



You're home.™

502

Let's get started



U85-TN-Be/U85-TN-Pe

vax.co.uk

Let's talk safety



Basic safety precautions

This vacuum cleaner is intended for household use only and NOT for commercial or industrial use.

- Only use the vacuum cleaner indoors on dry surfaces and keep the area you're cleaning well lit.
- Keep fingers, hair and loose clothing from moving parts and openings whilst using the vacuum cleaner.



Don'ts

- Don't use this vacuum cleaner if it has been dropped, damaged or left outdoors.
- Don't run over the power cord or use vacuum cleaner if the power cord or plug is damaged. Please contact our Customer Care Line on: 0330 026 8455 (Mon-Fri 8:30am to 6:30pm, Sat 9:00am to 5:00pm).
- Don't handle the plug or use the vacuum cleaner with wet hands.
- Don't pull or carry this vacuum cleaner by the power cord. Don't use the power cord as a handle, pull the power cord around corners, sharp edges or close a door over the power cord. Don't unplug vacuum cleaner by pulling on the power cord.



Do's

- Turn off all controls on the vacuum cleaner before disconnecting or connecting the power cord.
- Always keep the power cord away from the brushes, heated surfaces and open flames whilst using your vacuum cleaner.
- After use always wrap the power cord around the cord clips provided.
- Always make sure the filters are in place before use.
- Always switch off the vacuum cleaner before disconnecting or connecting the hose and accessories.
- Keep all openings clear and free from debris as this may affect the airflow/suction.

- This vacuum cleaner is NOT to be used by children under eight years or persons with reduced physical, sensory or mental capabilities, unless they have been given instructions on how to use the machine or are supervised during use. Any cleaning or maintenance of your vacuum cleaner should not be made by children without supervision and ensure they don't play with the vacuum cleaner. Only Vax recommend tools should be used with this vacuum cleaner.

- Don't vacuum up any flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use the vacuum cleaner in an area with explosive vapours or liquid.
- Don't vacuum up hot coals, cigarette butts, matches or smoking hot burning items or use in an area where there may be harmful fluids (chlorine, bleach, and ammonia drain cleaner).
- Don't attempt to remove blockages with sharp objects as this may cause damage to your vacuum cleaner.
- Don't vacuum up hard or sharp objects such as glass, nails, screws or coins etc.
- Don't use the vacuum cleaner with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label.

- This vacuum cleaner is fitted with a constantly rotating brushbar. To avoid damage to your flooring, make sure the brushbar is raised to the highest setting when using the accessories and when using on stairs.
- Always take extra care when positioning the vacuum cleaner on the stairs.
- Always replace the fuse in the plug with a 13amp fuse.
- Use only CE approved 13amp extension cords, non-approved extension cords may overheat. Care should be taken to arrange the extension cord as it can be a trip hazard.
- Store your vacuum cleaner in a cool, dry area. If filters have been cleaned as per user guide instructions ensure they are thoroughly dry before storing away.

Please keep instructions for further use.

Thank you for buying this 502.

Taking care of your carpets and hard floors

The 502 is designed to make vacuuming carpets and hard floors regularly, as effective and efficient as possible and this user guide will help you get the most out of your machine. Maintaining your carpets and hard floors will ensure they keep their appearance for longer and Vax will help you take good care of them.

Taking care of your 502

Also inside this guide are instructions on maintaining your new machine, so that it's always ready when you are to tackle your carpets and hard floors.

Taking care of you

We're here if you need us. Instead of taking me back to the shop, simply visit:

vax.co.uk/support or call:

(UK) **0330 026 8455** (ROI) 1-800 928 308

Monday-Friday 8.30am to 6.30pm, Saturday 9.00am to 5.00pm

Calls are charged at the UK local rate. Please make a note of the serial number and model number of the product before calling.

