



HL500HM - 001 - 39101039

HL500PT - 001 - 39101040

230-240V~ 50-60Hz

850W

6.4Kg

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INSTRUCTION MANUAL

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INSTRUCTIONS FOR SAFE USE

This appliance should only be used for domestic cleaning, as described in this user guide. Please ensure that this guide is fully understood before operating the appliance.

Do not leave the appliance plugged in. Always switch off and remove the plug from the socket after use, or before cleaning the appliance or any maintenance task.

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

If the power cord is damaged stop using the appliance immediately. To avoid a safety hazard, an authorised Hoover service engineer must replace the power cord.

Keep hands, feet, loose clothing and hair away from rotating brushes.

Use only attachments, consumables or spares recommended or supplied by Hoover.

When using cleaning tools ensure that the appliance is kept in the upright (parked) position. This will avoid possible damage to the carpet or floor covering. When cleaning stairs, do not position the appliance above you.

Static electricity: some carpets can cause a small build up of static electricity. Any static discharge is not hazardous to health.

Do not use your appliance out of doors or on any wet surface or for wet pick up.

Do not pick up hard or sharp objects, matches, hot ashes, cigarette ends or other similar items.

Do not spray with or pick up flammable liquids, cleaning fluids, aerosols or their vapours.

Do not run over the power cord when using your appliance or remove the plug by pulling on the power cord.

Do not continue to use your appliance if it appears faulty.

Hoover service: To ensure the continued safe and efficient operation of this appliance we recommend that any servicing or repairs are only carried out by an authorised Hoover service engineer.

Do not stand on or wrap the cord around arms or legs when using your appliance.

Do not use the appliance to clean animals or people.

When using the cleaning tools, ensure to always steady the appliance with your other hand. This will ensure that the appliance does not fall while in use.

This product contains magnetic material. Please contact your doctor if you have any questions on whether this might affect your implanted medical device.



WARNING: A thermal cut out switches off the appliance to prevent overheating if it is used when full or there is a blockage or dirty filters. If this should happen then switch off, unplug and correct the fault. It will take approximately 70 minutes for the cut out to automatically reset.

The Environment

The symbol on this appliance indicates that this appliance may not be treated as household waste. Instead it must be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this appliance, please contact your local city office, your household and waste disposal service or the shop where you purchased the appliance.



CE This appliance complies with the European Directives 2014/35/EU, 2014/30/EU and 2011/65/EU.

