

# QX-90

PROLUX



*For your safety, please read the Owner's Manual in its entirety.*

**Instruction Manual**



## Prolux QX90 Canister Vacuum

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

Congratulations on purchasing your very own Prolux QX90 Series Canister 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

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/qx>



## **Specifications**

- 12 Amp Motor - Deep cleaning with 116 CFM of Airflow on MAX power (Most vacuums have around 80 CFM)
- Dependable - LIFETIME motor warranty and 5-year body warranty. (LIFETIME/5-year warranty pertains to registered machines only)
- 3 Stages of Filtration - HEPA Intake Filter, Pre Motor Micron filter and HEPA Exhaust filter ensure the air leaving the vacuum is as clean as it should be.
- 25' Self Retracting Power Cord.
- Prolux EBK 360 powerhead with 5 Height Settings and LED headlights
- Durable Hose - 6 Foot crush proof electric hose with heavy duty ends and handle control switch
- Premium Attachment Set with Button Locks.
- EZ roll wheels for superior maneuverability.
- Complete Home Care Tool Kit - Includes a tool for every vacuuming need.

## WARRANTY

Here at Prolux we take pride in the quality of our products, so much 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** motor warranty and a 5-year body warranty. We only require that you **MUST** register your machine within 90 days of purchase. If a machine is not registered then 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/5-year warranty** you will also receive:

- **FREE** shipping on any warranty claims.
- **FREE** shipping on any order returned within the 61 days 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 to develop exceptional products that 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:** Highlights 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 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 outdoors, 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 cord as a lasso to round up loose children and pets.\*\*

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

## **SAFETY CONTINUED**

6. 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.
7. Only use extension cords suited to the power requirements of the appliance.
8. Never immerse the appliance in water or other liquids.
9. 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.
10. 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.
11. Do not handle the power cord/plug or vacuum cleaner with wet hands.
12. 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.
13. Hold cord and use self-rewind in a controlled slow-paced manner. Do not allow the cord to whip and rewind at full speed.
14. Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts of the vacuum.
15. Turn all controls off before unplugging the vacuum.
16. Do NOT wield the telescopic wand as if it were a lightsaber\*\*
17. Take extra care when cleaning on stairs.
18. Do not use it to pick up flammable or combustible liquids, such as gasoline or in areas where they may be present.
19. 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.
20. Unplug the vacuum before connecting the hose.
21. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
22. Do not use the unit without filters in place.
23. If the power cord is damaged, the manufacturer or an authorized service center must replace it, in order to avoid a hazard.
24. 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 "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, shoelaces, 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 danger of fire or explosion.
- Pointed objects such as glass shards, nails, etc. Such objects destroy the filters.
- Plaster, cement, and 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 danger of fire or explosion.
- Never use the appliance outdoors -- there is 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 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 on account of physical, sensory, or mental abilities, or lack of experience or knowledge should only use this appliance under 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 “interesting” warnings in hopes that you would read them all... But in all seriousness these warnings MUST be observed!!!*

## Description of Parts



- 
- |                       |                    |
|-----------------------|--------------------|
| 1. Main Vacuum        | 7. Crevice Tool    |
| 2. Main Hose          | 8. Duster Brush    |
| 3. Extendable Wand    | 9. Mini Turbo Head |
| 4. Electric Powerhead | 10. Tool Caddy     |
| 5. Upholstery Tool    | 11. HEPA Bags      |
| 6. Floor Tool         |                    |

## Assembling and Using Your Vacuum Cleaner

### Important:

- Check the vacuum cleaner and the power cord each time before using it. A damaged appliance must not be used. There is danger of injury.
- For the best results do not use the vacuum without all filters properly installed and conditions are dry.

### Assembly

1. Insert canister end of hose into suction port making sure the electric plug side is insert correctly into the suction port plug in. This is what provides power to the hose for the power head.



2. If you're using the extendable wand with the powerhead or another attachment insert the handle end of hose into the extendable wand and press together to lock them in place. If no wand is needed you can attach the attachments directly to the hose end



3. Insert the extendable wand end into the powerhead pivot and press down lightly to lock the wand end into the powerhead pivot.



4. Extend the wand by pressing the tab on wand and pulling the hose handle upward to extend the wand to the proper length. Once the proper length has been desired release the wand tab and the wand will lock into place.



5. Turn on the powerhead with the hose handle switch and release the powerhead pivot to disengage the safety switch on the head. The pivot must be released in order to turn on for your safety.

