

Phantom

PROLUX





Congratulations on the purchase of your new Prolux Phantom Vacuum!

Phantom was made with one purpose: to get your cleaning done quickly, so you can spend your time doing what you enjoy. Lightweight, powerful, easy to use, and adjustable suction for cleaning different surfaces. The H12 HEPA exhaust filter removes microscopic particles as the air moves through your vacuum catching dust and allergens and leaving your air clean. Register your product at <https://proluxcleaners.com/pages/warranty> to receive the LIFETIME WARRANTY!!!

Table of Contents

Quick Assembly	4
Specifications	5
Warranty.....	6
Important Safety Instructions	7
Safety Continued	8
Description of Parts	10
Unpacking and Assembling.....	11
Unpacking	11
Assembly	12
Using the Attachments.....	15
Electric Power Nozzle.....	16
Operation	17
Vacuum Cleaning.....	18
Setting the Suction Power	20
Switching Off and Retracting Power Cord	21
Transport and Storage	22
Maintenance	23
Changing Dust Bag	23
Changing Filters	24
Brush Roll Replacement and Maintenance.....	27
Brush Roll Replacement.....	27
Cleaning the Brush Roll	28
Cleaning the Powerhead and Canister Housing	28
Frequently Asked Questions	29
Troubleshooting	30
Warranty.....	32
Environmental tips.....	34

Quick Assembly

To view some videos on unboxing, assembling, and using your new vacuum you can find them at the link below, or scan the QR code to go to our YouTube page to see all our videos:

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



Specifications

- Lifetime Warranty - To qualify for the lifetime warranty you must register your product at <https://proluxcleaners.com/pages/warranty>
- Lightweight - Canister only weighs 9 lbs.
- 12 Amp Motor - Powerful deep cleaning with 107 Cubic Feet per Minute of Airflow
- Dependable - Superior materials, engineering, and motor bypass technology add years of life to the motor and vacuum.
- 5 Cleaning Modes - LED display to highlight your current suction level/cleaning mode.
- Cleaning Modes - Delicate Dusting, Upholstery Cleaning, Hard Floor Cleaning, Light Carpet Cleaning, and Full Power Mode for cleaning plush carpets.
- Only produces 62dB of sound.
- Cord - 25-foot, self-rewinding.
- Telescopic Wand - Easily set a comfortable height for nearly any user.
- Filtration – Pre-filter, after filter and bag create 3 levels of filtration before clean air is exhausted from The Phantom.
- Convenience - Two onboard tools, handle brush roll control, carry handle, and easy rolling casters.

Warranty

Here 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 advertising. Because of this we feel very confident in the quality of our products and feel very comfortable being able to offer a **Lifetime Warranty**. We only require that you **MUST** 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 **Lifetime Warranty**, but 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



**Read the owner's manual in its entirety before using this product.
Failure to do so can result in serious injury or death. Prolux takes no
responsibility for damages/injuries due to violations of the following operating
instructions.**

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

Keep the operating manual for reference. Include the operating manual if you pass the appliance to third parties.

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

Notices Given:

Notices for your safety are specially marked. Always observe these notices to avoid any damage to the appliance.

WARNING: Warning concerning health hazards describing possible risks of injury.

ATTENTION: Warning concerning possible dangers to the appliance or other objects.

NOTE: Highlight tips for you.

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

1. Do not leave the vacuum cleaner plugged in. Unplug from the outlet when not in use, or before servicing.
2. Use only as described in this manual. Use only the recommended attachments and replacement parts.
3. To reduce the risk of electric shock, do not use it outdoors, or on wet surfaces, and do not use it for wet pickup/cleanup.
4. Do not use the vacuum with a damaged cord or plug. If it is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center before use.
5. Do not use the cord as a lasso to round up loose children and pets.**

***Yes, yes, we have intentionally placed a couple of “interesting” warnings in hopes that you would read them all... But in all seriousness, these warnings MUST be observed!!!*