Alternatively, you can write to us at:

Vax Ltd., Plot 302, Stonebridge Cross Business Park, Hampton Lovett, Droitwich, WR9 0LW, UK

This user guide can be found online at: vax.co.uk/support



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Let us know what you think **@VaxUK**

Let's talk safety

Getting to know your machine

Getting started

Using your machine

Taking care of your machine

Let's talk technical

Accessories

What to do if it goes wrong

Getting in touch

Notes

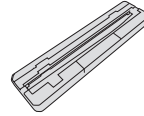
Initial Setup for normal operation

1. Use the base accessories.
 - a. Shortest hose
 - b. Extension tube set to shortest practicable length.
2. Clean filters installed.
3. Dust receptacle empty.
4. All Bleeds must be closed.
5. Floorheads/tools set to Carpet Mode for carpet cleaning.
6. Mechanical Agitation turned ON for carpet cleaning.
7. Floorheads/tools set to Hard Floor Mode for hard floor cleaning.
8. Mechanical Agitation turned OFF for hard floor cleaning.

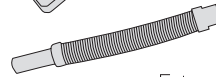
502

(Included with all models)

Included with your machine



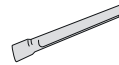
Hard floor tool



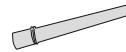
Extension hose 1.5m



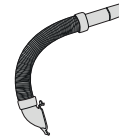
Dusting brush



Crevice tool



Extension tube



Accessory hose

+ 502 Pet



TurboTool

Getting to know your machine

TurboTool holder
(some models only)

Carry handle

Dirt container
release button

Pre-motor filter
(hidden)

Dirt container lid

Dirt container

Separator

Filter release clip

Height adjuster dial

Floorhead

Handle

Dust brush holder

Handle release button

Upper release
cord hook

Extension tube
and crevice tool

Hose inlet

Hose

On/Off button

Hose connector

Technical Specification

Name **502**

Voltage **See rating label on machine for details**

Wattage **See rating label on machine for details**

Cord length **8m**

Weight **5.25kg**

Accessories & Consumables

Filter Kit (Type 110)
1-1-134394-00

Belt Kit (Type 25)
1-1-134411-00

TurboTool (Type 6*)
1-1-134419-00

Crevice Tool (Type 16)
1-1-134427-00

Dusting Brush (Type 10)
1-1-134426-00

* Selected models only.

To purchase consumables and accessories, please visit vax.co.uk

Subject to technical change without notice.

PLEASE READ 'LET'S TALK SAFETY' AT THE BEGINNING BEFORE USE

Before you begin cleaning

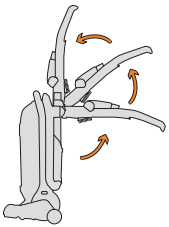
CAUTION: Always switch off the vacuum cleaner before connecting or disconnecting the hose/attachments or removing and emptying the dirt container

IMPORTANT: The vacuum cleaner is equipped with a thermal cut-out. 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 from electrical socket. Remove and empty the dirt container also check the vacuum cleaner for blockages. Allow the vacuum cleaner to cool for approximately 1 hour (if you have cleaned the filters please wait 24 hours for the filters to fully dry before putting back into the machine).

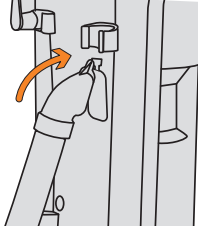
Filters require cleaning at least every 3-6 months. If the vacuum cleaner is blocked, switch off and unplug before removing the blockage.

When the vacuum cleaner is stood in the upright position, or when using the hose and tools the brushbar height adjuster must be set to the highest setting.

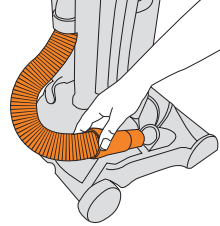
Assembling your vacuum cleaner



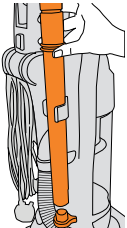
Lift handle up and click into place.



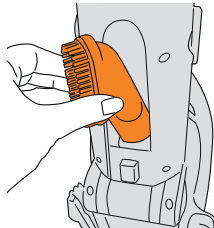
Line up latch on accessory hose, push until clicks into place.



