

PERFORMANCE/SAFETY FEATURES



WARNING

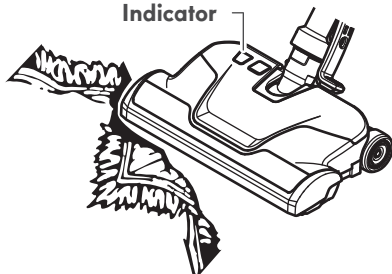
Personal Injury Hazard

To avoid accidental brushroll starting, always turn off and unplug the vacuum cleaner before cleaning the brushroll area. Failure to do so can result in personal injury.

OVERLOAD PROTECTOR

The PowerMate® has built-in protection against motor and belt damage should the brushroll jam. If the brushroll slows down or stops, the overload protector shuts off the PowerMate® and the brushroll status indicator emits red light. The canister motor will continue to run.

Brushroll Status Indicator



To correct problem: Turn off and unplug vacuum cleaner, remove obstruction, then turn on the vacuum cleaner again. The brushroll status indicator will be off.

If the problem persists, have the vacuum cleaner serviced by a Kenmore or other qualified service agent.

ELECTRONIC SUCTION CONTROL

The electronic suction control allows you to change the power of the vacuum cleaner suction motor. When increasing the suction to the highest power, you will hear a click and the suction control can be locked into this position.

SUCTION CONTROL



Increase Suction

Decrease Suction

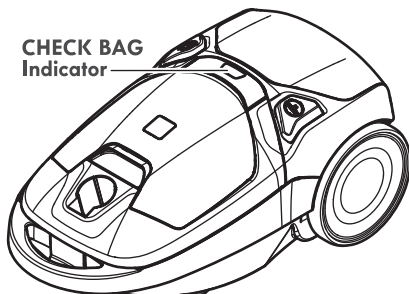
Increase suction for upholsteries, carpets, and bare floors.

Decrease suction for draperies and lightweight rugs.

CHECK BAG INDICATOR

When the vacuum cleaner is running with normal airflow, the light on the **CHECK BAG** indicator is off. The light comes on whenever the airflow becomes blocked. If that occurs, check the disposable dust bag, motor safety filter and other possible clog locations shown in **REMOVING CLOGS** (page 16).

CHECK BAG Indicator



To correct problem: See "Check Bag Indicator activates" in **TROUBLESHOOTING** (page 24).

NOTE: The light may come on when using certain attachments due to reduced airflow through attachment.

THERMAL PROTECTOR

This vacuum cleaner has a thermal protector which automatically trips to protect the vacuum cleaner from overheating. If a clog prevents the normal flow of air to the motor, the thermal protector turns the motor off automatically. This allows the motor to cool in order to prevent possible damage to the vacuum cleaner.

To correct problem: Turn off and unplug vacuum cleaner to allow the vacuum cleaner to cool and the thermal protector to reset. Check for and remove clogs, if necessary. Also check and clean or replace any clogged filters. Wait approximately fifty (50) minutes and plug the vacuum cleaner in and turn back on to see if the motor protector has reset.

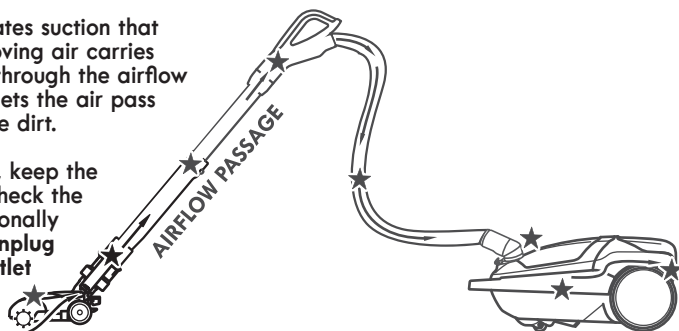
If the problem persists, have the vacuum cleaner serviced by a Kenmore or other qualified service agent.

CANISTER CARE

REMOVING CLOGS

The vacuum cleaner creates suction that picks up dirt. Rapidly moving air carries the dirt to the dust bag through the airflow passages. The dust bag lets the air pass through, while it traps the dirt.

For best cleaning results, keep the airflow passage open. Check the starred (★) areas occasionally for clogs. Turn off and unplug vacuum cleaner from outlet before checking.