## 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!

- **Dusting Brush** - The dusting brush is your answer to dusting furniture, wood or laminate blinds and fan blades.
  - 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.
- **Crevice Tool** - Perfect for radiators, crevices, corners, baseboards, and in-between cushions.
- **Upholstery Tool** - Best used for couches, cars, stairs, pet hair & more.
  - **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.
- **Hard Floor Tool** - Wide, soft bristled hard floor brush ensures quick cleaning without the worry of damaging even delicate floor surfaces.
- **Mini Turbo** - Perfect tool for upholstery, stairs, vehicles, and any other hard to reach places. Think of it as a mini powerhead



## Electric Powerhead -

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.

The QX90 powerhead is equipped with 2 buttons on the top which will be the height adjuster (Fig 1) and the pivot release (Fig 2). The height adjuster will give you 5 height settings which you can adjust based on the surface you're cleaning. The higher the number the greater the head height will be. The pivot release is a safety feature, which when you have the pivot in the upright position the power will be cut to the head, so the brush roll is not spinning. This makes it so nothing can be put up into the brush roll area while the vacuum is stationary. To power up the head simply release the pivot and power will be put into the head.



## Operation

**WARNING:** Check the vacuum cleaner and the power cord each time before using it. A damaged appliance must not be used. There is danger of injury, fire, warranty void, etc.

**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 overheat or become damaged.

**NOTE:** Your vacuum cleaner is equipped with a thermal safety switch to prevent overheating. It automatically cuts off the power supply if the motor is overheated. In this case, switch off the vacuum cleaner and disconnect it from the outlet. Remove the cause of the overheating and 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, 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 in the motor chamber, reducing suction to the hose but making certain the motor does not overheat and burn up. The Prolux QX90 is a high-end vacuum designed to last many years and 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 motor sound. **When this happens turn the vacuum OFF and unplug the cord from the electrical outlet. Then solve the problem by changing the bag, filters or removing any clogs.**

### **Vacuum Cleaning**

1. Attach the desired nozzle or attachment. See section "Assembly" or "Using the Attachments."
2. Pull the power cord until the yellow marking is visible.
3. Switch on the vacuum cleaner with the on/off switch.



**WARNING:** If the red marking shows on the cord, retract the cord by pushing the retract button to pull in the cable (Fig. 11/2) up to the yellow mark again. If the cord is pulled past the red mark the cord might break. Also, there is danger of an electric shock.

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 it with the electrical power nozzle for carpet the power nozzle may be turned on with the hose handle switch (on/off switch) AND by pressing the pivot release button on the power nozzle itself. If the power nozzle will not turn on when the canister is turned on check both of those switches AND make sure the hose, wand, 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, Fabric (lowest setting)
- Upholstery, Cushions
- Hard Floor Surfaces like Tile, Hardwood etc.
- Low Pile Carpet and Rugs
- Thick Pile Carpet and Rugs.

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

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

- + button increases suction power button reduces suction power



### Switching Off and Retracting Power Cord

1. Switch off the vacuum cleaner with the on/off switch and pull the plug from the outlet.

2. Keep the plug in your hand.

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

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





## **Transport and Storage**

To transport the vacuum cleaner, you can set the vacuum upright and carry it by the top handle. The hose, wand and powerhead can remain attached to the main canister and can be carried in your other hand by holding the extendable wand.

**WARNING:** When leaving your working-area, switch off the appliance and mind the notices at section “Switching Off and Retracting Power Cord.”

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

Crevice, duster, and upholstery attachments can be stored on the tool caddy. The tool caddy can be attached to the back of the main canister. The floor tool and mini turbo head can be stored loose from the vacuum.

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

Always store the appliance in a cool, dry place.

## Maintenance

### **Powerhead Maintenance**

The brush roll can be cleaned from the outside for a quick clean by using a razor blade or scissors to cut the built-up hair, string, etc. and then pull it off of the brush roll through the brush roll area opening. The outside cover can be wiped down with a damp rag, or a light cleaning solution can be used to clean off any built-up dust. A can of compressed air will also work well to get rid of any dust on the outside or in any cracks and crevices.