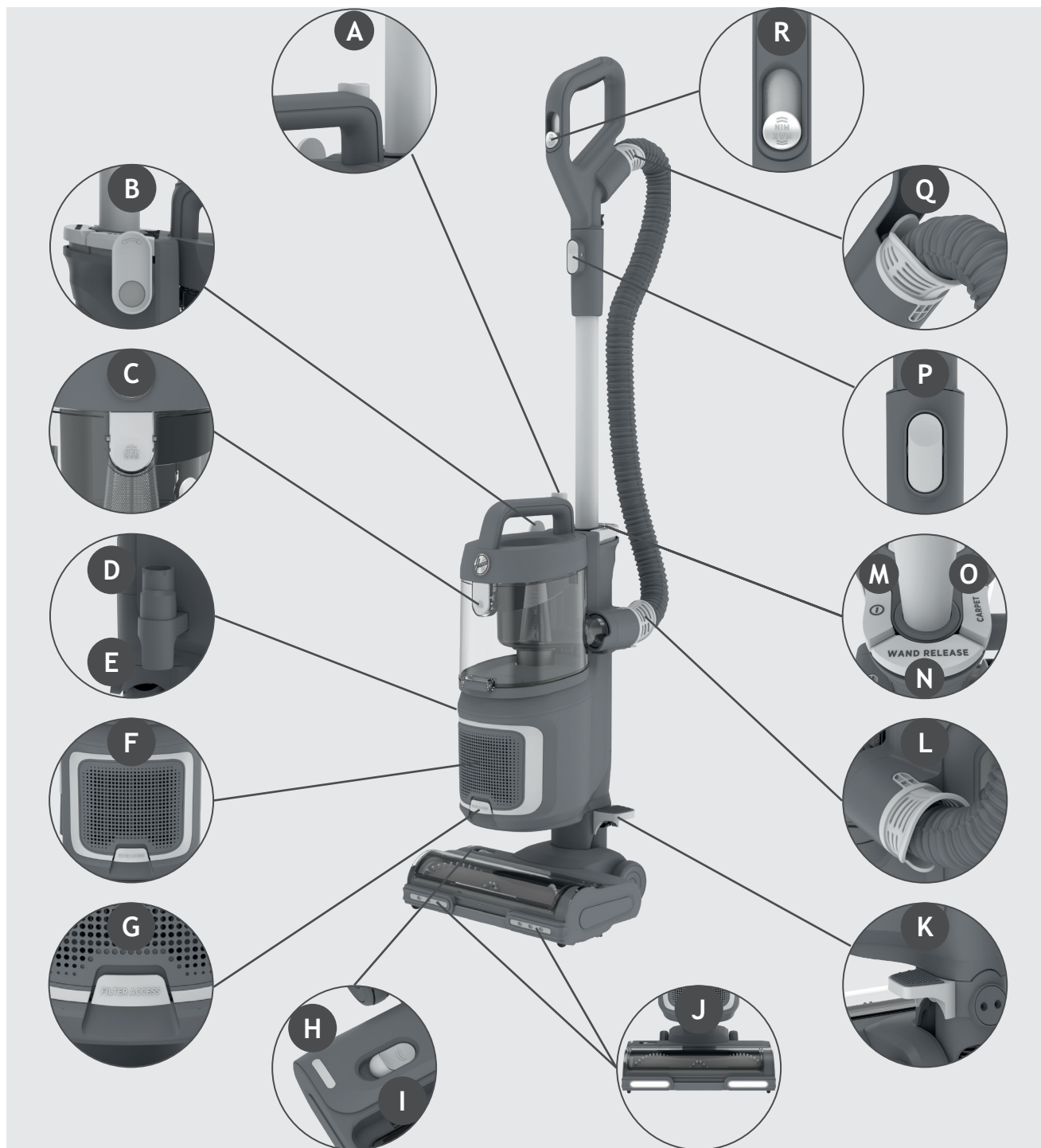
CANDY HOOVER GROUP S.r.l. Via Comolli, 16, 20861 Brugherio (MB) Italy

1. GETTING TO KNOW YOUR CLEANER

Thank you for purchasing your new Hoover upright vacuum cleaner HL5.

MAIN COMPONENTS:

- A. Dust bin release button
- B. Cord storage hook upper
- C. Dust bin lid release button
- D. Accessory holder
- E. Cord storage hook lower
- F. Exhaust filter cover
- G. Exhaust filter cover release button
- H. Brushbar status light
- I. Nozzle window slider
- J. Nozzle LED lights
- K. PUSH&LIFT pedal
- L. Hose connector lower
- M. ON/OFF button
- N. Wand release button
- O. Carpet button
- P. Handle release button
- Q. Hose connector upper
- R. Suction control



2. PREPARING YOUR CLEANER

IMPORTANT: Accessories included are dependant on your model. Full specification details for your product are included on your product packaging.

Remove all product parts from the packaging and assemble your cleaner.

STEP 1:

Fit the main product unit into the floor nozzle.



STEP 2:

Fit the wand into the main product unit.



STEP 3:

Fit the handle assembly into the wand.



STEP 4:

Fit the lower hose connector to the main product.



STEP 5:

Fit the crevice tool to the accessory holder.



