

NEN110 series

Canister vacuum cleaner, household type

# Owner's Guide

*Thank you for purchasing your new Eureka vacuum!*

## Important instructions

For easy assembly, please  
take a few moments to read  
this owner's guide.



# eureka

# Where to find important vacuum information

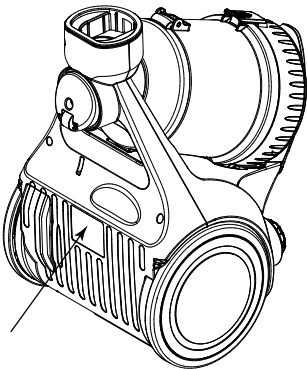
## Please Retain

We suggest you record the model, type and serial numbers below. They are located on the bottom of your cleaner. For prompt and complete service information, always refer to these numbers when inquiring about service.

Model & Type \_\_\_\_\_

Serial No. \_\_\_\_\_

**It is also important to keep your receipt as proof of date of purchase.**




## 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.

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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 put any objects 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. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust cup or filter(s) in place.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use on areas where they may be present.
- Store your cleaner indoors in a cool, dry area.
- Keep your work area well lit.
- Unplug electrical appliances before vacuuming them.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Turn off the power switch and unplug cleaner before rotating the nozzle.
- **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.
- Do not pull or carry by the cord, use cord as a handle, close 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 the vacuum cleaner with wet hands or operate without shoes.

## 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 fully fit 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.

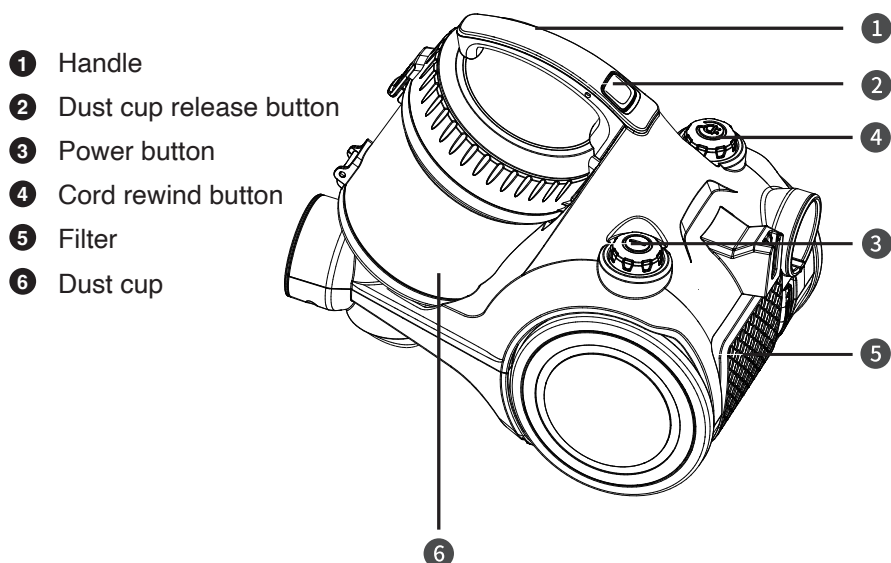
### Thermal Cut Off

This vacuum cleaner has a special thermostat that protects the cleaner in case of motor overheating. If the cleaner suddenly shuts off, push the on/off switch off (O) and unplug the cleaner. Check the cleaner for a possible source of overheating such as a full dust cup, a blocked hose or clogged filter. If these conditions are found, fix them and wait at least 30 minutes before attempting to use the cleaner. After the 30 minute period, plug the cleaner back in and push the on/off switch on (I).



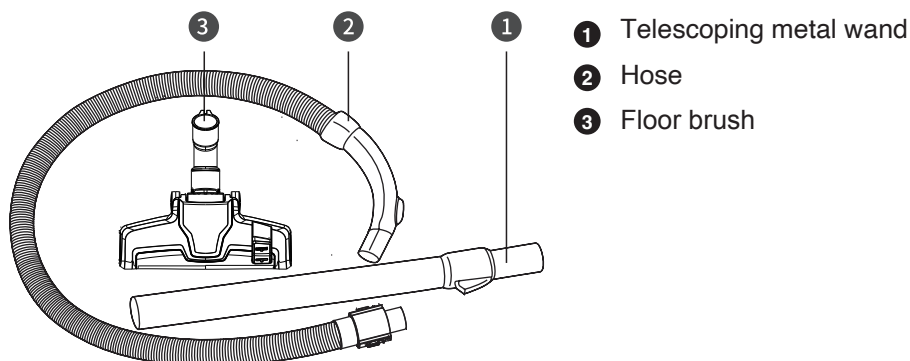
**Do Not Oil the motor or the brushroll at any time. The bearings are permanently lubricated and sealed.**

# How to identify parts of your vacuum cleaner



## Accessories

This vacuum cleaner includes the following accessories:



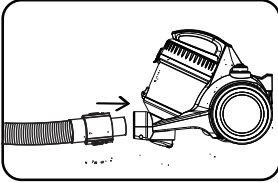


# How to assemble your vacuum cleaner

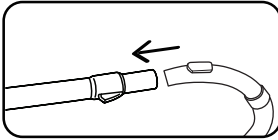
## ASSEMBLY

Always disconnect the vacuum cleaner from the electrical socket before attaching or removing accessories.

