

# anko

## 2 in 1 Cordless Stick and Handheld Vacuum For Household Use Only



Model No.: EV-PH006-W111

Rev 1

**Note:** The specifications and/or components of this appliance are subject to change without prior notice.

If any Accessories should fail during use, please call 1300 105 888 (Australia) or 09 8870 447 (New Zealand) for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us.

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# 1 Warnings

Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

# 2 Safety Directions



Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

**DO NOT** vacuum water, wet objects, liquids, ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.

**DO NOT** pick up flammable or combustible materials (i.e., lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

**DO NOT** pick up toxic material (i.e., chlorine bleach, ammonia, drain cleaner, etc.)

**DO NOT** vacuum Toner (for laser printers, copy machines etc.) as there is a risk of fire and explosion.

**DO NOT** vacuum plaster dust, cement dust etc. as the filter will block very quickly.

**DO NOT** use the vacuum without the filter fitted.

**DO NOT** store or use the appliance near high-temperature areas.

**DO NOT** run over the charger cable with the vacuum cleaner.

**DO NOT** use the vacuum cleaner if it is blocked. Turn off and clear all blockages before continuing.

**DO NOT** use the vacuum cleaner with a blocked filter. Clean the filter before continuing. (refer to User Maintenance section).

**DO NOT** use the vacuum cleaner if the appliance malfunctions, abnormal noise, smells, or smoke, is dropped or damaged in any manner or if any breakage is found during the operation.

For electrical safety, any repairs to the product must be performed by a qualified electrical person only, or the product must be disposed of.

**DO NOT** misuse the Charger Cable. Never pull the appliance by the cable or pull to disconnect it from the outlet. Instead, grasp the charger body and pull to disconnect.

**DO NOT** use the vacuum cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.

**DO NOT** use with damaged Charger Cable or Charger Body.

**DO NOT** use the vacuum cleaner if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.)

**DO NOT** handle the Charger or vacuum cleaner with wet hands.

**DO NOT** put any objects into openings.

**DO NOT** use with any openings blocked and do not restrict airflow.

**DO NOT** use without the filter in place.

**DO NOT** attempt to modify this product in any way.

**DO** empty the Dust Canister regularly for optimal operation of the vacuum.

**DO** keep hair, loose clothing, fingers, feet, and body parts away from openings or moving parts.

**DO** disconnect the Charger from the power supply when not in use,

**DO** use only on dry, indoor surfaces.

**DO** use only as described in this manual. Use only the manufacturer's recommended attachments.

**DO** Keep the Charger Cable away from heated surfaces.

**DO** Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

**DO** use extra care when vacuuming on stairs.

**DO** keep your work area well-lit.

**DO** store your appliance indoors in a cool dry area.

**DO** ensure children and babies cannot play with plastic bags or any packaging materials.

**DO** operate the Charger from a power source of the same voltage, frequency and rating as indicated on the product identification plate.



## **WARNING**



Only use the Battery Charger which was supplied with this appliance.

Model No. ZD12D150050AU 100–240V~ 50/60Hz 0.5A Output: 15V --- 0.5A

Battery Pack Specification: EV-PH006-W111BP

Type: Li-ion, 11.1Vd.c., 2200mAh

Consumers are cautioned against using and/or purchasing counterfeit and/or inferior quality batteries. These batteries have the potential to cause fire, personal injury, and/or damage to property. These batteries are typically found on online auction websites or from other retailers and are known to pose a potential safety risk.

Never try to recharge Non-Rechargeable batteries as they may explode, catch on fire or cause personal injury and/or damage to property.

- May explode if disposed of in fire.
- To prevent injury or burns, do not allow metal objects to contact battery terminals.
- Do not use or store in temperatures above 40°C.
- Only charge the battery between an ambient room temperature of 10°C – 40°C.



The Battery Pack must be removed from the vacuum cleaner before disposal.

Contact your local waste management authority for more information on Battery Recycling and disposal regulations in your area.

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities. Contact your local council for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. Please contact your local council or regional authority for more information on collection, reuse, and recycling programmes.

If a third party uses this appliance, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of the appliance.

This product has not been designed for any uses other than those specified in this manual.