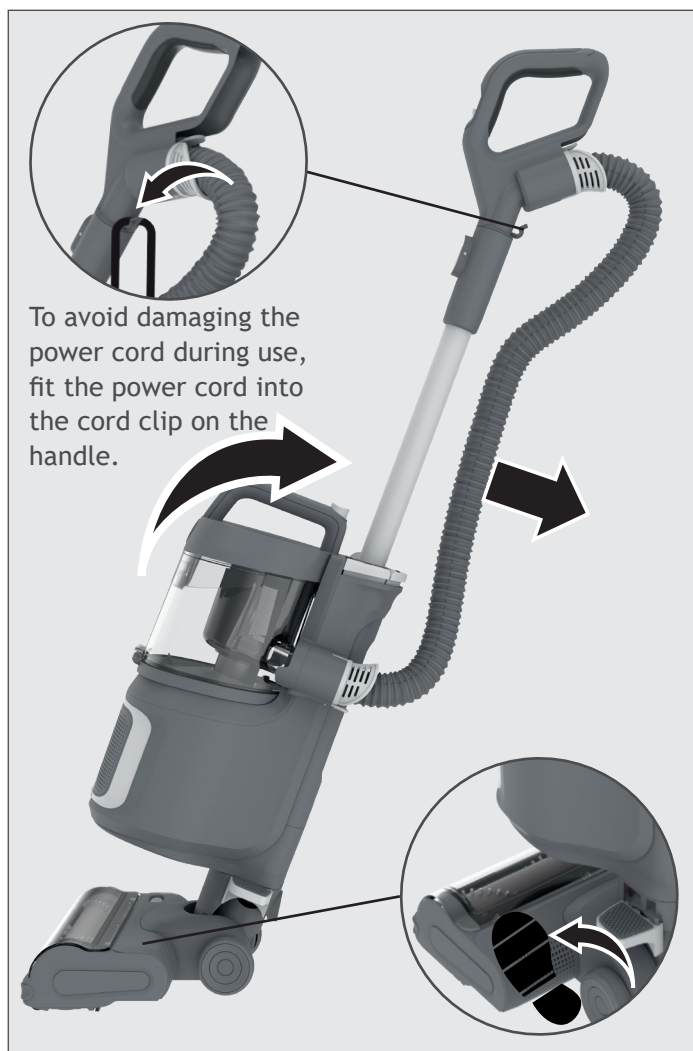
3. USING YOUR CLEANER

3.1 UPRIGHT MODE

To use your product in Upright mode:

STEP 1:

Plug the power cord into the socket.
Place your foot onto the nozzle and pull the handle backwards to your desired operating level.



STEP 2:

Press the **ON/OFF** button to operate your cleaner.

The brushbar status light is OFF.
The product is in hard floor mode.
Nozzle LED lights are always ON, even if the brushbar status light is OFF.

STEP 3:

Press the **CARPET** button to increase the speed of the brushbar in order to deep clean carpets.

The product is in carpet mode and the brushbar status light will turn WHITE.

STEP 4:

Adjust the suction power by moving the **SUCTION CONTROL** up or down.

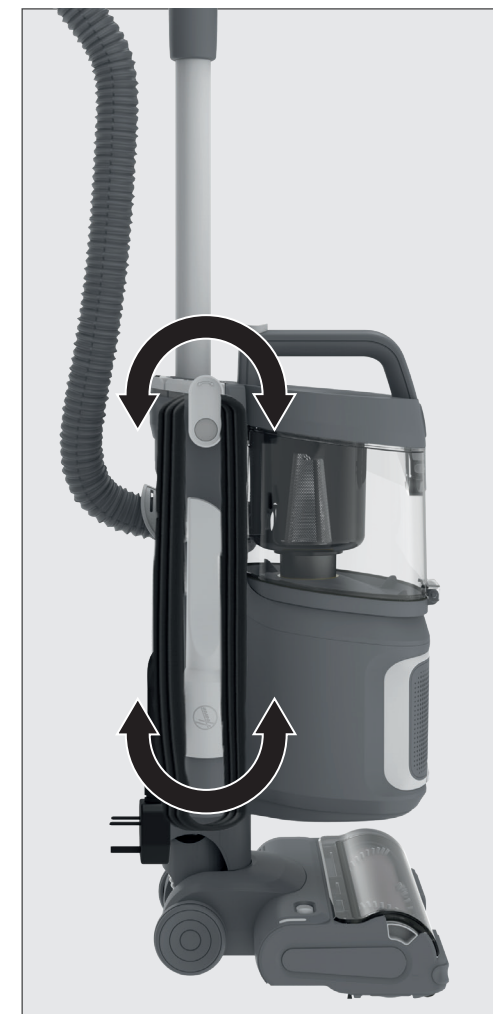
1. **MIN SETTING:** minimum suction level for long pile carpets or rugs.
2. **MIDDLE SETTING:** medium suction level for medium pile carpets.
3. **MAX SETTING:** maximum suction level for hard floors or short pile carpets.

