

vax™

Arrow

20V

**HIGH PERFORMANCE
CORDLESS VACUUM**

LET'S GET STARTED.

TBTSV1B1



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 and keep the area you're cleaning well lit.
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the vacuum cleaner.
- Only Vax recommended tools and accessories should be used with this vacuum cleaner.



Don'ts

- Don't charge the vacuum cleaner outdoors, or leave the charger connected to the mains when not in use.
- Don't use the vacuum cleaner with the charger plugged into the mains supply and connected to the vacuum cleaner.
- Don't use this vacuum cleaner if it has been dropped, damaged, immersed in water or left outdoors.
- Don't handle the charger plug or use the vacuum cleaner with wet hands.
- Don't run over the charger cord or use the vacuum cleaner if the charger cord or plug is damaged. Please contact our Customer Care Line on: 0330 026 8455.



Do's

- Always make sure the filter and dirt container are fitted correctly before using your vacuum cleaner.
- Always turn off and unplug the vacuum cleaner from the charger before carrying out any maintenance.
- Turn off all controls on the vacuum cleaner before disconnecting or connecting the charger.
- Take extra care when cleaning on the stairs.
- Always protect the charger cord from heated surfaces or when near open flames.

- This vacuum cleaner can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the vacuum cleaner in a safe way and understand the hazards involved. Children should not play with the vacuum cleaner. Cleaning and user maintenance should not be made by children without supervision.

- Don't use the charger cord as a handle, pull the charger cord around corners or sharp edges or close a door over the charger cord. Don't unplug charger by pulling on the charger cord.
- Don't attempt to remove blockages with sharp objects as this may cause damage to your vacuum cleaner.
- 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.
- Don't use this vacuum cleaner to vacuum up liquids.
- 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).

- 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.
- Always carry the vacuum cleaner by the carry handle.
- Store your vacuum cleaner in a cool, dry area.

Please keep instructions for further use.

Thank you for buying this Cordless vacuum.

Taking care of your carpets and hard floors

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 cordless vacuum

Also inside this guide are instructions on maintaining your new machine, so that it's 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 our online support:

vax.co.uk/support

Still need to get in touch?

Our UK based Customer Care Team are here to support you - for help with assembly, operational/performance problems or buying and fitting new accessories. Whether you wish to chat, use Facebook, Twitter or call, you can find all our contact details at **vax.co.uk/contactus**

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



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

Notes

What to do if it goes wrong

Getting in touch

Arrow 20V

Included with your machine



Battery

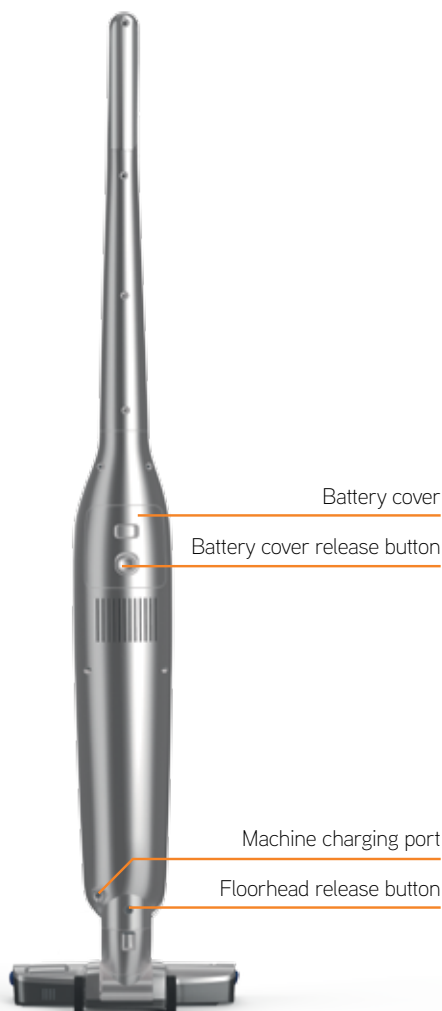


Charger



Wall Clip

Getting to know your machine



Technical Specification

Name **Arrow 20V**

Battery voltage **See product rating label**

Run time **35 minutes***

Charge time **4 hours**

Weight **2.56 kg**

Dust bin capacity **0.6l**

Accessories & Consumables

Pre-motor filter

1-7-138168

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

Subject to technical change without notice. Images are illustrative only. * Tested in low speed mode on hardfloor.

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

Before you begin

CAUTION: Always switch off the vacuum cleaner before connecting or disconnecting the charger 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. 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 filter please wait 24 hours for the filter to fully dry before putting back into the machine).

