

# Troubleshooting

**⚠ WARNING ⚠ TO REDUCE THE RISK OF PERSONAL INJURY: REMOVE BATTERY BEFORE CLEANING OR SERVICING.**

Any other servicing should be done by an authorized service representative.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center prior to continuing use.

What does it mean when Charger light is...	Charging a hot Battery Pack:	Charging a cold Battery Pack:
<b>FLASHING GREEN</b> Battery Charging	When using a vacuum continuously, the battery may become hot. A hot battery may be placed directly on the charger but charging will not begin until the battery temperature cools to within an acceptable temperature range. When a hot battery is placed on the charger, the Yellow LED will remain lit until the battery is cool enough to begin charging.	A cold battery may be placed directly on the charger but charging will not begin until the battery temperature warms to within an acceptable temperature range. When a cold battery is placed on the charger, the Yellow LED will remain lit until the battery is warm enough to begin charging.
<b>SOLID GREEN</b> Fully Charged		
<b>YELLOW</b> Leave Battery on Charger. It's too hot or cold to charge.		
<b>FLASHING RED</b> Call us at 1-800-944-9200		

Problem	Possible Cause	Possible Solution
<b>Vacuum won't run</b>	1. Your battery may not be inserted properly.	1. Make sure the battery is fully seated in battery cavity.
	2. Your battery may not be charged.	2. Check the Charge Level Indicator and charge the battery if it's low.
	3. Your battery may be too hot.	3. Remove battery and let cool for 30 minutes, replace battery and retry or replace with second charged battery.
	4. There may be internal component damage.	4. Call for service: 1-800-944-9200.
<b>Bag Check Indicator has turned red OR vacuum won't pick up OR low suction</b>	1. Filter Bag full and/or clogged.	1. Empty Filter Bag - Pg. 15.
<b>Dust escaping from vacuum</b>	1. Filter Bag full.	1. Empty Filter Bag - Pg. 15.
	2. Filter Bag not installed correctly.	2. Review Filter Bag removal & replacement - Pg. 15.
	3. Hose not installed correctly.	3. Review Hose installation - Pg. 10.
<b>Wand is difficult to push or won't move forward</b>	1. Incorrect Floor Tool.	1. Check that the Carpet Tool is being used for carpet and Hard Floor Tool is being used for hard floors.
		2. Adjust angle of floor tool by tilting up, making easier to push.

## 2 YEAR LIMITED WARRANTY

### WHAT THIS WARRANTY COVERS

When used and maintained in normal Commercial use and in accordance with the User's Manual, your Hoover® Commercial product is warranted against original defects in material and workmanship for a full two years from date of purchase (the "Warranty Period"). During the Warranty Period, as described in this Warranty, Hoover® Commercial will provide labor and parts, at no cost to you, to correct any such defect in products purchased in the United States, U.S. Military Exchanges and Canada.

### HOW TO MAKE A WARRANTY CLAIM

If this product is not as warranted, take or send the product to a Hoover® Commercial Authorized Warranty Service Dealer along with proof of purchase. For an automated referral to authorized service outlets, phone: 1-800-944-9200 OR visit Hoover® Commercial online at [www.hoovercommercial.com](http://www.hoovercommercial.com) (U.S. Customers) or [www.hoover.ca](http://www.hoover.ca) (Canadian Customers). For additional assistance or information concerning this Warranty or the availability of warranty service outlets, phone 1-800-944-9200, Mon-Fri 8am-7pm EST. In Canada, call 1-800-263-6376, Mon-Fri 8am-7pm EST.

### WHAT THIS WARRANTY DOES NOT COVER

Certain parts for your Hoover® Commercial product require replacement in the ordinary course of use due to normal wear. These items include belts, agitator roll sleeves, agitator bearings, brushes, bags, filters and bulbs. These parts are not covered by this Warranty. This Warranty also does not cover: improper maintenance of the product, damage due to misuse, acts of God, nature, vandalism or other acts beyond the control of Hoover® Commercial, owner's acts or omissions, use outside the country in which the product was initially purchased, resale of the product by the original owner, defects or damages caused by repair or alteration by anyone other than an Authorized Hoover® Commercial Warranty Service Dealer. Hoover® Commercial reserves the right to inspect any alleged defective product and make final decisions on any warranty claim. This warranty does not cover pick up, delivery, transportation or house calls. However, if you mail your product to a Hoover® Commercial Authorized Warranty Service Dealer for warranty service, cost of shipping will be paid one way.

### OTHER IMPORTANT TERMS

This Warranty is not transferable and may not be assigned. This Warranty shall be governed and construed under the laws of the state of Ohio. The Warranty Period will not be extended by any replacement or repair performed under this Warranty. THIS WARRANTY IS THE EXCLUSIVE WARRANTY AND REMEDY PROVIDED BY HOOVER® COMMERCIAL. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE DISCLAIMED. IN NO EVENT WILL HOOVER® BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE TO OWNER OR ANY PARTY CLAIMING THROUGH OWNER, WHETHER BASED IN CONTRACT, NEGLIGENCE, TORT OR STRICT PRODUCTS LIABILITY OR ARISING FROM ANY CAUSE WHATSOEVER. Some states do not allow the exclusion of consequential damages, so the above exclusion may not apply to you. This warranty gives you specific rights; you may also have others that vary from state to state.