



GENERATION FUTURE

FREEDOM



# USER INSTRUCTIONS



## IMPORTANT SAFETY REMINDERS

User manual - This cleaner should only be used for its intended purpose as described in these instructions. Ensure that these are fully understood before operating this appliance.

Only use attachments recommended or supplied by Hoover.

When using cleaning tools ensure that the cleaner is kept in the upright (parked) position. This will avoid possible damage to the carpet or floor covering. When cleaning stairs DO NOT position the cleaner above you.

STATIC ELECTRICITY. Some carpets can cause a small build up of static electricity. Any static discharge is not hazardous to health.

DO NOT use your cleaner out of doors, on any wet surface or for wet pick up.

Keep hands, feet, loose clothing and hair away from rotating brushes.

DO NOT pick up hard or sharp objects, matches, hot ashes, cigarette ends or other similar items.

DO NOT pick up flammable liquids such as cleaning fluids, petrol etc. or their vapours.

Aerosol sprays may be flammable. DO NOT spray near cleaner.

SUPPLY CORD. DO NOT run over the supply cord when using your cleaner or remove the plug by pulling on the supply cord.

FAULTS. DO NOT continue to use your cleaner if it appears to be faulty. If the supply cord is damaged stop using the cleaner IMMEDIATELY. The supply cord must be replaced by an authorised Hoover service engineer to avoid a safety hazard.

AFTER USE. Switch the cleaner off and remove the plug from the electricity supply. Always switch off and remove the plug before cleaning the appliance or attempting any maintenance task.

Safety with children, elderly or the infirm: Do not let children play with the appliance or its controls. Please supervise the use of the appliance by older children, the elderly or the infirm.

HOOVER SERVICE. To ensure the continued safe and efficient operation of this appliance we recommend that any servicing or repairs are only carried out by an authorised Hoover service engineer.

**Congratulations on the purchase of your new Hoover Freedom.**

**This highly advanced machine - with new Airvolution technology unique to Hoover - makes cleaning easier and more efficient.**

**Please take the time to read this manual carefully.**

**You'll be ready to make the most of the special features only the new Hoover Freedom can offer!**

### **WARNING! ELECTRICITY CAN BE EXTREMELY DANGEROUS**

This appliance is double insulated and must not be earthed.

The plug is fitted with a 13 amp fuse.

**IMPORTANT:**The wires in the mains lead are coloured in accordance with the following code:

**Blue - NEUTRAL  
Brown - LIVE**

In the unlikely event that any item is missing or you experience any problems with the product **DO NOT TAKE IT BACK TO THE SHOP**

**Please contact the Hoover customer helpline:**

**Tel: 08705 400 600**

**Fax: 01204 556149**

**Email: [service@hoovercandy.com](mailto:service@hoovercandy.com)**

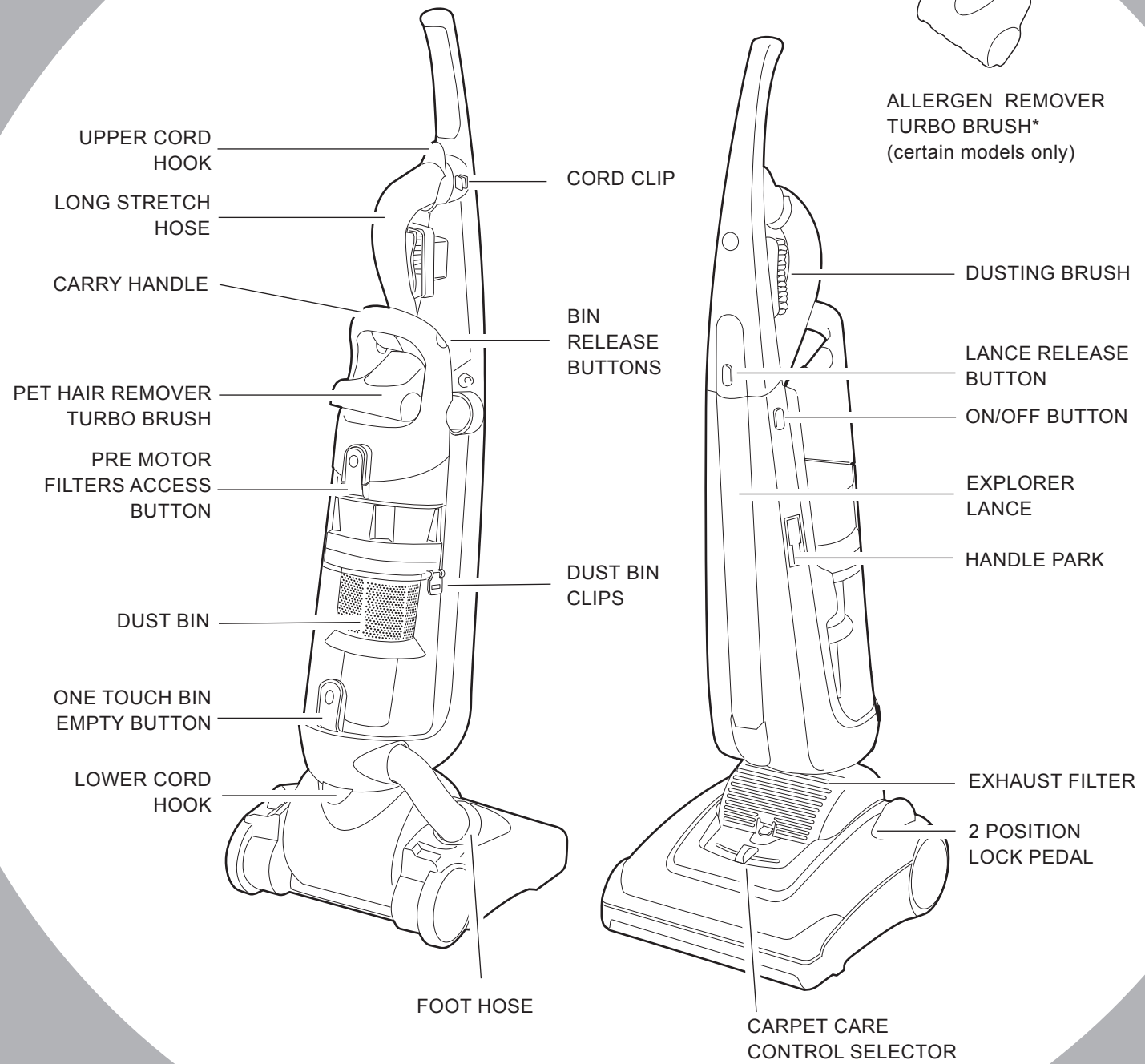
Should any faults occur with your cleaner during the first 12 months contact the Hoover Customer Helpline on the number above.