Note: If the push force is too high and the brushbar status light turns red, turn off the product and move the **SUCTION CONTROL** to MIDDLE or MIN setting.



STEP 5:

Turn your cleaner off by pressing the ON/OFF button. Remove the plug from the power socket and wind the power cable around the the cord storage hook upper and lower.



3. USING YOUR CLEANER

3.2 BRUSHBAR STATUS



The product features an integrated brushbar status light when using your product in upright mode.

3. USING YOUR CLEANER

3.3 UPRIGHT - ACCESSORY MODE

To use your product in Upright-Accessory mode:

STEP 1:

Place your product in the upright position.



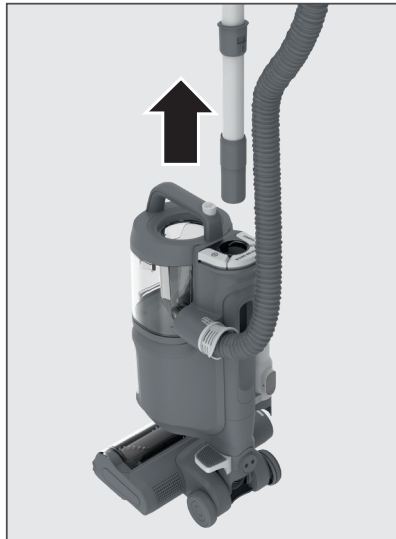
STEP 2:

Press the wand release button to release the wand.



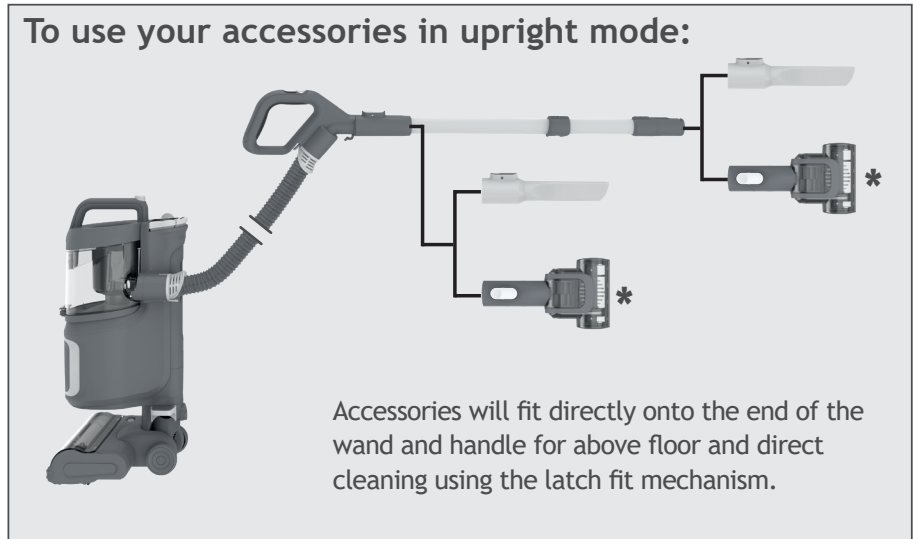
STEP 3:

Remove the handle & wand from the main product.



STEP 4:

Attach your required accessory to the end of the wand or handle.



There are 4 conditions of the **brushbar status light** during use in upright mode:

- 1. OFF:** the brushbar is turning, the nozzle LED lights are on.
Your product is operating in hard floor mode.
- 2. WHITE:** the carpet button has been pressed to increase the speed of the brushbar in order to deep clean carpets. Your product is operating in carpet mode.
The brushbar is turning fastly, the nozzle LED lights are on.
- 3. RED:** The brushbar has stopped turning, the nozzle LED lights are off.
 - a.** The push force can be too high and the product is difficult to move.
If this happens, simply turn off the product and move the suction control to MIDDLE or MIN SETTING (See Section 3.1).
 - b.** There is an obstruction in the nozzle.
If this happens, simply turn off the product and remove any obstructions (See Section 4.5).
- 4. FLASHING RED:** The brushbar is not turning, the nozzle LED lights are off.
The nozzle window has not been correctly re-assembled after maintenance.
If this happens, simply turn off the product and ensure the nozzle window is correctly assembled (See Section 4.4).

