



INSTRUCTION MANUAL

EW3002

MOTION+ Reach Pet Bagless Upright Vacuum Cleaner

Ewbank has a British heritage to be proud of. It's a household favourite and much loved brand that has been providing innovative cleaning solutions for 140 years.



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**PLEASE READ ALL THE INSTRUCTIONS BEFORE USE
AND WHEN USING THE APPLIANCE, THE FOLLOWING
PRECAUTIONS MUST BE TAKEN:**

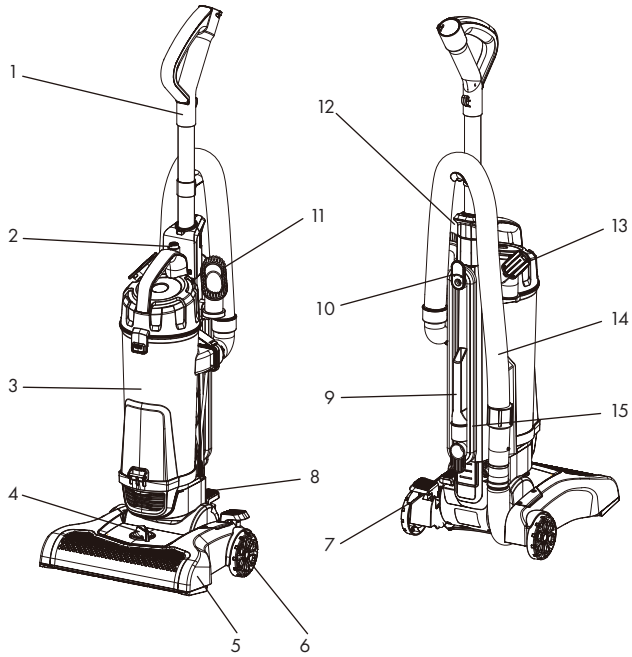
FOR HOUSEHOLD USE ONLY.

When using the vacuum cleaner, basic safety precautions should always be observed, including the following:

- Only use the vacuum cleaner indoors on dry surfaces. Do not handle the plug or vacuum cleaner with wet hands. Do not use outdoors or on wet surfaces
- Turn off the vacuum cleaner controls before disconnecting or connecting from the mains supply
- Always unplug the vacuum cleaner before connecting or disconnecting the vacuum hose and accessories
- Children should be supervised to ensure that they do not play with the appliance
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved
- Only use as described in this manual. Only use recommended attachments
- Do not use the vacuum cleaner if it has been dropped, damaged, left outdoors or dropped into water
- Do not use the vacuum cleaner with a damaged cord or plug. If the supply cord is damaged, please consult qualified technician
- Do not pull or carry by cord. Do not use the cord as a handle, close a door on the cord or pull cord around sharp edges or corners. Do not run the vacuum cleaner over the cord. Keep the cord away from heated surfaces

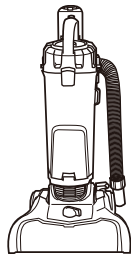
- Do not put any objects into openings. Do not use with any openings blocked and do not restrict air-flow. Keep all openings free of dust, lint, hair or anything that might reduce airflow
- Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts
- Do not pick up hot coals, cigarette butts, matches or any hot, smoking or burning objects
- Do not pick up flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use in the presence of explosive liquids or vapours
- Do not vacuum up harmful or toxic material (chlorine, bleach, ammonia, drain cleaner etc.)
- Do not vacuum up hard or sharp objects such as glass, nails, screws, coins, etc
- Do not use without all of the filters in place
- Keep vacuuming area well lit
- Store the vacuum cleaner in a cool, dry area
- Turn off the on/off switch before unplugging the vacuum cleaner
- Only use CE/UKCA-approved 13 amp extension cords
- Non-approved cords may overheat. Care should be taken to arrange the cord so that the cord cannot be tripped over
- **WARNING:** Always switch off and unplug the vacuum cleaner from the electrical outlet before assembling, opening or emptying the dirt container, connecting/ disconnecting the attachments, or carrying out maintenance or troubleshooting checks
- **CAUTION:** The vacuum cleaner is a very powerful unit. Before plugging the cord into the electrical outlet, make sure the switch is in the 'off' position. Hold the vacuum cleaner firmly when starting and in use

