

NEU700 series

Upright vacuum cleaner; household type

Owner's Guide

Thank you for purchasing your new
Innova by Eureka vacuum!

Important instructions

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

If you have questions about your new
vacuum, please contact our customer
service **HELPLINE** at 1-800-282-2886.
We're here to help!



www.eureka.com

innova

Where to find important vacuum information

Keep this information

Write the model, type and serial number here:

Date of purchase (keep your receipt) _____

Model number and type _____

Serial number _____

Find these numbers on a label on the bottom of the vacuum cleaner. Refer to these numbers when ordering parts and accessories, or if service is needed.



This Owner's Guide provides important instructions to prolong the life of your Innova by Eureka vacuum cleaner.

Registration: To register your product use your smartphone to scan the QR code that will take you directly to the product registration page or visit www.eureka.com and click on the 'Register Your Product' link in the top right corner.

Inspection: Carefully unpack and inspect your new Innova by Eureka vacuum cleaner for shipping damage. Each unit is tested and thoroughly inspected before shipping. For instructions regarding any shipping damage, call Eureka Customer Service **HELPLINE** at **1-800-282-2886** immediately.

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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 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. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call the Eureka Customer Service **HELPLINE** at **1-800-282-2886**.
- Do not pull or carry by cord. Do not use cord as a handle. Do not close a 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 plug or vacuum cleaner with wet hands.
- Do not put any object 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 and contains a revolving brush roll. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not place vacuum cleaner on furniture or stairs as the brush roll may cause damage. Use extra care when cleaning stairs. Place vacuum cleaner on floor with the handle in storage position while using attachments.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dust cup, filter, screen and exhaust filter in place.
- Belt pulleys can become hot during normal use. To prevent burns, avoid touching the belt pulley when servicing the drive belt.
- Do not use to pick up flammable or combustible liquids such as gasoline, or use in areas where they may be present.
- Store your vacuum cleaner indoors in a cool, dry area.
- Keep your work area well lit.
- Unplug electrical appliances before vacuuming them.
- Turn off machine before connecting pet turbo brush.
- **WARNING:** This product can expose you to chemicals including Di(2-ethylhexyl) phthalate (DEHP), which is known to the State of California to cause cancer and to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.
- The hose contains electrical wires. Do not use when damaged, cut, or punctured. Avoid picking up sharp objects.

SAVE THESE INSTRUCTIONS

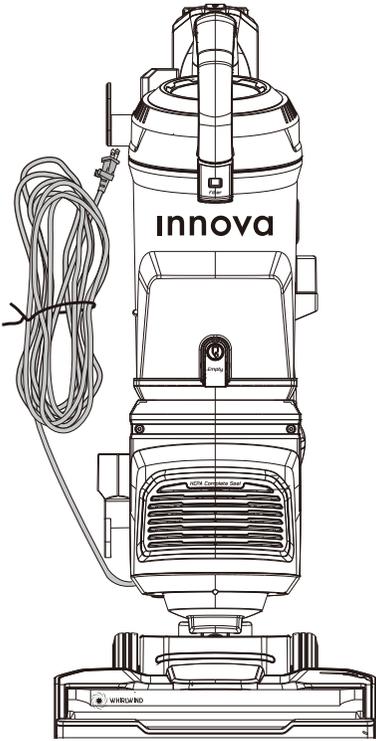
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.



