

NEY100 Series

Portable Carpet & Upholstery Cleaner

Owner's Guide

Thank you for purchasing your new Eureka vacuum!

Important instructions

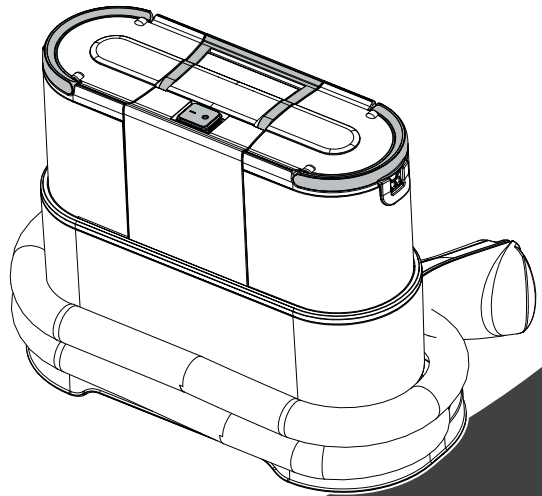
For easy assembly, please take a few moments to read this owner's guide.

If you have questions about your new vacuum, please contact our customer service HELPLINE at 1-800-282-2886.

We're here to help!



Household use only



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 UNIT

WARNING



To Reduce The Risk Of Electric Shock – Use indoors only. 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 in 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. For a machine that is intended to be used with a proprietary product: “To Reduce the Risk of Fire and Electric Shock due to internal component damage, use only EUREKA cleaning product intended for use with this machine. See the EUREKA cleaning products Section of this manual.”

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 unit off before unplugging.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or on/off switch 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 unit creates suction. Keep hair, loose clothing, 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 ash.
- This appliance is provided with double insulation. Use only identical replacement parts.
- See instructions for Servicing of Double-Insulated Appliances.
- Do not use without dust bag, tanks, filters, lids, float,

hose and brush tool in place.

- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- 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.
- Move or unplug other electrical appliances near the area to be cleaned that may get wet.
- 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.
- 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.
- Use the machine only when sitting on its base on a level surface, not laying on its side. Do not allow water to flow 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.
- **SERVICING OF DOUBLE-INSULATED APPLIANCES**
A double-insulated appliance is marked with one or more of the following: The words “DOUBLE INSULATION” or “DOUBLE INSULATED” or the double insulation symbol (square with in a square).



In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. Replacement parts for a double insulated appliance must be identical to the parts they replace.

SAVE THESE INSTRUCTIONS

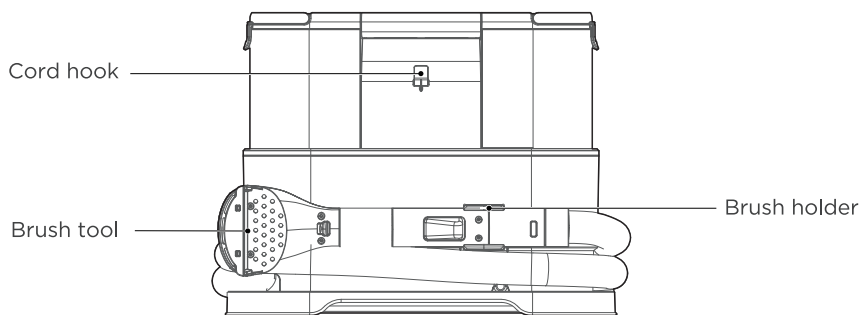
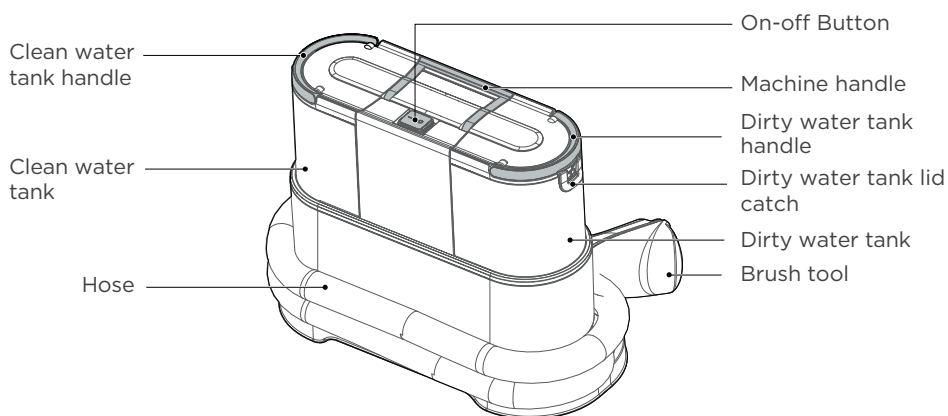
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install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



