

# STIRLING®



## 2000W Bagless Vacuum Cleaner



**Model Number VC-001**

### **INSTRUCTION MANUAL**

IM Version No: V1.1

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**AFTER SALES SUPPORT**

  1300 886 649

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MODEL: VC-001 PRODUCT CODE: 51388 11/2015



N13275

# Welcome

Congratulations on choosing to buy a STIRLING® product.

All products brought to you by STIRLING® are manufactured to the highest standards of performance and safety and, as part of our philosophy of customer service and satisfaction, are backed by our comprehensive 1 Year Warranty. We hope you will enjoy using your purchase for many years to come.

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# STIRLING<sup>®</sup>

## 2000W Bagless Vacuum Cleaner

# Warranty Details

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The product is guaranteed to be free from defects in workmanship and parts for a period of 12 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion, solely at our option with no charge for parts and labour. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

# General Safety Instructions

## IMPORTANT SAFETY INSTRUCTIONS

### READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

**Read this manual thoroughly before first use**, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. **Keep the manual in a safe place for future reference**, along with the completed warranty card, purchase receipt and carton. If applicable, pass these instructions on to the next owner of the appliance.

**Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following:**

### Electrical safety and cord handling

- **Voltage:** Make sure your local outlet voltage and circuit frequency correspond to the voltage indicated on the appliance rating label.
- **Safe connection:** Insert the plug firmly into an appropriate mains socket. Do not alter the plug. Do not use an extension cord or electrical outlet with inadequate current-carrying capacity.
- **Protect from moisture:** To protect against fire and electric shock, do not immerse the cord, plug or the appliance itself in water or other liquid. Ensure your hands are dry before handling the plug or switching on the appliance. Do not use it outdoors or on wet surfaces.
- **Protect the power cord:** Do not kink or damage the power cord. Do not wrap it around the appliance. Do not pull or carry the vacuum cleaner by the cord. Do not use the cord as a handle, close a door on the cord or pull the cord around sharp edges or corners. Do not run the vacuum cleaner over the cord. Run the cord in such a way that there will be no risk of anyone pulling it inadvertently or tripping over it. Keep the cord away from heated surfaces.
- **Cord retraction:** This vacuum cleaner is equipped with a plug and a power supply cord that automatically retracts. If anything is damaged, both the plug and the cord must be repaired by a qualified repairer or electrician. When unplugging, grab the plug, do not pull the cord. Then press the cord retraction pedal and hold the plug, guiding it back onto the cord reel to prevent whipping and causing injury or damage.
- **Disconnect after use:** Always switch off the appliance first and then unplug the cord from the outlet when you have finished vacuuming, before connecting or changing accessories and before emptying or cleaning the dust tank.
- **Unattended:** Do not leave the vacuum cleaner unattended when plugged in.

# General Safety Instructions (Cont.)

- **RCD:** Unless your home is already fitted with a residual current device, we recommend installing a safety switch with a rated residual operating current not exceeding 30mA to provide additional safety protection when using electrical appliances. See your electrician for professional advice.
- **Do not use if damaged:** Check the appliance and cord before every use to ensure that it is undamaged and safe to operate. Do not pick up or operate the appliance if the power supply cord, plug or housing is damaged. Do not use the appliance after it malfunctions or has been dropped or damaged in any manner, or if it has been left outside or dropped into water.
- **Damaged cord:** A damaged cord or plug must be replaced by the manufacturer or a qualified person in order to avoid a hazard. In case of damage, contact our after sales support centre for advice.
- **CAUTION:** The hose contains electrical connections. Do not use it to suck up water. Do not immerse it in water for cleaning. Check the hose regularly, and do not use it if damaged.

## Usage conditions and restrictions

- **Domestic use only:** This appliance is intended for indoor household use only. It is not suitable for commercial/industrial use. Do not use the product outdoors or on wet surfaces.
- **Intended purpose:** Only use the vacuum cleaner on dry indoor surfaces, as described in this manual and with the original accessories supplied. Do not use it for any purpose other than described in this manual. Any other use is not recommended and may cause fire, electric shock or injury, or compromise the safety of the appliance and void the warranty.
- **Handle with caution:** These instructions are not intended to cover every possible condition and situation. As with any electrical household appliance, common sense and caution are therefore always recommended when assembling, operating and maintaining the unit.
- **Accessories:** Ensure that all parts are correctly assembled before use. Improper assembly and use of accessories that are not recommended in this manual may result in the risk of fire, electric shock and/or injury to persons.
- **Usage restrictions:** 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 use of the appliance by a person responsible for their safety.

