

eureka![®]
Invented for the way you clean™

4870 Series

OWNER'S GUIDE

Guía del Propietario



Upright Vacuum Cleaner
Household Type
Aspiradora vertical
tipo doméstico

Thank you for purchasing your new Eureka Vacuum!
¡Gracias por la compra de su nueva aspiradora Eureka!

**Before Returning, Call
Eureka Customer Service**

**Antes de enviar de regreso,
llame al Servicio al Cliente de Eureka**



HELPLINE LÍNEA DE AYUDA
1-800-282-2886

8 a.m. to 7:30 p.m. (CST), Monday - Friday
10 a.m. to 6:30 p.m. (CST), Saturday - Sunday

8 a.m. a 7:30 p.m. (CST), de Lunes a viernes
10 a.m. a 6:30 p.m. (CST), sábado y domingo

Promotional code: OGC7

**Special Offer – receive 15% off parts and accessories
when ordering online. Promotion excludes vacuums.**

Código de promoción: OGC7

**Oferta especial – descuento 15% cuando compra partes
y accesorios con el internet. Oferta excluye aspiradoras.**

www.eureka.com

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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 vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center before using.
- Do not pull or carry by cord. Do not use cord as a handle. Do not close a 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 plug or vacuum cleaner 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 airflow.
- This vacuum cleaner creates suction and contains a revolving brush roll. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not place vacuum cleaner on furniture or stairs as the brush roll may cause damage. Use extra care when cleaning on stairs. Place vacuum cleaner on floor with the handle in storage position while using attachments.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust bag, motor filter and HEPA filter in place.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use in areas where they may be present.
- Store your vacuum cleaner indoors in a cool, dry area.
- Keep your work area well lighted.
- Unplug electrical appliances before vacuuming them.
- Unplug before connecting turbo nozzle.

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 fit fully 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.



Motor

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

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 _____

Find these numbers on a label on the lower back side of the vacuum cleaner. Refer to these numbers when ordering parts and accessories or if service is needed.