Push accessory hose into hose to machine connector.



Push extension tube and crevice tool onto holder.



Put dusting brush into dusting brush holder with brushes facing outwards.



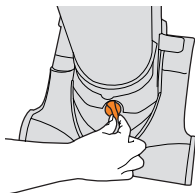
Line up TurboTool brushes into TurboTool holder, push into place until it clicks (some models only).

Using your machine

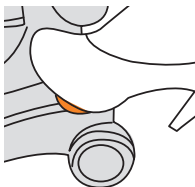
IMPORTANT: Always switch off and unplug the vacuum cleaner before connecting or disconnecting the hose/attachments, or removing and emptying the dirt container.

The accessories can be attached to the extension tube or directly to the hose.

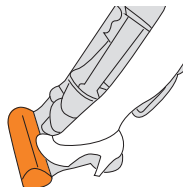
When using accessories on the hose/extension tube raise the height adjuster to the highest setting.



Plug vacuum cleaner into the mains, switch on. Turn brushbar height adjuster dial to desired setting.

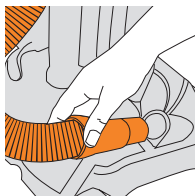


Press On/Off button to switch on.

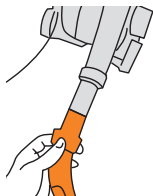


Place foot on floorhead and pull handle to recline.

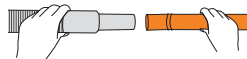
Using accessories



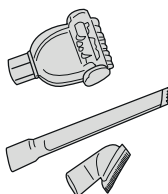
Pull hose out of hose to machine connector.



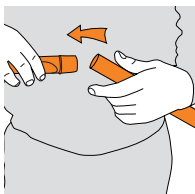
Attach accessory hose to extension hose.



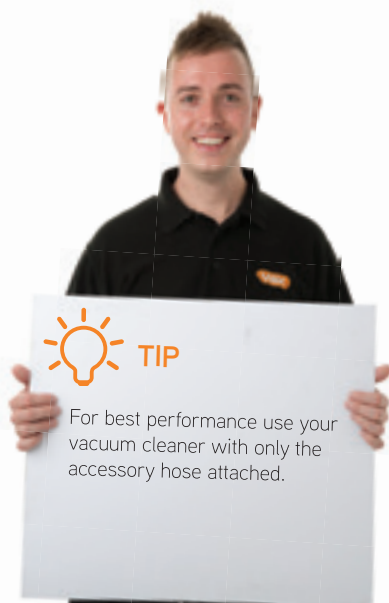
If required attach extension hose to extension tube.



Choose an accessory.

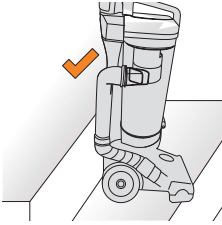
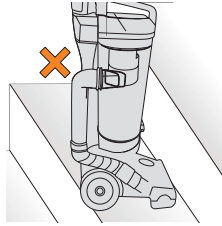
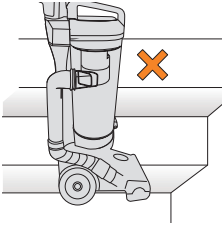


Attach accessory to tube/hose.



Using your machine

Using on the stairs



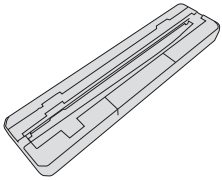
Hold vacuum cleaner with brushbar over tread of stairs.

! CAUTION

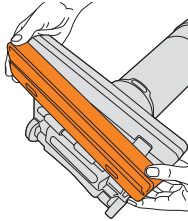
This vacuum cleaner has a constantly rotating brushbar. When cleaning on stairs raise the height adjuster dial to the highest setting. The brushbar must overhang the stair tread. Always take care when cleaning stairs.