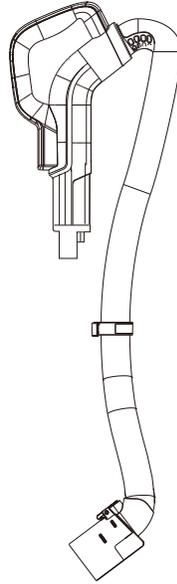
Motor

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

What comes in the carton



Vacuum cleaner with dust cup



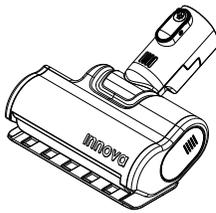
Handle with hose



Pole



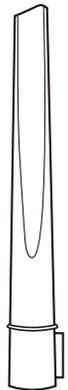
Important safeguards



Motorized pet & stair tool

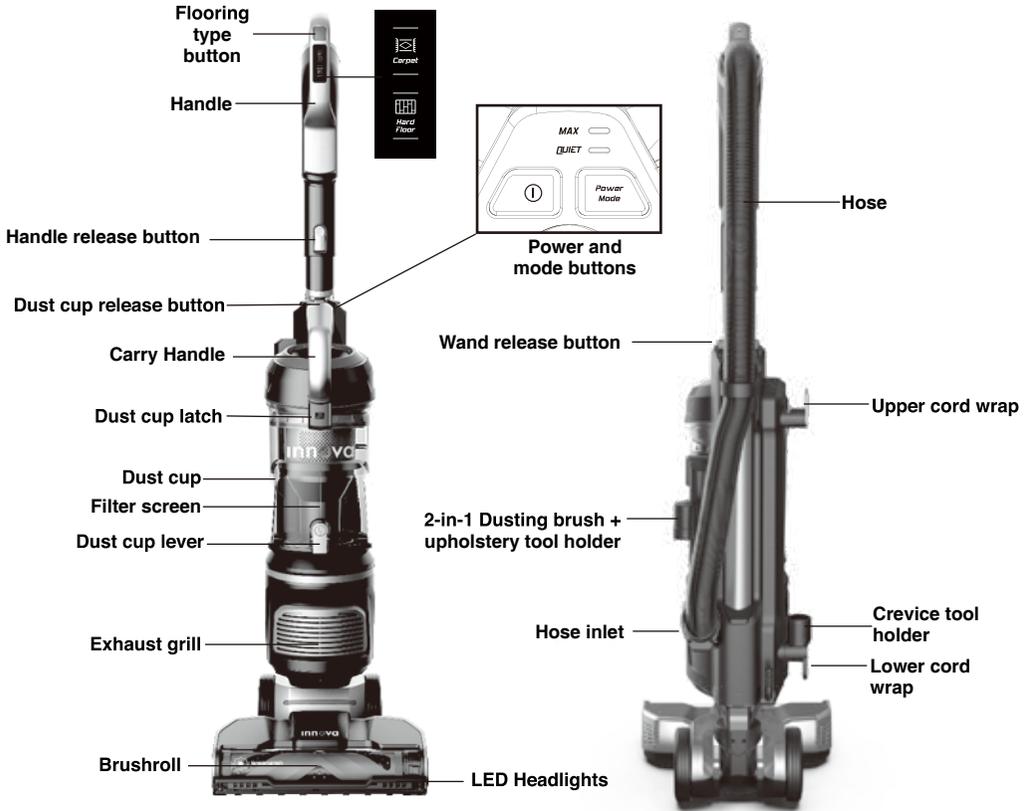


2-in-1 Dusting brush + upholstery tool

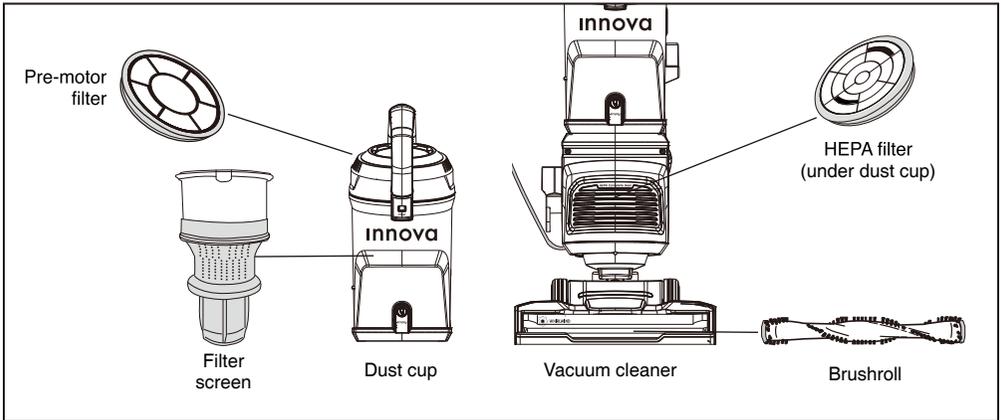


Crevice tool

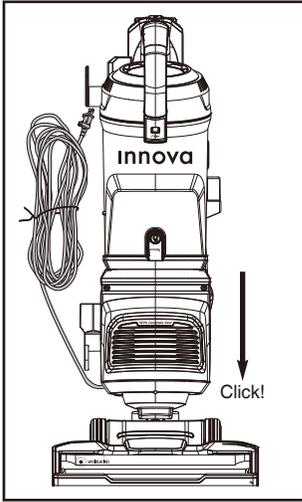
How to identify parts of your vacuum cleaner



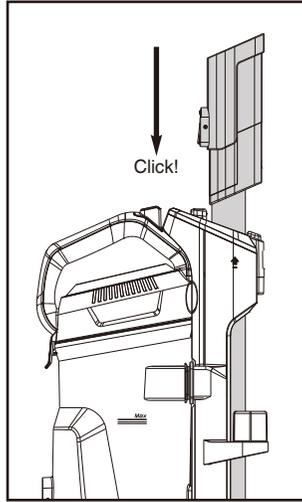
