

NEY100 Series
spot cleaner

Owner's Guide

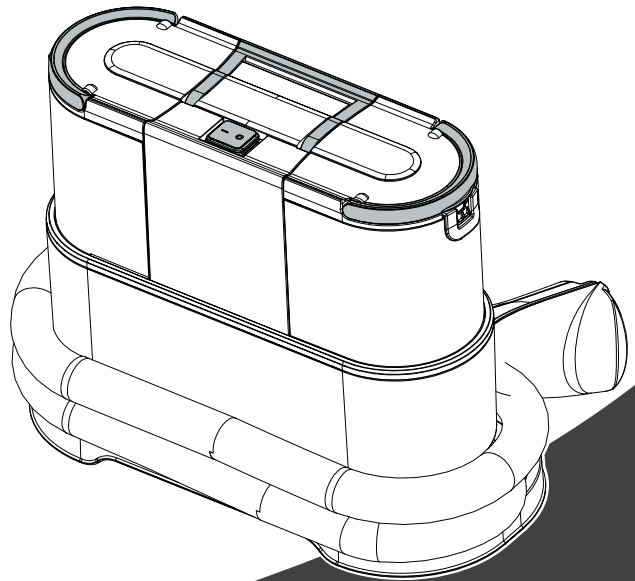
Thank you for purchasing your new Eureka vacuum!

Important instructions

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

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

eureka

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 Eureka vacuum wet/dry cleaner.

Registration: To register your product visit www.eureka.com and click on the 'Register Your Product' link in the top right corner.

Inspection: Carefully unpack and inspect your new 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 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.
- 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 openings 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.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.

- Do not use without tanks, filters, lids, float, brushroll and brushroll cover 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.
- Always use Eureka cleaning solution in your machine other cleaning solutions may damage the machine and void the warranty.
- Do not use an excessive amount of cleaning solution or it may cause internal damage to the machine.
- Do not immerse in liquid. Use only on surfaces moistened by the cleaning process.
- Use only on level surfaces for optimal cleaning results.
- Do not use to pick up toxic substances (solvents, ammonia, gasoline, chlorine bleach acidic substances, drain cleaner, etc.).
- Do not lift, carry or shake appliance while in use.
- When in use do not lay the machine down flat or on its side to prevent the dirty water from flowing into the motor.
- **WARNING:** This product can expose you to chemicals including Styrene, which is known to the State of California to cause cancer, and Bisphenol-A, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

SAVE THESE INSTRUCTIONS

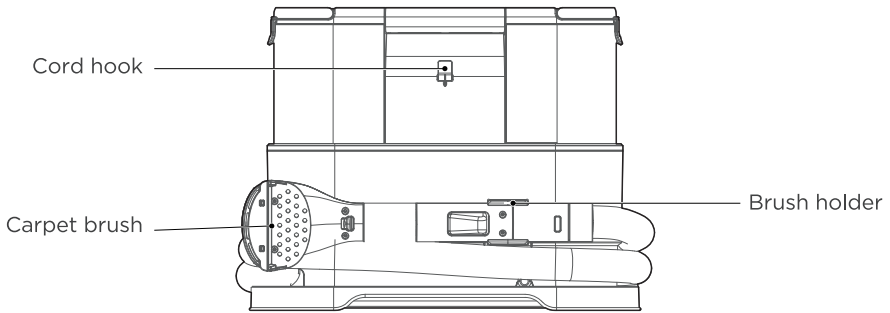
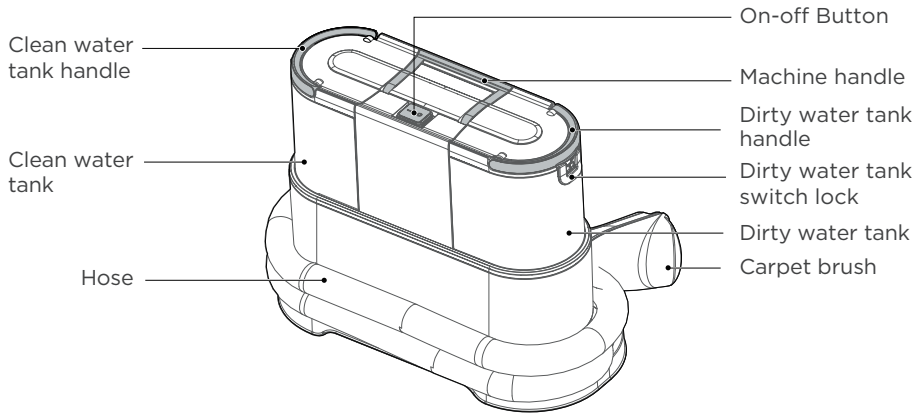
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install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