If you are having difficulty in obtaining filters or any other accessories for your cleaner contact the Hoover Customer helpline or order online at [www.hooverspares.com](http://www.hooverspares.com)



**GETTING TO KNOW YOUR CLEANER**

**FREEDOM**  
The ultra versatile  
way to clean  
everywhere.



When first unpacking your cleaner please check all items are included:

- Cleaner body
- Removable Handle
- Explorer Lance
- Dusting Brush
- Pet Hair Remover Turbo Brush
- Allergen Remover Turbo Brush\* (\*certain models only)

If any parts are missing, call the Hoover helpline on 08705 400 600

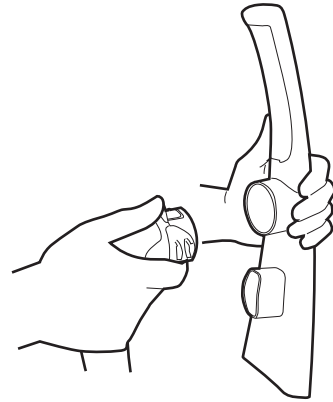
## PREPARING YOUR CLEANER

- 1 Remove the accessories from the main packaging. You should find the following:

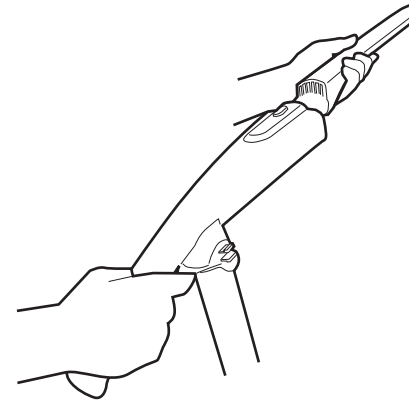
**Removable Handle**  
**Explorer Lance**  
**Dusting Brush**  
**Pet Hair Remover Turbo Brush**  
**Allergen Remover Turbo Brush\***  
**Allergy Defender Granules\***

\* Certain Models only

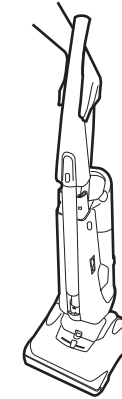
- 2 Connect the stretch hose to the handle by plugging the hose cuff into the back of the handle until it clicks in place.



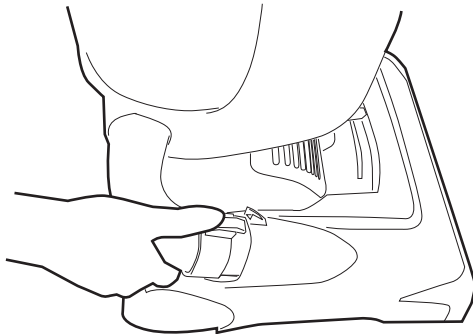
- 3 Connect the explorer lance to the handle.



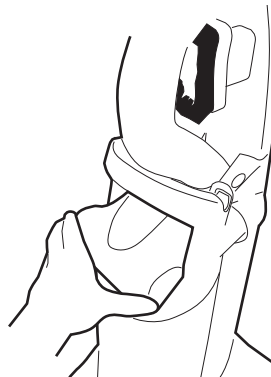
- 4 Fit the explorer lance and handle onto the main body of the cleaner. Ensuring the end of the lance slides over the lance guide posts.