Motor

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

What Comes in the Carton



List of Accessories



Brush tool x1



Manual x1



Cleaning solution x1

Preparation before Use

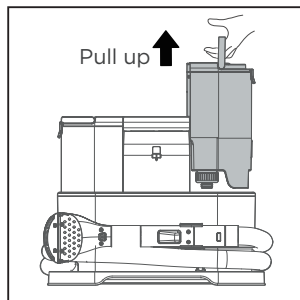


CAUTION

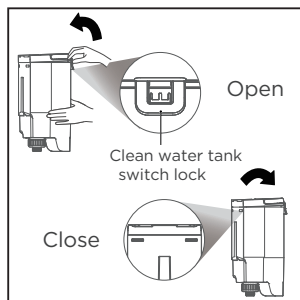
Never operate vacuum cleaner without water tanks, brush, float and brush cover, water tanks cover in proper position.

■ Quick Assembly

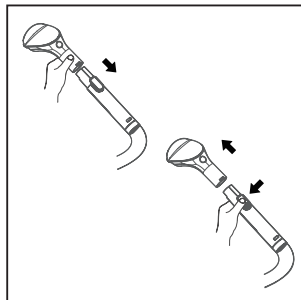
To remove the water tanks, place one hand on the unit and use the other to pull upwards on the tank's handle.



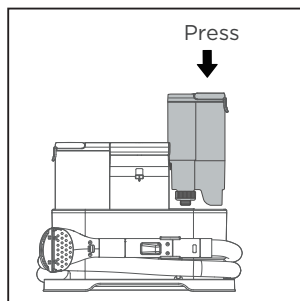
Open the clean water tank's top cover, pour in tap water and cleaning solution, then close the cover.



Insert the hose into brush tool until there is a click. To detach the brush tool from the hose, press the catch button and pull in the direction shown.



Place the base of the clean water tank into the opening on the machine and press down on the top of the tank until there is a click.



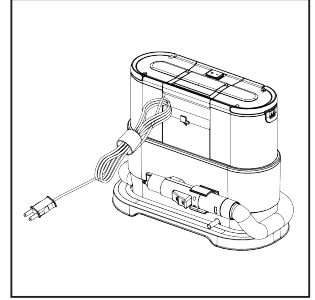
NOTE: The removal and installation methods for the dirty water tank and clean water tank are the same.

NOTES

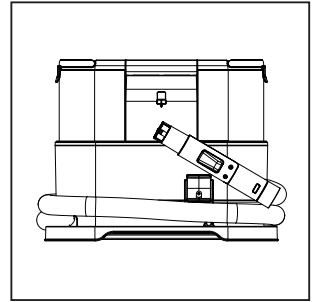
1. Please **DO NOT** add water to the dirty water tank.
2. Be sure to keep the charging area dry.

■ Quick Assembly

To store the power cord, wrap it and secure with the tie. Hang the cord on the hook on the back of the machine.

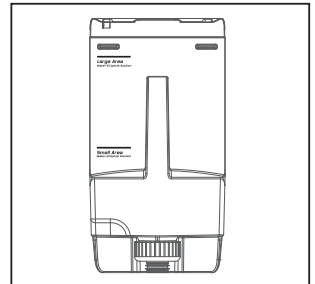


Wrap the hose around the machine and secure the end on the holder.