List of Accessories



Carpet brush x1



Manual x1



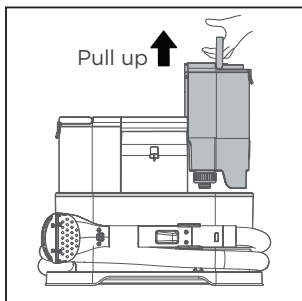
Cleaning solution x1

Preparation before Use

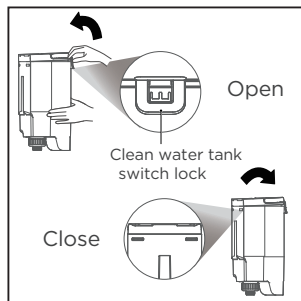


CAUTION

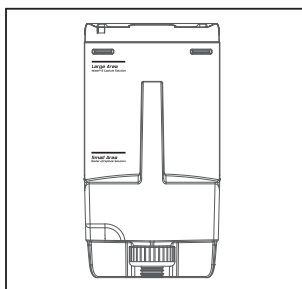
Never operate vacuum cleaner without water tanks, brush, float and brush cover, water tanks cover in proper position.



1. One hand on the machine, the other hand pulls clean water tank handle upward vertically, and the tank will be taken out.



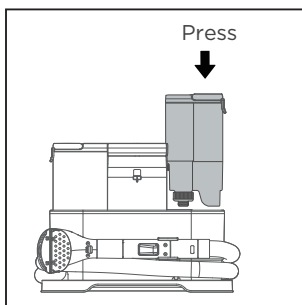
2. Open the upper cover of clean water tank, and pour tap water into the tank, then put on the upper cover.



3. If desired add cleaning solution for deep cleaning. Cleaning solution dosage recommended as below:

- Large Area Water + 5 Capfuls Solution
- Small Area Water + 2 Capfuls Solution

The amount of cleaning solution should be used according to the cleaning area

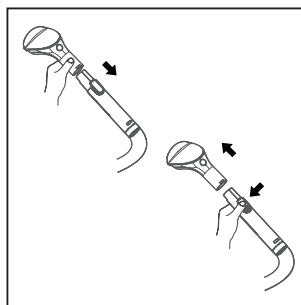


4. Put the head of the clean water tank into the open support position of the machine, and then press vertically down. After hearing the click, the installation is successful.

Attention:

The disassembly / installation method of dirty water tank is the same as that of the clean water tank.

Please DO NOT add water to the dirty water tank.



5. Insert the hose into the carpet brush. After hearing the click, the hose is successfully connected to the carpet brush. Press the lock cap, pull out in the direction shown in the picture, and then remove the carpet brush.

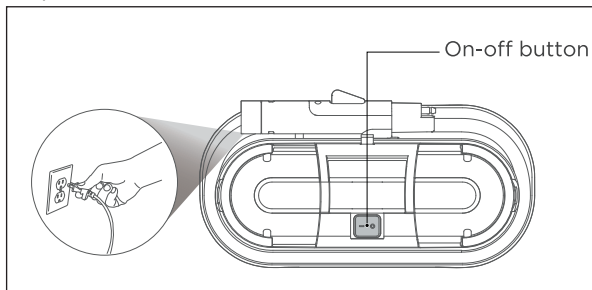
Starting up and cleaning



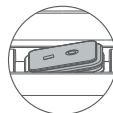
CAUTION

Never operate vacuum cleaner without water tanks, brush, float and brush cover, water tanks cover in proper position.

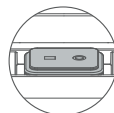
Prepare / start the work



ON



OFF

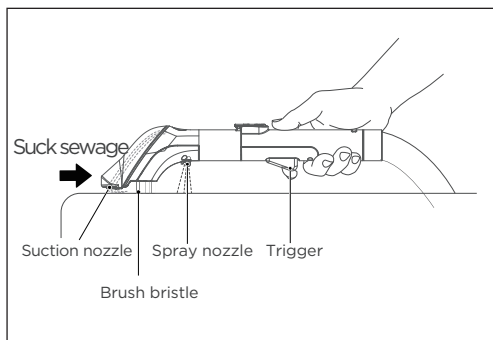


Press the button and the machine is on.

Press the button again to disconnect the power.

Power on:
Plug the machine power line into the socket, and then machine connects the power.