**ONLY** for domestic use. Industrial or commercial use invalidates the warranty.

# Read and Save These Instructions

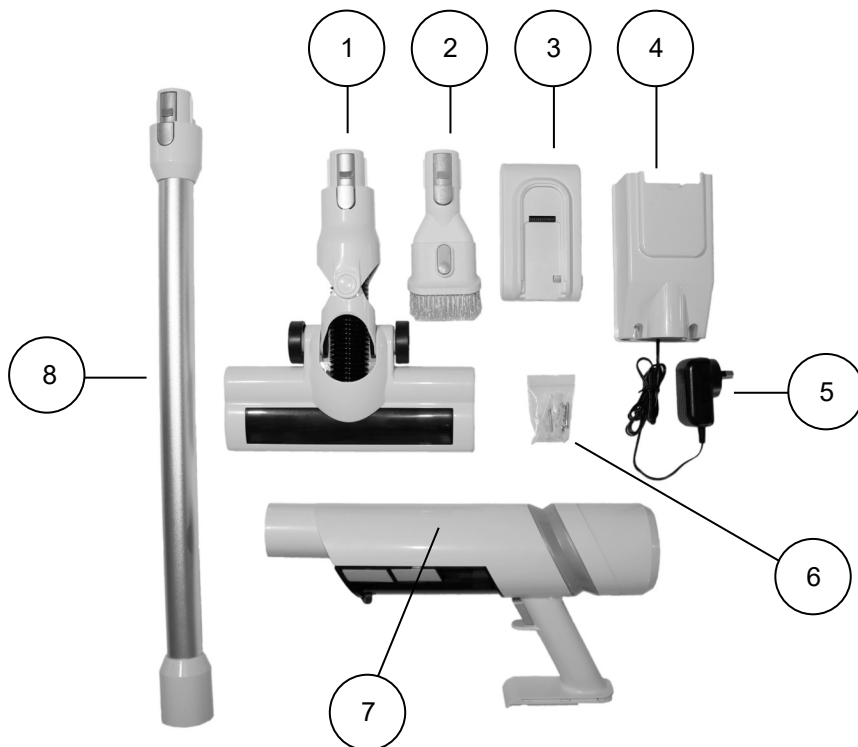
## 3 Transporting your Vacuum

To move your vacuum cleaner from room to room, unplug the unit and carry using the carry handle.

Never pull or carry the vacuum cleaner by its Charger cable.

Never carry the vacuum cleaner by the accessories / Tools.

## 4 Components



1	Motorised Floor Head	5	Battery Charger
2	Crevice / Brush Tool	6	Wall Plugs and Screws
3	Removable Battery Pack	7	Vacuum Cleaner Unit
4	Charging Dock / Wall Mount / Tool Storage	8	Extension Tube

**Note:** The specifications and/or components of this appliance are subject to change without prior notice

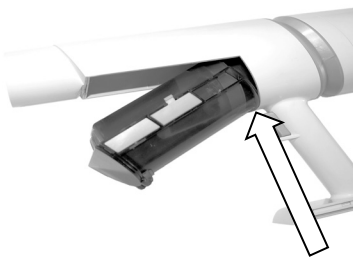
## 5 Assembly Method

**Please Note:** Always remove the Battery Charger from the power socket before assembly.

### 5.1 Assembling the Dust Canister

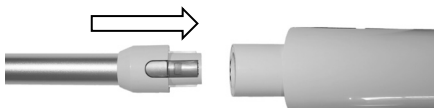
To fit the Dust Canister into the vacuum cleaner, ensure the trap door is latched shut.

Hook the back end of the dust canister into the vacuum cleaner body and then swing upward as shown until the dust canister locks in place.



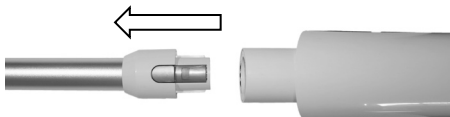
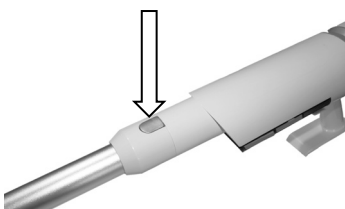
### 5.2 Assembling the Extension Tube

Insert the top end of the Extension Tube into the mating hole in the vacuum cleaner body ensuring the locking tabs are aligned, then push inward until it locks into place.



### 5.3 Removing the Extension Tube

To remove the Extension Tube, press the locking button on top to release then pull the tube straight out.