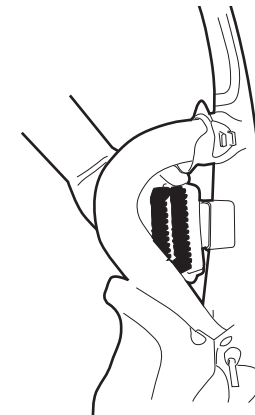
- 4 Fit the foot hose into the hood.



- 5 Fit the pet hair remover turbo brush into the dust bin below the carry handle.



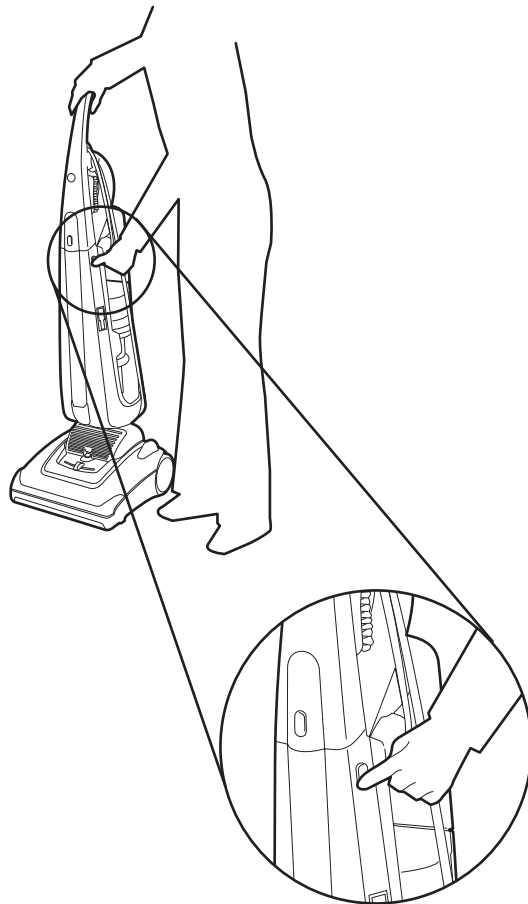
- 6 Assemble the dusting brush onto the rear of the handle.





## POWER SWITCH

To switch the cleaner on or off press the On/Off button on the side of the cleaner.

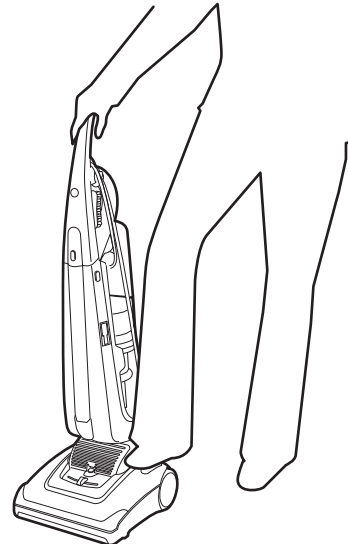


## CLEANER LOCK RELEASE

The cleaner can be adjusted to 3 different positions.

- Upright - For storage and when using tools.
- Position 1 - For general cleaning on carpets and flooring.
- Position 2 - For reaching under furniture and some maintenance tasks.

Unlock the cleaner by pressing down on the pedal with your foot.



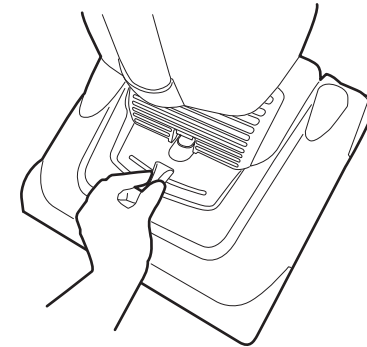
Press the pedal a second time and lower the cleaner to the floor.

## CARPET CARE CONTROL SELECTOR

The carpet care control selector raises and lowers the height of the nozzle.

Ensure that the cleaner is in an upright (parked) position.

Slide the knob to position best suited to depth of carpet pile.



Try various settings until you get the best results for your carpet.

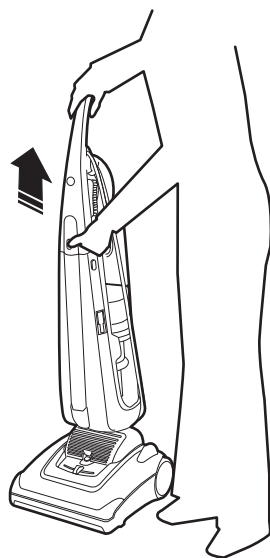
**NOTE:** Using this cleaner for loop carpets or carpets with pile greater than 30mm is not recommended. Please consult the floorcare/carpet manufacturer's recommended cleaning instruction before vacuuming.

**IMPORTANT!** When cleaning hard floors such as vinyl or linoleum, move the selector knob to the **HARD** floor position. Failure to do so may cause damage to the floor surface.