■ Cleaning Solution

Use 2 to 5 capfuls of Eureka Cleaning Solution depending on volume of water and type of cleaning.



Starting up and cleaning

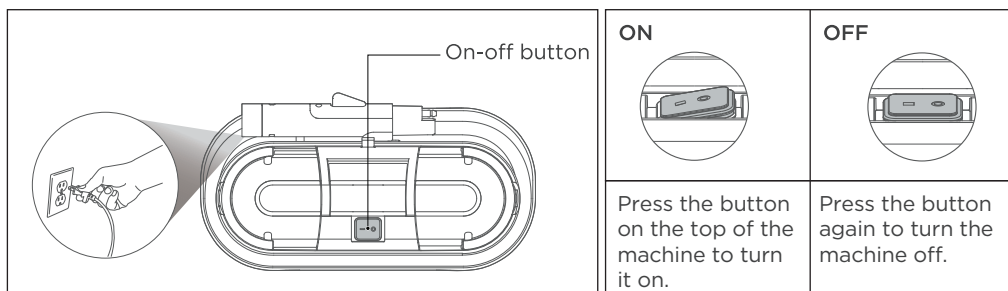


CAUTION

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

■ Prepare / Start the Work

Plug the power cord into a wall socket.



■ Cleaning and Using the Tool

When the machine is on, air and water are continuously sucked into the brush tool.

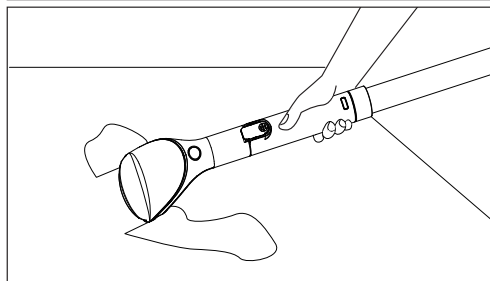
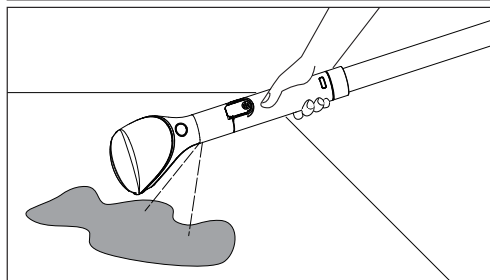
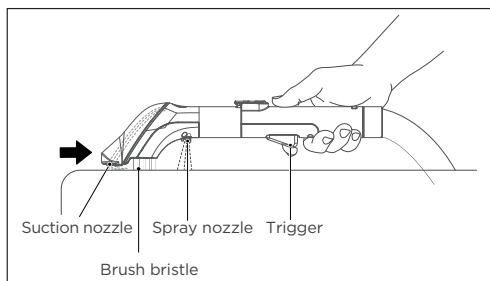
With the tool approximate 1 inch above the area to be cleaned, press the spray trigger and wet the area evenly.

For normal cleaning, leave the area to soak for 3 minutes.

For more stubborn stains, leave the area to soak for 10 minutes.

Without pulling the trigger, scrub back and forth over the area with the brush and allow the machine to suck up the dirty water.

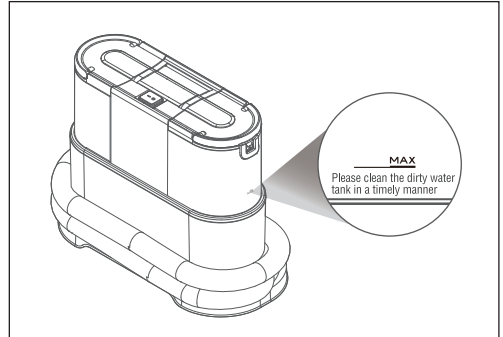
Repeat the cleaning steps for more stubborn stains.



NOTES

Do not over tilt or dump the machine during use to avoid water leakage

The brush tool will no longer spray if the clean water tank is empty and the suction will drop noticeably when the dirty water tank becomes full. Please empty the dirty water tank if the water level reaches the MAX line.