## 5.4 Attaching the Motorised Floor Head

To attach the motorised floor head to the other end of the extension tube, insert the end of the Extension Tube into the end of the Floor Head, ensuring the locking tabs are aligned, then push inward until it locks into place.



## 5.5 Removing the Motorised Floor Head

To remove the Motorised Floor Head, grasp the Motorised Floor Head, press the locking button inward to release, then pull the Tube straight up and out.



## 5.6 Using Without the Extension Tube.

The vacuum cleaner can be used without the extension tube by attaching the Accessories and Motorised Floor Head directly to the vacuum cleaner.

To attach and remove, follow the same steps as if using the Extension tube.





## 5.7 Tools and Tool Storage

The Crevice / Brush tool is for cleaning furniture and into corners etc.

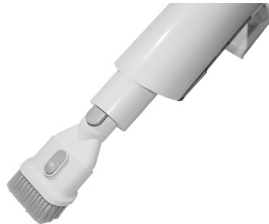
To use the Brush tool, press the release button to unlatch and slide the brush down until it locks in place.



To use the Crevice tool, press the release button to unlatch and slide the brush up until it locks in place.



To attach and remove, follow the same steps as if using the Extension tube.



**Note:** The tool can also be used on the end of the Extension Tube.

Tool Holder. Located on the Charging Dock / Wall Mount.

Attach the Tool by pushing it into the hole underneath the bracket as shown.

To remove, grasp the tool and pull straight down and out.



## 5.8 Insertion and Removal of Battery

**Note:** Charge the Vacuum Cleaner for at least 5 hours before use.

Only use the Battery Charger which was supplied with this appliance.

Insert the battery into the bottom of the handle of the vacuum cleaner and push it all the way in until it locks in place.

**Note:** The Battery can only be inserted in one direction as shown



To Remove the battery, press the release button located on the side of the battery, and at the same time, pull the battery straight out.

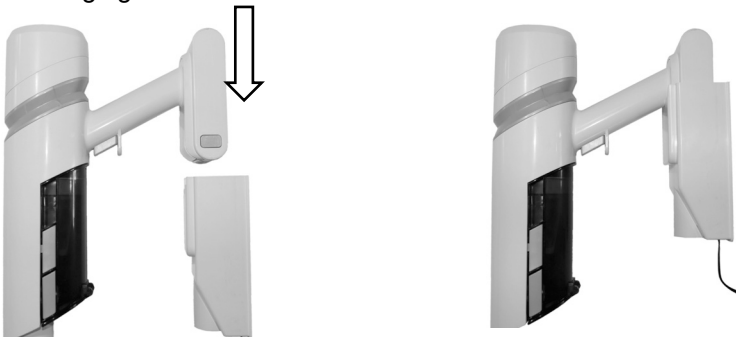


## 5.9 Charging

The Charging Dock / Wall Mount can be attached to the wall with the supplied wall plugs and screws.

Refer to the section “**Storage**” for instructions on mounting the Charging Dock / Wall Mount to the wall.

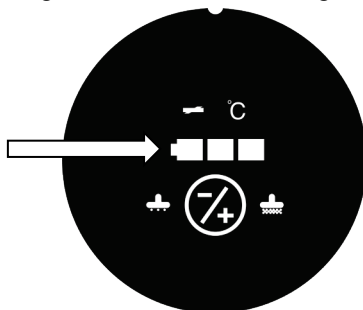
With the battery inserted into the vacuum cleaner, slide the vacuum cleaner into the Charging Dock / Wall Mount.



Plug the Power Adaptor into the power point and switch it on.

**Important:** Only charge the battery between an ambient room temperature of 10°C – 40°C.

There are three light segments that will “roll” Right to Left indicating charging.



As the battery charges to approximately 33%, the first light segment on the right will turn permanently on, then as the battery continues to charge to approximately 66%, the second light segment will turn permanently on, and then as the battery continues to charge to 100%, the third light segment will turn on permanently.

At this time, turn off and remove the battery charger from the appliance, and the power point.

**Note:** All lights will turn off after some time if not unplugged immediately.

**DO NOT** leave the unit charging when the battery is full.

When the battery is fully charged, switch off and unplug the battery charger from the power supply.

The Vacuum Cleaner is ready for use.

**IMPORTANT:**

**Never Block Any Vents Or Openings Or Cover The Unit While Charging.**

## 6 Using the Vacuum Cleaner

### 6.1 On / Off

To use the Vacuum Cleaner, assemble the unit as previously instructed and ensure the battery is fully charged.