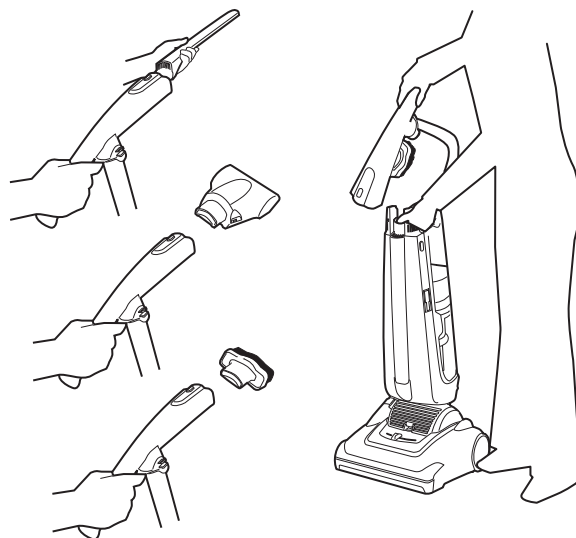


## EXPLORER LANCE

- 1 Press the lance release button and pull the explorer lance together with the handle from the main body of the cleaner. It will immediately be ready for over head cleaning and hard to reach areas e.g. behind radiators etc.



- 2 If desired, it is possible to use the handle without the lance.

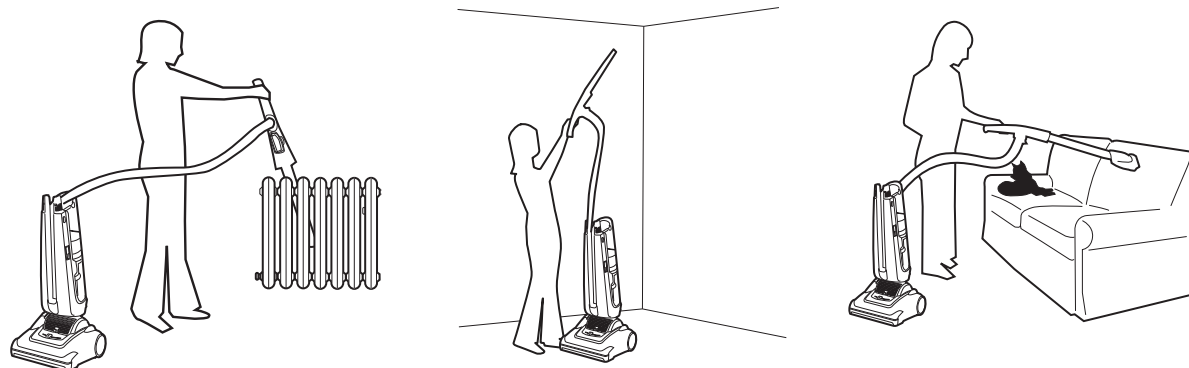
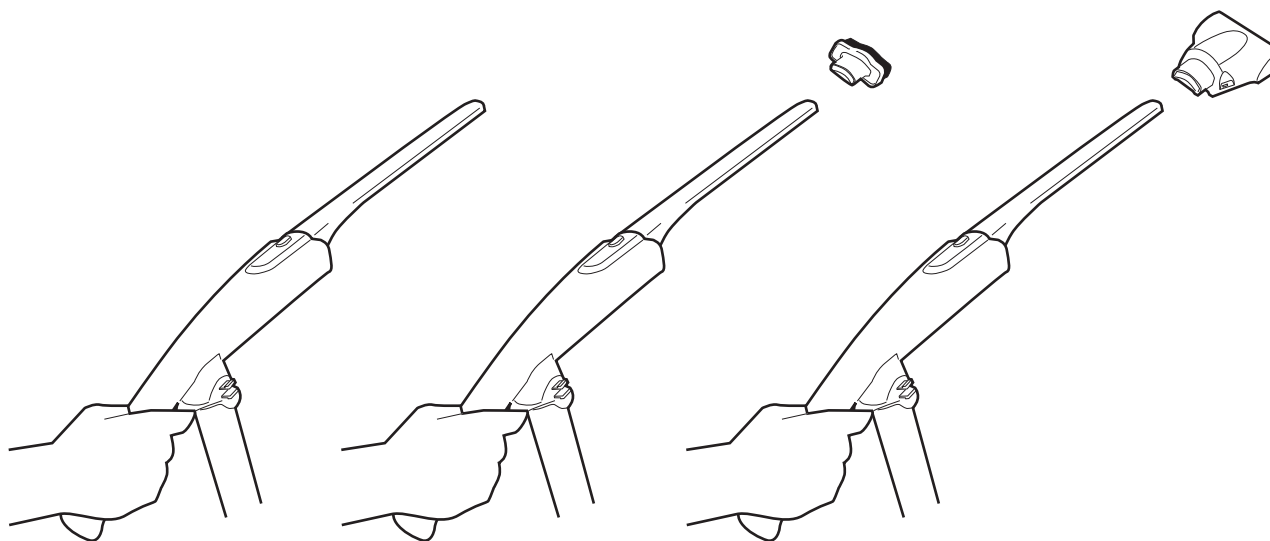


## CLEANING TOOLS

The following accessories are available with the product:

Explorer lance  
Dusting Brush  
Pet Hair Remover Turbo Brush  
Allergen Remover Turbo Brush\* (certain models only)

All accessories can fit directly onto the handle of the product or onto the explorer lance tool. Combine accessories depending on use.