# General Safety Instructions (Cont.)

- **Children:** This vacuum cleaner is not a toy. Supervise children to ensure they do not play with the appliance. Close supervision is necessary when any appliance is used by or near children.
- **Work area:** Keep your work area well lit. Use extra care when cleaning on stairs. Do not rest the appliance on stairs when it is not in use.
- **Prevent injury:** Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts. Keep openings clear. Do not point the vacuum cleaner at people or animals when in use.
- **Prevent blockage:** Do not put any objects into openings. Keep all openings free of dust, lint, hair or anything that may reduce the airflow. Do not use the product with any openings blocked or restricted airflow.
- **IMPORTANT:** If the suction opening, hose or telescopic tube is blocked, switch off the appliance and remove the blockage before restarting.
- **Protect the appliance:** Keep the vacuum cleaner away from heat sources (radiator, oven etc.), direct sunlight, moisture and sharp edges. Do not operate it too close to a heater.
- **Filter installation:** Do not use the product without the filters in place.
- **Do not use the vacuum cleaner to pick up:**
  - Flammable or combustible fluids (such as fuel or solvent), burning substances (such as ash, cigarettes or hot coals) or use it in the presence of explosive liquids or vapours;
  - Hard or sharp objects such as shards of glass, nails, coins;
  - Harmful or toxic materials (such as chlorine bleach, ammonia, drain cleaner);
  - Any liquids, or vacuum in areas where liquids may be present.
- **After use:** Put the vacuum cleaner away after every use to prevent anyone tripping over it. Store it in a cool, dry indoor area, out of reach of children.
- **Cleaning:** Only clean the housing with a soft, dry cloth. Do not use liquid or aerosol cleaners.
- **Repair:** Never attempt to open the motor base of the vacuum cleaner yourself, or to replace the power cord. Only have the appliance repaired by an authorised technician, or contact the after sales support line for advice.
- **Storage:** Store the appliance in a cool, dry indoor area, out of reach of children.
- **Liability:** We accept no liability for any eventual damages or injury caused by noncompliance with these instructions.

# Product Overview

## The assembled vacuum cleaner

### Scope of delivery

#### A Parts list

- 1 Suction control valve
- 2 Telescopic tube (chrome)
- 3 Crevice tool with fold-out brush
- 4 Flexible hose
- 5 Dual function floor brush (with rocker switch)
- 6 Dust tank handle
- 7 Unit handle



# Product Overview (Cont.)

## Back view

- 8 On/Off pedal
- 9 Dust tank release button
- 10 Speed control knob
- 11 Cord retraction pedal
- 12 Power cord and plug
- 13 Parking/storage slot for the floor brush
- 14 Exhaust filter compartment



## Top view

- 15 HEPA filter (inside this compartment)
- 16 In-tank filter
- 17 Dust tank
- 18 Hose socket

## B Documentation (not shown)

- Instruction manual
- Quick start guide
- Warranty certificate



# Getting Started

## Before first use

- This product has been packaged to protect it against transportation damage. Unpack it and keep the original packaging carton and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the appliance when it is not in use. If it is to be disposed of, please recycle all packaging materials where possible.
- Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.
- Unwind the cord to its full length and inspect it for damage. Do not use the appliance if it is damaged. In case of damage, contact our after sales support line for advice on examination, repair or return of the damaged product.
- Read this manual to familiarise yourself with all the parts and operating principles of the vacuum cleaner. Pay particular attention to the safety instructions.

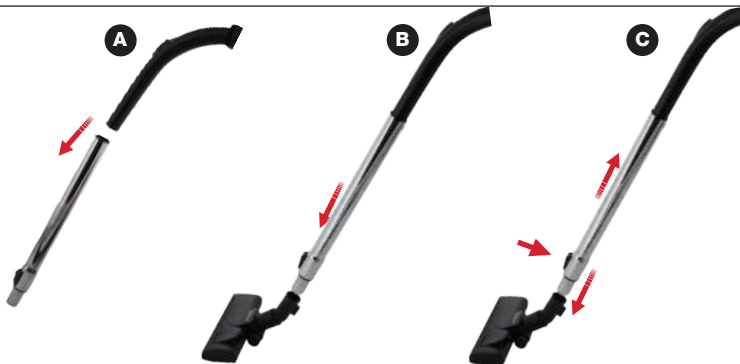
## Assembly

**WARNING:** Ensure the vacuum is unplugged from the outlet before assembly.

- Insert the flexible hose into the hose socket at the front until it locks into position.
- To remove the flexible hose, press the locking buttons on the base of either side of the hose and pull the hose out of the socket (Fig. 1).
- Push the telescopic tube onto the curved end of the handle (Fig. 2, A).
- Fit the cleaning accessory tightly onto the end of the telescopic tube (Fig. 2, B).
- To adjust the telescopic tube length, push in the button at the centre joint and slide the tube apart or together (Fig. 2, C).



Fig. 2



# Instructions

## Cord release and rewind

- Holding the power plug firmly, pull it to fully unwind the cord (Fig. 3, G). A yellow mark on the power cord indicates the recommended cord length. It is followed by a red mark – do not pull the cord out past the red mark.
- Position the cord so no one is likely to trip over it.
- To rewind the power cord, press the cord retraction pedal (Fig. 3, F).