For filter maintenance instructions, see pages 10 and 11



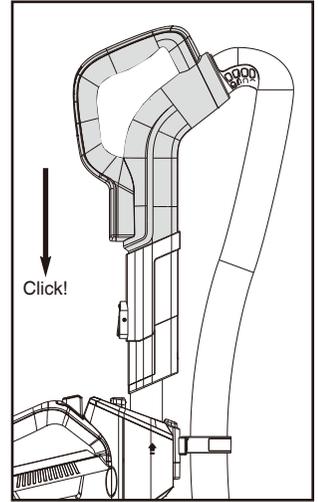
How to assemble your vacuum cleaner



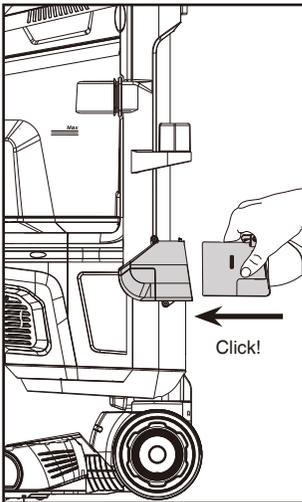
Attach vacuum cleaner main body to floor nozzle until you hear an audible click.



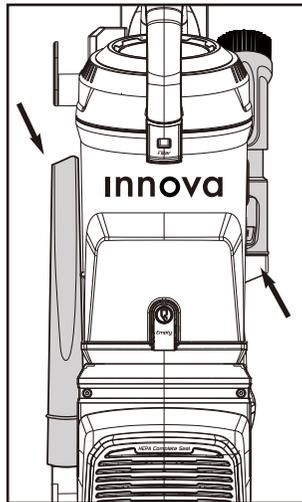
Slide pole onto top of vacuum cleaner. Push down until it clicks.



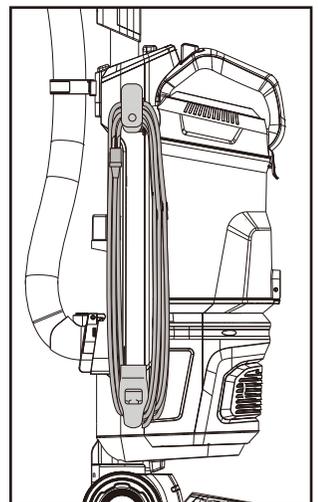
Slide handle into top of pole. Push down until it clicks into place.



Attach hose. Align end of hose with inlet and push in. Clip will snap to secure in place.