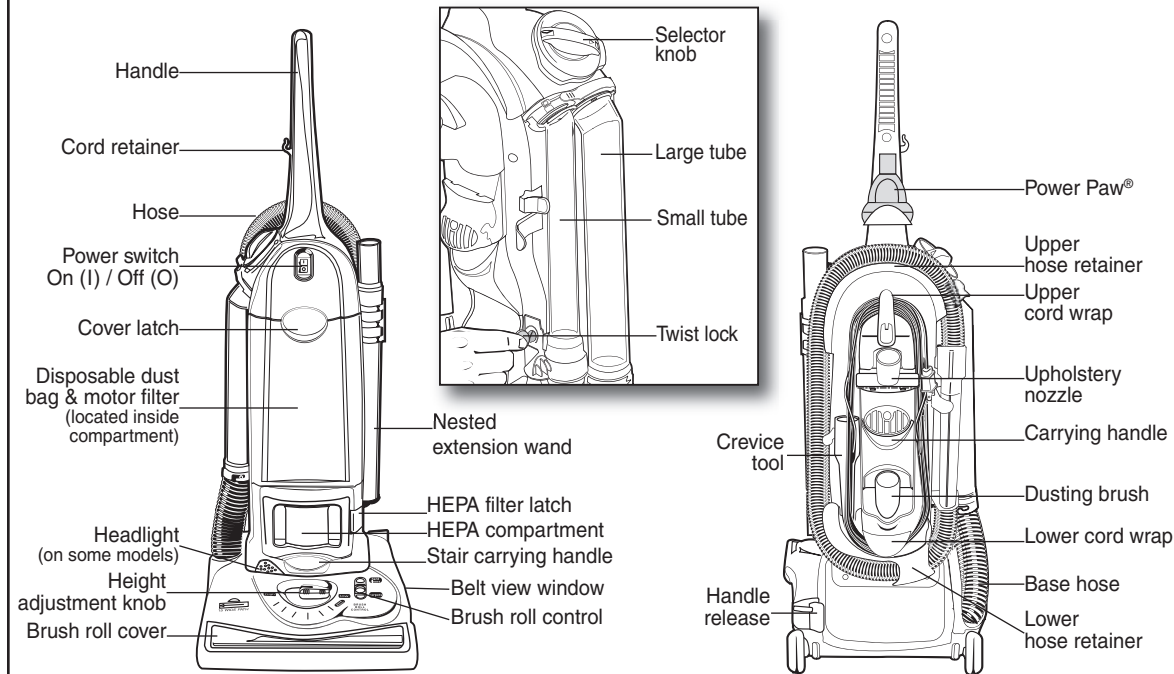
Before You Start Your Vacuum Cleaner

Refer to Quick Start Guide for assembly and use. This Owner's Guide provides important instructions to prolong the life of your Eureka vacuum cleaner.

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.

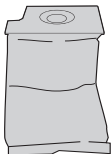
How to Identify Parts of Vacuum Cleaner



Maintenance Information



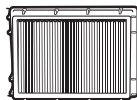
**Read all instructions before using this vacuum cleaner. Moving parts!
Make sure power switch is in OFF (O) position before plugging in power cord.**



**Disposable dust bag
Style RR**



**Motor filter
and retainer**



**HEPA filter
Style HF2**

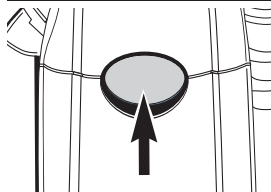


Brush roll

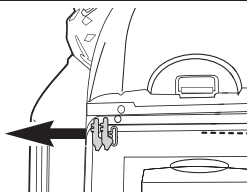


**Belt
Style R**

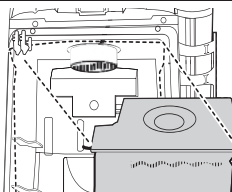
WHEN DEBRIS REACHES FILL LINE – Replace disposable dust bag style RR



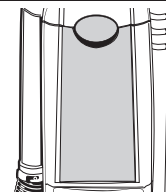
Lift latch to remove front cover.



Hold lever to left; pull down cardboard collar to remove bag.



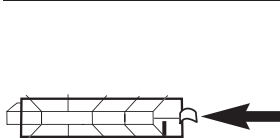
Place collar of new bag on back ledge; push up to secure at sides.



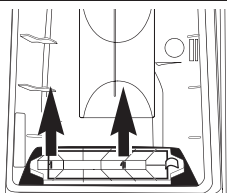
Tuck in bag at bottom and along sides. replace front cover.

Cover will not close if dust bag is not in proper position.

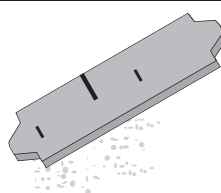
3 MONTHS, OR EACH TIME YOU REPLACE DUST BAG – Clean or replace motor filter



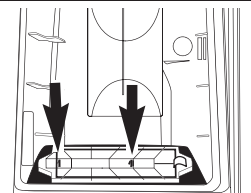
Lift up handle to remove filter retainer.



Lift up filter to remove from pegs.



Shake or brush dust off filter.



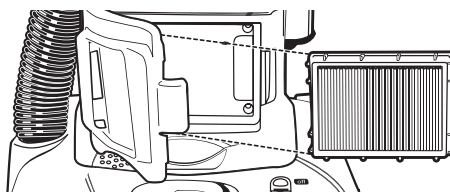
Press cleaned or replacement filter onto pegs. push on filter retainer; replace front cover.

Never operate vacuum without motor filter in place.

6 MONTHS – Replace HEPA filter style HF2

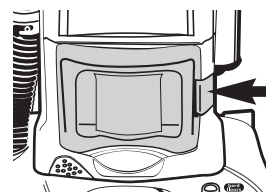


Squeeze door latch to open.



Remove HEPA filter.

Place new filter with rubber seal against back of compartment.



Replace door; push latch until it snaps into place.