To switch it on, grasp the handle and squeeze then release, the button on the handle in. The vacuum cleaner will start in the default power mode.



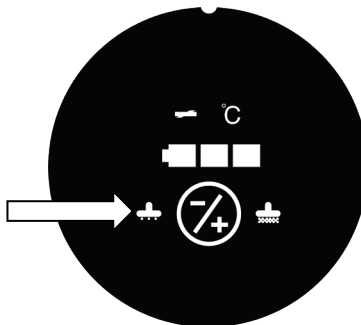
Squeeze and release the button on the handle in again to turn Off.

**Note:** The vacuum cleaner cannot be started when charging.

### 6.2 Speed Control

#### 6.2.1 Default “Normal” Mode

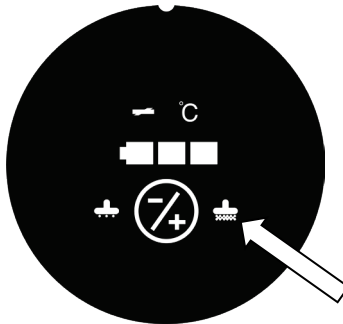
When the vacuum cleaner is first switched on for use, it will default to the “Normal” suction mode as indicated by the light under the Floor Head Symbol on the Left and will remain on this setting unless manually changed.



### 6.2.2 Turbo Mode

Whilst the vacuum cleaner is running, press the “-/ +” button on the control panel once.

The vacuum cleaner will change to high suction “Turbo” mode and the light under the Floor Head Symbol on the Right will illuminate.



Press the “-/ +” button again and it will cycle back around to default Normal suction mode or squeeze the button on the handle in again to turn it Off.

**Note:** Using the Turbo Mode will use the battery power quicker than in the Default Normal Mode setting.

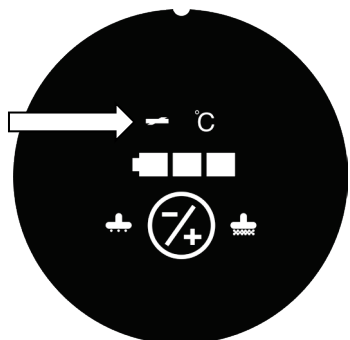
## 7 Indicator Lights

### 7.1 Jammed Floor Head Brush

The vacuum cleaner is fitted with a sensor that detects if the floor head rotary brush gets jammed.

If the brush gets jammed, the Floor Head will turn off and a Red indicator light will be on.

Refer to the “Cleaning the Motorised Floor Head” section in this manual on how to clear a floor head jam.



## 7.2 Battery Over Temperature

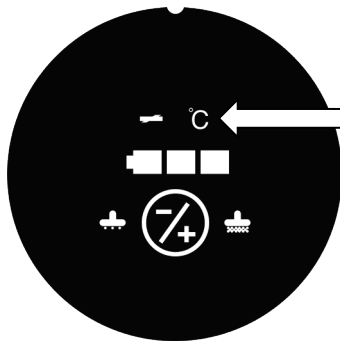
The vacuum cleaner is fitted with a temperature sensor which detects if the battery is too hot for charging or gets too hot while charging.

For example, if the vacuum cleaner has been used on Turbo Mode for the full duration of the battery charge, due to the high current draw of the motor, the battery will get hot and will be much hotter if the ambient temperature is also hot.

This is quite normal; however, it is not good to recharge a hot battery so to prevent damage to the battery if it is too hot, the vacuum cleaner will not allow the battery to be charged until it has cooled down enough.

If the battery is too hot to charge, a “°C” symbol will show in Red colour.

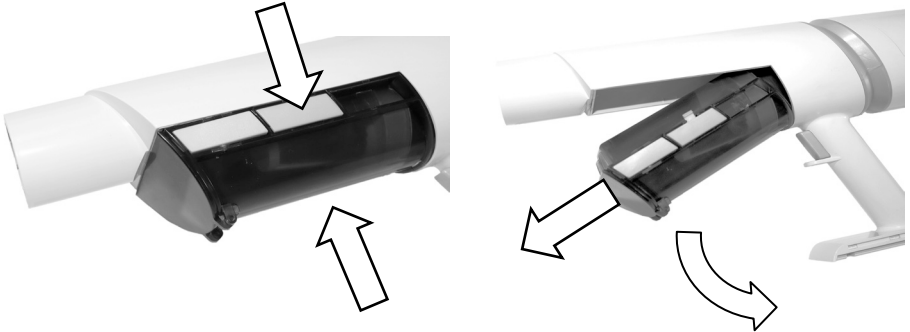
If this happens, remove the vacuum cleaner from the Charging Dock / Wall Mount and let sit for 15 – 30 minutes and then try again.