- **IMPORTANT:** If the inlet, hose or extension tube is blocked, switch off the vacuum cleaner and remove the blockage(s) before re-starting the vacuum cleaner
- **IMPORTANT:** We recommend that filters should be checked and cleaned periodically. For washable filters, ensure they are completely dry before inserting back into the vacuum cleaner. Do not wash with detergents. Only use warm water, max 40°C

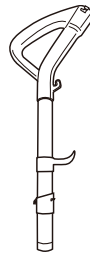


- | | | |
|---------------------------|---------------------------|---------------------|
| 1. Handle | 6. Wheel | 11. Brush Tool |
| 2. Dust Container Clamp | 7. Cleaner Release Button | 12. Handle Clamp |
| 3. Dust Container | 8. Power On/Off Button | 13. Upholstery Tool |
| 4. Height Adjustment Knob | 9. Crevice Tool | 14. Stretch Hose |
| 5. Main Brush | 10. Power Cord Holder | 15. Power Cord |

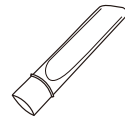
Accessories



Vacuum Cleaner



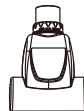
Handle



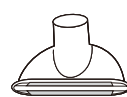
Crevice Tool



Dusting Brush



Pet Turbo Brush



Upholstery Tool

Getting Started

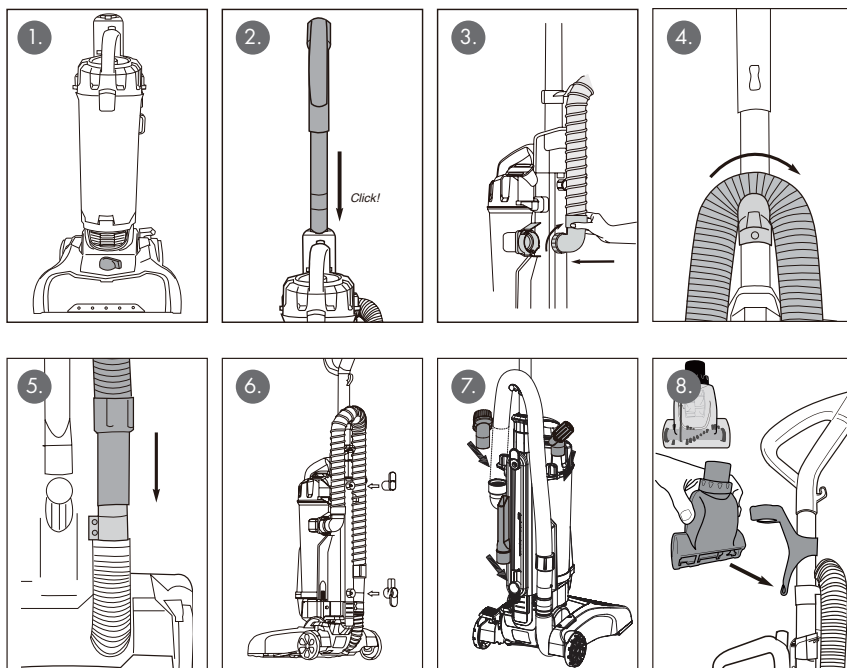
Remove the appliance from the box and remove the packaging from the appliance. Either store or dispose of the box and packaging safely and recycle where possible.

Before first use, please wipe all the parts with a soft, damp cloth and dry thoroughly.

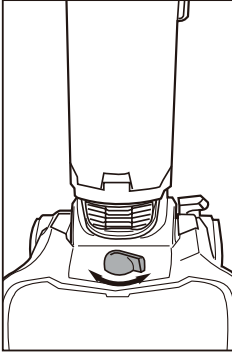
Do not immerse the vacuum in any liquid.