TO CHECK FOR CLOGS:

- Check dust bag and change if full. See **DUST BAG CHANGING** (page 17).
- Check motor safety filter and exhaust filter and clean or replace if dirty. See **MOTOR SAFETY FILTER CLEANING** (page 18) and **EXHAUST FILTER CHANGING** (page 19).
- Check PowerMate® for any dirt or debris in the belt path area or in the brushroll area. Carefully remove any string or debris located on the brushroll or end caps. See **TO CLEAN BRUSHROLL** (page 21).

If the vacuum cleaner still has poor suction, do the following:

1. Connect the hose to the canister and turn vacuum cleaner on. Check the end of the hose for suction. If there is good suction on the hose handle, there is no clog in the hose. If the suction is bad, remove any dirt or debris in the hose and handle.
2. Connect hose handle to wand. Check the end of the wand for suction. If there is good suction at the end of the wand, there is no clog in the wand. If the suction is bad, remove any dirt or debris in the wand.
3. Check PowerMate® swivel. Remove any dirt or debris.

CLEANING EXTERIOR AND ATTACHMENTS

1. Turn off and unplug vacuum cleaner. **DO NOT** drip water on vacuum cleaner.

2. To clean exterior, or to reduce static electricity and dust build-up, wipe outer surface with a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water, then wrung dry. Wipe dry after cleaning.



CAUTION

Do not use attachments if they are wet. Attachments used in dirty areas, such as under a refrigerator, should not be used on other surfaces until they are washed. They could leave marks.

DUST BAG CHANGING

For best cleaning results, the dust bag should be changed often. The **CHECK BAG** indicator will come on when the bag needs to be changed or the airflow is blocked.

NOTE: See **REPLACEMENT PARTS** for part number and purchase details (page 5).

1. Turn off and unplug vacuum cleaner.

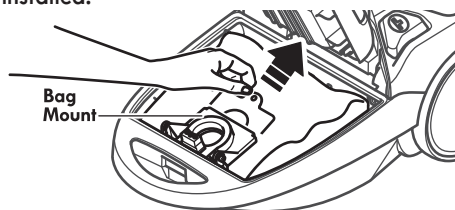
2. Remove hose from canister.

3. Pull hood release out and up, then lift canister hood.

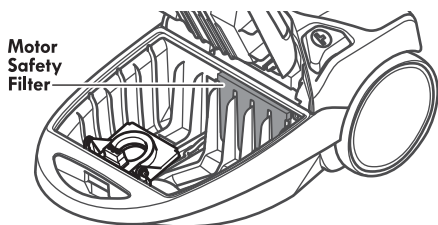


4. Pull bag out of the bag mount.

Note: The bag mount will flip forward after removing bag. This will prevent the hood from closing until a new bag is installed.



5. Check the motor safety filter and clean or, if necessary, replace. See **MOTOR SAFETY FILTER CLEANING** (page 18).



NOTE: DO NOT bend or crease the middle of the cardboard when installing the bag into the bag mount slots.

6. Rotate bag mount down and install bag into slots per illustration, pushing down until the cardboard tab locks into position and the holes align.



7. Tuck the bag securely into the bag cavity so that none of the bag will be pinched by the hood.

8. Close and latch canister hood.

9. Insert hose into canister until it snaps in place.

10. Plug cord into wall outlet.

CAUTION

NEVER REUSE A DUST BAG. Very fine materials, such as carpet freshener, face powder, fine dust, plaster, soot, new carpet lint, etc. can clog the bag and cause it to burst before it is full, which may damage the vacuum cleaner motor. Change bag more often when vacuuming these materials.

MOTOR SAFETY FILTER CLEANING



WARNING

Electrical Shock Hazard

Turn off and unplug vacuum cleaner from electrical outlet. Do not operate the vacuum cleaner without the motor safety filter. Be sure the filter is dry and properly installed to prevent motor failure and/or electrical shock.

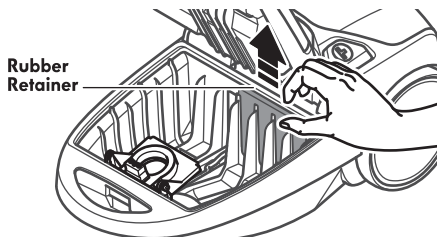
MOTOR SAFETY FILTER

Check motor safety filter occasionally and clean when dirty.

NOTE: See **REPLACEMENT PARTS** for part number and purchase details (page 5).