IMPORTANT: When using cleaning tools in upright accessory mode, please hold or support the cleaner in a safe position whilst using the wand.

* Certain Models Only

3. USING YOUR CLEANER

3.4 PUSH&LIFT ABOVE FLOOR MODE

To use your product in PUSH&LIFT above floor mode:

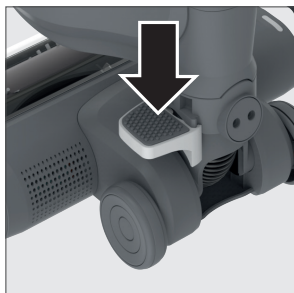
STEP 1:

Place your product in the upright position.



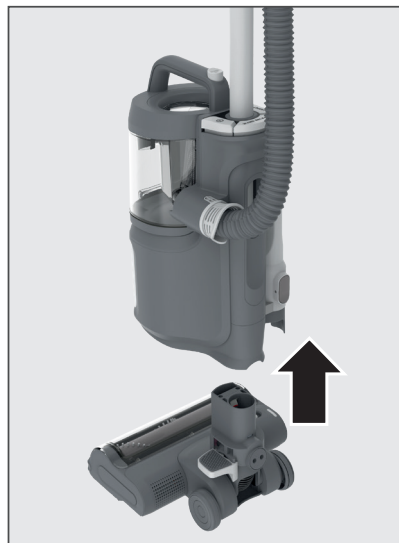
STEP 2:

Press the PUSH&LIFT pedal to release the portable unit.



STEP 3:

Remove the main unit from the nozzle.



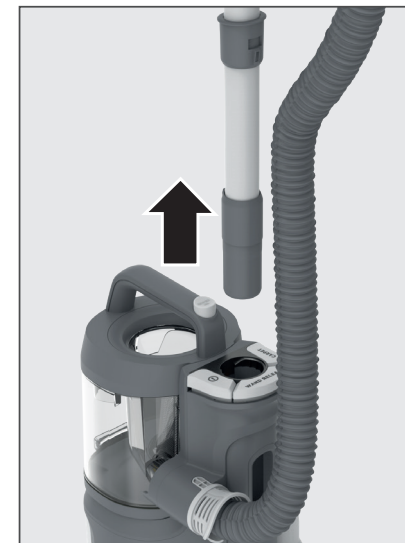
STEP 4:

Press the wand release button to release the wand.



STEP 5:

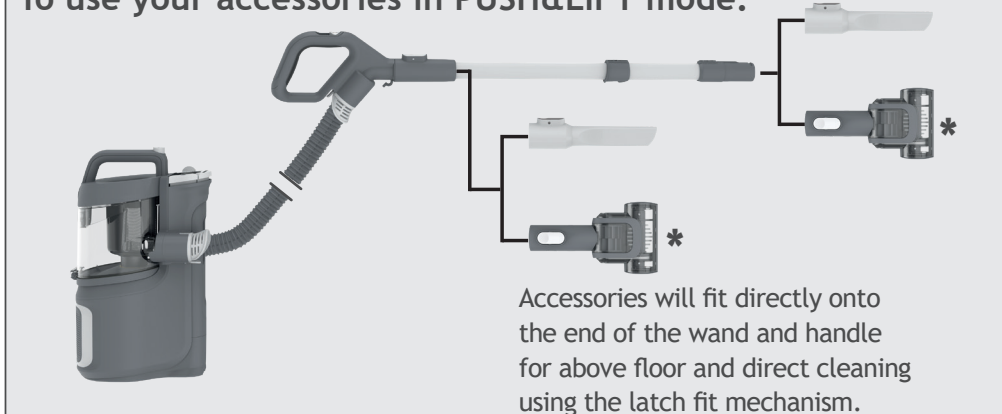
Remove the handle & wand from the main product.