Before You Begin Cleaning

Eureka Cleaning Solution is suitable for use on most carpets and fabrics. When cleaning delicate materials or materials with bright colors, test the color fastness in a small hidden area first. Gently wipe the surface with a dampened cloth then wait ten minutes before checking for color removal or bleeding using a white tissue.

NOTE: To prevent staining, cover wood or metal nearby surfaces to prevent them from getting wet.

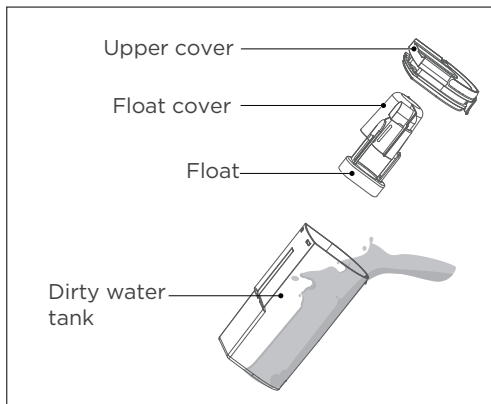
NOTE: Do not clean carpets and rugs that are lying directly on wood floors to avoid damage from water

Clean Maintenance

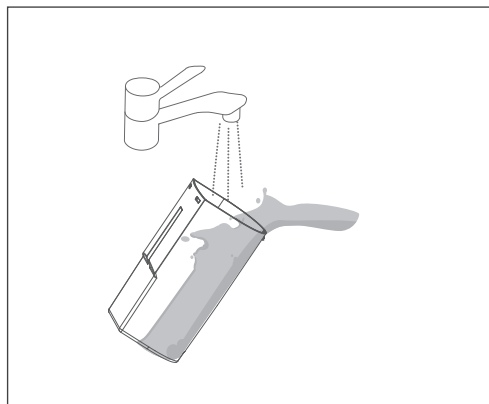
NOTES

1. In order not to affect the performance of the machine, please clean the machine after using it.
2. Before cleaning, please disconnect the power and make sure the machine is turned off.

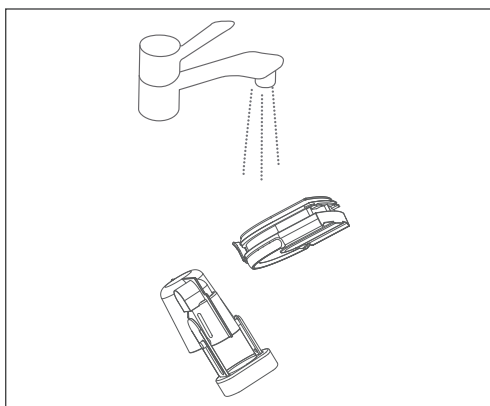
■ Dirty Water Tank Cleaning



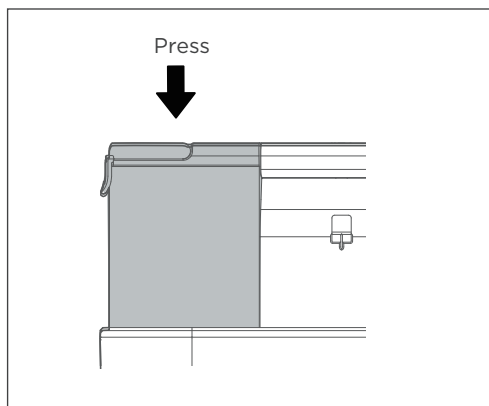
Lift the dirty water tank from the machine, remove the top cover and float assembly.



Pour out the dirty water and rinse the dirty water tank with clean water.



Rinse the float assembly with clean water.