## 8 Emptying the Dust Canister

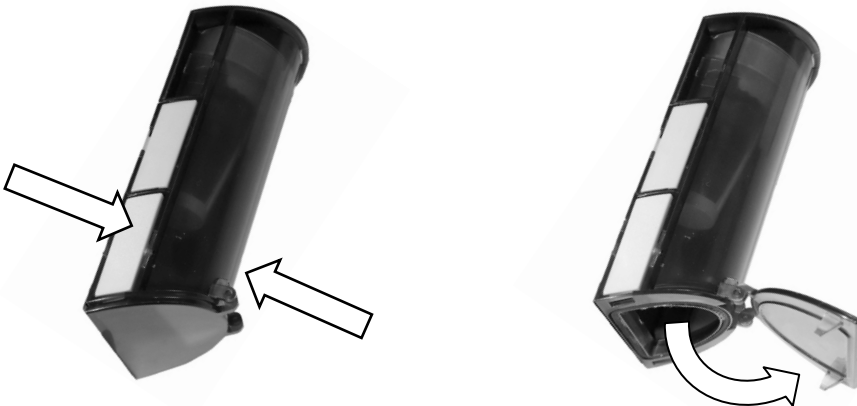
To empty the dust canister, you can either take the vacuum cleaner to the bin and open the trap door to empty it, or you can remove the Dust Canister from the vacuum cleaner first.

To Remove the dust canister, press the release buttons on both sides of the dust canister, swing the front of the dust canister down, pull forward and remove.



Take the dust canister to a dustbin.

Press the buttons on both sides to unclip the Trap Door and the trap door will swing open emptying the contents into the bin.



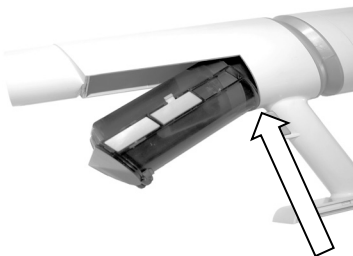
To close the trap door, close it manually until it clips shut.

Empty the Dust Canister as frequently as possible or when the suction power is reduced or after use for optimum performance.

**Note:** At the same time, you can brush the inside of the dust canister with a small brush or use water to wash. Refer to section “Cleaning the Filters”.

To refit the Dust Canister into the vacuum cleaner, ensure the trap door is latched shut.

Hook the back end of the dust canister into the vacuum cleaner body and then swing upward as shown until the dust canister locks in place.



## 9 User Maintenance

**WARNING:** The battery must be removed from the vacuum cleaner before any maintenance, cleaning, or replacement of parts.

**NOTE:** To maximise the performance of your vacuum cleaner, you should clean the filter regularly.

If the filter is broken or worn, replace it before continuing to use the vacuum.

A new filter can be purchased from our Customer Service. You can call our customer service number: 1300 105 888 (Australia) and 09 8870 447 (New Zealand), or via email [info@hegroup.com.au](mailto:info@hegroup.com.au)

### 9.1 Cleaning the Filters

**Important Note** – The Filters must be cleaned regularly for the best suction performance and to prevent overheating and damage to your vacuum cleaner.

Cleaning is best done at the same time when emptying the dust Canister after you have finished vacuuming for the day.

**NOTE:** Never use the vacuum cleaner with wet or damp filters or without the filters fitted.

Using wet or damp filters will damage the filter, may cause serious damage to the vacuum cleaner, and will void your warranty.



Only wash the filters if they are very dirty, otherwise just tap the edge of the filter on a hard surface to dislodge any dust and debris.

### 9.1.1 Fabric Filter

To access the filter, first remove the dust canister from the vacuum cleaner body as described in the section “Emptying the Dust Canister”.

Grasp the fabric flap on top of the filter and pull it out to remove it.



Wash the filter in warm mild soapy water, rinse in clean fresh cold water and let completely dry.