Assembly

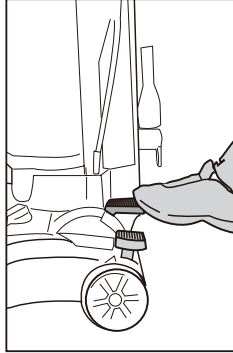
1. Place the dust container onto the machine and push until it clicks into place
2. Slide handle into top of vacuum cleaner. Push down until it clicks
3. Insert bent end of hose into opening at back of dust cup. Twist hose clockwise to lock.
4. Loop hose over hose retainer
5. Push loose end of hose securely onto hose inlet
6. Align upper and lower cord hooks and press to snap in place. Upper cord hook should rotate freely. Ensure lower clip is correct way around with the hook facing downwards and the tool holder facing upwards. once snapped into place hard to remove
7. Store accessories on back of vacuum cleaner. Wrap cord onto upper and lower cord hooks
8. Store turbo brush on front of handle. Align brush opening with slot and push to snap tool into clip



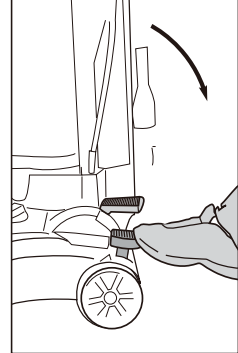
Using the Vacuum



Turn height adjustment knob to adjust from Low to High pile carpet or hard floor setting as appropriate.

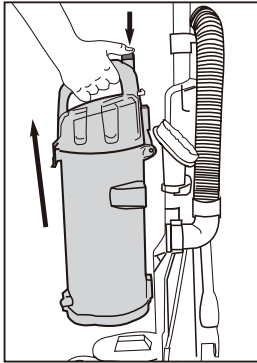


Step on power on/off button to turn vacuum cleaner on. Step on again to turn off.

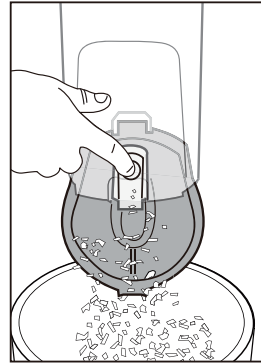


Step on cleaner release button to lower handle into position for vacuuming floors.

Emptying the Dust Container



Press release button and lift off dust container



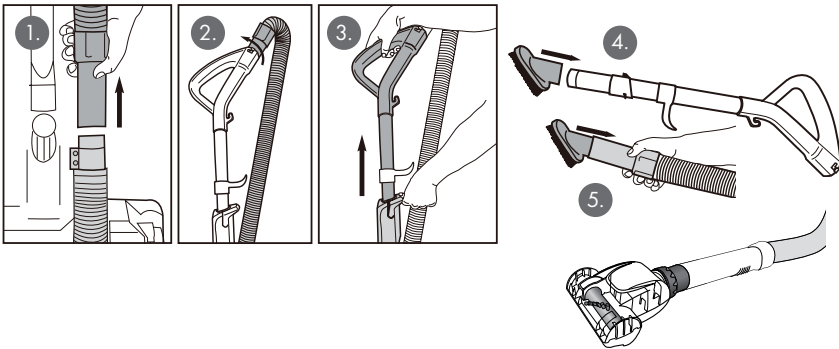
To empty debris, press lever to release bottom lid.

IMPORTANT: We recommend you empty debris from dust container after every use.

How to Use Accessories

CAUTION: Make sure vacuum cleaner is switched off while attaching and removing tools.

1. Place vacuum in upright position
2. Turn height adjustment knob to highest position (Long pile setting)
3. Pull hose upwards to release end from hose inlet (Fig.1)
4. Check handle opening is clear and nothing has fallen in. Once checked push end of hose into top of handle, ensuring knot lines up to opening and twist clockwise until it clicks (Fig.2)
5. Press handle release latch and pull out handle (Fig.3)
6. To attach accessories, push desired tool onto end of wand (Fig.4)
7. To use accessories without handle, push desired tool directly onto end of hose (Fig.5)
8. Small Turbo brush is ideal for carpeted stairs, fabric upholstery and small carpeted areas. Place the tool onto the surface and move forward. Don't apply downward pressure to the tool. Not suitable for delicate fabrics or surfaces; Do not use the attachment on animals
9. When use of the accessories has finished, twist hose counterclockwise and pull it off from handle. Slide handle into top of vacuum cleaner and push down until it clicks. Push end of hose securely onto hose inlet. Store tools on vacuum cleaner back as per set up instructions on page 7