Safety Continued

1. Do not pull or carry the vacuum by its power cord, do not use the power cord as a handle, do not close the door on the power cord, or pull the power cord around sharp edges or corners. Do not run the vacuum cleaner over the power cord. Keep the power cord away from heated surfaces.
2. Only use extension cords suited to the power requirements of the appliance.
3. Never immerse the appliance in water or other liquids.
4. Only operate the appliance if your outlet voltage is the same as indicated on the appliance's nameplate. Using the wrong voltage can destroy the appliance.
5. Do not unplug the power cord from your wall by pulling on the cord. To unplug, grasp the end of the plug, not the cord.
6. Do not handle the power cord/plug or vacuum cleaner with wet hands.
7. Do not put any object into the openings of the vacuum. Do not use the vacuum with any openings blocked. Keep openings free of dust, lint, hair, and anything that may reduce airflow.
8. Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts of the vacuum.
9. Turn all controls off before unplugging the vacuum.
10. Do NOT wield the telescopic wand as if it were a lightsaber**
11. Use extra care when cleaning on stairs.
12. Do not use it to pick up flammable or combustible liquids, such as gasoline, or in areas where they may be present.
13. Hold the end of the plug on the power cord when rewinding the cord into the cord reel. Do not allow the plug to whip when rewinding.
14. Unplug the vacuum before connecting the hose.
15. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
16. Do not use the unit without bags and/or filters in place.
17. If the power cord is damaged, the manufacturer or an authorized service center must replace it, to avoid a hazard.
18. 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 instructions concerning the use of the appliance by a person responsible for their safety.

***Yes, yes, we have intentionally placed a couple of “interesting” warnings in hopes that you would read them all... But in all seriousness, these warnings MUST be observed!!!*

Do not vacuum or clean:

- Hair and other parts of the body. They could be sucked in and cause injury.
- Pieces of Clothing (e, g, shoe laces, scarves, etc.). They could be sucked in and cause injury.
- Water and other liquids, especially moisture from carpet cleaning agents. Moisture inside the appliance can lead to short-circuiting.
- Toner dust (from laser printers, copying machines. etc.). There is a danger of fire or explosion.
- Pointed objects, glass shards, nails, etc. Such objects destroy the filters.
- Plaster, cement, fine drilling dust, makeup. etc. The filters may clog causing damage to the appliance.
- Never use the appliance near flammable or explosive materials -- there is a danger of fire or explosion.
- Never use the appliance outdoors -- there is a danger of rain and dirt destroying the appliance.

Children

- Never leave the appliance unattended, and always take special precautions if children or persons who cannot judge dangers are nearby.
- Proper storage, supervision, and keeping children at a safe distance during operation will help avoid the following dangers:
 - Strangulation by the cord.
 - Tripping accidents.
 - Getting hair, appendages, or clothing stuck in vacuum ports.
 - Other unforeseen boo-boos of various severity.** Though silly, this one is true!

Persons (including children) who are unable to safely operate the appliance because of physical, sensory, or mental abilities, or lack of experience or knowledge should only use this appliance under the supervision or instruction of a responsible person. Packing materials are not toys. There is a danger of suffocation, KEEP OUT OF REACH OF CHILDREN.

***Yes, yes, we have intentionally placed a couple of “interesting” warnings in hopes that you would read them all... But in all seriousness, these warnings MUST be observed!!!*



Description of Parts

- | | |
|------------------------------------|----------------------|
| 1. Main Hose | 7. Main Canister |
| 2. Telescopic Wand | 8. Cord Rewind |
| 3. Electric Powerhead | 9. HEPA Bags |
| 4. Onboard Tool Storage | 10. Combination Tool |
| 5. Suction Selection | 11. Floor Brush Tool |
| 6. Flexible and Crushproof
Hose | 12. Crevice Tool |

Unpacking and Assembling

Unpacking

1. Unpack the appliance and all its accessories.
2. Check that all the contents are included.

Main Canister - Hose - Wand - Powerhead - Floor Brush - Crevice Tool - Dusting Brush - Upholstery Tool - Mini Turbo Head - Extra Bags

*Crevice Tool and Duster Brush are located inside the onboard tool storage area.



ATTENTION: Always transport or ship the appliance in its original packaging to avoid damage.

Recycle any no longer needed packaging material accordingly.

Assembly

WARNING: Always assemble the vacuum when it is not connected to an electrical wall outlet.

1. Insert the end of the suction hose (Fig 1) into the intake opening of the vacuum cleaner until it locks with an audible click.



FIG 1

2. Insert the handle (Fig 2) into the upper end of the main wand (Fig 2).

NOTE: Push all the way together until the button lock tab on the wand end is inserted into the hole on the attachment.