BRUSH ROLL – Clean



BELT style R – Replace a worn or broken belt



How to Maintain Your Vacuum Cleaner

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

Routine maintenance of your vacuum will help avoid unnecessary service calls. Check the bag, belt and brush roll often.

Maintain brush roll



Do not remove end caps. Remove hair and threads from brush roll periodically.



Check belt. Replace if worn or broken.

Motor can become hot with normal use. Avoid touching the motor shaft when checking brush roll or belt.

How to replace brush roll or belt

- 1) Move brush roll control to 'bare floor.'
Press firmly until it locks (Fig. 1).
- 2) Use handle release to lower handle flat onto floor (Fig. 2).
- 3) Turn vacuum over. Remove 3 screws (Fig. 3) and lift off base plate.
- 4) Remove brush roll and belt.
- 5) Place new belt around motor shaft and brush roll. Insert left end of brush roll first (Fig. 4).
- 6) Insert right end of brush roll. Make sure end cap fits into base (Fig. 5). **The new belt may appear to be loose. This is normal.**
- 7) Rotate brush roll 2 turns to center belt.
- 8) Insert 4 tabs on base plate into slots on base (Fig. 6). Rotate base plate down onto vacuum and replace 3 screws.

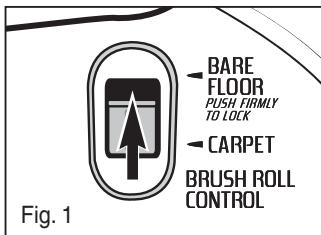


Fig. 1

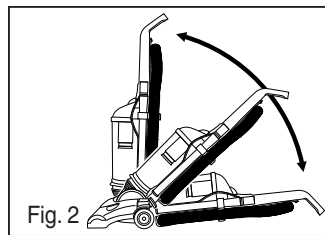


Fig. 2

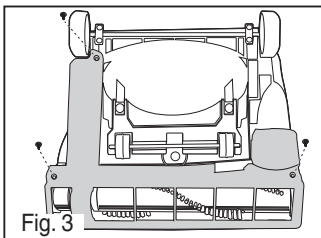


Fig. 3

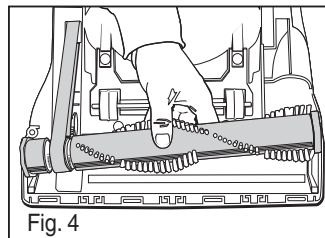


Fig. 4

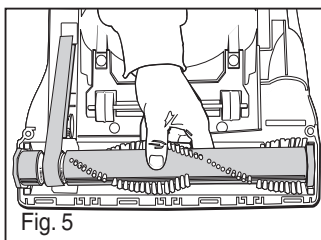


Fig. 5

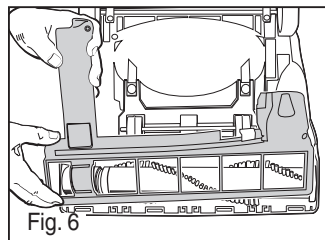


Fig. 6



Change light bulb (on some models)

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

- 1) Lower handle to floor and remove HEPA filter (Fig. 7).
- 2) Unscrew the lens and remove old bulb. Replace with bulb rated 12w., 10w., Type 904.
- 3) Push in new bulb, replace lens cover and replace screw (Fig. 8).
- 4) Replace HEPA filter and return to upright position.

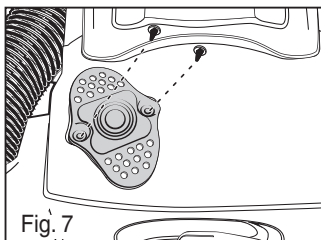


Fig. 7

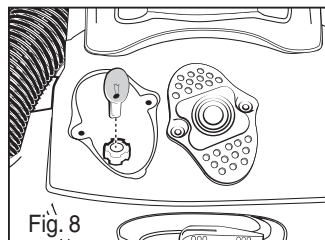


Fig. 8

How to Use Accessories



Handle must be in upright position.
Replace hose end into storage clip after using accessories.