Hard floor cleaning

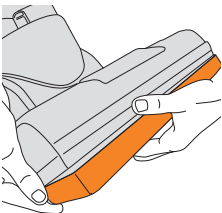
Always raise the height of the brushbar to hard floor setting when using the vacuum cleaner on lino and hard floor. Apply the hard floor adaptor for optimum results on hard floors.



Hard floor cleaning tool.



Lie vacuum cleaner on its back exposing brushbar.



Line up floor tool with base of vacuum cleaner, push it until it clicks into place.

💡 TIP

To ensure the floor tool is correctly fitted, the wheels should be towards the back of the floor tool when attached to vacuum cleaner.

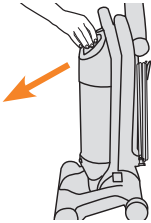
Taking care of your machine

IMPORTANT: The motor is equipped with a thermal cut-out. If for any reason the machine should overheat, the thermostat will automatically turn the machine off. Switch off and unplug the vacuum cleaner. Check the machine for blockages and clean the filters. Wash the pre-motor filters with warm water (40°C max) and leave for 24 hours or until fully dry before replacing into the machine.

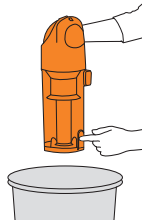
Filters require cleaning at least every 3-6 months (depending on the level of use).

Don't use your vacuum cleaner without all the filters in place.

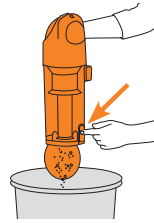
Emptying the dirt container



Press the dirt container release button, pull to remove.

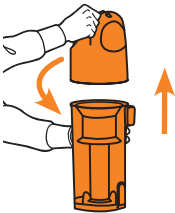


Hold dirt container over a bin.

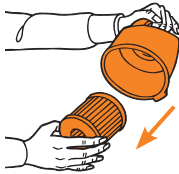


Press the dirt release clip, allowing dirt/debris to fall out.

Cleaning the HEPA media pre-motor filter



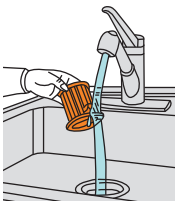
Turn the dirt container release button, pull to remove.



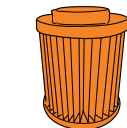
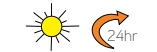
Turn the HEPA media pre-motor filter anti-clockwise, pull to remove.



Tap HEPA media pre-motor filter over a bin to remove any dirt/debris.



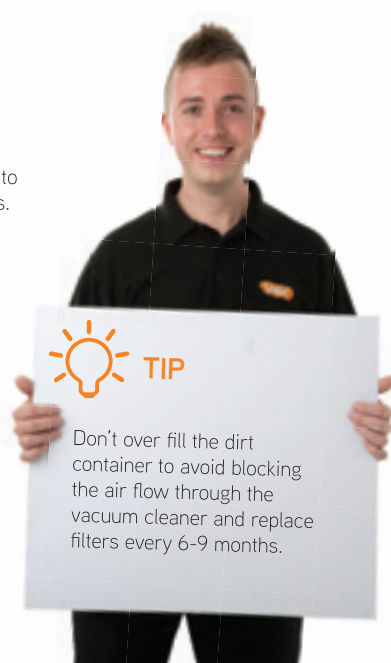
Rinse under water (max 40°C).



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



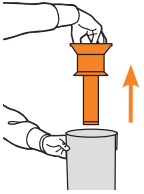
Line up HEPA media pre-motor filter tabs in dirt container lid, turn clockwise until it clicks into place.



Don't over fill the dirt container to avoid blocking the air flow through the vacuum cleaner and replace filters every 6-9 months.

Taking care of your machine

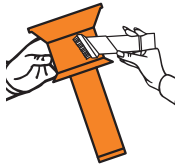
Cleaning the separator



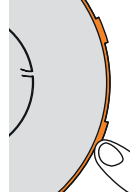
Turn separator anti-clockwise to 'unlock', pull to remove.



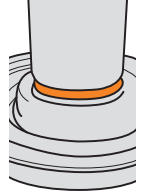
Tap separator over a bin to remove any dirt/debris.



