0.4 L
Charge Time	<=5 hrs
Continuous Working Time	25 min. (MAX mode: 7 min)
Dimensions	12.72*7.40*30.24 in(L*W*H)
Net Weight	2.87 lb (main body)
Adaptor	YLS0241A-T260080
Input	100-240V 50/60Hz 0.8A(MAX)
Dual Adaptor	TFDZ-18W07A2M
Input	100-240V 50/60Hz 1.3A(MAX)
Battery Model	A10 2000mAh 61NR 19/66

Trouble Shooting

Problem	Possible cause	Solution
The appliance doesn't work	No power	Charge the battery
	The suction mouth is blocked	Check and remove blockages
Weak suction power	Dustbin and filters are full of dust	Empty and clean dustbin and filters
	The brush is wrapped by hairs or fibers	Clean the brush
Abnormal motor sounds	The tube or the suction mouth is blocked	Remove blockages
Battery can not be charged	The adaptor is not correctly inserted	Remove the adaptor and insert again
Red light flashing, main body continues working while the brush stops	The brush is blocked	Stop the appliance and clean the brush

Note:

If the above solutions can not solve the problem, please contact us at **support@tineco.com** or visit our website **www.tineco.com** for further support.

Warranty

The 2-Year Limited Warranty applies to purchases made from authorized retailers of TINECO. Warranty coverage applies to the original owner and to the original battery only and is not transferable.

According to the requirements outlined in this instruction manual, subject to the following conditions and exclusions.

WHAT IS COVERED ?

Your TINECO machine has a 2-year warranty against original defects in material and workmanship. The machine's main digital motor has a 5-year warranty against original defects in material and workmanship , when used for private household purposes in accordance with the TINECO Instruction Manual.

This warranty provides, at no extra cost to you, all labor and parts necessary to ensure your machine is in proper operating condition during the warranty period.

This limited warranty is subject to the following terms:

WHAT IS NOT COVERED ?

TINECO shall not be liable for costs, damages or repairs incurred as a result of :

Machines purchased from an unauthorized dealer.

Careless operation or handling, misuse, abuse and/or lack of maintenance or use not in accordance with the TINECO Instruction Manual.

Use of the machine other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes.

Use of parts not in accordance with the TINECO Instruction Manual.

Use of parts and accessories other than those produced or recommended by TINECO.

External factors unrelated to product quality and use, like accidental water damage.

Repairs or alterations carried out by unauthorized parties or agents.

Failing to clear blockage and other hazardous material from the machine.

Normal wear and tear, including normal wearing parts, such as clear bin, belt, filter, HEPA, brush bar, hose assembly and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with manufacturer's instructions or failure to turn the brush bar off when necessary.

Reduction in battery discharge time due to battery age or use.

Warranty

WARRANTY SERVICE

Please contact the TINECO customer service Email : support@tineco.com

Please inform us your model name/number, serial number, purchase date ,order number, machine problem and your requirement.

Please keep your purchase receipt in a safe place to ensure you have this information.

All work will be carried out by TINECO or its authorized agency.

Any replaced defective parts will become the property of TINECO.

Service under this warranty will not extend the period of this warranty.

If your machine is not functioning properly, please email us : support@tineco.com

WARRANTY LIMITATIONS AND EXCLUSIONS

Any implied warranties relating to your machine including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. This limitation is not allowed by some States and so this limitation may not apply to you.

Your remedy for breach of this warranty is limited to the warranty service described above. TINECO will not be liable for any consequential damage or incidental damages you may incur in connection with your purchase and use of your machine. This limitation is not allowed by some States and so this limitation may not apply to you.

This limited warranty gives you specific legal rights. You may also have other rights which vary by State. This limited warranty is not transferable.

Visit TINECO Website:

www.tineco.com

Or email our Customer Service :

support@tineco.com

Manufacturer's warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

tineco

Live Easy
Enjoy Life



Web:www.tineco.com
Email:support@tineco.com