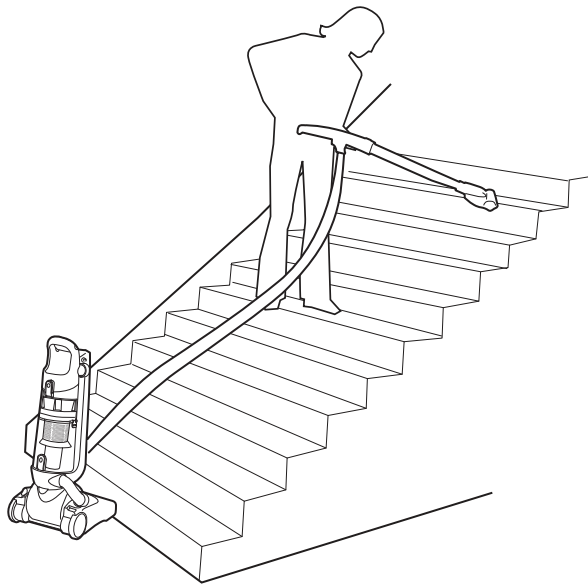
**IMPORTANT!** When using cleaning tools, the cleaner must be kept in the upright position, particularly when cleaning stairs.



## CLEANING THE STAIRS

It is dangerous to place the cleaner above you when cleaning stairs. Place the cleaner against the bottom step facing the stairs.

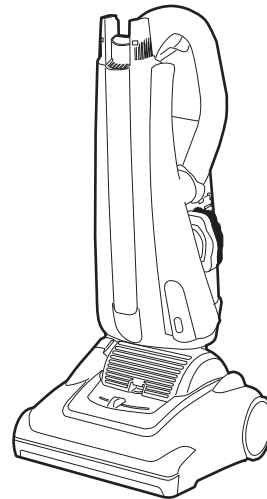
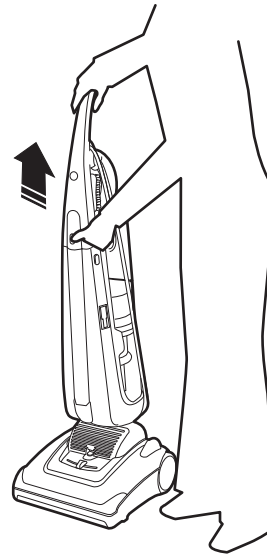
ALWAYS work with the cleaner below you.



**IMPORTANT!** Extra care must be taken when using the hose on the stairs. If the hose becomes blocked it can exert a strong pull in the direction of the cleaner.

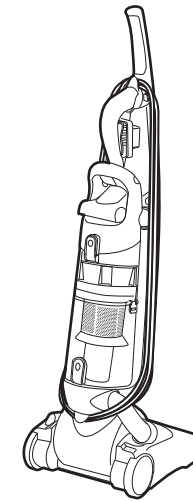
## HANDLE PARK

For more efficient storage remove the handle from the main body of the cleaner by pressing the lance release button. Remove the lance from the handle and return to its original position on the cleaner. Park the handle on the side of the cleaner.

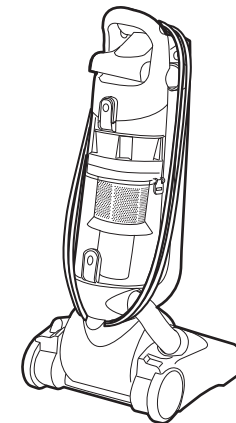


## CORD STORAGE

Turn the cleaner off and remove the plug. Wind the power cord around the cord storage hooks.

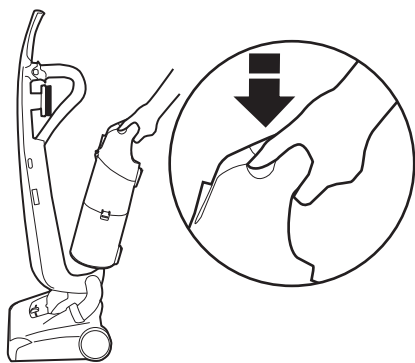


When the handle is in the handle park position wind the power cord around the lower cord storage hook and the carry handle.

