



**PROLUX**  
COMMERCIAL

**PLCCV12k**





Congratulations on your purchase of one of the best central vacuum systems made! Central Vacuum cleaners not only improve the value of your home but also improve the health of your family by pulling dirt and allergies out of your home. The Prolux PLCCV12K Vacuum System is a high-end system that is designed to last for years.

The Prolux PLCCV12K Vacuum System has some of the following features:

- Uses the industry's Best Motor! The Amtek 2 stage flow-through motor produces over an amazing 130 Cubic Feet Per Minute of Airflow! Yes, it could be the most powerful vacuum in the US and yes that means it probably has enough power to suck up the earth's core. The Amtek motors are designed to last for decades and are UL certified to be safe. Because it uses the industry's best motor you are protected by a 2-year/800 hour motor warranty.
- Powder Coated Steel Construction. No wonder it comes with a 10-year Warranty on all steel body parts!
- Can be used in homes up to 12,000 square feet! Don't have a home that big? No problem, just enjoy the extra power. Don't forget for every foot of pipe you begin to lose power. So, when considering your central vacuuming piping and hose length LESS is MORE.

Includes the garage vacuum port. As Central Vacuums normally are mounted in the garage this extra port allows you to install a extra hose (also sold by Prolux) just for vacuuming your cars, garage or shop.

- External Muffler for quiet operation. The user may remove the external muffler if they wish to hook a hose up for blowing or inflating.
- Bagless and Washable HEPA Filtration. The Prolux Central Vacuum System does not use bags but has 3 levels of filtration. It has the bagless dirt chamber (clear view window to know when its full), the washable Micron Pre Filter and then the Washable HEPA filter.

We hope you love your new vacuum!

We know owner's manuals are not very fun to read so we have tried to make this manual simple and easy to understand :) Please take the time to read this user manual and within minutes your new system could be up and running! After reading if you have any questions, please contact the seller of your vacuum and they would be glad to answer any of your questions!

*Happy Cleaning – Prolux*

## **READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE**

- Do not leave appliance plugged in when working on the appliance in any way.
- Turn off all controls before unplugging.
- Unplug from outlet when not in use for extended period.
- Do not unplug cord by pulling on the cord.
- To unplug grasp the plug, not the cord.

### WARNING: DO NOT USE OUTDOORS OR ON WET SURFACES

- Do not handle plug or appliance with wet hands.
  - Do not allow to be used as a toy.
  - Close attention is necessary when used by or near children.
  - Do not put any object into vacuums opening.
  - Do not use with any opening blocked and keep free of dust, lint, hair and anything that may reduce airflow.
  - Use only manufacturer's recommended attachments.
  - Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped in water return it to a service center before using.
  - Do not pull or carry by cord, use cord as a handle,  
close a door on the cord or pull cord around sharp edges or corners.
    - If the supply cord is damaged it must be replaced by  
the manufacturer or its service agents.
      - Do not run appliance over cord, keep cord away from heated surfaces.
      - Children should be supervised to ensure they do not play with the appliance.
      - This appliance is not intended to be used by persons (including children) with reduced physical, sensory, or mental capabilities or lack of experience or knowledge.
- The installation should comply with all your local regulations.
- It may be necessary to hire a professional to install it to proper guidelines. If you have any questions you may contact the dealer you bought it from.

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*This user's guide and instructions are not intended to provide any instructions on installing central vacuum piping. This guide assumes such installation is already done before installing this vacuum.*

## **HOW TO ASSEMBLE AND MOUNT YOUR NEW CENTRAL VAC**

**Do not plug in the vacuum to electricity until Step 9 below!**

Step 1 – Unpack the entire vacuum and all its components.

Look inside the dustbin for small parts. Set all mounting parts aside for step 3 below.

Step 2 - Recycle your shipping box.

Step 3 – Find the location you want to install your central vacuum at. Install it close enough for the power cord to reach a standard 120-volt 15-amp electrical wall outlet. Most people install the vacuum in the garage, utility closet or far away from living space (so you can't hear it when it turns on). Make sure it is installed inside and out of rain and away from moisture.

Do not install the vacuum near a source of extreme heat (i.e. water heater, furnace etc.) or in a area with high temperature. Exhausting the vacuums air to the outside is recommended for optimal performance.

Step 4 -Find a wood stud in the wall to screw your wall mount plate to. Using the mounting plate provided with your vacuum cleaner, secure the unit to the wall (be careful to never drill screws where there might be a chance of hitting electrical or

plumbing lines) as shown in figure 1 below. Be sure to install at a comfortable height that allows you to empty the dirt basin as needed. Allow at least 28 inches from the bottom on the dirt basin on the vacuum to your floor to leave enough room to take off the dirt basin as needed.

## How To Empty The Dust Container

The only maintenance your power unit canister requires is emptying of the dust container as required and periodic cleaning of the filter. For best performance we recommend the dust container be emptied when or before it is ½ full.