Store crevice tool and 2-in-1 Dusting brush + upholstery tool on posts.

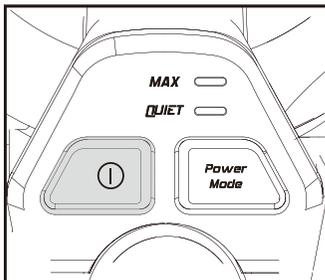


Wrap cord onto upper and lower cord wrap.

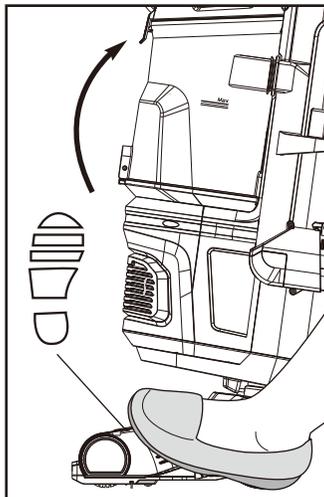
How to use your vacuum cleaner

⚠ CAUTION

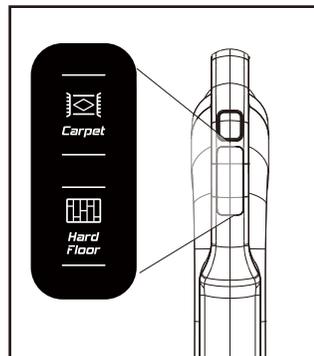
Never operate vacuum cleaner without all filters, filter screen, hose and dust cup in proper position



Plug power cord into outlet. Press power switch to turn on.

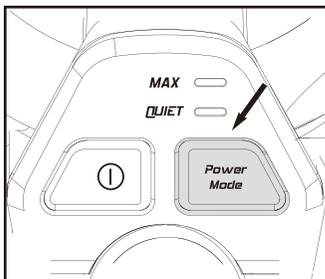


Step on nozzle and lower handle into position for vacuuming floors.



Press **FLOOR TYPE** button to choose between Carpet or Hard Floor mode. Icon will light up for selected floor mode.

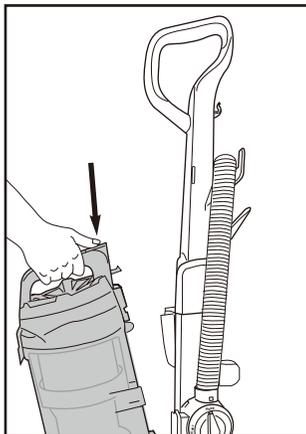
Brushroll will spin only when handle is lowered into position for vacuuming.



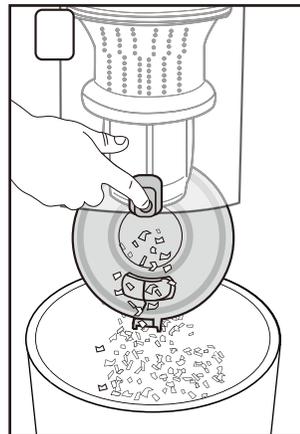
Adjust the suction/noise level but pressing the **POWER MODE** button. When light by **MAX** comes on vacuum is in max suction mode. When light by **QUIET** comes on vacuum is in low suction mode.

Note: The **QUIET** mode is ideal for cleaning delicate rugs and above floor cleaning of curtains and upholstery.

Empty dust cup when it reaches the Max Fill line and after every use



Press release button and lift off dust cup.



To empty debris, press lever to release bottom lid.

How to use accessories

⚠ CAUTION

When using tools, always place vacuum in upright position. Make sure vacuum cleaner is turned off while attaching tools.

NOTE: Always keep vacuum in upright position when using accessories.