Before using accessories

- 1) For bare floor cleaning, push brush roll control lever firmly to lock in 'bare floor' setting to stop brush roll (Fig. 1).
- 2) Turn height adjustment knob to bare floor position (Fig. 2).
- 3) If brush roll still rotates, control lever is not engaged properly.
- 4) Loosen hose end from back of vacuum.
- 5) Place tool on end of wand or hose.

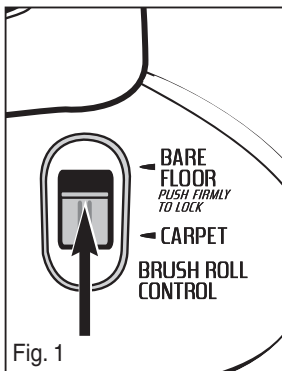


Fig. 1

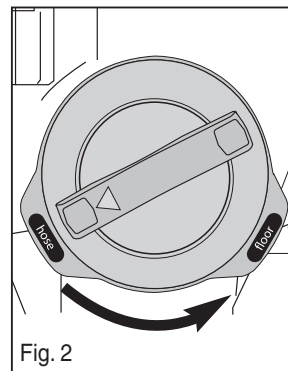


Fig. 2

Nested extension wand

Use to extend reach of hose.

- 1) Grasp both wands near ridges and pull apart.
- 2) Turn ridge end to center; push wands together.
- 3) Place wand on end of hose.

Crevice tool

Use for corners, baseboards, between cushions.

Dusting brush

Use for furniture, blinds, bookshelves, lampshades and vents.

Upholstery nozzle

Use for draperies, cushions and fabrics.

Power Paw® (with some models or available for purchase)

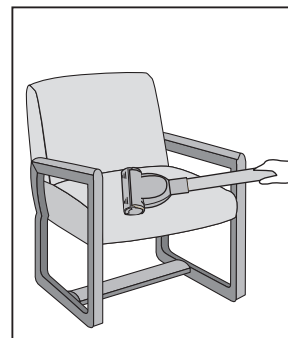
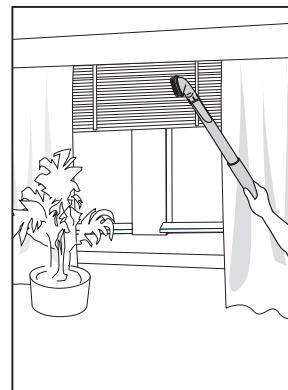
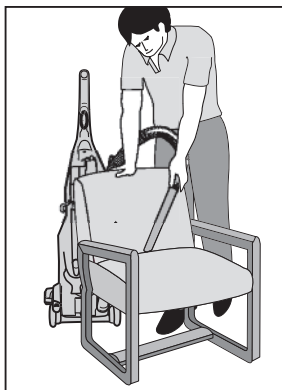
Stair hose (hose available for purchase)

Use for furniture and stairs.

Make sure vacuum is below you, pushed against the bottom step.

- 1) If model has additional stair hose, attach to end of hose.
- 2) Attach Power Paw to the end of wand or hose.

Make sure you turn off vacuum before removing debris from Power Paw.



The Power Paw name is a registered trademark of Electrolux Home Care Products, Inc.

Thermal Cut-Off

This vacuum cleaner has a special thermostat that protects the vacuum in case of motor overheating. If the vacuum suddenly shuts off, push the power switch to off (O) and unplug the vacuum. Check the vacuum for a possible source of overheating such as a full dust bag, blocked hose, clogged tubes or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the vacuum. After the 30 minute period, plug the vacuum back in and turn on the switch. If the vacuum still does not work, take it to a Eureka authorized service center for repair or call 1-800-282-2886.