1. Ensure that the power unit is not running before emptying the dust container.
2. Remove the dust container from the power unit (as shown in figure 4).
3. Dispose of the dirt in the dust container.
4. Re-attach the dust container to the power unit.

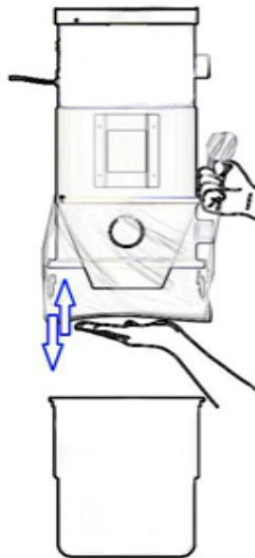
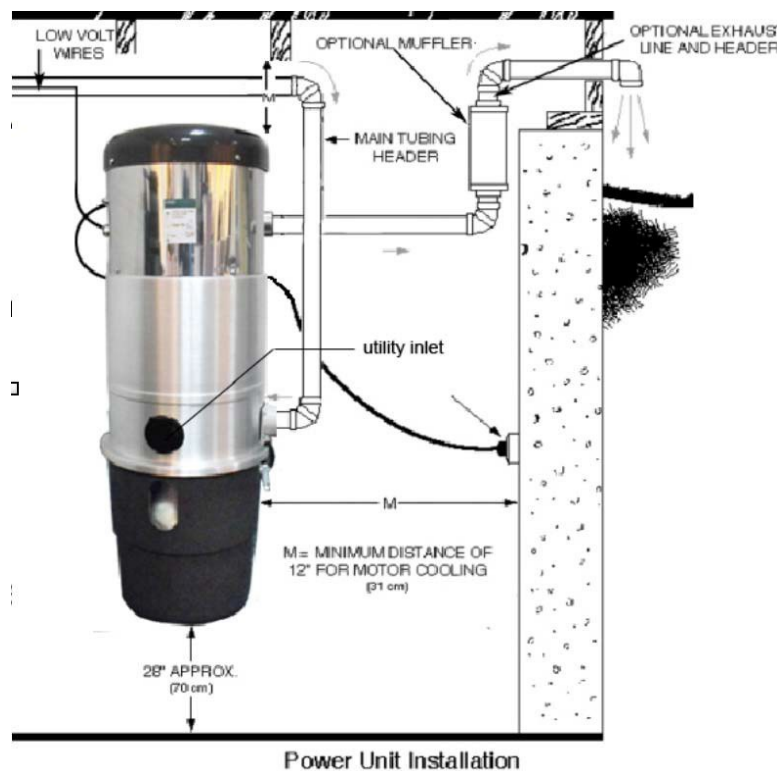


figure 4

## How to Clean Filter

**The filter is self-cleaning.** However, if cleaning is desired, just follow with below steps:

1. Ensure the power unit is not running before removing the dust container.
2. Remove the dust container.
3. Tightly wrap a large plastic garbage bag around the filter of the power unit. (as illustrated in Figure 4 above).
4. While holding bag tightly with one hand, grasp the filter through the plastic bag with the other hand and shake the filter. Dust will drop into bag.
5. Carefully remove the plastic bag from the unit.
6. Replace the dust container on the power unit.



Step 5 – Make sure your filters are in place inside the vacuum cleaner and attach the dirt basin to the vacuum. Before attaching dirt basin make sure no parts are located inside it. Install the dirt basin so that the view plate is facing the user so the user can visibly know when it is full of dirt.

Step 6 – Using proper lifting techniques lift your central vacuum and lock it in place onto the wall plate you installed in Step 3. Below is a picture of a suggestion of how you may want to install it.

Step 7 – Attach your central vacuum piping to the central vacuum cleaner. Below is a picture of an example of how the unit could be installed.

Step 8 – If you have low voltage lines along your piping install them to the central vacuum in this step. To do so simply strip the ends of the low voltage wires to the correct size, remove the terminals on the low voltage inlet on the vacuum, twist the ends of the low voltage wires so there are no loose wires and insert them into the terminals (see Figure 2 below).



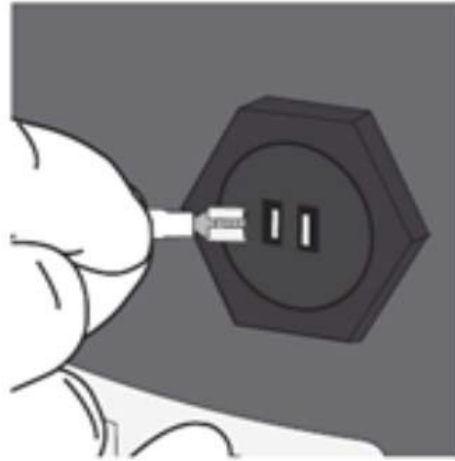
*figure 2*

Then tighten the terminal in 2 places. In the front to hold the wire and at the back to tighten the insulator around the wire (Figure 2 above). If the insulator does not completely cover the stripped wire, use electrical tape to insulate the wires.



adequately, **and prevent all contact between the 2 wires.**

When done insert the terminal into the low voltage inlet (figure 3 below).