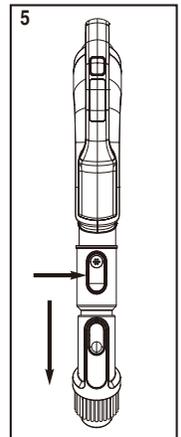
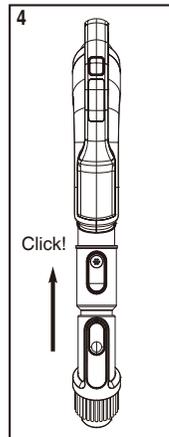
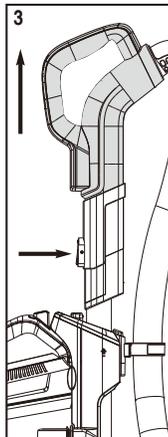
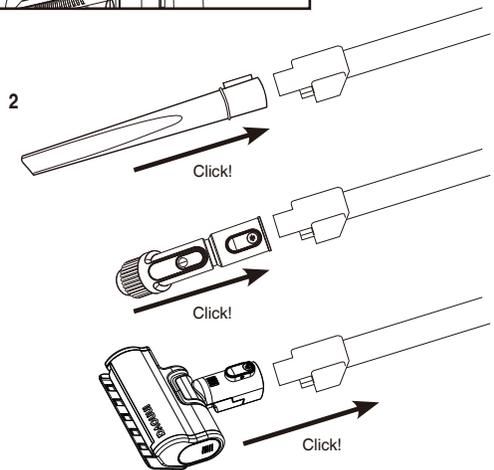
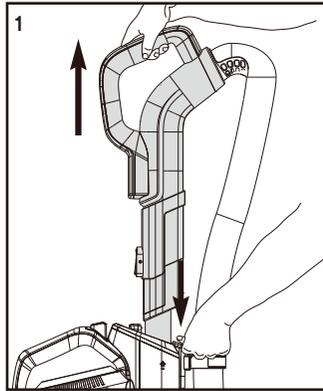
Using accessories with pole as extension wand

- Press the wand release button and slide out pole (Fig. 1)
- Slide tools onto end of pole until you hear them click into place (Fig. 2).

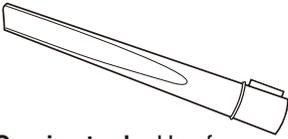
Using accessories with handle only

- To remove upper handle portion, grasp handle with one hand and press silver button the pole at same time and pull up on the handle (Fig. 3).
- Slide tools onto end of handle until you hear them click into place (Fig. 4).
- When finished using accessories, remove by pressing the silver button on the accessory and pulling it straight off the handle or the pole (Fig. 5).

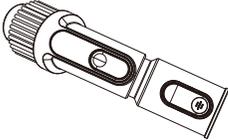
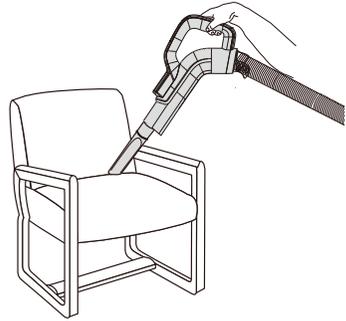
Note: When finished using the accessories replace the pole and handle back on the vacuum.



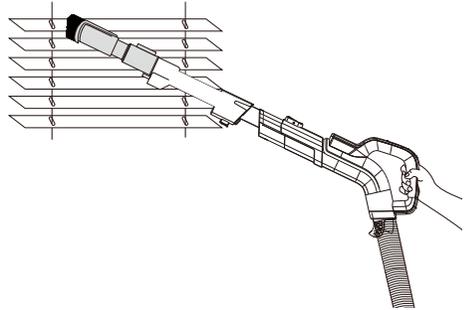
How to use accessories



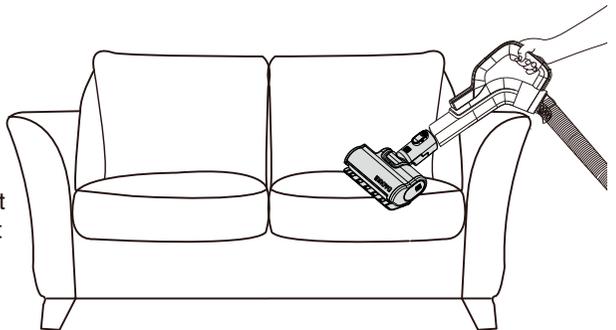
Crevice tool – Use for baseboard edges, sofas, detailing chairs, dryer vents and tight spaces.