FIG 2

3. Adjust the length of the main wand. Press down the release latch on the tube to do this. Then pull the handle of the telescopic tube to extend it to your desired length. Let go of the release catch while pulling until it locks in place. You will hear a distinct click. Your vacuum cleaner is now ready for use and the desired attachment can be attached to the end of the wand.

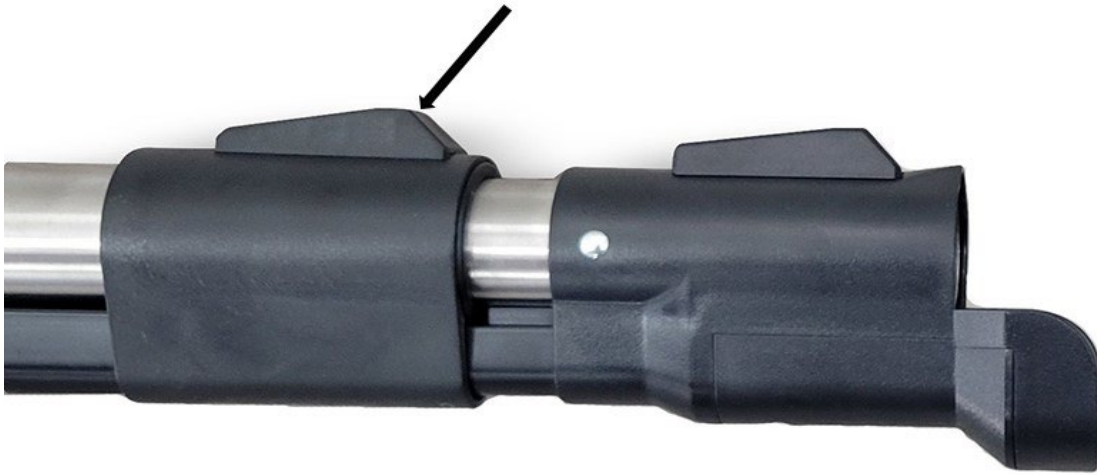


FIG 3

4. Once you have assembled your vacuum and the desired attachment has been attached to the hose or wand end feel free to pull the power cord out to the desired length and plug it into the wall outlet. Turn the vacuum cleaner on with the power button on top of the main canister.

Using the Attachments

Prolux is proud to include the highest-quality attachments available! Through research and development and trial and error... Prolux has finally perfected vacuum attachments, matching durability with functionality! This is Cleaning...Reinvented!

- **Combination Upholstery/Dusting Brush** - The combination brush is your answer to dusting furniture, wood, or laminate blinds and fan blades. Slide the bristles off and the same tool can be used for upholstery cleaning. *Warning: NEVER attempt to dust a fan while it is moving.
 - **Note:** Never press hard into delicate surfaces. Allow only the brushes to move lightly across surfaces
 - **Note:** This tool is not a grooming tool and should not be used on animals.
 - **Note: Do Not** use the upholstery tool on delicate or woven fabrics that may snag.
 - **Note: Do Not** use the upholstery tool on wooden floors as this accessory might cause mild scratching.
- **Crevice Tool** - Perfect for radiators, crevices, corners, baseboards, and in-between cushions.
- **Hard Floor Tool** - Wide, soft bristled hard floor brush ensures quick cleaning without the worry of damaging even delicate floor surfaces.



Electric Power Nozzle

Use the powerhead for all types of floor cleaning. Whether it be hard floors or carpet this head can handle it all. Just attach the head to the extendable wand, flip the switch on the hose handle and you're ready to clean. You can control the brush roll with the hose handle switch, which when cleaning hard floors at times it's best to turn the brush roll off and use only the suction. To do this simply turn the powerhead off with the hose handle switch and leave the vacuum on. This will allow you to bypass the brush roll and use only the vacuum's suction.



Operation

WARNING: Check the vacuum cleaner and the power cord each time before using them. A damaged appliance must not be used. There is a danger of injury.

ATTENTION: Only use the vacuum cleaner with all filters intact, in dry condition, and correctly placed. Make sure that the openings of the vacuum cleaner are not clogged or obstructed. Otherwise, the vacuum cleaner might be damaged.

NOTE: Your vacuum cleaner is equipped with a safety switch to prevent overheating. It automatically cuts off the power supply if the motor is overheated. In this case, switch the vacuum cleaner off and disconnect it from the outlet. Remove the cause of the overheating. Wait for about 45 minutes. After it has cooled off, you may use the vacuum cleaner again.

