

# Phantom Upright

PROLUX



**Instruction Manual**



## Prolux Phantom Upright

**For your safety, please read the owner's manual in its entirety before use.**

Congratulations on purchasing your very own Prolux Phantom Upright Vacuum Cleaner. This high-end vacuum is designed to provide ample power and superior filtration. Keep your floors clean and prolong the life of your flooring in just a few easy steps. Prolux.... Cleaning Reinvented! Welcome to the Prolux family and don't forget to register for your warranty at [www.proluxcleaners.com](http://www.proluxcleaners.com).

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## **Quick Assembly**

Use the link below to view some videos on unboxing, assembling, and using your new vacuum, or scan the QR code to go to our YouTube page to see all our videos:

<https://proluxcleaners.com/pages/prolux-phantom-upright-quick-assembly>



## Warranty Registration

At Prolux, we take pride in the quality of our products, so most of our time and money is spent on R&D rather than on advertising. Because of this, we feel very confident in the quality of our products and feel very comfortable offering a **5-year** motor warranty and a 3-year body warranty. We only require that you register your machine within 90 days of purchase. If a machine is not registered, we will only offer a 1-year warranty, which will cover both the motor and body. When you register your machine not only will you receive the **5-year/3-year warranty** you will also receive:

- **FREE** shipping on any warranty claims.
- **FREE** shipping on any order returned within the 61-day return period.
- Mailing list notifications - The #1 thing that kills vacuums is not keeping up on maintenance, so when you register your product, we will provide reminders when it's time to replace your filters, etc.
- Coupons and offers for discounts on supplies.

Registering is simple. Just go to the warranty section of our website below and fill out the form. Once registration is complete, you'll then be covered.

<https://proluxcleaners.com/pages/warranty>



With over 20 years in business, superior products, an honest, hardworking team, unparalleled leadership, and many years spent on Utah's fastest growing business list, you can rest assured that Prolux will be here to back up our warranty claims. We strive to provide responsive and pleasant customer service experiences and develop exceptional products you can count on! – PROLUX

# Important Safety Instructions

## Vacuum Safety



When using an electrical appliance, basic precautions should always be followed, including the following:

**READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE**

**WARNING** - To reduce the risk of fire, electric shock, or injury:

1. Do not leave the appliance plugged in. Unplug from outlet when not in use and before servicing.
2. TO REDUCE THE RISK OF ELECTRIC SHOCK- DO NOT USE OUTDOORS OR ON WET SURFACE.
3. Do not allow the appliance to be used as a toy. Close attention is necessary when used by or near children, or people that may not understand the hazards of the machine.
4. Use only as described in this manual. Use only manufacturer's recommended attachments.
5. Do not use if the cord or plug is damaged. If the appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run the appliance over the cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
8. Do not handle the plug or appliance with wet hands.
9. Do not put any object into openings. Do not use it with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
10. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
11. Turn off all controls before unplugging.
12. Use extra care when cleaning on stairs.
13. Do not use it to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
14. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
15. Do not use it without a dust bag and/or filters in place.

**SAVE THESE INSTRUCTIONS!**

## Specifications

Model	Phantom Upright
Design	Residential
Voltage	110v/60hz
Amps	10
Power	1200w
Cord Length	25 feet
CFM	65
Water Lift	70 inches
Bag Capacity	4 quarts
Weight	12 lbs
Cleaning Path	14 inches
Tool Hose	4 feet
Filtration	HEPA

## Machine Components



1. Handle
2. Dust Bag Compartment
3. Filter Compartment
4. Height Adjustment
5. Carry Handle
6. Suction Hose
7. Power Pedal

8. Handle Release Pedal
9. Built-in Tool Caddy
10. Suction Hose Mount
11. Quick Release Cord Wrap
12. Built-in Turbo Caddy
13. Brush Roll Cover Plate
14. Brush Roll



# Unboxing and Assembly

*\*\*Please note you will need a Phillips head screwdriver to complete assembly\*\**

1. Remove everything from the box and lay it in easy view. Properly dispose of all packaging material. Packaging material is not a toy – do not allow children to play with packaging due to the risk of suffocation or injury!

1. Vacuum
2. Handle
3. Wand
4. Crevice Tool
5. Duster/Upholstery Tool
6. Mini-turbo Tool
7. Spare Belt
8. 2 Dust Bags
9. Handle Install Screw  
(Not Pictured)



2. Stand the vacuum upright and slide the handle into place at the top of the machine. The handle should sit flush against the body with no gap. Once the handle is in place, use the handle install screw to secure the handle. Do not overtighten the screw – hand tightness is sufficient.



3. Wrap the suction hose around the handle and connect it to the suction intake port. Make sure that the hose is firmly attached to the port for optimal performance.