Recommended Nozzle Use

Nozzle	Cleaning Area							
	Floor & Carpets	Furniture	Between Cushions	Curtains	Stairs	Walls	Skirting Edges	Radiators
Floor Head	✓							
Brush Tool		✓		✓	✓	✓		
Crevice Tool		✓	✓		✓		✓	✓
Upholstery Tool		✓		✓				✓
Pet Turbo Brush		✓		✓	✓			

IMPORTANT: We recommend emptying your dust container and cleaning your filter after every use.

WARNING! Switch off and disconnect from the mains supply before carrying out cleaning and maintenance.

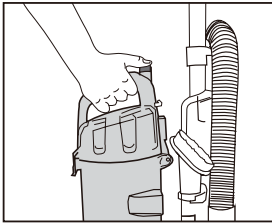
To ensure your vacuum cleaner works at optimum efficiency, keep the ventilation holes and vacuum cleaner surface free from dirt.

Ensure that the dust container is emptied and the air filters are washed regularly.

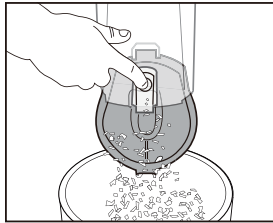
1. Wipe the outside of the vacuum cleaner and accessories with a damp (not wet) cloth and then wipe dry. Do not use detergents, solvents or abrasives as these may scratch or damage the surface
2. Never immerse the vacuum cleaner, cable or plug in water
3. When not in use, store in a cool, dry place

Emptying the Dust Container

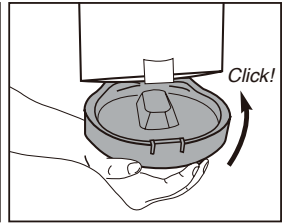
1. When the dust container reaches the MAX line marked on the dust container or when the suction power is reduced, it is time to empty the dust container
2. Switch off and disconnect from the mains supply
3. To keep your vacuum cleaner running efficiently and effectively, it is recommended to empty the dust container after each use



Press release button and lift off dust container.



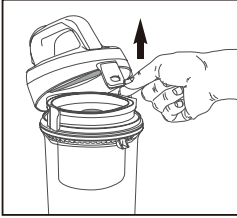
Hold dust container over wastebasket and press lever to release bottom lid.



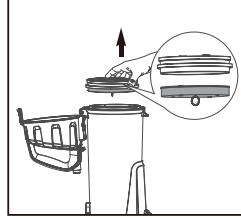
Once all dirt and debris has been emptied, close bottom lid until it clicks back into place.

Cleaning the Filters

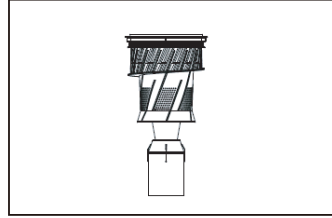
1. Before starting any cleaning, ensure the appliance is not plugged into the mains supply and is switched off. The cleaning frequency of filters depend on appliance usage. For maximum efficiency, the filter at the top of the dust container and dust container should be cleaned every time, and be washed with water every month, and allow filters at least 24 hours to dry and make sure it is dry before re-using
2. Washable dust container filters:



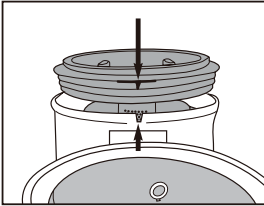
Pull dust container latch to lift up dust container lid.



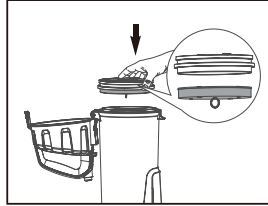
Lift out foam filter. Rinse foam filter and dry thoroughly.