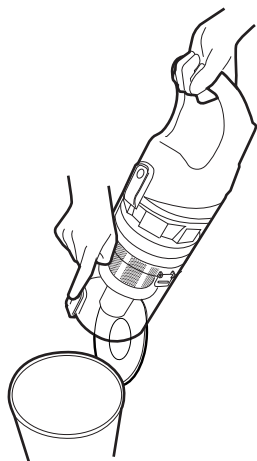


## EMPTYING THE DUST BIN

- 1 Press the bin release buttons and remove the dustbin from the cleaner.



- 2 Hold the container using the carry handle over the bin and press the bin empty button. The dust container door will automatically open.



- 3 Once emptied, gently tap or shake the container to release any excess dust.



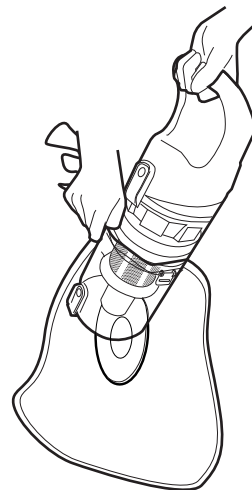
**IMPORTANT!** Do not fill above the max level mark shown on the bin.

**MAX**

## ALLERGY AND ASTHMA SUFFERERS

When emptying any vacuum cleaner it is difficult to avoid exposure to dust. To minimize this risk, please follow these instructions:

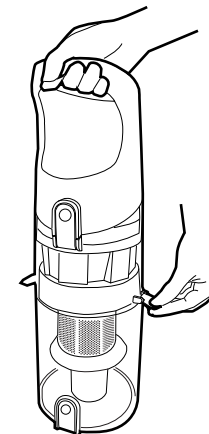
- 1 Wrap the lower bin in a plastic bag and close the bag tightly around the dust container.



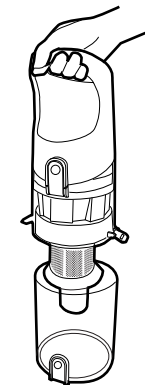
- 2 Press the bin empty button to empty the dust into the plastic bag. Close the bag quickly and dispose of it immediately.

## DUST BIN MAINTENANCE

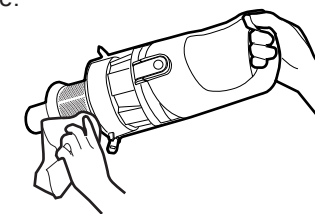
- 1 Place the bin on a flat surface and release the clips from either side of the dust container.



- 2 Lift the bin upper section containing the separation unit from the lower section.



- 3 Use a cloth or the dusting brush to remove excessive dust from the separation unit's surface.



- 4 Reassemble the bin upper section. Push clips back to fully close the bin then refit the dustbin to the cleaner.

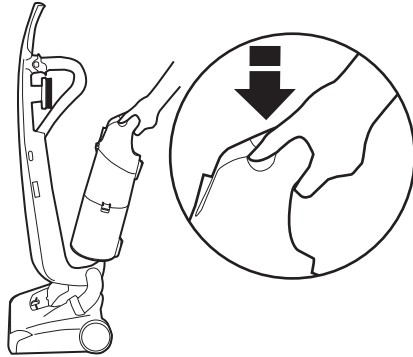




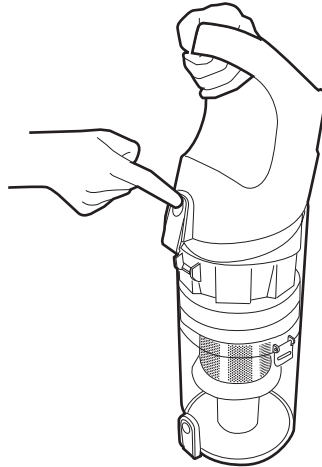
## CLEANING THE PRE MOTOR FILTERS

**! IMPORTANT!** For optimum performance, always keep your filters clean.

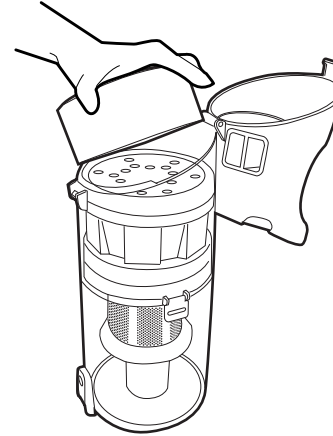
- 1 Press the bin release buttons and remove the dust bin from the cleaner. Remove the pet hair remover turbo brush from the top cover of the cleaner.



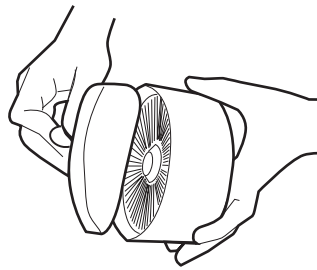
- 2 Place the bin on a flat surface and press the filter access button to open the top cover of the bin.



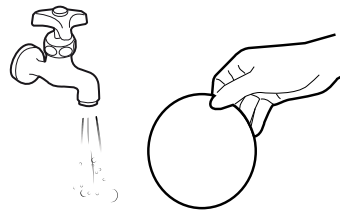
- 3 Remove the BLUE filter pack (containing the HEPA and foam filter).