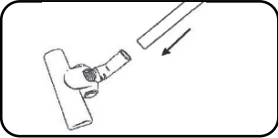
1. Attach the hose to the front of the vacuum cleaner by inserting it into the air inlet and twisting to the right. To remove the hose twist to the left and pull to detach.



2. Attach the telescoping wand to the hose at the bend by pushing the two components together.



3. Attach the floor nozzle to the wand by connecting the two parts. And then twist them into position.



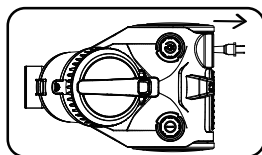
# How to use your vacuum cleaner

**CAUTION:** Always switch off the vacuum cleaner before connecting or disconnecting the hose/attachments or removing and emptying the dust cup.

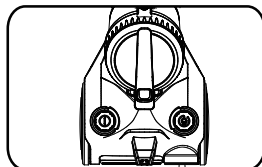
**IMPORTANT:** The vacuum cleaner is equipped with a thermal cut-off. If for any reason the vacuum cleaner does overheat, the thermostat will automatically turn the vacuum cleaner off. If this happens, switch the vacuum cleaner off and unplug it from the electrical socket. Remove and empty the dust cup and check the vacuum cleaner for blockages. Allow the vacuum cleaner to cool for approximately 1 hour (if you have cleaned the incorrect space, please wait 24 hours for the filters to fully dry before putting them back into the machine).

## Operation

Pull the power cord out of the vacuum cleaner and stop when you see the yellow mark. Make sure the red mark is not visible or you have pulled too far. When done cleaning, turn off the power, pull the plug out of the electrical socket, and then push the rewind button until the cord is completely retracted.



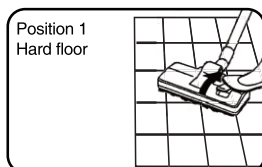
To turn on the vacuum cleaner, push the plug into an electrical socket and press the power button.



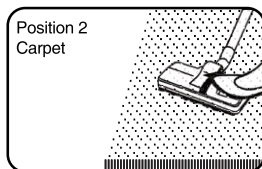
## Switching between carpet & hard floor

There is a switch located on the floor nozzle that can be pressed with your foot to switch between floor modes. The symbols shown below correspond to the type of floor the setting is for.

Position 1: Bristles extended for hard floor 



Position 2: Bristles retracted for carpet 



# How to maintain your vacuum cleaner

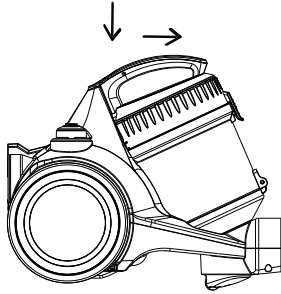
## Emptying the dust cup

Always switch off the vacuum and unplug it from the electrical socket before conducting any maintenance or cleaning.

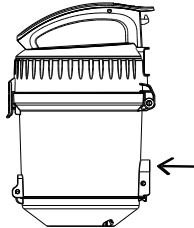
Empty the dust cup after each use. Also be sure to empty the dust cup anytime dust reaches the max fill line.

A full dust cup will reduce the efficiency of the vacuum cleaner so be sure to empty the dust cup regularly.

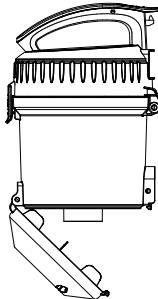
1. Press the dust cup release button and take the dust cup out of the vacuum.



2. Bring the dust cup over a trash receptacle and then press the release button to open the lower lid. The dust will fall out the bottom and into the trash.



3. Close the dust cup lid after dust has been fully emptied. Return the dust cup to the vacuum cleaner.



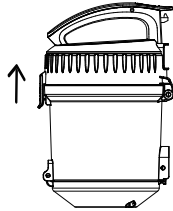
# How to maintain your vacuum cleaner

## Cleaning the Filter

The filter is an effective system for removing dust.

Sponge filters require cleaning on a monthly basis (or more depending on use frequency). Do not operate the vacuum cleaner without the sponge filter in place.