Turn on the button: Press button to the ON position, and the machine is on; button is on off position and power is disconnected.

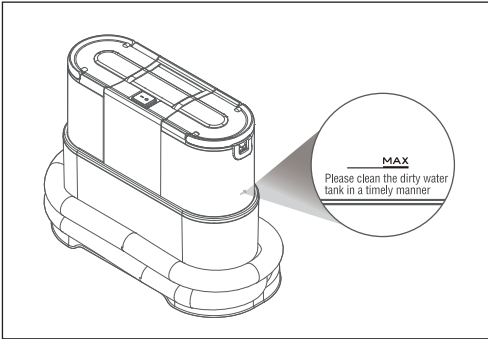


After adding water to the clean water tank, connect the power and press the On-off button, and then the machine enters the working state, and the front suction position of brush head has continuous suction. Press the trigger, then water will spray from the spray nozzle. Release the trigger and stop spraying water.

When adding the cleaning solution to the fresh water tank, wait for the cleaning solution to be completely diluted, turn on the On-off button, press the trigger, spray the liquid evenly on the stain and let stand for a while. Finally, clean the stain by pushing and pulling back and forth at an average speed until it is completely cleaned

NOTE: When cleaning general stains, it is recommended that the liquid stand on the surface of the stain for 3 minutes, and when cleaning stubborn stains, it is recommended that the liquid sit on the surface of the stain for 10 minutes.





When the water in clean water tank is used up or the dirty water level reaches the Max line the suction drops obviously. Please clean it in time.

Before You Begin Cleaning

Our cleaning solution are suitable for most carpets and fabrics, but when cleaning special materials or materials with bright colors

You need to test Color Fastness in a small hidden area. Gently wipe the surface with a damp white cloth. Wait ten minutes and check for color removal or bleeding with a white tissue.

NOTE: To prevent staining, use plastic or aluminum foil to protect wood or metal surface from possible water spray.

NOTE: To avoid damage to wood floors underneath area rugs or carpet, place waterproof material(e.g. plastic) underneath them before cleaning.

Attention:

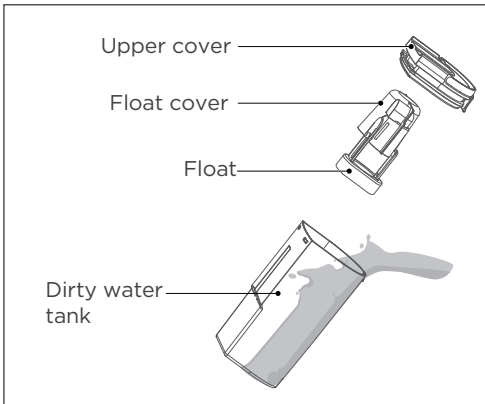
- Whether the trigger is loose or not, the suction will suck away the sewage and residual water.
- For severe stubborn stains, it is recommended to add cleaning solution, spray the water on the dirty place, waiting for a period of time, and then use the brush head to clean.
- Do not over tilt or dump the machine during use to avoid water leakage.

Clean Maintenance

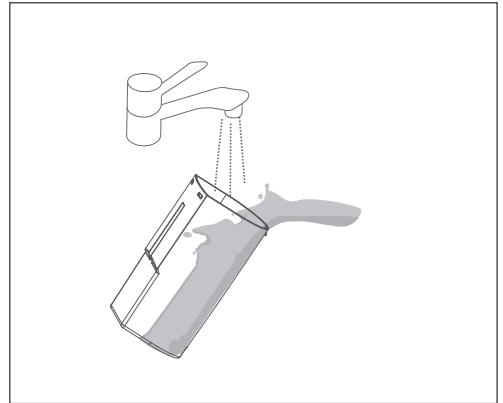
Dirty water tank cleaning

Attention:

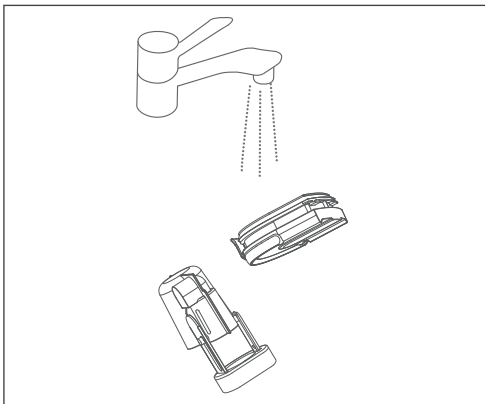
In order not to affect the performance of the machine, it is recommended that you clean the machine after using it.