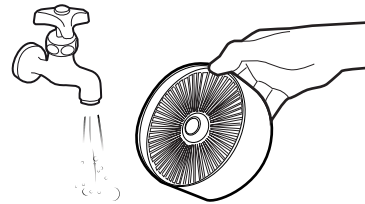
- 4 Separate the GREY foam filter from the BLUE HEPA filter pack using the tab provided. Gently tap both filters against the side of a bin to release excess dust.



- 5 Wash the GREY foam filter thoroughly under hand warm water until the water runs clean. Remove excess water by shaking and leave to dry for 24 hours. **DO NOT USE HOT WATER OR DETERGENTS.**



- 6 Wash the BLUE HEPA filter thoroughly from the inside under hand warm water until the water runs clean. Remove excess water by shaking and leave to dry for 24 hours. When completely dry reassemble and refit filters to cleaner. **DO NOT USE HOT WATER OR DETERGENTS.**



**! IMPORTANT!** For optimum performance, shake off excess dust from the filters regularly. We recommend that the GREY foam filter and the BLUE hepa filter are washed every 3 MONTHS.

## CLEANING THE EXHAUST FILTER

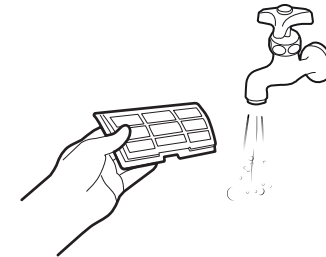
- 1 Lift the tab on the exhaust filter cover grille and remove from the cleaner.



- 2 Remove the exhaust filter.



- 3 Wash the exhaust filter under hand warm water until the water runs clean. Remove excess water by shaking and leave to dry for 24 hours. Refit filter only when completely dry. **DO NOT USE HOT WATER OR DETERGENTS.**



**! IMPORTANT!** For optimum performance, always keep your filters clean. We recommend that the exhaust filter should be washed every 3 MONTHS.



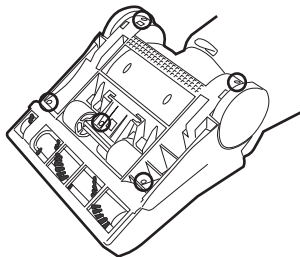
## CHANGING THE BELT / AGITATOR

If your cleaner is not picking up efficiently, the belt or brushes (or both) may need replacing, but first please make sure you have:

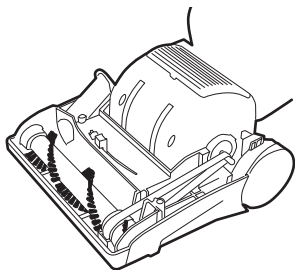
- Emptied the dust container
- Cleaned the filters
- Checked for blockages

**! IMPORTANT:** Switch the cleaner off and remove the plug from the electricity supply before dismantling cleaner

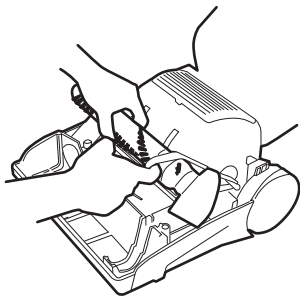
- 1** Remove the carpet care control knob. Turn the cleaner over and remove 5 retaining screws attaching the brush guard to the base.



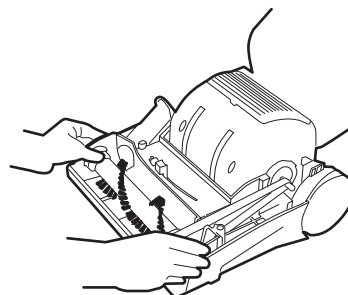
- 2** Turn the cleaner over and remove the hood.



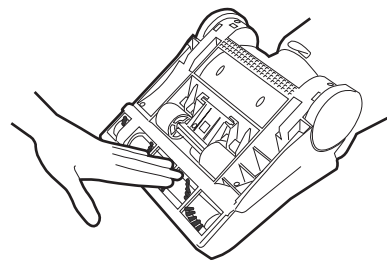
- 3** Remove brush assembly and check for wear on the belt. Loop the new belt around the motor and brush assembly.



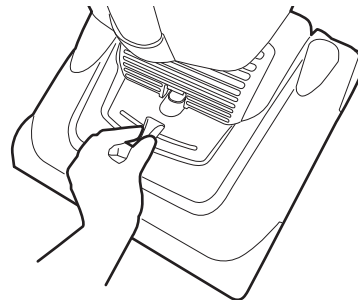
- 4** Hold the brush assembly and stretch the belt until the brush can be slotted back into the cleaner housing.



- 5** Rotate the brush to ensure movement of the belt.



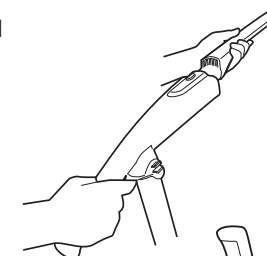
- 6** Refit the hood ensuring the lugs along the front are located in the slots on the front edge of the baseplate. Secure the hood with 5 retaining screws. Refit the carpet care control knob.