2-in-1 Dusting brush + upholstery tool: Use brush to vacuum blinds, vents or upholstered surfaces. Use felt portion to clean delicate surfaces. To switch between felt and brush portions, press thumb release and slide brush up or down.



Pet & Stair Tool: Use to easily remove pet hair from stairs, carpet or upholstery. Adjust angle of front nozzle to suit different surfaces.



 **CAUTION:** Make sure vacuum cleaner is turned off while attaching turbo brush.

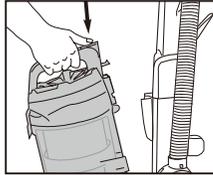
How to maintain dust cup and filters

⚠ CAUTION

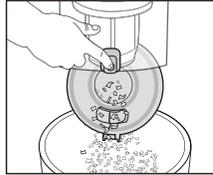
Never operate vacuum cleaner without pre-motor and HEPA filters, filter screen and dust cup in proper position.

WARNING: Moving parts! Make sure vacuum cleaner is turned off and power cord is unplugged.

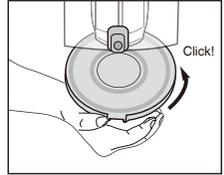
Empty dust cup when it reaches the Max Fill line and after every use



Press release button and lift off dust cup.



Hold dust cup over wastebasket and press lever to release bottom lid. Debris will empty.

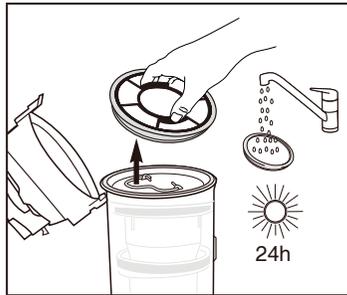


Close bottom lid until it clicks.

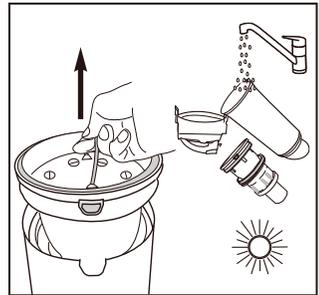
Washable dust cup filters – Clean frequently



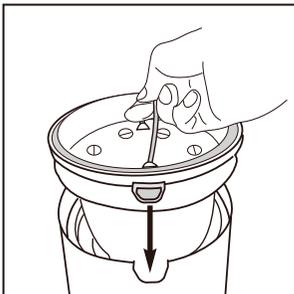
Pull dust cup latch to lift up dust cup lid.



Lift out pre-motor filter and shake off dust frequently. Every three months, rinse filter and dry THOROUGHLY.



Rotate handle up to lift out filter screen. Tap to remove dust. Rinse dust cup and filter screen; dry THOROUGHLY.



slot on front of dust cup and drop into position. Rotate handle down into position.



Reinstall pre-motor filter.

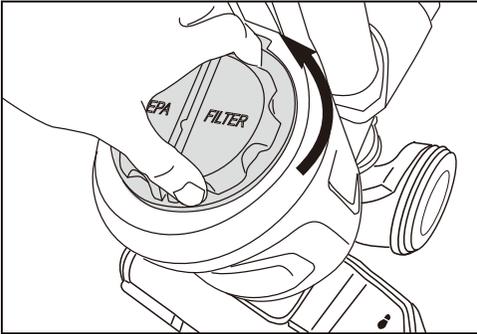


Close cover until it clicks.