1. Remove the bag as outlined in the **DUST BAG CHANGING** (page 17) section.

2. Lift the rubber retainer and pull out motor safety filter as shown.



3. Wash filter in warm soapy water, rinse, then dry. Do not clean in dishwasher or install while damp.

4. Slide the filter back into place under the ribs in the bag cavity. Tuck filter in so that it fits completely under the rubber retainer.

5. Replace the bag as outlined in the **DUST BAG CHANGING** (page 17) section.

EXHAUST FILTER CHANGING



WARNING

Fire and/or Electrical Shock Hazard

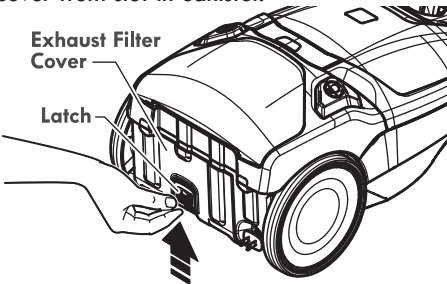
Do not operate with a clogged exhaust filter or without the exhaust filter installed. Do not operate without filter cover installed.

EXHAUST FILTER - HEPA MEDIA

The exhaust filter cartridge must be replaced when dirty. Replace the filter when the entire surface area is covered evenly. The filter **CANNOT** be washed as it will lose its dust trapping ability.

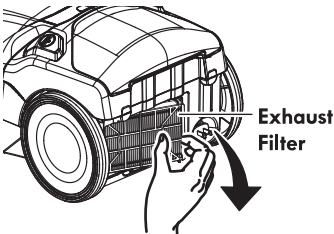
NOTE: See **REPLACEMENT PARTS** for part number and purchase details (page 5).

1. Push latch up to release the exhaust filter cover from slot in canister.

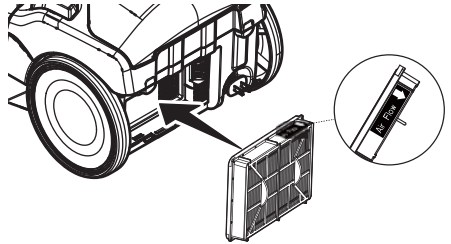


2. Pull filter cover outward to remove from canister.

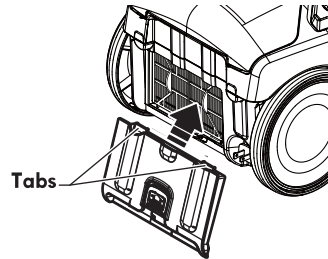
3. Remove the exhaust filter cartridge.



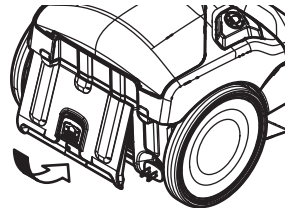
4. Insert the new exhaust filter cartridge into the canister with the rubber seal towards the canister. The arrow on the top ridge of the filter indicates the direction of air flow.



5. To replace the exhaust filter cover place the two tabs on the filter cover into the canister.



6. Rotate filter cover and lock it into place.



POWERMATE® CARE

Always follow all safety precautions when performing maintenance to the PowerMate®.



WARNING

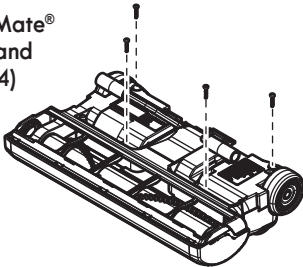
Electrical Shock Or Personal Injury Hazard

Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

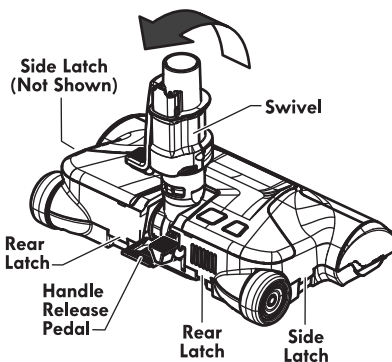
BELT CHANGING AND BRUSHROLL CLEANING

TO REMOVE BELT

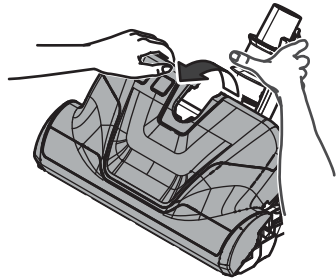
1. Turn PowerMate® upside down and remove four (4) screws.