Using a soft brush clean any dirt/debris out of the separator.

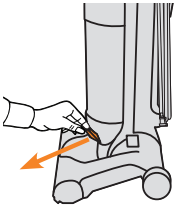


Line up tabs on separator with dirt container, turn separator clockwise to 'lock' and click into place.

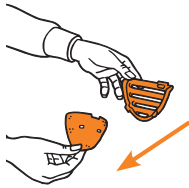


The separator should sit on seal in bottom of dirt container when correctly fitted.

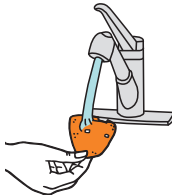
Post-motor filter maintenance



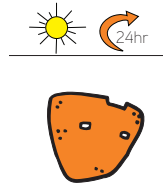
Press post-motor filter cover clip, pull to remove.



Remove post-motor filter.

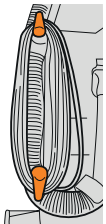


Remove any dirt/debris. Rinse under water (max 40°C).

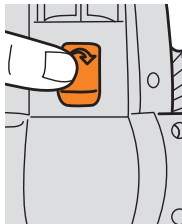


Leave to dry for 24 hours or until fully dry before placing back in the vacuum cleaner.

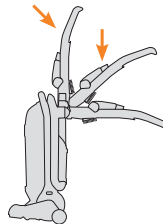
Storing your vacuum cleaner



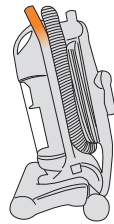
Wrap the power around the quick cord release hooks.



Press handle release button.



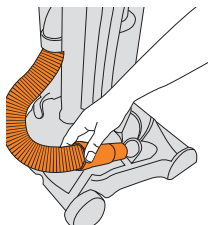
Lower handle downwards.



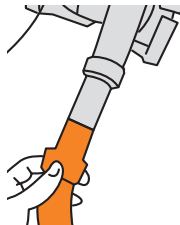
Always use the carry handle to lift and carry the machine.

Taking care of your machine

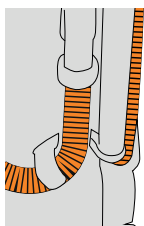
Storing extension hose on vacuum cleaner (optional)



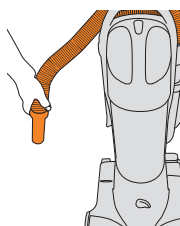
Remove hose end from the floorhead.



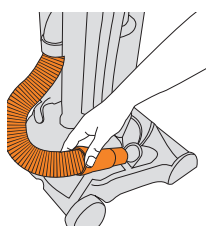
Attach accessory hose to extension hose.



Wrap hose around hose guide.



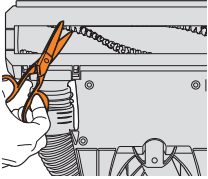
Bring hose over and behind the carry handle.



Insert the hose into the floorhead.

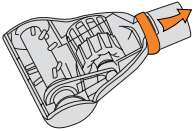
IMPORTANT: Unplug and switch off vacuum cleaner before performing maintenance or troubleshooting checks.

Removing debris from the brushbar

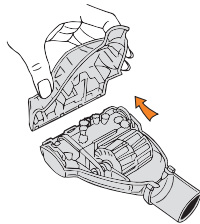


Using a pair of scissors remove any threads or hair caught around the brushbar.

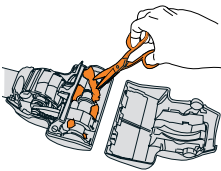
Removing dirt/debris from TurboTool (some models only)



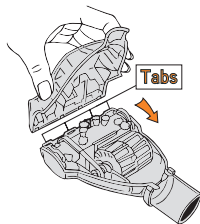
Slide the locking ring to remove.



Lift and separate the housing.



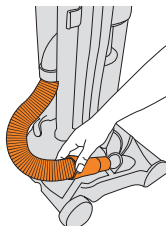
Using a pair of scissors cut any hair or debris free from around the brushes.