**DO NOT** scrub the filter or place it in a dishwasher.

**DO NOT** use a hair dryer to dry the filter.

Refit the filter (or replace it with a new one) in the reverse method used for disassembly and push in firmly.

### 9.1.2 Mesh Filter

To access the mesh filter, first remove the Fabric Filter as described above.

Grasp the body of the mesh filter and pull it straight out to remove it.



Wash the filter in warm mild soapy water, rinse in clean fresh cold water and let completely dry.

**DO NOT** scrub the filter or place it in a dishwasher.

**DO NOT** use a hair dryer to dry the filter.

Refit the filter (or replace it with a new one) in the reverse method used for disassembly and push in firmly.

Note the correct orientation when sliding in otherwise it will not fit.



## 9.2 Cleaning Dust Canister

Remove the dust canister as described previously and remove the Filters as described previously.



Wash the dust canister in warm mild soapy water, rinse in clean fresh cold water and let completely dry.

**DO NOT** scrub the dust canister or place it in a dishwasher.

**DO NOT** use a hair dryer to dry the dust canister.

Reassemble the filters and Refit the dust canister in the reverse method used for disassembly.

### 9.3 Cleaning the Vacuum Cleaner Body and Tools

Do not clean the vacuum cleaner, components or accessories using petrol or any other flammable liquid or solvents, etc.

Clean only the outside of the vacuum cleaner.

Use only a moist cloth and mild detergent for cleaning the vacuum cleaner, components, and accessories.

After cleaning, wipe off the moisture on the vacuum cleaner, components, and accessories with a dry cloth.

**Do Not** place accessories / components in a dishwasher.

**Do Not** get the electrical contacts wet.

### 9.4 Cleaning the Motorised Floor Head

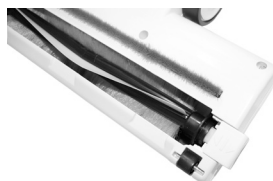
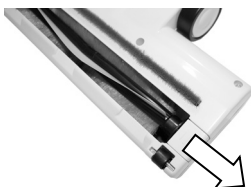
The Rotary Brush in the floor head can be removed for easy cleaning and removal of hair etc.

Ensure the Floor Head is removed from the extension tube or vacuum cleaner first.

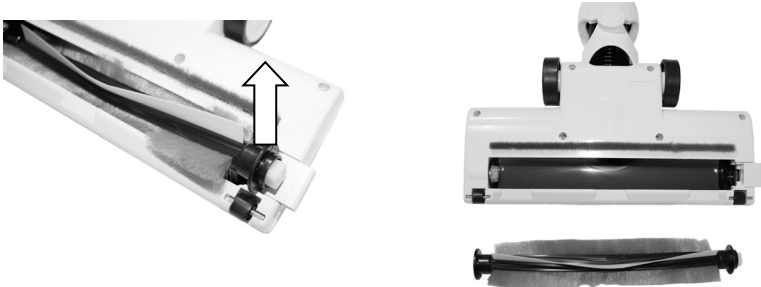
Turn over so that the bottom face is facing up.



There is a small tab on the right side which needs to be pushed up to unlock the retaining plate.



Grasp the rotary brush and lift up while sliding to the right and lift out.

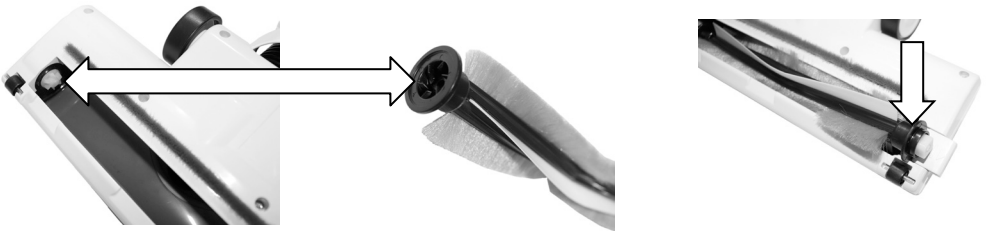


Remove any hair, thread, debris etc. that may have caught around the brush, end bearings, wheels or stuck in the openings.