STEP 6:

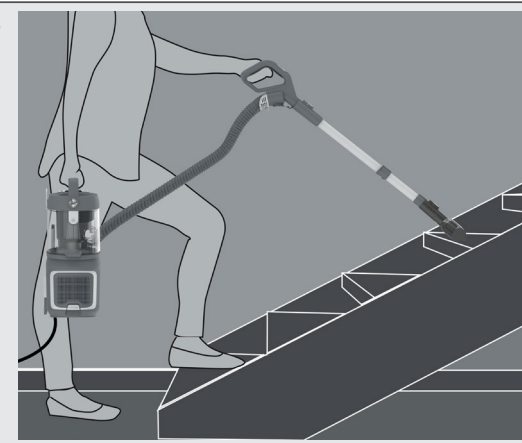
Attach your required accessory to the end of the wand or handle.

To use your accessories in PUSH&LIFT mode:



* Certain Models Only

PUSH&LIFT above floor mode converts your cleaner into a versatile & portable vacuum for all your above floor cleaning needs, such as stairs & even the car.



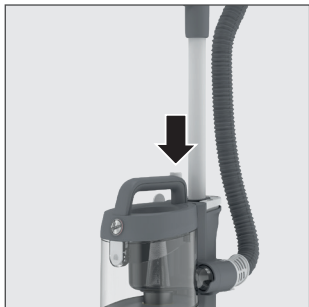
4. CLEANER MAINTENANCE

4.1 DUST BIN

IMPORTANT: Before performing any maintenance task, always ensure your product is switched off and unplugged from the electricity supply.

Emptying the dust bin

STEP 1: Press and hold the dust bin release button.



STEP 2: Remove the dust bin assembly from your cleaner.



STEP 3: Press the dust bin empty button over a rubbish bin to empty.



STEP 4: Press the dust bin lid button to release the bin lid.



STEP 5: Open the dust bin lid.



STEP 6: Remove excess debris over a rubbish bin.



To refit the dust bin to your cleaner, follow the above instructions in reverse.

4. CLEANER MAINTENANCE

4.2 DUST BIN - ALLERGY SUFFERERS

Emptying the dust bin

When emptying any vacuum cleaner it is difficult to avoid exposure to dust.

To minimize this risk, please ensure that you encase the dust bin in a large bag to empty it and close the bag as tightly as possible round the dust bin.

Remove the dust bin and close the bag as tightly and quickly as possible and dispose of this immediately.

It is advisable to wear disposable gloves and a face mask while emptying the cleaner.

If at all possible, ask a non allergy sufferer to empty the dust pot when required.

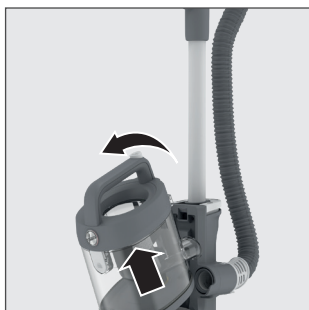
4. CLEANER MAINTENANCE

4.3 FILTERS

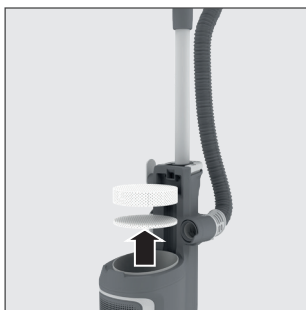
IMPORTANT: for optimum performance, always keep your filters clean. We recommend that the filters should be washed at least once a month.

Cleaning the pre-motor filters

STEP 1: Remove the dust bin assembly from your cleaner.



STEP 2: Remove both pre-motor filters from the main product unit.



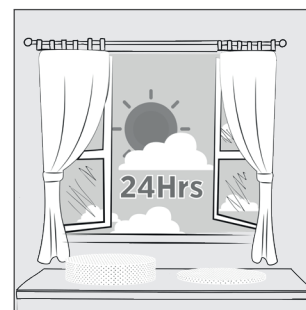
STEP 3: Remove any excess debris from the filters.



STEP 5: Clean the filters using lukewarm water.



STEP 6: Leave the filter to dry for 24Hrs before re-fitting.



To refit the pre-motor filters to your cleaner, follow the above instructions in reverse.

Cleaning the exhaust filter

STEP 1: Push upwards the exhaust filter cover release button.



STEP 2: Remove the exhaust filter cover from your cleaner.



STEP 3: Press the exhaust filter release latch and remove the filter.