Your vacuum is also equipped with a motor bypass valve. The purpose of this feature is if your vacuum bag is too full, the filters are too dirty, or if there is a clog in the vacuum the valve opens. When the valve opens it allows air to enter the motor chamber, reducing suction to the hose but making certain the motor does not overheat and burn up. The Prolux Phantom is a high-end vacuum designed to last many years. This feature protects the motor and allows it to be used for many years to come. When the motor bypass valve opens you will notice less suction and a different sound. **When this happens turn the vacuum OFF and unplug the cord from the electrical outlet. Then solve the problem by changing the bag, and filters or removing any clogs.**

Vacuum Cleaning

1. Attach the desired nozzle. See the section “Assembly” or “Using Further Accessories.”
2. Pull the power cord until the yellow marking is visible.



WARNING: If the red marking shows on the cord, retract the cord by pushing the retract button to pull in the cable up to the yellow mark again. If the cord is pulled past the red mark the cord rewind could break. Also, there is a danger of an electric shock.

3. Switch the vacuum cleaner on with the on/off switch.



4. When working with the vacuum cleaner, pull it after you like a sled. Follow the respective recommendations of the flooring manufacturers.

NOTE: When using the vacuum with the electrical power nozzle for the carpet, the power nozzle may be turned on by pressing the switch on the handle (on/off switch). If the power nozzle will not turn on when the canister is turned on check the handle switch for proper position AND make sure the hose, wands, and power nozzle are firmly connected.

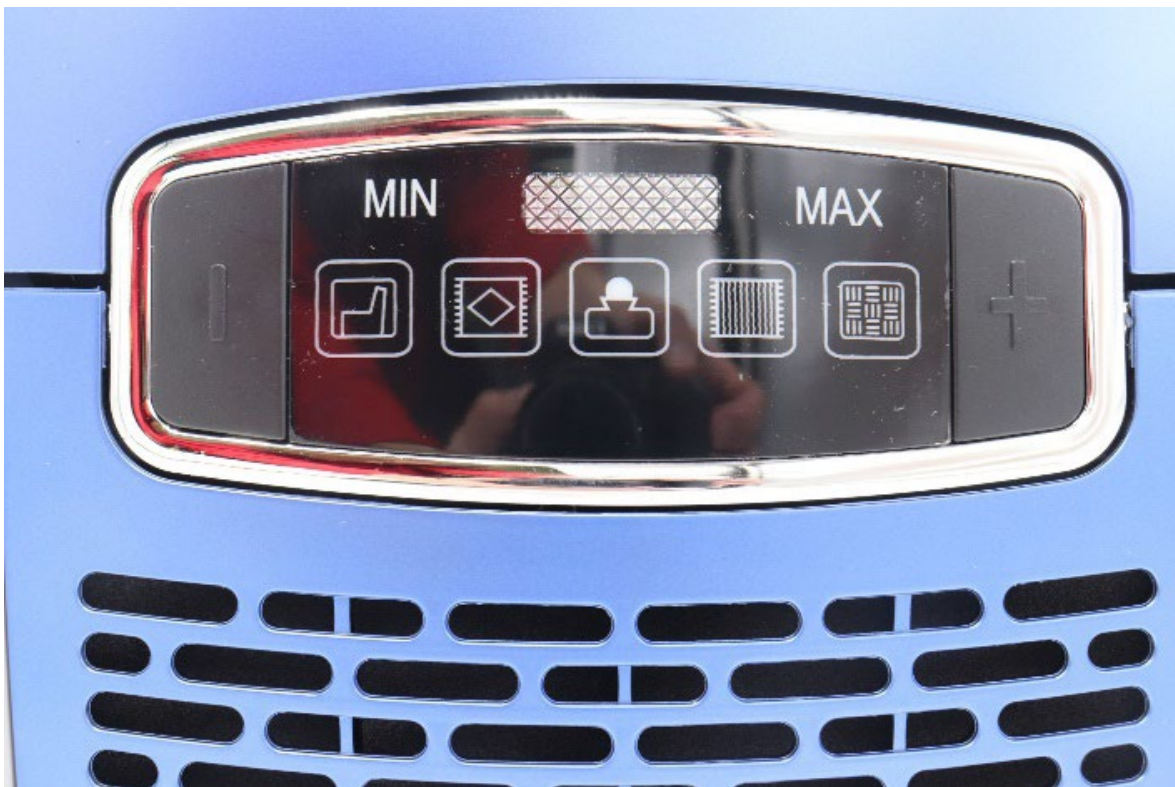
Setting the Suction Power

You can adjust the suction power of the unit to suit the type of surface being cleaned. Use the symbols on the suction power display as a guideline.