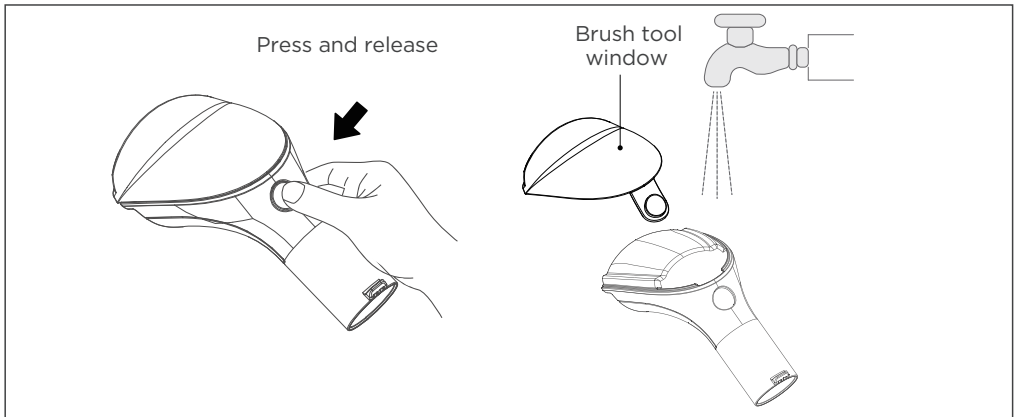


Reinstall the float assembly into the dirty water tank then close the top cover, pressing down until there is a click.

■ Accessories Cleaning

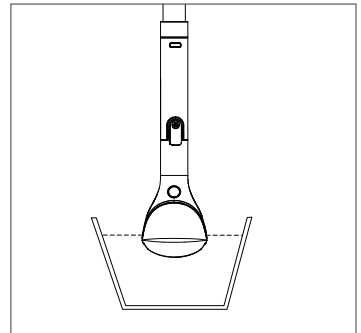
To clean the brush tool

- 1) Remove the accessory window by pressing the release button
- 2) Rinse with clean water



To clean the hose:

- 1) Ensure that the dirty water tank is empty
- 2) Fill a bowl with clean water
- 3) Turn the unit on and submerge 1/3 of the brush head for 2-3 seconds so that clean water is sucked through the hose
- 4) Empty the dirty water tank and repeat until the hose is clean



■ Machine Cleaning

To maintain the performance of the machine, parts should be cleaned after each use and before storage

- Flush the brush tool and hose with clean water
- Empty and clean the dirty water tank
- Wipe off any water or dirt on the outside of the machine, being careful not to get water into the motor or other internal components
- Store the machine upright in a dry and cool location, away from direct sunlight.

Problem Solving



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

NOTICE: Thermal cut-off

This machine has a special thermostat that protects the machine in case of motor overheating. **If the machine suddenly shuts off**, proceed as follows:

- 1) Turn the machine off and unplug the unit.
- 2) Check the machine 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 machine.
- 3) After the 30 minute period, plug the machine back into the outlet and turn on the switch. If the machine still does not work, call the Eureka customer service helpline 1-800-282-2886.

Problem	Possible causes	Solution
The machine does not turn on	- The plug is not fully inserted into the electrical socket	- Ensure the machine is correctly plugged in
The suction is weak	- The dirty water tank is full - The dirty water tank is not correctly installed - The hose or brush tool is blocked with hair or debris	- Empty the dirty water tank - Ensure the dirty water tank and the float assembly are correctly fitted - Clean the hose and brush tool
The motor makes an abnormal sound	- The dirty water tank is full - The hose or brush tool are blocked	- The dirty water tank is full - The hose or brush tool is blocked with hair or debris
Water is not spraying from the brush tool	- The clean water tank is empty - The clean water tank is not correctly installed	- Fill the clean water tank - Ensure that the clean water tank is correctly installed
Water is coming out of the air outlet on the base of the machine	- The float assembly is not correctly installed - The screw cap on the clean water tank is not correctly fastened - Too much solution mixed with the clean water causes foam in the dirty water tank	- Ensure the float assembly is correctly installed - Ensure the screw cap and clean water tank are correctly installed - Empty the dirty water tank and use a more dilute mixture of water and cleaning solution

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 two 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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