Problem Solving



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

Problem	Cause	Solution
Motor will not start.	Power plug	• Push plug securely into outlet. • Try another outlet. • Check circuit breaker.
	Power switch	• Turn power switch to on (I).
	Thermal cut-off	• See above.
Vacuum does not clean carpet or bare floor.	Dust bag and filters	• Replace dust bag, clean and/or change filters. • If picking up fine dust, the dust bag may not look full, but a fine substance tends to reduce suction when it blocks air flow through the bag and filters. Refer to page 3 for filter maintenance. Make sure filters and dust bag are installed properly.
	Selector knob	• Turn selector knob to 'floor.'
	Belt	• Replace a worn or broken belt. Page 4
	Hose or tubes	• Remove clogs from the hose or tubes that restrict the airflow. Page 7
	Bare floor setting	• For bare floor cleaning, push brush roll control lever firmly to lock in 'bare floor' setting to stop brush roll. Turn height adjustment knob to bare floor position. If brush roll still rotates, control lever is not engaged properly. Page 5
	Carpet height setting	• For carpet cleaning, turn height adjustment knob to another position. Push brush roll control to 'carpet.'
No suction at the end of hose.	Dust bag and filters	• Replace dust bag, clean and/or change filters. • If picking up fine dust, the dust bag may not look full, but a fine substance tends to reduce suction when it blocks air flow through the bag and filters. Refer to page 3 for filter maintenance. Make sure filters and dust bag are installed properly.
	Selector knob	• Turn selector knob to 'hose.'
	Hose or tubes	• Remove clogs from the hose or tubes that restrict the airflow. Page 7
Vacuum is hard to push.	Carpet height setting	• Adjust knob to a higher position.
	Belt	• Replace a worn or broken belt. Page 4
Burning smell; brush roll will not turn.	Belt	• Check brush roll for debris. Page 4 • Replace a worn or broken belt. Page 4
	Brush roll control	• Push brush roll control to 'carpet.' <i>Note: Brush roll is not supposed to turn while handle is in upright position.</i>
Front cover will not close.	No dust bag	• Install dust bag. Page 4 • Front cover will not close if dust bag is not properly installed.
Headlight not working.	Light bulb	• Replace light bulb. Page 4



How to Clear a Blockage

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

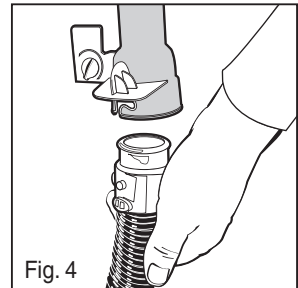
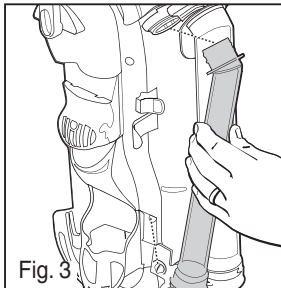
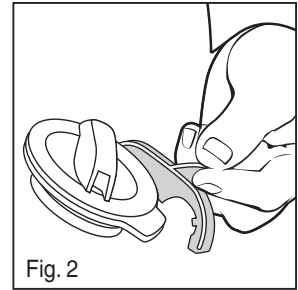
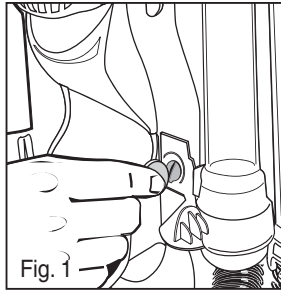
If vacuum has no suction, refer to problem solving, page 6. Low suction or poor pickup may also be due to a blockage in the vacuum cleaner.

Hose blockage

- 1) Remove hose end. Flex the hose to loosen any blockage. If little or no suction, check dust bag and filters.

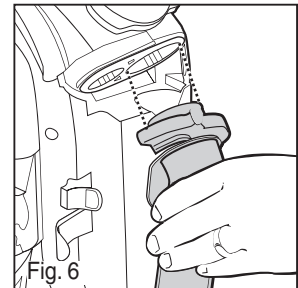
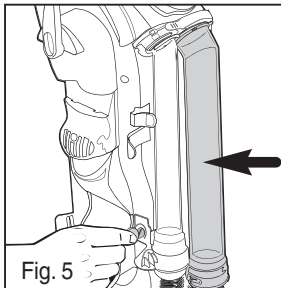
Remove and check tubes

- 1) Use a coin to turn twist lock to 'unlock' (Fig. 1).
- 2) Lift tube latch (Fig. 2).
- 3) Pull small tube down and away from vacuum body (Fig. 3).
- 4) Twist to separate tube from hose (Fig. 4).
- 5) Push large tube toward back, pull down and away from vacuum body (Fig. 5).
- 6) Twist to separate tube from hose (Fig. 4).
- 7) Check for blockage in both tubes and hoses. Flex hose to loosen any blockage.
- 8) Clean tubes with mild detergent. Do not put in dishwasher. Dry thoroughly.