4. Attach the Mini Turbo Tool to the handle. First, slide the hook into the slot at the bottom of the tool, then press the tool into the clip until it snaps into place. To remove, lift up on the clip and pull the tool off.



5. Install the Duster Brush onto its spot on the built-in tool caddy.



6. The Crevice Tool can be placed inside of the wand for storage – note that the tool is sized to fit in only one end of the wand. The opposite end of the wand is sized to fit onto the built-in caddy as pictured.



7. *Once all the parts and tools are securely in place, you are ready to start cleaning!*

## Operation Instructions

1. First, familiarize yourself with the three handle positions you will be using. To change the handle position, you will use the Handle Release Pedal. From an Upright position, one press of the Pedal will release the handle into the Normal Cleaning Position. When the handle is lowered into the Normal Cleaning Position, a second press of the Pedal will put the vacuum into the Low Cleaning Position.



### **Upright**

For storage or when using the tool hose and attachments



### **Normal Cleaning**

For most floor cleaning tasks



### **Low Cleaning**

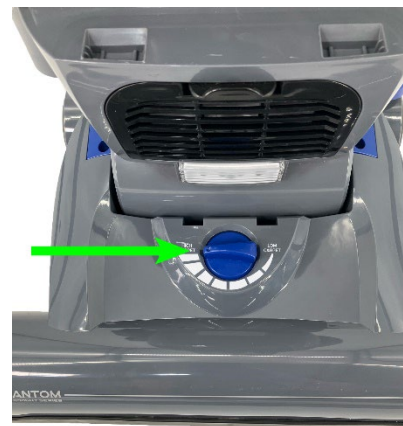
For hard-to-reach spaces, such as under beds or furniture

*\*\*Tip – when using the Low Cleaning Position, check the area you will be vacuuming for objects that may damage the unit or block the hose\*\**

2. Always check that the pre-motor filter, post-motor filter, and bag are installed before each use. Operating the vacuum without these installed will cause damage to your machine.



3. Next, adjust the powerhead height using the adjustment knob. For the best cleaning results, get the powerhead as low to the floor as possible without making your vacuum difficult to push. *Please note that the height can only be adjusted with the handle in the Normal Cleaning or Low Cleaning position.*



4. Once your handle and height adjustments are set, you can begin vacuuming. Plug in the power cord, then press the Power pedal firmly to turn the machine on and start cleaning!



5. When you are finished, put the vacuum into the Upright Position, and power off the unit by pressing the Power Pedal. Wrap the cord around the Quick Release Cord Wrap, making sure that the upper cord hook is pointing up. To quickly release the cord, simply point the upper cord hook down and remove the cord.



6. To use the attachments, set the vacuum into the Upright position, and detach the tool hose. Please note that the powerhead will continue spinning while using the tool hose. However, the power head will be automatically lifted off the floor to prevent damage to your carpet. To reduce the risk of injury from the moving parts, always keep hands, feet, loose hair or clothing, or anything else that may be injured or damaged away from the power head!



7. Attach the desired tool either directly onto the hose or onto the extension wand. When moving the vacuum during above-floor cleaning, always use the carry handle.



For pet hair, furniture, cushions



For curtains, drapes, light dusting



For corners, crevices, in between cushions

8. During above-floor cleaning, you can adjust the suction strength by opening or closing the suction control cover



9. When you are finished with the tool hose, place your attachments in their storage locations, and reconnect the hose to the powerhead suction port.

## Maintenance and Care

***\*\* Never perform any maintenance work unless the machine is powered off and unplugged! \*\****

### Replacing the Dust Bag

1. Open the dust bag compartment by pulling the top of the compartment lid away from the unit until it releases. Set the lid aside.



2. Grasp the pull tab at the top of the bag and carefully work the bag off the fill port. Never reuse dust bags, and always dispose of them properly.





3. Place the collar of the new dust bag over the fill port, and gently work into place until it is fully seated. Only use model specific bags by Prolux for optimum performance.



4. Tuck the bottom and sides of the bag into the compartment so that the lid seals properly, then replace the lid until it clicks firmly in place.



## Pre-motor Filter Change

1. Open the dust bag compartment as if you were changing the bag.
2. Locate the filter cover panel at the bottom of the compartment and slide it out of the compartment.