- Delicate dusting for curtains, and fabric (lowest setting)
- Upholstery, cushions
- Hard floor surfaces like tile, hardwood, etc.
- Low pile carpet and rugs
- High pile carpet and rugs.

You may select a higher setting based on what you are cleaning. For example, if you are cleaning very dirty upholstery, you may use it on the highest settings if you feel it needs extra suction power.

1. To set the desired power setting, press the + button or the - button until the desired setting lights up on the suction power display.



Switching Off and Retracting Power Cord

1. Switch the vacuum cleaner off with the on/off switch and pull the plug from the outlet.
2. Keep the plug in your hand until the cord is fully retracted into the vacuum.



WARNING: During retraction, the cord can whip around, become an obstacle or overthrow objects if not held.

3. To retract the power cord, push the cord retracting button.

Transport and Storage

To transport the vacuum cleaner, you can carry it by the handle.

To store it or when pausing your work, you can hook the park/storage hook into the parking bracket. On the rear of the main canister.



WARNING: When leaving your work area, switch the appliance off and mind the notices in the section “Switching Off and Retracting Power Cord.”

To store the vacuum cleaner, you can hook the floor nozzle park/storage hook into the storage bracket on the underside of the appliance.



ATTENTION: Never store the appliance next to heat sources (e.g., stoves or radiators). Avoid exposing it to direct sunlight. The heat might damage the appliance.

If you want to store the appliance for a prolonged period, remove the dust filter bag and dispose of it properly. Also, clean the filters.

Always store the appliance in a cool, dry place.

Maintenance

Change the dust filter bag at the latest when the electronic dust filter bag change indicator shows "red" or the suction power has decreased.

Changing Dust Bag



1. Open the dust bag compartment cover by unlatching and subsequently raising it.
2. Raise the dust bag compartment cover until it locks in the highest position and remains open by itself.

NOTE: Be careful when removing the dust filter bag so that no dust escapes.

3. Pull the dust filter bag up and out of the bag holder.



4. Remove any dust that may have been collected in the dust bag compartment.

NOTE: You can dispose of the dust filter bag with your regular domestic trash if it contains no prohibited waste materials.



5. Push the new dust filter bag into the filter bag holder.

6. Close the dust bag compartment cover. It clicks into place audibly.

NOTE: The dust compartment cover can only be closed with a dust filter bag in place.

Changing Filters

Your vacuum cleaner is equipped with the following filters:

Motor protection filter: Prevents larger particles from destroying the motor in case the dust filter bag is defective. Change as needed or if the vacuum overheats or the bypass valve opens.



H12 HEPA exhaust filter: Removes microscopic particles from the exhaust air. Clean at least every 6 months. Replace once a year. (This can be more frequent if you live in a heavily dusty area or have pets.)



The filters can become clogged over time and reduce the appliance's performance. Therefore, it is important to adhere to the above cleaning intervals.

Damaged filters must be removed immediately.

ATTENTION: These filters are not washable. The exhaust filter may not be re-used. Never run the vacuum without a bag installed.

NOTE: If the motor protection filter is only slightly dirty, it can help to tap the dust out over a dustbin. However, we recommend changing the motor protection filter each time you open a new box of dust bags.

Changing the H12 HEPA Exhaust Filter

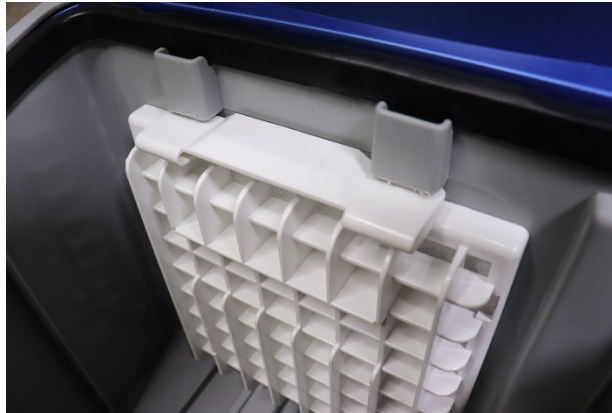
1. Switch the vacuum cleaner off.
2. Remove the exhaust filter. Remove the filter cover by lifting the two tabs with your fingers, then lift the H12 HEPA filter and move it out.