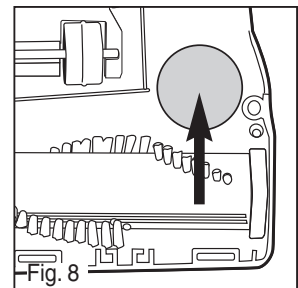
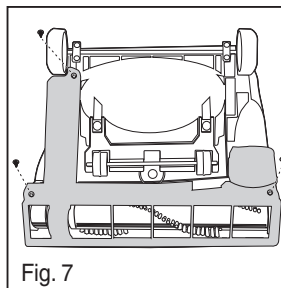
Reassemble tubes

- 1) Re-attach both tubes to hoses (Fig. 4).
- 2) With tube latch open, insert large tube into large hole. Push firmly to insert tube all the way (Fig. 6).
- 3) Slide ribs at bottom of large tube into slot on vacuum body.
- 4) Insert small tube into small hole. Push into place so both tubes are vertical and bottoms of tubes interlock.
- 5) Adjust small tube until twist lock is in proper position against back of vacuum. Use a coin to turn twist lock to 'lock' (Fig. 1).
- 6) Close tube latch (Fig. 2).



Check base hose

- 1) Use handle release to lower handle flat onto floor. Turn vacuum over. Remove 3 screws (Fig. 7) and lift off base plate.
- 2) Use finger to clear blockage from base (Fig. 8). Replace base plate and 3 screws.



The Eureka Limited Warranty

Eureka warrants this vacuum cleaner to be free from defects in material and workmanship for a term of two years for normal household use. Warranty is granted only to the original purchaser and members of immediate household.

This warranty is good for two years from the date of purchase only when the vacuum cleaner is used in the accordance with Eureka operating instructions. Note: refurbished or remanufactured products have a one year limited warranty.

This Warranty Does Not Cover

- Parts of the vacuum 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 caused by negligence, abuse, and use not in accordance with the Owner's Guide.
- Defects or damages caused by unauthorized service or the use of other than Genuine Eureka, ARM & HAMMER™ and Filtrete™ by 3M parts.

What Eureka Will Do

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. As a matter of warranty policy, **Eureka will not refund the consumer's purchase price.**

Warranty Registration

Please fill out and return the warranty registration card accompanying your vacuum.

Obtaining Warranty Service

To obtain warranty service you must return the vacuum or vacuum part along with "proof of purchase" to any Eureka Authorized Warranty Station. For Eureka Authorized Warranty Station or Service Information, visit **www.eureka.com**, write or telephone toll free:

USA: 1-800-282-2886
Electrolux Home Care
North America Service Division
P.O. Box 3900
Peoria, IL 61612

Mexico: (55) 5343-4384
Electrolux Home Care

Canada: 1-800-282-2886
Electrolux Home Care
North America Service Division
5855 Terry Fox Way
Mississauga, Ontario L5V 3E4

Obtaining Warranty Service Outside Your Community

You must pay the shipping charges to the Eureka Authorized Warranty Station.

Return Shipping Charges will be paid by the Warranty

Station. When returning parts for repair, please include the model, type and serial number located on the rating plate on the lower backside of the vacuum.

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 for Fitness For A Particular Purpose is limited to the duration of this 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 ARM & HAMMER name is a trademark of Church and Dwight Co., Inc. 3M and Filtrete are trademarks of 3M Company, used by Electrolux Home Care Products, Inc. under license.