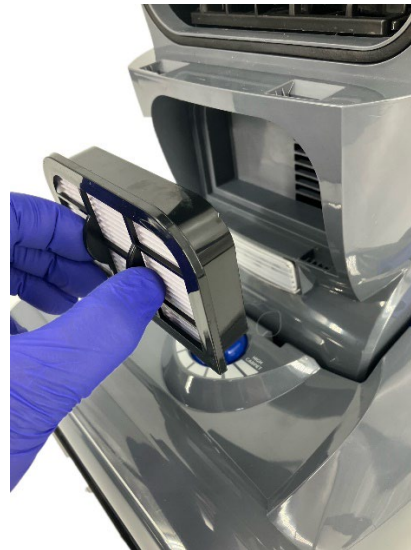
3. The filter can be cleaned several times before needing replacement. Use compressed air on both sides of the filter to clean it, then reinstall.
4. If your filter is worn or excessively dirty, replace it with a Prolux brand replacement.
5. Put the dust bag compartment lid back on.

## **Post-motor Filter Change**

1. Press down on the release tab of the post-motor filter cover. Remove the cover to expose the filter compartment.



2. Use the fins on the filter to pull it out of the compartment.



3. The filter can be cleaned several times before needing replacement. Use compressed air on both sides of the filter to clean it, then reinstall.
4. If your filter is worn or excessively dirty, replace it with a Prolux brand replacement.
5. Put the filter cover back on.

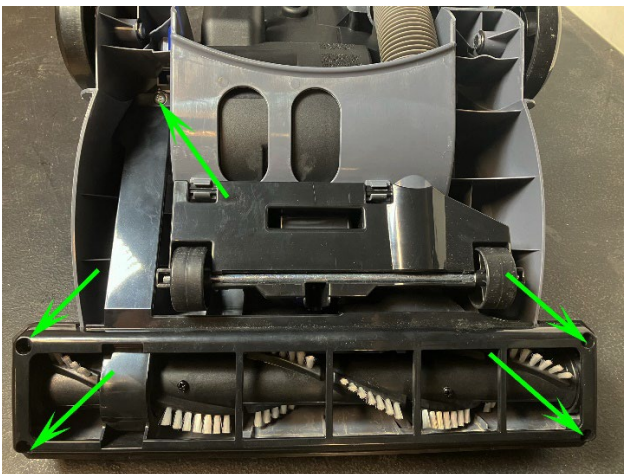
## **Brush Roll and Belt Replacement**

*\*\*You will need a Phillips head screwdriver for this task\*\**

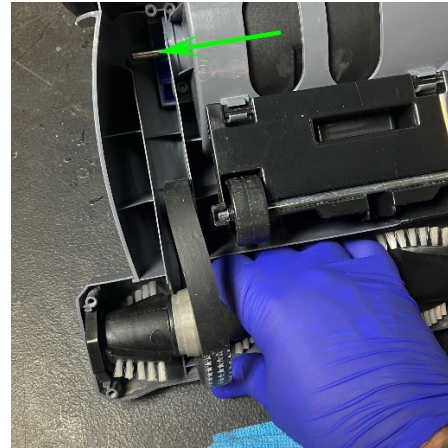
1. Place the vacuum in a suitable workspace that allows you to access the underside of the brush head. Have the handle in the Normal Cleaning Position. Never perform this work if the vacuum is plugged in or turned on!



2. Remove the five screws that secure the brush cover plate to the unit. Set the screws and cover plate to the side.



3. Slide the belt off the motor shaft.  
Pull the brush roll out of the compartment by gently working the end pieces out of their slots.



4. At this point you can clean or replace either component. Only use official Prolux parts to prevent damage to your machine.

5. To reinstall, loop the belt back onto the motor shaft, then onto the brush roll. Pull the brush roll back into its compartment, making sure the ends are properly aligned with their respective slots.



6. Rotate the brush by hand to make sure that the belt is properly aligned.
7. Once the belt is aligned and the brush roll is secured, replace the cover plate using the five screws. Do not overtighten the screws – hand strength is sufficient.

## Clearing a clog

The hose on the back of the vacuum cleaner that carries the dirt from the powerhead to the dust bag can sometimes become clogged. If you notice a change in the sound of the vacuum motor, reduction in suction, or if the red indicator shows in the dust bag compartment, check for clogs.



1. First, open the bag compartment and check that the bag is not full. Then check that both the pre-motor and post-motor filter are clean.
2. Pull the suction hose off the power head port and inspect the hose for clogs. If you have been using the vacuum for above-floor cleaning, check that there are no clogs in the tool attachments you were using.
3. While the suction hose is disconnected from the power head, check the short length of hose leading to the brush roll. Also check that no debris has clogged up the brush roll chamber.



4. Once you have found and cleared the clog, you may resume cleaning.






## Troubleshooting

**WARNING:** Never use a defective appliance. Always switch the appliance off and disconnect it from the outlet before you start troubleshooting.