To do a deep clean of the inside of the head, which we recommend doing frequently, the head will need to be disassembled to gain access to the brush roll, belt and inside of the head. Built up hair on the brush roll will eventually seize up the brush roll bearing, so we recommend cleaning the brush roll once a month depending on the amount of buildup on the brush roll. To disassemble the head, turn the head over so you can see the underside and remove all the visible screws. This will allow you to remove the top cover to gain access to the inside area. For a more in depth look at how to take the head apart we have a how-to video which you can find here: <https://youtu.be/b6iO2B4X9wA>



## Changing the Dust Filter Bag

Change the dust filter bag as soon as the bag change indicator shows “red”, or the suction power has decreased.



1. Open the bag compartment cover by unlatching and subsequently raising it.
2. Raise the 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 collected in the 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 bag holder.

6. Close the bag compartment cover until you hear it audibly click locking it into place.

NOTE: The bag 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.

The filters can become clogged over time and reduce the vacuum's performance. This is why 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 the bag and filters installed.

**NOTE:** If the motor protection filter is only slightly dirty, it can help to beat out the dust over a dustbin. However, we recommend changing the motor protection filter each time you open a new box of dust bags. Using compressed air to blow the motor protection filter also works well.



### Changing the H12 HEPA Exhaust Filter

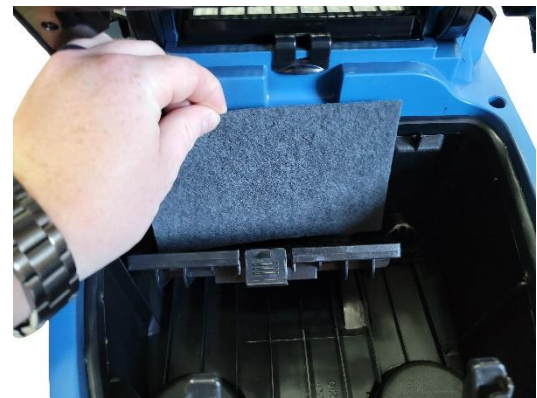
1. Switch off the vacuum cleaner.
2. Open the bag compartment to access the filter. Remove the filter by lifting up the tab with your fingers, then lift up the H12 HEPA filter and move it out
3. Insert a new exhaust filter and push it down slightly until the tab locks into place.
4. Replace the dust filter bag and close the filter 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 off the vacuum cleaner and remove the dust filter bag as described in section “Changing the Dust Filter Bag,” steps 1 thru 4.
2. Remove the filter holder and motor protection filter. Slightly press it down and then pull the filter forwards and out.
3. Remove the motor protection filter from the filter holder over a dustbin.
4. Clean the filter holder by tapping the filter over a dustbin or by using compressed air. Inspect the filter for any damage. If any damage is found replace the filters with a new one
5. Insert the new/cleaned motor protection filter into the filter holder.
6. Insert the filter holder and filter into its bracket from above and push it down until it audibly locks into place.
7. Replace the dust bag - close the dust bag compartment cover. The cover clicks into place audibly.



## Cleaning the Housing

**WARNING:** Always switch off the appliance and disconnect it from the outlet before cleaning. See 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 housing using a slightly damp washcloth or microfiber towel only. Wipe down with a dry towel and let air dry. Compressed air can also be used to spray off the 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 bag capacity.
- Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clog. If a clog is found using compressed air at a 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 a 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 top of the unit and check bag capacity.
- Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clog. If a clog is found using compressed air at a 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 a low pressure.

### **4. How often should I replace the vacuum's 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](http://proluxcleaners.com)

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

- [service@proluxcleaners.com](mailto: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 to troubleshoot.

<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 section “Vacuum Cleaning.”
	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 by an authorized service center or 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; making 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 13.
	Dirty filter(s).	Change/clean the filter(s). See page 20.
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. Unplug cord from power nozzle on hose, count 20 seconds, then plug back in.
- 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” all the way to the hose.
- e. Make sure the main electrical wand is firmly “snapped” all the way into the power nozzle.
- f. For models with a reset button, firmly press the reset button on electrical power nozzle.
- g. On the hose is an on/off switch. Make sure that it is turned on.

If you plug the power nozzle directly into the hose and it turns on (but won't turn on with the main wand attached), then you know the main wand is defective or a connection need adjusting (see last problem below).

Problem – 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 and canister, 2) the hose and main wand and 3) the main wand and 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**

Register for your 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 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, 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 five (5) 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 cleaners 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 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 in accordance with 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, switches, which normally require replacement, are specifically excluded from 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 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 your 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, in accordance with the regulations of your local authority. In most cases you can take such products to your local recycling station.