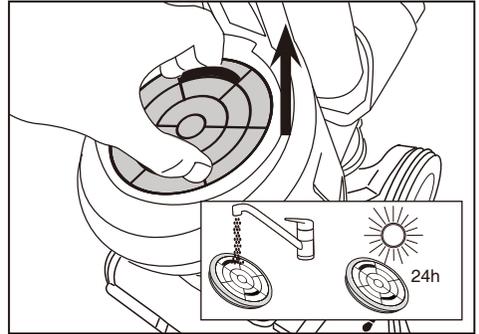
How to replace HEPA filter

HEPA filter – Replace every year

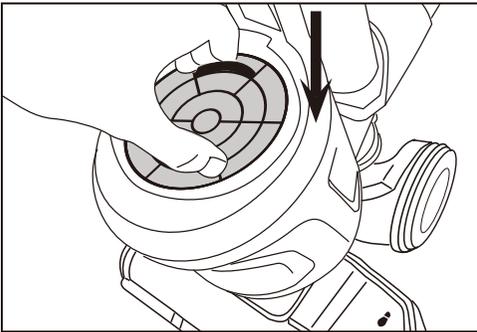
! CAUTION: Make sure vacuum cleaner is turned off and power cord is unplugged.



Place vacuum in upright position and remove dust cup. Under where dust cup sits locate HEPA filter cover, grasp cover and turn counterclockwise to the left and lift the cover off.



Grasp tabs on top of HEPA filter and lift it out of vacuum. **Note:** All filters are washable and can be cleaned by rinsing with warm water. Be sure the filter is **THOROUGHLY** dry before installing.



Replace HEPA filter by placing back on vacuum with the tabs facing up.



Once HEPA filter is in place put lid back on and turn clockwise to the right to lock in place.

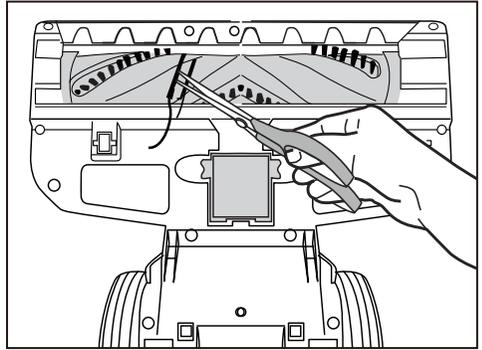
! WARNING: Never operate vacuum cleaner without all filters, filter screen and dust cup in proper position.

How to maintain brushroll

To avoid unnecessary service calls, periodically check brushroll for debris.

⚠ CAUTION

Make sure vacuum is turned off and power cord is unplugged.
Warning: Do not attempt to remove belt. Call the Eureka Customer Service HELPLINE at 1-800-282-2886.



If brushroll stops spinning while vacuum is in use (not locked in upright position), this indicates the brushroll is clogged and cannot turn. Brushroll will automatically shut off until clog is removed, vacuum is returned to its upright position and the handle is lowered again.

Step on floor nozzle to lower handle. Turn vacuum face down on floor. Use scissors to clip heavy threads or strings.

How to clear a blockage

CAUTION

Make sure vacuum is turned off and power cord is unplugged.

WARNING: Never operate vacuum cleaner without all filters, filter screen and dust cup in proper position.

If vacuum is not cleaning floors, or if no suction at end of hose, check to be sure air path is not blocked.