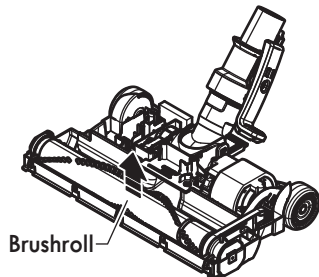
2. Turn PowerMate® right side up. Press handle release pedal and lower the swivel. Loosen the rear and side latches. (A flat-head screwdriver may be required.)



3. To remove cover, grasp the rear and pull up.



4. Lift brushroll assembly out and remove worn belt.



5. Check and clean end cap areas. See **BRUSHROLL ASSEMBLY** (page 21) for picture of complete brushroll assembly.

TO CLEAN BRUSHROLL:

NOTE: In order to keep cleaning efficiency high and to prevent damage to your vacuum cleaner, the brushroll must be cleaned every time the belt is changed.

The brushroll must also be cleaned according to the following schedule:

Vacuum Cleaner Use Clean Brushroll

HEAVY - every week
(used daily)

MODERATE - every month
(used 2-3 times/week)

LIGHT - every 2 months
(used 1 time/week)

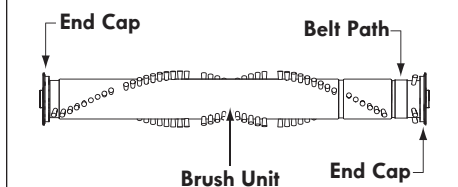
IMPORTANT

Turn off and unplug vacuum cleaner from electrical outlet. Check and remove hair, string and lint build-up in the PowerMate® brushroll and end cap areas.

Remove any dirt or debris in the belt path area or in the brush unit area.

Carefully remove any string wound onto the brushroll and end caps.

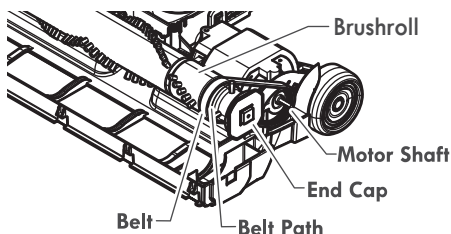
BRUSHROLL ASSEMBLY



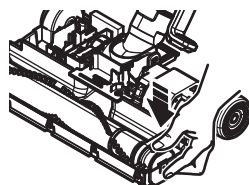
TO REPLACE BELT

1. Install new belt over motor drive, then over belt path.

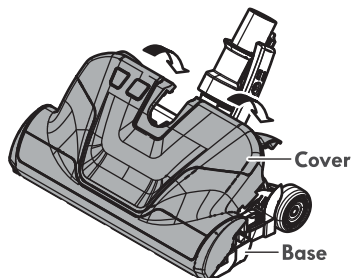
NOTE: See **REPLACEMENT PARTS** for part number and purchase details (page 5).



2. Place brushroll assembly back into PowerMate®.



3. Line up front of cover and base. Rest cover on front edge of base as shown.



4. Rotate cover back. Press cover firmly until side and rear latches snap into place.

NOTE: Make sure there is no gap between the cover and base.

5. Turn PowerMate® upside down and replace four (4) cover screws.

BRUSHROLL SERVICING

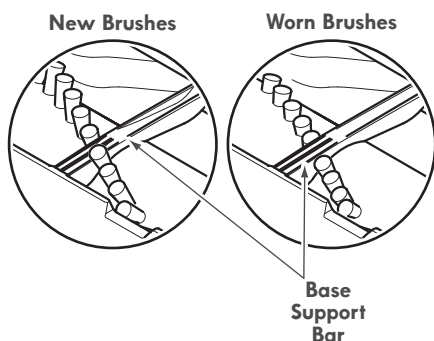


WARNING

Electrical Shock Or Personal Injury Hazard

Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury from vacuum cleaner suddenly starting.

TO CHECK THE BRUSHES



When brushes are worn to the level of the base support bars, replace the brushroll assembly.

TO REPLACE BRUSHROLL ASSEMBLY

1. Remove the floor brush from the PowerMate®.
2. Remove PowerMate® cover, belt and brushroll assembly. See "To Remove Belt" in **BELT CHANGING AND BRUSHROLL CLEANING** (page 20).
3. Install new brushroll assembly.
4. Reinstall belt and PowerMate® cover. See "To replace belt" in **BELT CHANGING AND BRUSHROLL CLEANING** (page 20).