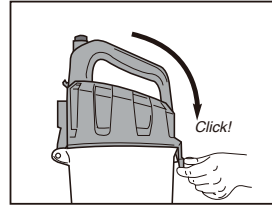
Grip tabs and lift out. Shake off dust. Rinse dust cup. Dry all thoroughly.



Align tab on filter screen with slot on back of dust container and drop into position.



Reinstall foam filter.



Close cover till it clicks.

WARNING! Never operate vacuum cleaner without foam filter and filter screen in proper position and ensure they are dried through.

How to Clear a Blockage

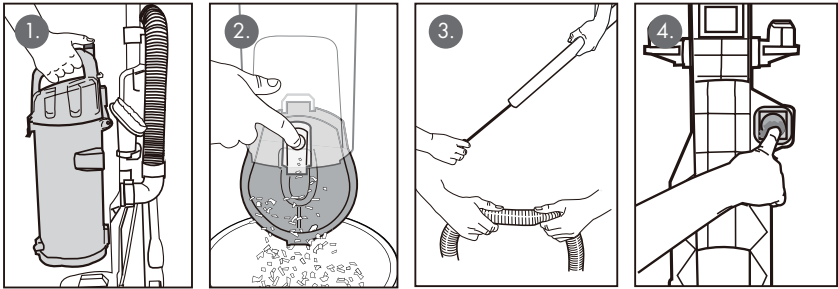
Caution: Make sure vacuum is turned off and power cord is unplugged.

If vacuum can't clean carpet, or if no suction at end of hose, check to be sure air path is not blocked.

1. Press release button and lift out dust container (Fig. 1)
2. Empty debris. Hold over wastebasket and press bottom lever to release bottom lid (Fig. 2).
3. Check filter screen. Remove any debris and shake off dust (See maintenance instructions on page 10)
4. Loosen end of hose
5. Use a rod or similar blunt implement to clear a blockage in handle or hose. Stretch hose to loosen debris. (Fig. 3). Use caution if there is any sharp objects that could have become imbedded in hose
6. Remove dust container

Caution: Be careful of anything sharp that could have imbedded or got stuck in the unit when checking!

7. Use finger to check for debris in air path (Fig. 4)
8. Reinstall filters inside dust container and position dust container onto vacuum cleaner

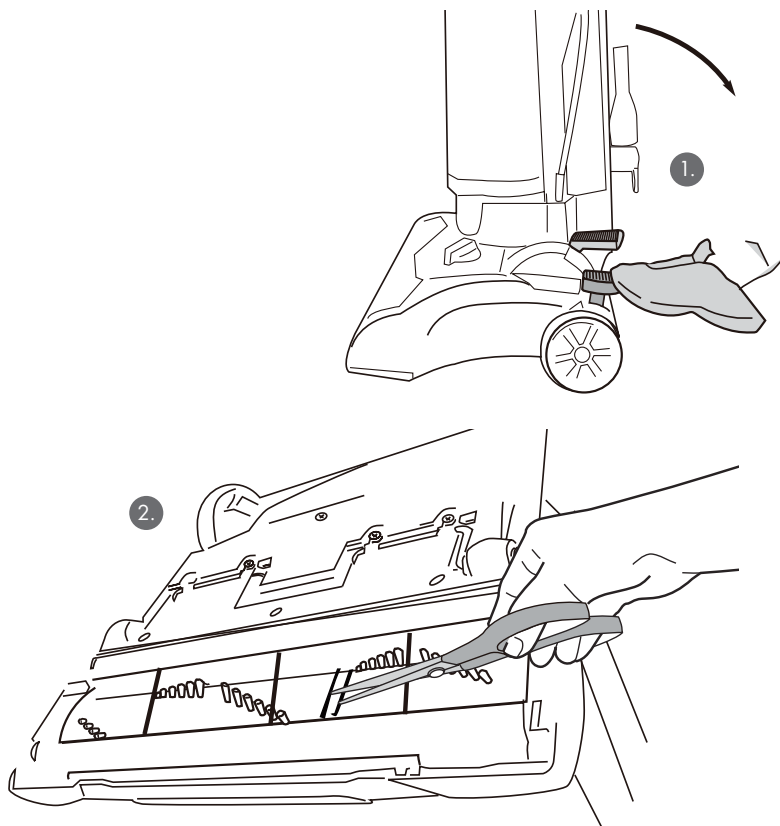


WARNING! Never operate vacuum cleaner without foam filter and filter screen in proper position.