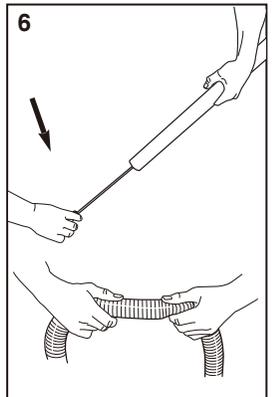
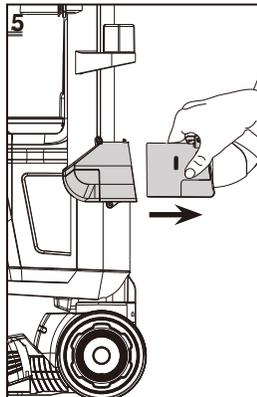
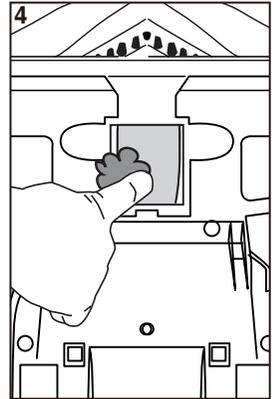
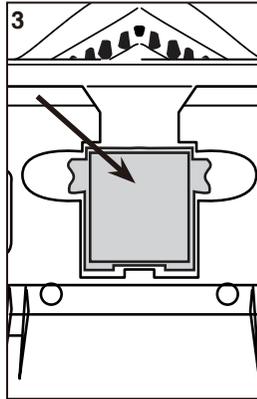
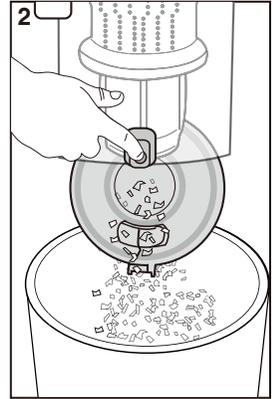
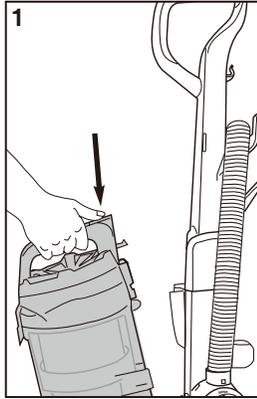
- Press release button and lift off dust cup (Fig. 1).
- Empty debris. Hold over wastebasket and press lever to release bottom lid (Fig. 2).
- Check filters and filter screen. Remove any debris and shake off dust. (See maintenance instructions on page 10.)

If still no suction check for blockage in floor nozzle

- Step on floor nozzle to lower handle. vacuum face down on floor.
- Locate access port on bottom of floor nozzle and squeeze tabs in to pull up and remove (Fig. 3).
- Remove any debris or clogs (Fig. 4).
- Replace port cover and ensure it clicks securely back into place

If still no suction, check for blockage in hose.

- Remove hose from vacuum by pressing clip on hose to release and pull away from hose inlet. Also use finger to check air path on vacuum where hose connects to remove any debris. (Fig. 5)
- Use a rod or similar blunt implement to clear any blockages in hose. Flex hose to loosen debris (Fig. 6). Use caution if there is any risk that glass or nails could have become imbedded in hose.
- Reattach the hose. Ensure that filters and dust cup are returned to proper position.





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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• See other solutions above.• Remove clogs from the hose that restrict the airflow.
Motorized Pet & Stair Tool will not spin	<ul style="list-style-type: none">• Check pet & stair tool for debris.
Brush roll stops spinning; LED lights flash off and both Carpet and Hardfloor modes flash the same time.	<ul style="list-style-type: none">• 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.

The Eureka five-year limited warranty

Midea America Corp. ("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 five years 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 of 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 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 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 or an authorized Eureka Warranty Station. 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, toll free, at 1-800-282-2886 or email customerserviceusa@midea.com, to discuss the warranty claim and procedures to be followed. All warranty claims must include submission of proof-of-purchase documentation. For additional information, you may also visit www.eureka.com.

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 or a Eureka Authorized Warranty Station 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 located on the rating plate. 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.

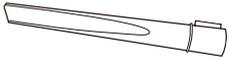
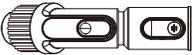
Further limitations and exclusions:

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 for 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.

Midea America Corp.
300 Kimball Avenue
Parsippany, NJ 07054
USA

Image	Part name	Part # (Fits models)
	Crevice Tool	I0101
	2-in-1 Dusting Brush + Upholstery Tool	I0102
	Motorized Pet & Stair Tool	I0103
	Pre-Motor Filter	I0104
	HEPA Filter	I0105