<b>Fault</b>	<b>Possible Cause(s)</b>	<b>Solution</b>
The vacuum will not turn on.	The plug is not connected to the electrical wall outlet or the appliance is not switched to the “on” position.	Insert the plug into an electrical wall outlet and flip the “on/off” switch to the “on” position. See the “Vacuum Cleaning” section.
	Electrical wall sockets do not carry current.	Test the vacuum cleaner on another outlet that you are sure is carrying current.
	The power cord is damaged.	Replace with a new cord installed by an authorized service center or a professional technician.
Suction power is low.	The filter is full or clogged.	Change or clean the filter
	The power nozzle, attachment wand, or suction hose is clogged.	Remove the debris that is causing the clog. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.
	The filter is installed incorrectly.	Remove the filter and reinstall; make sure these are correctly put into place when reinstalling.
	The tool attachment being used does not work properly on the surface you are vacuuming.	Attach the appropriate tool for the surface you are vacuuming. See page 15.
	Dirty filter(s).	Change/clean the filter(s). See page 18.
The vacuum makes unusual noises or is louder than usual.	The power nozzle, attachment wand, suction hose, or filters are clogged.	Remove any clogs. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.

## **How to Order Replacement Parts**

Over the course of your vacuum's life, certain parts will experience wear and tear, and need replacing. To order replacement parts, you can contact us at [service@proluxcleaners.com](mailto:service@proluxcleaners.com) or visit our website, <https://proluxcleaners.com>.

<b>Part</b>	<b>Part Number</b>	<b>Description</b>
	phanupbag	Replacement dust bag
	phantupbelt	Replacement belt for the brush roll
	phanupfilt	Replacement pre-motor filter
	phanuphepa	Replacement post-motor filter
	phanupbr	Replacement brush roll





**WARRANTY**

Register for your Warranty

## **Why do I have to register my product within 90 days to get my warranty?**

**Great question! Do you know what normally kills a vacuum cleaner?**

1. Vacuum Dirt Bin being overfilled which causes the motor to overheat.
2. Improper cleaning and not replacing filters, which overheats the motor.
3. Improper brush roll maintenance; such as not regularly clearing hair and carpet fibers that wrap around it and overheat the motor.

LOL, do you see a trend? In other words, proper maintenance will add years to your vacuum's life. When you register your warranty, we will email you maintenance tips, remind you when it is time to maintain your vacuum, provide product info updates, and coupons for more carpet shampoo or fragrances for your water. We do not ever require you to purchase anything OR to prove that you are maintaining your vacuum to be covered by the warranty. All we care about is that you are getting our reminders. Normally we send out maintenance email reminders once every 6 months.

**To register for your warranty, go to**

**<https://proluxcleaners.com/pages/warranty>**

**or scan below with your phone**



## **LIMITED WARRANTY**

When registered, Prolux warranties this product's motor free from defects in material and workmanship for the five (5) years of the motor, and three (3) years on the body of the cleaner, free from manufacturer defects in material and workmanship from the original date of purchase, when utilized for normal use.

### **What is Not Covered by the Prolux Warranty - Warranty Exclusions:**

This limited warranty does not extend to and expressly excludes:

1. Normal wear and tear and/or replacement attachments or accessories, including, without limitation, hose, wand, powerhead, and other attachments to the cleaner.
2. Damage or burnout of the cleaner's body or motor resulting from failure to clear a blockage occurring during the normal course of use.
3. Loss or damage to the cleaner body resulting from conditions beyond the control of Prolux including without limitation, misuse, accidents, abuse, neglect, negligence from the customer, overuse beyond the capacity of the cleaner, or unauthorized modification and/or alteration.
4. Loss or damage to the cleaner resulting from failure to follow the required maintenance schedule or failure to use the cleaner per written instructions from Prolux, guidelines, or the terms of its Owner's Manual.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, please contact the authorized PROLUX dealer you purchased the unit from. Non-durable parts including, without limitation, pads, cords, and switches, which normally require replacement, are specifically excluded from the warranty. This warranty is limited solely to the cost of the repair or replacement of the unit at the option of Prolux. This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with (by an unauthorized user) or used for commercial purposes unless the unit is a commercial model. This limited warranty does not cover damage caused by shipping damage, misuse, abuse, negligent handling, or damage due to faulty packaging or mishandling in transit.

This warranty is extended to the original purchaser of the unit only and is not transferable.

**\*IMPORTANT:** Before sending the unit back for warranty work, contact the authorized PROLUX retailer you bought the unit from first. Unauthorized warranty claims may be sent back.

**Authorized Warranty claims: PROLUX shall be responsible for all parts, labor, and shipping if the item is registered. If the item is NOT registered Prolux shall be responsible for the parts and labor of the repair and the customer shall be responsible for ALL shipping charges to AND from the Prolux service center. Prolux is constantly striving to improve our products. Therefore, the specifications contained herein are subject to change without notice.**