*figure 3*

When disconnecting do not pull on the wire but instead simply remove the terminal from the low voltage inlet on the vacuum.

Step 9 - With the vacuum mounted on the wall, the pipes all connected, and the low voltage lines installed you are ready to plug in the unit to electricity. Make sure you plug it into a grounded 120-volt 15-amp standard electrical wall outlet.

Step 10- You may turn the vacuum on by turning the power switch to “ON” on the vacuum, or by attaching the correct central vacuum hose to a central vacuum outlet inside your home. If your central vacuum hose has an on/off switch on the hose handle you may need to turn it to on. If you don’t have a central vacuum hose Prolux also makes standard central vacuum hose kits.

***The information contained herein is confidential and is intended to be used by Prolux Cleaners authorized distributors and sales representatives.***

Prolux Cleaners guarantees its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense, or consequential damage arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, Prolux Cleaners will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the Prolux Cleaners Warranty Procedures.

**All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located in this document.**

Product Category	Polyethylene and Structural Foam	Steel Body Parts	Switches, Motors Electrical Parts	Labor Paid
Machine	Years	Years	Years	Years
Battery Walk Behind Scrubbers 14" and 18"	5	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts 12mo Pro Rated Lithium Ion Battery	1
Wide Area Vacuum	5	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Gel Batteries (3) (4)	N/A	N/A	12mo of Full Coverage	N/A
Micro Scrubber	3	2	12mo Pro Rated Lithium Ion Battery	1
Canister Vacuums	5	N/A	2yr Switches 3yr or 800hrs (whichever comes first) on the motor 3yr Electrical Parts	1
Backpack Vacuums	5	N/A	2yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Upright Vacuums	N/A	N/A	1yr Switches 2yr or 500hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Garage Vacuums	1	10	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Wet Dry Vacuums	10	N/A	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 2yr Electrical Parts	2
Carpet Extractors and Fabric Care	10	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1

Central Vacuums	N/A	10	2yr Switches 2yr or 800hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Structural Foam Floor Machines	10	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Commercial Floor Scrubber 13"/15"/17"/20"	5	3	1yr Switches 2yr or 900hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Ozone Generator	N/A	1	1yr Switches 1yr or 300hrs (whichever come first) on the motor 1yr Electrical Parts	1
Steam Extractor	5	N/A	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1

**Warranty Coverage Information and warranty voids/exclusions**

1. Vacuum(s): (Backpack, Cannister, Wide Area and Upright Vacuums) must be used with a Prolux Vacuum bag to qualify for their applicable motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 1 year. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the equipment, replacing filters) or damage due to mishandling in transit.
2. Subject to the Gel Battery exception and exclusion paragraph located on page 4 of this document.
3. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
4. Steam Extractor/Steam Carpet Extractor: This warranty does not apply and is void if the pump, vacuum motor, or heater has worn motor brushes, water damage, freezing, chemical build-up, chemical

damage, or evidence of abuse, neglect, or tampering. brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered.

5. Walk behind 14" and 18" automatic scrubbers: This warranty does not apply to normal wear, or to items whose life is dependent on their use and care such as belts, cords, switches, hoses, rubber parts, brushes, electrical motor components or adjustments.
6. Ozone Generators: Warranty does not ozone cover plates or filters.

Warranty shall commence six (6) months from the purchase date by the Prolux Cleaners distributor, or on the purchase date by the original end user. Whichever comes first.

#### Labor Rate

Prolux Cleaners will allow \$50.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, Prolux Cleaners will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

**Please note:** Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Prolux Cleaners warranty department or Prolux Cleaners salesperson and or rep group.

#### Travel Allowance

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment** Prolux Cleaners will pay \$50.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

#### Replacement Parts

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

#### Clearance and Demo Products

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

## Warranty Parts Shipping Policy

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

Batteries used in Prolux Cleaners equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by Prolux Cleaners for inspection. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense or consequential damage arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the Prolux Cleaners warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, Prolux Cleaners will arrange a date to inspect and replace (upon inspection approval) the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery.  
If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

Prolux Cleaners is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.

### **Gel Batteries:**

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage
- Improper extension cord selection
- Dirty or inefficient water supply
- Inappropriate chemical use
- Improper or insufficient service or maintenance
- Used with clogged or damaged filters.
- Used without a filter.
- Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
- Disassembly of any components, such as motors, may result in the refusal of warranty coverage.

1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
4. Components that have become defective through wear or abuse are not covered by this warranty.

#### Wear Items

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, O-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the Prolux Cleaners warranty department for clarification of wearable items not listed in this document.

#### Freight Damage:

Freight damage is not covered under the Prolux Cleaners warranty policy.

#### Replacement Parts:

Prolux Cleaners will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through Prolux Cleaners.

**Prolux cleaners reserves the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.**