For best cleaning results, filters require cleaning every 4-6 uses or as needed depending upon use. (Refer to 'Taking care of your machine' – Cleaning the filter).

If the vacuum cleaner is blocked, switch off before removing the blockage.

CAUTION: This vacuum cleaner has a constantly rotating brushbar. Never leave the vacuum cleaner in one spot for an extended period of time as this may damage the floor surface.

Assembling your cordless vacuum cleaner

CAUTION: Take extra care when assembling the handle. Make sure the cable is correctly inserted inside the main body and does not become trapped between the main body and handle.



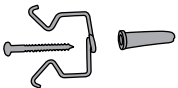
Lift the handle in a hinge like manner and line up with the main body. Make sure the cable attached to both the handle and main body is inside the main body and does not become trapped. Push the handle down into the main body until it clicks securely into place.



Line up the floorhead and main body. Push the main body down onto the floorhead to secure into place.



Push the main body forward to lock the floorhead into place.



Fix the wall clip to your wall using the screw and wall plug provided. During storage and charging, secure your vacuum cleaner handle into the wall clip.

Getting started

Installing the battery

CAUTION: The battery remains permanently installed inside the cordless vacuum once correctly fitted. There is no need to remove it for charging.



Squeeze the battery cover release button and pull to remove the battery cover located on the back of the machine.



The battery connector should be positioned at the bottom of the battery when installing.



Line up the battery with battery compartment.



Push the battery into the battery compartment until secured into place.



Line up the battery cover and clip into place.

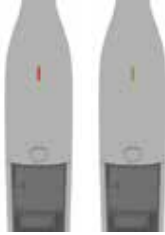
Charging your cordless vacuum cleaner

IMPORTANT: Always unplug the charger from the mains and machine charging port before carrying out any maintenance or troubleshooting checks. Never use the machine with the charger attached and plugged into the mains.

NOTE: The initial charge is 4 hours, charging will be required before first use.



Plug the charger into the charging port located on the back of the machine, towards the bottom. Plug charger into mains.



The LED indicator charge light will illuminate red when charging. Once fully charged the LED indicator charge light will illuminate green.



When the vacuum needs recharging the LED indicator charge light will illuminate red and flash on/off, the machine will then cut out.

Using your machine

Using the vacuum cleaner

CAUTION: The brushbar will constantly rotate. Never leave the vacuum cleaner in one spot for an extended period of time as this may damage the floor surface. Vax cannot be held responsible for damage to the floor surface if the customer fails to take notice of this recommendation.



Unplug the charger from the mains and from the machine charging port.



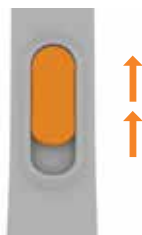
Place foot on the floorhead and pull the handle backwards to recline.



Slide the on/off suction control switch forward once for low suction. The LED indicator charge light will illuminate green, indicating the power is on and the brushbar will spin.



Slide the on/off suction control switch forward again for max suction.



Slide the on/off suction control switch all the way back to switch the power and LED light 'Off'.

NOTE: The brushbar will continue to rotate when the vacuum cleaner is switched on and in the upright position.

Taking care of your machine

Emptying the dirt container

CAUTION: For optimal performance do not overfill the dirt container.



Press the dirt container release button.



Tilt and lift to remove the dirt container from the main body.



Lift the separator and filter out from the dirt container.



Hold the dirt container over a bin allowing dirt/debris to fall out.

Always switch off the vacuum cleaner and unplug the charger before carrying out any maintenance or troubleshooting.

CAUTION



Taking care of your machine

Cleaning the filter

NOTE: Filters should be replaced every 6-9 months.



Press the dirt container release button.



Lift to remove the dirt container from the main body.



Lift the separator and filter out from the dirt container.



Twist the filter cover anti clockwise to unlock and remove from separator.



Pull the tab on the pre-motor filter to remove from inside the separator.



Tap the filter over a bin to remove any dirt/debris. Wash the filter under running water (40 degrees max).



Leave for 24hrs or until fully dry before replacing.

For best cleaning results filters require cleaning every 4-6 uses or as needed depending upon use. Do not use your vacuum cleaner without the filter in place.

CAUTION



Taking care of your machine

Cleaning the separator



Remove the filter cover and pre-motor filter from the separator. Go to 'Cleaning filter'.



Tap the separator over a bin to remove any dirt/debris and wipe with a clean dry cloth.



Refit the pre-motor filter into the separator with the filter tab at the top.