How to Maintain Brush Roll Bar

Caution: Make sure vacuum is turned off and power cord is unplugged.

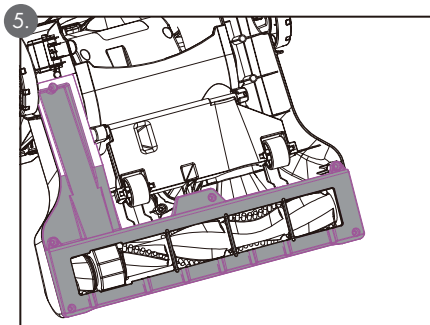
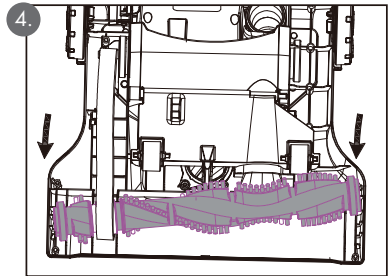
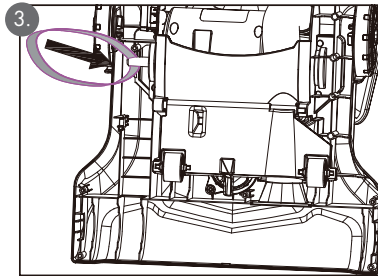
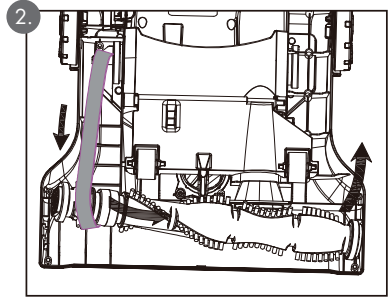
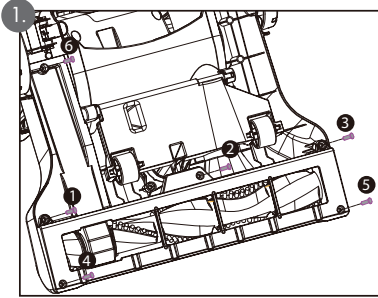
- Step on handle release to lower handle
- Turn vacuum face down on floor
- To avoid unnecessary service calls, check brush roll bar for debris
- Use scissors to clip heavy threads or strings
- Ensure not to cut any bristles of the bar!



How to Replace Brush Roll Bar or Belt

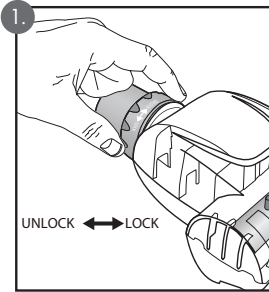
Caution: Make sure vacuum is turned off and power cord is unplugged.

- Put the product on a flat surface, with wheel facing upwards
- Use a Philips screwdriver to remove 6 screws at the bottom of the base (Fig. 1) lift out brush cover
- Rotate right end of brush roll bar and lift it out, then lift out left end of brush roll bar. (Fig. 2)
- To replace belt ,position new belt around motor shaft (Fig. 3), loop new belt around brush roll bar shaft at left end of brush roll bar, then insert left end of brush roll bar first, align brush roll bar end cap with slot to make it fits into position, press right end of brush roll bar into position (Fig.4)
- Refit brush roll bar cover and twist 6 screws into base (Fig 5)

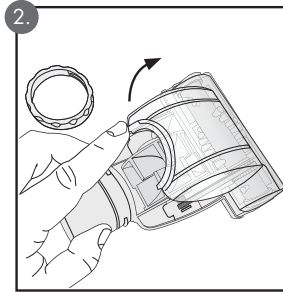


How to Maintain Pet Turbo Brush

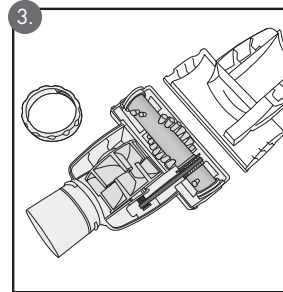
Caution: Make sure vacuum is turned off and power cord is unplugged



1. To release the pet turbo brush transparent cover for cleaning, twist the locking ring to the unlock position and remove it.