Fig.21

3. Insert a new exhaust filter and push it down slightly until it locks into the holder.
4. Replace the dust filter bag and close the dust bag compartment cover. The cover clicks into place audibly.

NOTE: Make sure that the exhaust filter is always properly locked into position, otherwise the exhaust air will not be properly filtered.



Changing the Motor Protection Filter

1. Switch the vacuum cleaner off and remove the dust filter bag as described in the section “Changing the Dust Filter Bag,” steps 1 thru 4.
2. Remove the filter holder with the motor protection filter. Slightly press down on the top tabs and then pull the filter cover forwards and out.
3. Remove the motor protection filter from the filter holder over a dustbin.



4. Clean the filter holder with warm soapy water and let it air dry.
5. If the new motor protection filter is too large, lay the old filter onto the new filter mat. Mark the contours and cut the new filter down to size with a pair of scissors.
6. Insert the new motor protection filter into the filter holder.
7. Insert the filter holder with the new filter into its bracket from above and push it down until it audibly locks into place.
8. Replace the dust bag - close the dust bag compartment cover. The cover clicks into place audibly.

Brush Roll Replacement and Maintenance

Brush Roll Replacement

The Phantom powerhead is equipped to handle a series of interchangeable brush rolls based on your type of flooring. Each brush roll will have its own unique set of bristles, so depending on the type of flooring you have there's a brush roll for it. Changing the brush roll is very easy, all you'll need to do is

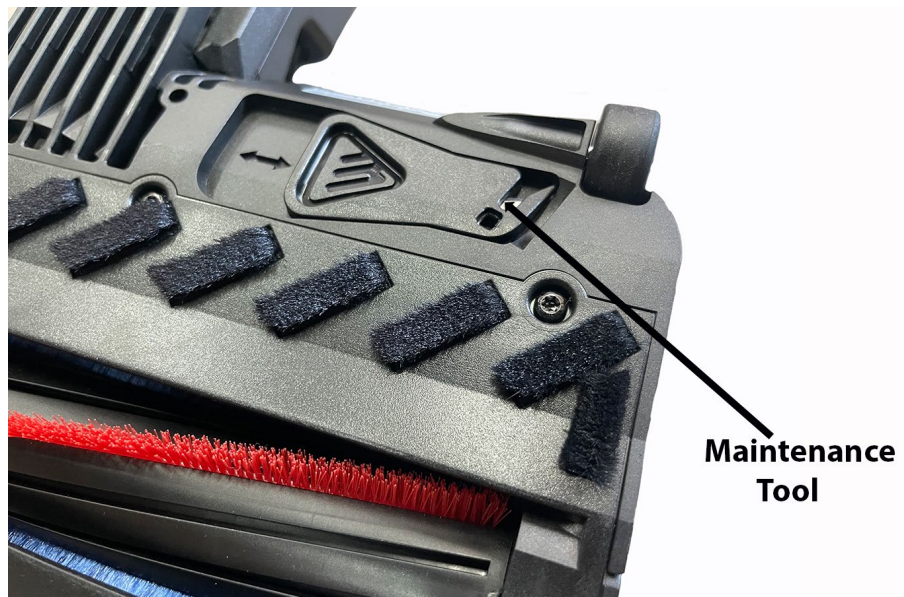
1. Make sure power is cut to the head by removing the head from the extendable wand.
2. Unlock the brush roll by turning the knob dial on the side of the head to 'OPEN'
3. Once you've unlocked the brush roll simply slide it out
4. To replace the brush roll slide it back in and lock the knob dial by turning it to 'CLOSE'



Cleaning the Brush Roll

The Phantom powerhead has a built-in brush roll cleaner which helps you remove any built-up hair,

string or any other material which has wrapped around the brush roll. Built-up hair and other materials are the #1 killer of brush rolls because they eventually work themselves into the bearings on the ends which in turn seizes up the brush roll rendering it useless. To use the cleaning tool simply slide it out of its storage spot on the underside of the head. There is a hook and razor blade end which you'll want to work the hook under the built-up hair/material, run the blade through, which you may need to run it through a few times to completely cut it, then use your fingers to pull the hair and material off to be thrown in the trash.