1. To remove the filter, pull on the dust cup lid clip and lift the cover upwards.



2. The filter is located inside the top cover of the dust cup. Pull on the handle of the filter housing then remove it.

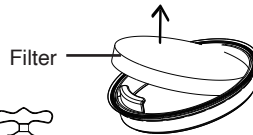
Filter frame handle



Cyclone separation system

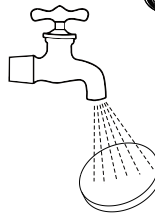
3. Tap the filter over a bin to remove the dust.

4. Take the sponge filter out of the filter housing.



Filter

5. Wash the filter under water (max. 40 degree).



**DO NOT USE DETERGENTS** to clean any part.

Leave it out to dry for 24 hours or until fully dry before placing it back in the vacuum cleaner.

6. Put the filter back into the housing. Put the housing and filter back into the dust cup lid. Finally, close the dust cup lid.

7. Place the dust cup back into the vacuum cleaner until a click is heard.



## 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.

| Problem                             | Possible cause  | Solution  |
|-------------------------------------|---|---|
| The vacuum cleaner does not turn on | <ul style="list-style-type: none"><li>• Too much dust in the cup</li><li>• Filter is blocked</li><li>• Hose is blocked</li></ul>                                    | <ul style="list-style-type: none"><li>• Empty the dust cup</li><li>• Rinse the filter</li><li>• Clear the blockage</li></ul>                                    |
| The vacuum cleaner does not work    | <ul style="list-style-type: none"><li>• Electrical outlet is not connected or not working</li><li>• Power switch was not turned on</li></ul>                        | <ul style="list-style-type: none"><li>• Ensure the plug is properly connected in the socket and the socket is active</li><li>• Press the power button</li></ul> |
| The vacuum cleaner suddenly stops   | <ul style="list-style-type: none"><li>• The dust cup is filled</li><li>• The filter is blocked</li><li>• Suction inlet of brush or accessories is blocked</li></ul> | <ul style="list-style-type: none"><li>• Empty the dust cup</li><li>• Clean the filter</li><li>• Clear the blockage</li></ul>                                    |

### Connecting to an electrical socket

Please check that the voltage indicated on the product corresponds with your supply voltage.

# The Eureka 2 years limited warranty

Eureka subject to the terms and conditions herein, warrants this vacuum cleaner to be free from defects in material and workmanship for a term of one year from the date of original purchase when used in accordance with the Eureka operating and maintenance instructions and under normal household usage. This warranty is granted only to the original purchaser and members immediate household, and is applicable only to original purchases from Eureka authorized resellers.

## What Eureka will do:

Eureka will, at its option, repair or replace a defective vacuum or vacuum part that is covered by this warranty. Repairs may be performed using new or refurbished parts that meet or exceed Eureka specifications for new parts. If Eureka elects to replace the vacuum, the replacement may be a reconditioned unit. Depending on availability of products, Eureka reserves the right to provide you with a replacement product that is the same or similar, or substitute equivalent of the original product. As a matter of warranty policy, Eureka will not refund the consumer's purchase price.

## This warranty does not cover:

- Normal wear and tear of the vacuum and vacuum parts 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 resulting from: improper or unreasonable use or maintenance, abuse, negligence, failure to follow instructions contained in any written materials that accompany the product, deterioration by reason of excess moisture, corrosive atmosphere, lightning, power surges, connections to improper voltage supply, unauthorized alteration, or other external causes such as extremes in temperature or humidity, modifications, scratches or discoloration, accidents, misuse, or acts of God. This warranty also does not cover damage resulting from repair or attempted repair by anyone other than Eureka. This warranty is not applicable to any product that has been altered or on which the serial number has been defaced, modified or removed. Altering, erasing, or forging any proof-of-purchase documents voids any applicable product warranty.

## Obtaining warranty service:

To obtain warranty service you must contact the Eureka Service Team, email [global\\_service@eureka.com](mailto:global_service@eureka.com), to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation.

## Shipping charges:

You will be responsible for any initial shipping and insurance charges if the defective product(s) must be shipped for warranty service or warranty evaluation; however, Eureka will pay the return shipping charges if repairs are covered by the warranty. When returning parts for repair, you must include the model, type and serial number. If any product submitted for warranty service is found to be ineligible, an estimate of repair cost will be furnished and the repair performed only if requested by the owner and upon receipt of payment or acceptable arrangements for payment.

## 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 of Fitness For A Particular Purpose is limited to the duration of this limited 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 from 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.





PLEASE RECYCLE.

OPEN OTHER END. DISPLAY THIS END DOWN.  
FOR HOUSEHOLD USE ONLY.