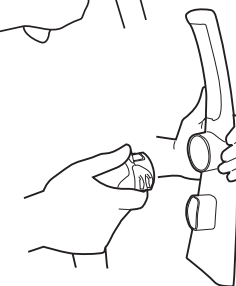
## CLEARING A BLOCKAGE

**! IMPORTANT:** Switch the cleaner off and remove the plug from the electricity supply before dismantling cleaner

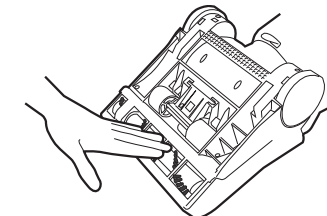
If cleaning tools were in use check the cleaning tool and the removable handle.



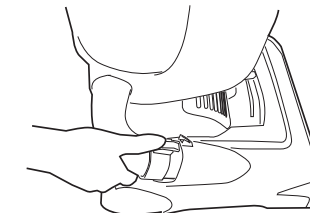
Check the hose by removing it from the cleaner, stretching it to full length.



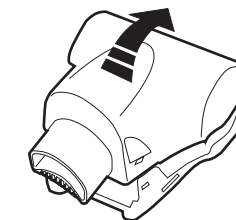
Turn the cleaner over and rotate the brushes until they are free to rotate.



Check for a blockage in the hose socket. Use a flexible rod to remove any obstruction.



Open the pet hair or allergen remover turbo brush at each side, lift cover and remove the blockage.





### Genuine HOOVER Spares

Tel. 01204 556 111  
www.hooverspares.com

Always replace parts with genuine Hoover spares. When ordering parts always quote your model number.

### Hoover Customer Helpline

Should any faults occur with your cleaner during the first 12 months contact the Hoover Customer Helpline on the number below.

Tel: 08705 400 600  
Fax: 01204 556149  
Email: customer.service@hoovercandy.com

Hoover have a computerised nationwide service network of over 500 engineers who will quickly respond to your call and guarantee your repair for 12 months.

## Quality and the Environment

As the owner of a new Hoover product we would like to tell you more about the high standards we have set in Quality and the Environment

### Quality

#### BSI ISO 9001

Hoover's factories have been independently assessed for quality . Our products are made using a quality system which meets the requirements of ISO 9001

### Environment - WEEE Directive

This appliance is marked according to the European Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE).

By ensuring this product is disposed of correctly you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

The symbol on the product indicates that this product may not be treated as household waste. Instead it shall be handed over to the appliance collection point for recycling of electrical and electronic equipment.

Disposal must be carried out in accordance with the local environmental regulations for waste disposal.

For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

## USE ONLY HOOVER SPARES

SPARE PARTS	CODE
HEPA FILTER AND FOAM	U48- 35600834
EXHAUST FILTER	T95- 35600835
AGITATOR	Y22-35600837
BELT	V30-35600838
HOSE	D102-35600836
PET HAIR TURBO BRUSH	J34-35600840
ALLERGEN REMOVER BRUSH	J33-35600839

### GUARANTEE STATEMENT

The guarantee conditions for this appliance are as defined by our representative in the country in which it is sold. Details regarding these conditions can be obtained from the dealer from whom the appliance was purchased. The bill of sale or receipt must be produced when making any claim under the terms of this guarantee.

Subject to change without notice.





## User checklist

If your cleaner is not working properly run through the following checklist.

1. Is there a working electricity supply to the cleaner?  
*Check with another electrical product.*
2. Is the dust container full or choked with fine dust?  
*To empty the dust container see instructions on P8.*
3. Is the hose blocked?  
*To clear a blockage see instructions on P10.*
4. Is there a blockage in the cleaner base?  
*To clear a blockage, see the instruction on P10.*
5. Are the filters blocked?  
*To clean filters, see the instruction on P9.*
6. Is the nozzle height set correctly?  
*To set the carpet height selector, see the instruction on p5.*
7. Are the brushes rotating correctly?  
*To check the brushes, see the instructions on p10.*
8. Has the cleaner overheated? *If so, it will take about 30 minutes to reset.*

If there is any doubt call the Hoover Customer Helpline 08705 400 600 for advice. They may be able to assist you over the telephone.

## WARNING

A thermal cut out switches off the cleaner to prevent overheating if it is used when full or there is a blockage or dirty filters. If this should happen switch off, unplug and correct the fault.

It will take approximately 30 minutes for the cut out to automatically reset.

## IMPORTANT

**DO NOT RUN OVER THE POWER SUPPLY CORD  
AS THIS COULD DAMAGE THE SUPPLY CORD  
INSULATION.**





GENERATION FUTURE

Hoover Limited  
Pentrebach  
Merthyr Tydfil  
Mid Glamorgan  
CF48 4TU

HOOVER CUSTOMER HELPLINE  
08705 400 600

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