Line up the filter cover with the separator and twist clockwise to lock into place.



Line up the separator with the dirt container and slide the separator into the dirt container to refit.



Tilt the dirt container to line up with the main body, push the dirt container back into the main body until it clicks into place.

Incorrect fitting of the filter, separator or dirt container will reduce suction and performance. Never use the vacuum cleaner without the filter in place.

CAUTION



Let's talk technical

IMPORTANT: Always unplug the charger from the mains and machine charging port before carrying out any maintenance or troubleshooting checks.

Clearing blockages



Using a small blunt tool, press the floorhead release button located on the back of the machine.



Pull to remove the floorhead from the main body.



Using a blunt implement remove any blockage from the neck of the floorhead and main body floorhead connection.

Lay the floorhead flat and look through it to see if any blockages are visible.



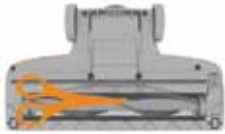
Use a blunt implement when removing a blockage from the main body or floorhead.

CAUTION



CAUTION: If the brushbar has been obstructed, the Motor Protection Sensor may have been activated and the brush bar will stop. To reset switch the machine to off and remove the floorhead. Clean any obstructions from the brushbar. Wait for 30 mins for the brushbar to reset itself, replace the floorhead and retry.

Clearing a blockage from the brushbar



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

Replacing the brushbar



Turn the lock release to unlock the floorhead cover using a coin.



Lift to remove the release lock and floorhead cover.



Remove the brushbar lifting the side of the brushbar nearest the lock release first.



Replace the brushbar. Fit the inverted round end of the brushbar first, then line up and push the other side of brushbar into the floorhead. Refit the lock release.

Accessories

Don't forget your accessories!

Order at: www.vax.co.uk/spares-and-solutions

Pre-motor filter
1-7-138168





What to do if it goes wrong

Problem

Solution

Why does the vacuum cleaner have no power?

- Check the handle, floorhead and battery have been correctly assembled and installed. Go to 'Getting started'.
- Check the battery is correctly inserted and is fully charged. Go to 'Getting started'.
- 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. 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 filter please wait 24 hours for the filter to fully dry before putting back into the machine).

Why isn't the vacuum cleaner charging?

- Check the charger is plugged into the mains and correctly connected to the vacuum cleaner. Go to 'Getting started'.
- Check the charger cable for damage. If damaged please contact our Customer Service Line on: 0330 026 8455.
- Check the battery is correctly assembled. Go to 'Getting started'.

Why won't the vacuum cleaner pick up?

- The filters may be clogged, clean the filters. Go to 'Taking care of your machine'.
- The dirt container or separator may be blocked, empty the dirt container and clean the separator. Go to 'Taking care of your machine'.
- There may be a blockage in the vacuum cleaner. Go to 'Let's talk technical'.
- The brushbar may not be turning. Go to 'My brushbar isn't turning?' below.
- Low suction has been selected, increase to max suction. Go to 'Using your machine'.

The brushbar isn't turning.

- If the brushbar has been obstructed, the Motor Protection Sensor may have been activated and the brush bar will stop. To reset switch the machine to off and remove the floorhead. Clean any obstructions from the brushbar. Wait for 30 mins for the brushbar to reset itself, replace the floorhead and retry. Go to 'Let's talk technical'.

Why is the LED flashing red?

- During use the LED indicator charge light on the machine will turn red and flash when the vacuum cleaner needs recharging. Go to 'Getting started'.

It's quick and easy to
register for your **FREE**

**2 year
guarantee[†]**

Online at: **vax.co.uk/registration**

Please retain your original receipt for proof of purchase.



we're here if you need us
vax.co.uk/support

GET IN TOUCH

☎ 0330 026 8455

@ info@vax.co.uk

🌐 vax.co.uk

f VaxVacuums

🐦 @VaxUK

EU Statement of Compliance: Manufacturer/EU importer: Vax Limited, hereby on our own responsibility, declare that the TBTSV1B1 is manufactured in compliance with the following Directives: **Safety:** 2014/35/EU Low Voltage Directive.

EMC: 2014/30/EU Electromagnetic Compatibility Directive.

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

© 2016 Vax Limited. All rights reserved. The VAX trade mark and Vax lozenge are the property of Techtronic Floor Care Technology Ltd and are registered in the EU and may be pending or registered in other countries.

This marking on the product(s) and/or accompanying documents means that used electrical and electronic equipment (WEEE) should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product(s) to designated collection points where it will be accepted free of charge. Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling. Please contact your local authority for further details of your nearest designated collection point.