TROUBLESHOOTING

Review this table to find do-it-yourself solutions for minor performance problems. Any other service needed should be performed by a Kenmore or other qualified service agent.



WARNING

Always turn off and unplug vacuum cleaner before performing maintenance to the vacuum cleaner. Failure to do so could result in electrical shock or personal injury.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum cleaner won't start.	<ol style="list-style-type: none"> 1. Unplugged at wall outlet. 2. Tripped circuit breaker/blown fuse at household service panel. 3. Loose hose electrical connections. 	<ol style="list-style-type: none"> 1. Plug in firmly, press On/Off switch. 2. Reset circuit breaker or replace fuse. 3. Reconnect hose ends.
Poor job of dirt pick-up.	<ol style="list-style-type: none"> 1. Full or clogged dust bag. 2. Clogged airflow passages. 3. Dirty filters. 4. Wrong pile height setting. 5. Wrong power level selected. 6. Hole in hose. 7. Worn PowerMate® brushroll. 8. Worn or broken belt. 9. Dirty brushroll or end caps. 10. Canister hood open. 11. Tripped overload protector in PowerMate®. See OVERLOAD PROTECTOR (page 15). 	<ol style="list-style-type: none"> 1. Change bag. 2. Clear airflow passages. 3. Clean/change filters. 4. Adjust setting. 5. Adjust control. 6. Replace hose. 7. Change brushroll. 8 & 9. See BELT CHANGING AND BRUSHROLL CLEANING (page 20) 10. Close and latch hood. 11. Remove any items that may be caught or jammed, then restart. If vacuum cleaner starts and stops again, clean brushroll and end caps, then restart.
Vacuum cleaner starts but shuts off.	<ol style="list-style-type: none"> 1. Hose or hood electrical connections. 2. Tripped overload protector in PowerMate®. See OVERLOAD PROTECTOR (page 15). 3. Tripped thermal protector in canister. 	<ol style="list-style-type: none"> 1. Check connections, reconnect hose ends. 2. Remove any items that may be caught or jammed, then restart. If vacuum cleaner starts and stops again, clean brushroll and end caps, then restart. 3. See THERMAL PROTECTOR (page 15).
PowerMate® will not run when attached.	<ol style="list-style-type: none"> 1. PowerMate® connections unplugged. 2. Worn or broken belt. 3. Dirty brushroll or end caps. 4. Tripped overload protector in PowerMate®. See OVERLOAD PROTECTOR (page 15). 5. Vacuum cleaner in HARD FLOOR mode. 	<ol style="list-style-type: none"> 1. Plug in firmly. 2 & 3. See BELT CHANGING AND BRUSHROLL CLEANING (page 20) 4. Remove any items that may be caught or jammed, then restart. If vacuum cleaner starts and stops again, clean brushroll and end caps, then restart. 5. Press CARPET button to activate PowerMate.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
CHECK BAG Indicator activates.	<ol style="list-style-type: none"> 1. Full or clogged dust bag. 2. Dirty filters. 3. Blocked airflow passage. 4. Certain attachment tools. 	<ol style="list-style-type: none"> 1. Change bag. 2. Clean/change filters. 3. Clear blockage from airflow passage. 4. This is normal. Light should go off when tool is removed.
Vacuum cleaner picks up moveable rugs -or- PowerMate® pushes too hard.	<ol style="list-style-type: none"> 1. Wrong pile height setting. 2. Suction too strong. 	<ol style="list-style-type: none"> 1. Adjust setting. 2. Select lower Power Level.
Cord won't rewind.	<ol style="list-style-type: none"> 1. Dirty power cord. 2. Cord jammed. 	<ol style="list-style-type: none"> 1. Clean the power cord. 2. Pull out cord and rewind.
Vacuum cleaner leaves marks on carpet.	<ol style="list-style-type: none"> 1. Wrong vacuuming pattern. 	<ol style="list-style-type: none"> 1. See VACUUMING TIPS. (page 11)

Kenmore®

Vacuum Cleaner Help Line

1-877-531-7321

8:00 am – 5:00 pm ET M-F

**Refer to the Troubleshooting section
of the Use & Care Guide.**

**For additional assistance,
call the Vacuum Cleaner Help Line.**