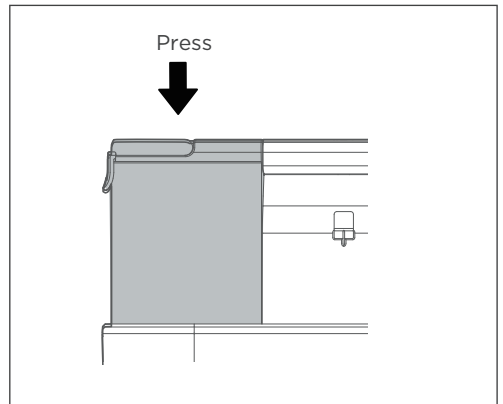
1. Remove the upper cover of dirty water tank, take out the float assembly



2. Pour out the sewage from dirty water tank and rinse tank with clean water



3. Rinse float assembly with clean water

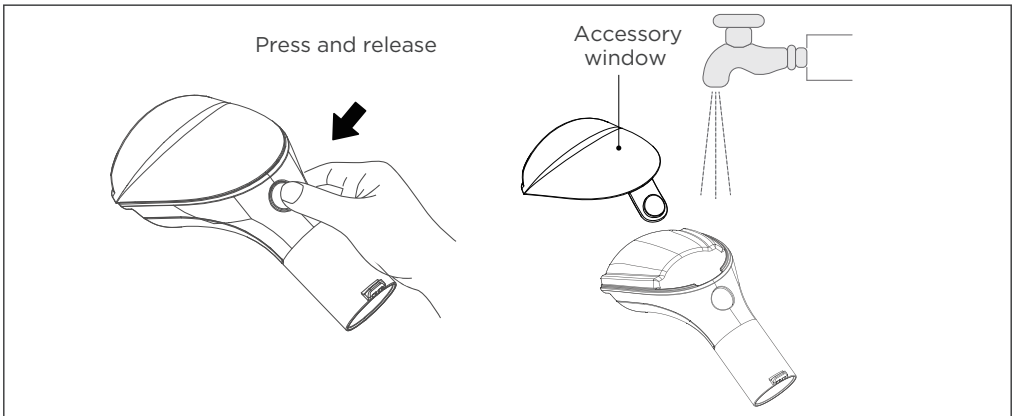


4. Reinstall the float back into the dirty water tank, buckle the upper cover and install them back to the machine and after hearing the click, the installation is successful.

Clean Maintenance

Accessories cleaning

Push the release button with your thumb, the accessory window automatic ejects. Then, rinse it with clean water and install it back.



Machine Cleaning

- In order not to affect the performance of the machine, it is recommended to maintain its parts regularly.
- To flush the tools and hose before storage, suction up a bowl of clean water to ensure all debris are removed.
- Wipe machine with water or neutral detergent, wring the cleaning cloth before wiping, and do not penetrate water into the machine components.
- After cleaning up, it is recommended to place the whole machine upright, and be careful not to put it in a direct sunlight or wet place.

Tips:

Before cleaning, please disconnect the power and make sure the machine is turned off.

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) Turn the vacuum off and unplug the unit.
- 2) Check the vacuum for a possible source of overheating such as a full dust cup, blocked hose from the outlet or clogged filter. If any of 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 into the outlet and turn on the switch. If the vacuum still does not work, call the Eureka customer service helpline 1-800-282-2886.

Problem	Possible causes	Solution
The machine does not work	-The plug is not fully inserted into the electrical socket	-Refix the plug to make sure the machine is on
Product suction power weakened	-The used water tank has reached the specified capacity -Used water tank is not installed in place -Accessories or hoses are blocked by objects such as hair -The suction nozzle or pipe is blocked	-Remove the used water tank and dump the sewage for further use reinstall -Clean the accessories or hoses -Clean up the obstacles in the suction nozzle or pipe
Draught fan operates with abnormal sound	-The suction nozzle is blocked -Sewage in used water tank has reached the specified capacity	-Clean the obstacles in the suction mouth -Take out used water tank, pour the sewage and reuse
Water is not out of accessories	-No water in clean water tank -Clean water tank is not in place	-Add water in clean water tank -Reinstall the clean water tank
The air outlet or the bottom of the machine have water leakage	-Uninstalled float -The screw capping of the clean water tank is not fastened -Clean water tank or used water tank is not installed in place	-Install float -Reinstall the clean water tank -Reinstall the clean water tank or used water tank

The Eureka two-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.
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