2. Pull cap up on the upper part of the pet turbo brush as shown.



3. Remove plastic upper cap and clean, removing pet hair and debris.

- Do not clean the vacuum cleaner, components or accessories using petrol or any other flammable liquid or solvents, etc
- Clean only the outside of the vacuum cleaner
- Use only a moist cloth and mild detergent for cleaning the vacuum cleaner, components and accessories
- After cleaning, wipe off the moisture on vacuum cleaner, components and accessories with a dry cloth
- Do not place accessories, tools or components in a dishwasher

If you experience difficulties with the appliance, please check the suggestions below before contacting customer services on 01473 271272:

PROBLEM	POSSIBLE CAUSES	SOLUTIONS/TIPS
The suction is poor.	The hose is blocked.	Disconnect the attachments and remove the blockage.
	The dust container is almost full.	Empty the dust container following the instructions in the section entitled 'Emptying the Dirt Container'.
	The sponge and/or dust filter are blocked.	Clean the filters and/or dust filter following the instructions in the section entitled 'Cleaning the Sponge'.

Switch off the vacuum cleaner immediately if the air intake, floor head or the telescopic tube becomes blocked. Remove any substance which appears to be causing the blockage.

Do not use the vacuum cleaner in the immediate vicinity of hot bodies such as a radiator.

Do not use the appliance if your hands are wet.

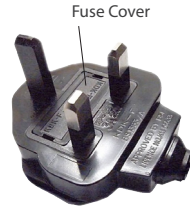


Remove all large objects from the floor before use to avoid any possible damage to the vacuum.



Fuse Replacement (Class II)

Remove the fuse cover with a small flat head screw driver. Take out the fuse and replace with a new fuse of the same Amp. Replace the fuse cover and push back into place.



Disposal Information

The European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste.



Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.



Ewbank Warranty Terms & Conditions

This product is guaranteed for a period of 24 months as standard from the date of purchase against mechanical and electrical defects.

To qualify for the warranty, the product must be used for domestic household use only and in accordance with the instructions in the user manual. Any misuse of the product will result in the warranty being void.

The warranty does not cover accidental damage, misuse, neglect, tampering or incorrect adjustment or installation.

The warranty will be rendered invalid if the product is resold, has had its serial number removed (or has an invalid serial number), or if an unauthorised person has carried out any repairs or alterations.

The warranty does not cover accessories or consumable parts that require replacement under normal use. This includes shelving, dials, filters, belts and trays etc.

In the unlikely event of a breakdown please refer to the Troubleshooting guide in your user manual and check all plugs, fuses and the electricity supply.

If you still require assistance please contact our Customer Service department on **01473 271 272** or write to us at the following address:

**Customer Service Department
Ewbank, 38 Bluestem Road,
Ipswich, Suffolk, IP3 9RR**

Please quote the Product Code and the PO Number on the rating label and give details of the exact fault. We will then decide whether to repair or replace the item.

Before we arrange the repair or replacement you will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed warranty period, the warranty for the replacement item will be calculated from the purchase date of the original.

In the event that the product is inspected and no fault is found or the product is not within the warranty period you will be charged for the repair and any carriage costs.



Your Guarantee

This product is covered by a 2 year guarantee.
This does not cover normal wear and tear or abuse.
For guarantee purposes, please retain your original receipt as proof of purchase.
This guarantee does not affect your statutory rights.
For spares, service and further information please contact;
Ewbank, 38 Bluestem Road, Ipswich, Suffolk, IP3 9RR
EU: Castle Electrical Factors Ltd., Dundalk, A91 KA9R, IR
Tel: 01473 271 272

Disclaimer: Ewbank operate a policy of continual improvement and development.
We therefore reserve the right to change/alter the specification and appearance of our appliances without prior notice.
All diagrams and images shown in this manual are for illustration purposes only.