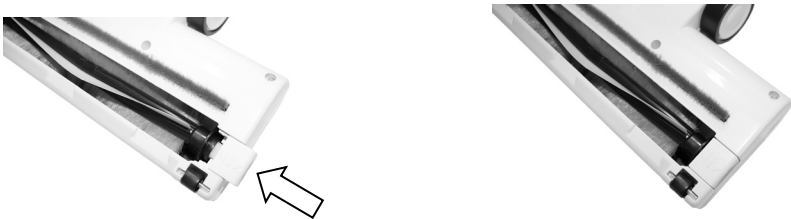
After cleaning, refit the brush in the reverse order to disassembling.

**Note:** The brush can only be fitted in one direction as follows.

Align the end of the brush onto its drive spindle and rotate the brush until it slides down onto the spindle, then push down on the brush until it locates in position.



Slide the tab in to lock the rotary brush in position.



## 10 Storage

When finished using the vacuum cleaner, empty the dust canister and clean the filters.

You can either recharge the battery first or store it away in a dry cool place.

Switch off and unplug the battery charger when not in use, or when fully charged.

### 10.1 Charging Dock / Wall Mount

There is a Charging Dock / Wall Mount supplied with screws and wall plugs should you prefer to hang the vacuum cleaner on the wall.

To install the Charging Dock / Wall Mount, position the Charging Dock / Wall Mount on the wall, near a power point and at a suitable height where the vacuum cleaner will not touch the floor.

Mark the screw holes through onto the wall.




Using a suitable drill (wood drill bit for timber walls, or masonry drill bit for brick / concrete walls, and drill holes Ø6mm and 35 - 40mm deep.

Insert the plastic wall plugs into each hole and gently hammer in until they are flush with the wall, place the Charging Dock / Wall Mount over the holes then insert the screws and tighten up. Do Not Overtighten.

Hang the vacuum cleaner as shown:



# 11 Troubleshooting

Will Not Switch On	Check that the Battery is fully charged.
The Floor Head turned off and the symbol  is steady on with red light.	<p>The floor Head brush is jammed.</p> <p>Ensure the Vacuum Cleaner is switched off, and the battery removed then remove the debris from the brush</p>
The vacuum will not charge and the symbol °C flashing	<p>The battery is too hot to charge.</p> <p>Allow the battery to cool down for 15 – 30 minutes and then try again.</p>
Noisy operation	Clean the Filters and empty the Dust Canister
	Check for partial blockages and unblock.
Suction Not Strong	<p>Clean the Filters and empty the Dust Canister.</p> <p>Check for blockages and unblock.</p> <p>Check that the Battery is fully charged.</p> <p>Please call 1300 105 888 to order a new Filter or Battery.</p>
	Speed setting may only be set too Low. Press the Turbo “+/-“ Button to select the Highest power mode.
	Filter Assembly inside the dust canister has been installed incorrectly. Refer to the section “Cleaning the Filters” for correct installation.
Floor Head hard to push	<p>The Rotary Brush in the floor head may be jammed with debris etc.</p> <p>Ensure the Vacuum Cleaner is switched off, and the battery removed then remove the debris from the brush.</p>
	Or the carpet pile may be too long.
Static Shock	<p>In some rare instances, one or two users may feel an electric discharge when touching or using the vacuum cleaner during or after use. This is a well know phenomenon of Static Electricity discharge that happens mostly when the user vacuums a synthetic fibre carpet or other synthetic surfaces. It can also be more prevalent in dry and cool environments.</p> <p>Although the feeling of Static Electricity can be unpleasant for the user, it is not dangerous and is not a fault of the vacuum cleaner. If this static discharge is a problem for the user, the user could try wearing insulating footwear during vacuuming (i.e., rubber or leather soles) or increase the humidity / heat level in the surrounding environment or both.</p>

# 13 Warranty Against Defect

## 12 Month Warranty

Thank you for your purchase.

Your new product is warrantied to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law. For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible) or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expenses incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact for Kmart purchases	Contact for Target purchases
Kmart Australia Ltd. C/- Customer Service Centre, 690 Springvale Road, Mulgrave Vic 3170 Customer Service: 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or via Customer Help at <a href="http://kmart.com.au">kmart.com.au</a>	Target Australia Pty Ltd. C/- Customer Service Centre, 2 Kendall Street, Williams Landing, Vic, 3027 Customer Service: 1300 753 567 or via Customer Help at <a href="http://target.com.au/help/contact-us">target.com.au/help/contact-us</a>

**IMPORTANT! For all technical queries or difficulties in operating the product and for spare parts, contact H.E. Group customer service 1300 105 888 (Australia) and 09 8870 447 (New Zealand).**