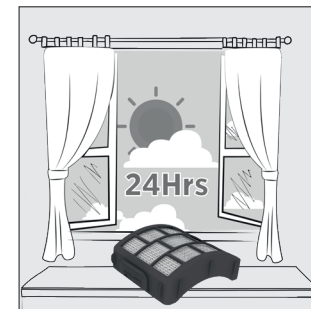
STEP 4: Remove any excess debris from the filter.



STEP 5: Clean the filter using lukewarm water.



STEP 6: Leave the filter to dry for 24Hrs before re-fitting.



To refit the exhaust filter to your cleaner, follow the above instructions in reverse.

IMPORTANT: Do not refit the filters until they are completely dry.

4. CLEANER MAINTENANCE

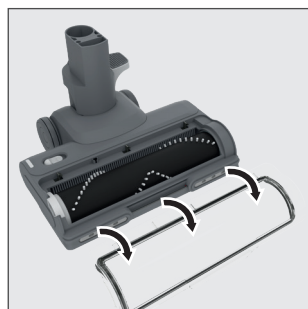
4.4 BRUSHBAR

Thanks to ANTI-TWIST, your new Hoover upright vacuum features an integrated comb which helps to prevent hair wrapping around the brushbar. However, if your cleaner is not picking up efficiently, or brushbar status light is red, your brushbar may need to be cleaned.

STEP 1: Slide the nozzle window slider to release the nozzle window.



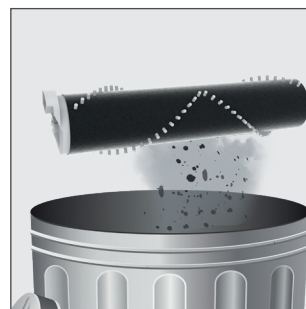
STEP 2: Remove the nozzle window and place aside.



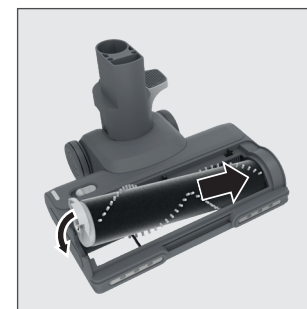
STEP 3: Lift the brushbar end latch to release the brushbar and remove from the nozzle.



STEP 4: Remove the brushbar from nozzle and remove any excess debris.



STEP 5: Refit the brushbar to the nozzle.



STEP 6: Refit the nozzle window. Locate the front edge first then 'click' into position at the back to ensure location.



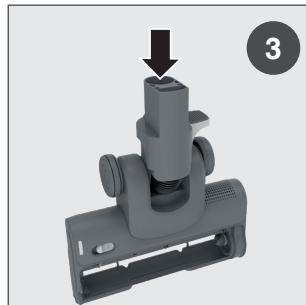
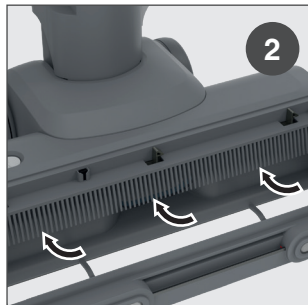
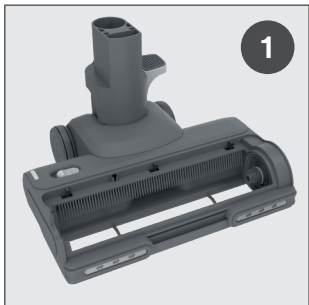
IMPORTANT: IF THE NOZZLE WINDOW IS NOT RE-ASSEMBLED CORRECTLY, THE BRUSHBAR STATUS LIGHT WILL FLASH RED WHEN THE PRODUCT IS SWITCHED ON.

4. CLEANER MAINTENANCE

4.5 CLEARING A BLOCKAGE

FLOOR NOZZLE:

1. Remove the brushbar to visually identify any obstructions and remove them.
2. Thoroughly clean underneath the comb area to remove excess dust and debris.
3. Visually check the nozzle neck for any blockages and remove them.