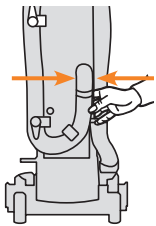
Line up the tabs on front of the housing and re-fit. Slide locking ring into groove to secure.

Let's talk technical

Removing a blockage from the hose



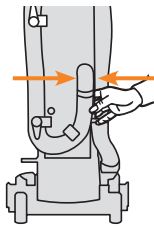
Remove hose end from the floorhead.



Lift clip under the hose inlet.



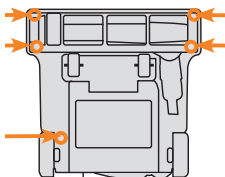
Pull latch out and remove hose.



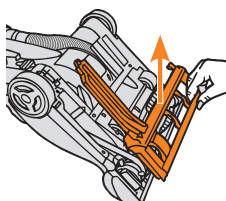
Line up latch, push until it clicks into place.

TIP: Test for blockages by dropping a small ball of paper through the hose. Remove any blockage by inserting wire coat hanger into hose.

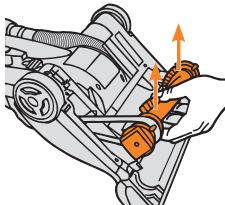
Replacing the belt



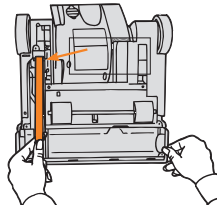
Lie vacuum cleaner on its back exposing brushbars. Use a cross head screwdriver. Undo 5 screws.



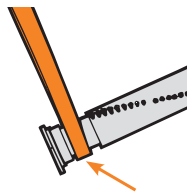
Lift to remove brushbar cover.



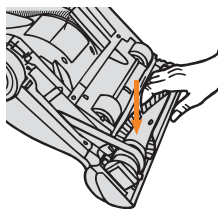
Lift to remove brushbar. Remove and dispose of old belt.



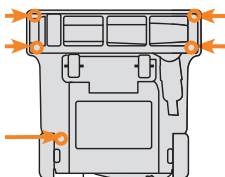
Clean any debris from spindle. Place new belt on spindle.



Place belt on rounded area of brushbar without bristles.



Line up right side of brushbar with base, push into place. Lift and push left side of brushbar until clicks into place.



Line up brushbar cover, push until it clicks into place. Replace 5 screws and tighten.



CAUTION

If the brushbar does not rotate easily then the belt may not have been fitted correctly. Make sure the belt is not twisted.

Don't forget your accessories!

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What to do if it goes wrong

Problem

Solution

Is there an accessory missing?

- Check the 'This pack contains' panel on the box to make sure the part is included with your vacuum cleaner.

Why does my vacuum cleaner have no power?

- The plug may not be fully pushed into the electrical socket.
- Check the fuse in the plug if this needs replacing, always replace with a 13amp fuse.
- The motor thermostat may have tripped. If this has happened, unplug the vacuum cleaner. Remove and empty the dirt container and check the hose for blockages. Clean the filters and allow the vacuum cleaner to cool for approximately 1 hour (if you have washed the filters you will need to wait 24 hours for the filters to fully dry before putting them back into the vacuum cleaner).

Why won't the vacuum cleaner pick up?

- There may be a blockage in the hose. Please remove the hose from the vacuum cleaner, check and clear any blockages. Go to 'Let's talk technical',
- Empty the dirt container and clean filters. Go to the 'Taking care of your machine' page.
- The brushbar may not be turning. Go to 'My brushbar isn't turning?' below.
- The brushbar height adjuster dial may not be set to the correct setting. Go to 'Using your machine'.
- If the accessory/tool will not pick up, check and clear any blockages. Go to 'Let's talk technical'.

My brushbar isn't turning?

- The brushbar may be clogged, check the brushbar and clear any hair or debris. Go to 'Let's talk technical'.
- The belt might be broken, go to 'Let's talk technical'.

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