



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 in case of motor overheating. **If the vacuum suddenly shuts off**, proceed as follows: 1) Push the power switch to off and unplug the vacuum. 2) Check the vacuum for a possible source of overheating such as a full dust cup, blocked hose or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the vacuum. 3) After the **30 minute** period, plug the vacuum back in and turn on the switch. If the vacuum still does not work, call the Eureka customer service helpline.

Problem	Solution
Motor will not start.	• Push plug securely into outlet, try another outlet or check circuit breaker. • Press on power switch to turn vacuum on. • See detailed “thermal cut-off” instructions above.
Vacuum cleaner does not clean carpet or bare floor.	• Empty dust cup, clean and/or change filters regularly to maintain suction. • Check for and remove any blockages. Pages 12 and 13. • Clean brushroll if needed. Page 12.
No suction at the end of hose.	• See other solutions above. • Remove clogs from the hose that restrict the airflow.
Motorized Pet & Stair Tool will not spin	• Check pet & stair tool for debris.
Brush roll stops spinning; LED lights flash off and both Carpet and Hardfloor modes flash the same time.	• Check brush roll for debris; • Whirlwind Technology brush roll is designed to stop spinning to prevent potential damage in specific circumstances. Using the Hard Floor mode on thick carpet may cause the brush roll to stop spinning. If the brush roll stops spinning, turn the unit Off, wait for 3 seconds and then On and ensure the unit is in Carpet mode.