Cleaning the Powerhead and Canister Housing

WARNING: Always switch the appliance off and disconnect it from the outlet before cleaning. See the section "Switching Off and Retracting the Power Cord."

ATTENTION: Do not use cleaning or scouring agents or alcohol, as these might damage the appliance.

Clean the outside of the powerhead and canister housing using a slightly damp washcloth or microfiber towel only. Wipe down with a dry towel or let air dry. Compressed air can also be used to spray off the head, canister body, and bag chamber.

Frequently Asked Questions

1. Why is my vacuum not picking up?

- Vacuum bag is full. Open the top of the unit and check the bag capacity.
- Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clogs. If a clog is found using compressed air at low pressure is the ideal means of removal.
- Clogged filter not allowing proper airflow. Remove and clean your filters by lightly tapping on the edge of a garbage can (preferably outdoors). You may also use compressed air at low pressure.

2. Why is my vacuum not turning on?

- Check if it is plugged in, check if the button on your surge protector is set to on... We know, we know, but you would be surprised how many customer service inquiries are solved with that sentence. Happens to the best of us.

3. Why is my vacuum getting hot?

- Vacuum bag is full. Open the top of the unit and check the bag capacity.
- Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clogs. If a clog is found using compressed air at low pressure is the ideal means of removal.
- Clogged filter not allowing proper airflow. Remove and clean your filters by lightly tapping on the edge of a garbage can (preferably outdoors). You may also use compressed air at low pressure.

4. How often should I replace the vacuum filters?

- 3-12 months depending on use and the state of your home. Most people will need replacement filters around 6 months but if you live in an exceptionally dusty environment or have multiple shedding furry friends you will want to change them more frequently.

5. Where do I purchase replacement bags, filters, and parts?

- proluxcleaners.com

6. I need help with something regarding this vacuum, who do I contact?

- service@proluxcleaners.com

7. Can one suck a ghost into this vacuum?

- We cannot be certain... but we do know ectoplasm is no good for filters. Bust responsibly.

Troubleshooting

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

Fault	Possible Cause(s)	Solution
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 section “Vacuum Cleaning.”
	The electrical wall socket does not carry current.	Test the vacuum cleaner on another outlet that you are sure is carrying current.
	The power cord is damaged.	Have the cord replaced by an authorized service center or a professional technician.
Suction power is low.	The bag or filter is full or clogged.	Change or clean the bag/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 bag or filter is installed incorrectly.	Remove the bag and 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 14.
	Dirty filter(s).	Change/clean the filter(s). See page 19.
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.

Troubleshooting for Electric Power Nozzle

Problem – electric power nozzle does not power up (motor does not turn on in power nozzle).

Solution – Please follow all the steps below and try again:

- a. There is an on/off switch on the handle. Make sure that it is turned on.
- b. Make sure the brush roll can roll freely and nothing is obstructing it.
- c. Make sure the hose is firmly “snapped” into the canister.
- d. Make sure the main electrical wand is firmly “snapped” to the hose.
- e. Make sure the main electrical wand is firmly “snapped” into the power nozzle.

Problem – the electric power nozzle cuts in and out as you vacuum back and forth.

Solution – There are several connections to get power to the power nozzle, they are: 1) the hose to the canister, 2) the hose to the main wand, and 3) the main wand to the power head. Make sure each of these is firmly connected. If you have traced the ‘cutting out’ problem to one of these areas and they are firmly connected, then when the vacuum is unplugged from the wall, you may take a pair of needle-nose pliers and slightly bend the male terminal out so it has a better connection.

Warranty



Why do I have to register my warranty within 90 days to get my Lifetime Warranty?

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

1. Vacuum Bag 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, thus overheating 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 lifetime 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 Lifetime Warranty, go to

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

or scan below with your phone



LIFETIME LIMITED WARRANTY

When registered, Prolux warrants this product's motor free from defects in material and workmanship for the lifetime 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 by 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 (by an unauthorized user) with 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.

Environmental tips

Once any electronic product is no longer functional, it should be disposed of in such a way as to cause minimum environmental impact, by the regulations of your local authority. In most cases, you can take such products to your local recycling station.