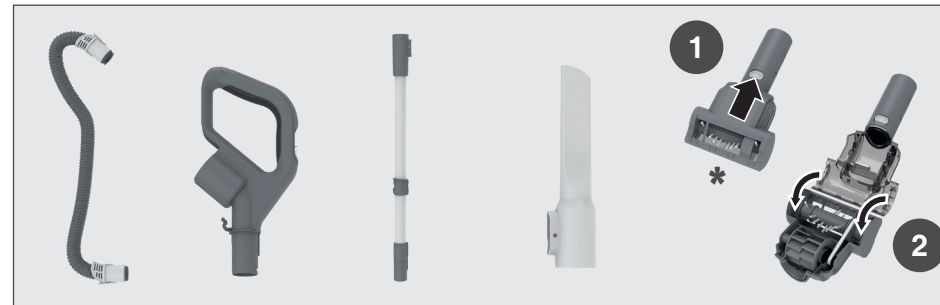


* Certain Models Only

OTHER COMPONENTS & ACCESSORIES:

Remove the hose, handle, wand, crevice tool and mini turbo nozzle from your product.

Vigorously shake the hose and visually check all components for any obstructions and remove them.



5. TROUBLESHOOTING

The following is a list of commonly encountered problems and solutions.

Fault	Solutions
Is there a working electricity supply to the cleaner?	<i>Check the power supply with another appliance.</i>
Cleaner is not picking up debris?	<i>Empty the dust bin and clean the filters. (see pages 8 & 9)</i>
	<i>Check your brushbar for excessive debris and blockages (see page 10)</i>
	<i>Check your nozzle, hose, handle and accessories for blockages (see page 10)</i>
Brushbar is not turning? Brushbar status light is red?	<i>a. Check your brushbar for excessive debris and blockages (see page 10)</i> <i>b. The push force is too high. Move the suction control to MIDDLE or MIN setting (see page 5)</i>
Brushbar is not turning? Brushbar status light is flashing red?	<i>The nozzle window has not been correctly re-assembled after maintenance.</i> <i>If this happens, simply turn off the product and ensure the nozzle window is correctly assembled. (see page 10)</i>
Cleaner cuts out?	<i>Your cleaner is fitted with a thermal cut out to prevent overheating by automatically turning your cleaner off.</i> <i>Once activated, as a safety precaution, your cleaner cannot be turned on again for 70 mins.</i> <i>If your cleaner does cut out, perform all maintenance tasks contained in the manual before resuming.(see pages 8,9 &10)</i>

If there is any doubt call the Hoover Service Office for advice. They may be able to assist you over the telephone. A service charge will be made if the cleaner is examined and found to be in working order, has not been assembled in accordance with these instructions or has been used incorrectly.

6. IMPORTANT INFORMATION

Hoover Spares and Consumables

Always replace parts with genuine Hoover spares. These are available from your local Hoover dealer or direct from Hoover. When ordering parts always quote your model number.

Quality

Hoover's factories have been independently assessed for quality. Our products are made using a quality system which meets the requirements of ISO 9001.

Your Guarantee

The guarantee conditions for this appliance are as defined by our representative in the country in which it is sold. Details regarding these conditions can be obtained from the dealer from whom the appliance was purchased. The bill of sale or receipt must be produced when making any claim under the terms of this guarantee.

Subject to change without notice.

GARANTEE CARD

Model / Serial number no. -

Fill in the serial number of your appliance, for this refer to service manual -

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Name

Street

Town

Date of purchase -

--	--	--	--	--	--	--	--

Dealer -

UK/ROI

United Kingdom-ROI

 **03444 995599**

Hoover Candy Group Service

www.hoover.co.uk

To qualify for under the guarantee, you must be able to provide proof of date of purchase and the appliance must have been supplied, maintained and used in accordance with Hoover instructions. The guarantee does not cover accidental damage, loss or damage arising from the breakdown of the product. The guarantee excludes A) Any faults which occur due to defective installation or misuse of the machine B) Repair of, or interference with, the machine by any person not authorised by the manufacturer C) Any parts which are to the machine which are not original manufacturers parts D) Nondomestic use of the machine E) Operation at incorrect voltage F) the result of using the machine for any purpose other than those described in the instruction manual. **Hoover Service** If your machine needs servicing simply call **03444 995599** and you will be connected to your local service (Lines open: Monday Friday 8.30am-5pm, Saturday 9am - 5pm, and Sunday 10am-4pm). We may record your phone calls with our representatives to monitor and improve the quality of service we provide.



<https://www.registerhoover.com/sda-warranty/>

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