**CAUTION:** Take care, the cord retracts very quickly. Guide it with one hand to prevent the cord from whipping, which could cause damage or injury.

## Carry handle

- When carrying the vacuum cleaner, use the handle on top of the unit (Fig. 3, B).
- Do not carry the vacuum by the dust tank handle (Fig. 3, E) to avoid accidentally pressing the dust tank release button (Fig. 3, D) and dropping the appliance.

## Switching on and off

- Insert the plug into a power point and press down the On/Off pedal (Fig. 3, A) to switch the vacuum cleaner on.  
To turn it off, press the pedal again.

## Speed and suction power control

- Slide the speed control knob (Fig. 3, C) up or down to adjust the suction power to a level appropriate for the surface to be vacuumed.
- To lower the suction power temporarily during vacuuming, you can also push down the suction control valve on the curved handle (Fig. 4). Push it up again to cover the opening for increased suction.

Fig. 3



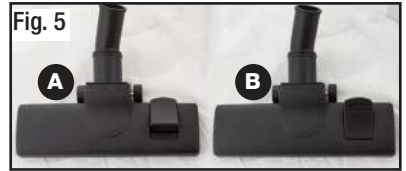
Fig. 4



# Instructions (Cont.)

## Carpet and hard floor cleaning

- When the bristles are retracted, press the rocker switch to extend the bristles and the rubber flap for vacuuming floor boards, tiles or other hard floor coverings (Fig. 5, A).
- With the bristles and rubber flap retracted, use the dual function floor brush for carpet and rug cleaning (Fig. 5, B).



## Using the accessory tool

- This vacuum cleaner comes with a crevice tool (Fig. 6) with a fold out brush (Fig. 7) for cleaning in tight spots such as in between furniture, radiators, corners, the car interior, or for vacuuming delicate curtains, books, furniture and lamps.
- Attach the tool straight to the flexible hose (Fig. 6) for cleaning items close by, or to the metal telescopic tube (Fig. 7).



## Floor brush storage

- When resting or storing the vacuum cleaner, keep the floor brush conveniently attached in the storage slot at the rear of the appliance (marked with an arrow in Fig. 8).



# Instructions (Cont.)

## Emptying the dust tank

### IMPORTANT!

- Always unplug the vacuum cleaner from the electrical outlet before removing the dust tank.
  - For consistent cleaning performance, we recommend you clean the filters every time you empty the dust tank.
  - Only use the vacuum cleaner with all filters in place.
- 
- Holding the dust tank by its handle, press down the dust tank release button on top of the dust tank and pull it up and out of the vacuum cleaner (Fig. 9).
  - Hold the dust tank over a bin and unclip the dust release latch to open and empty the container (Fig. 10).
  - When all the dust has fallen out, wipe the inside of the dust tank with a dry cloth or a duster.
  - Clean the in-tank filter as described on page 15.
  - Close the dust tank and place it back onto the vacuum cleaner, making sure all parts are properly aligned and the tank clicks securely into place.



# Instructions (Cont.)

## The filtration system

This vacuum cleaner features a maximum particle filtration system for optimum dust removal. The **HEPA filter** and the **in-tank filter** are located in the dust tank section of the vacuum cleaner, the **exhaust filter** at the back of the cylinder. To ensure maximum performance from your vacuum cleaner, it is very important to keep these filters clean and replace them regularly.

### IMPORTANT!

Always unplug the vacuum cleaner from the electrical outlet before maintenance.

## Cleaning the HEPA filter

- Take the dust tank out of the vacuum cleaner (as described on page 13) and empty it.
- Lift up the end of the dust tank handle closest to the dust tank to open the HEPA filter compartment (Fig. 11).
- Lift out the HEPA filter (Fig. 12, A).
- Wash the filter under running water, brushing it with a soft brush if heavily soiled.
- Do not machine wash the HEPA filter.
- Allow the filter to dry completely before replacing it in the appliance, following the steps above in reverse order.

Fig. 11



Fig. 12



### IMPORTANT!

Filters should be replaced every few months depending on frequency of usage. Contact our after sales support line on 1300 886 649 to purchase replacements.

# Instructions (Cont.)

## Cleaning the in-tank filter

- Take the dust tank out of the vacuum (as described on page 13) and empty it.
- Unclip the dust release latch to open the bottom of the dust tank (Fig. 13).
- Take out the plastic in-tank filter (Fig. 14) and wash the disassembled parts under running water with a soft brush or cloth.
- Wipe the dust tank with a soft cloth.
- Leave the parts to dry completely before putting them back into place in the vacuum cleaner body, following the steps above in reverse order.

## Cleaning the exhaust filter

- Press the release latch and take off the cover to the exhaust filter compartment (Fig. 15).
- Remove the filter housing (Fig. 16), take out the foam filter and wash it under running water.
- Allow the filter to dry completely before replacing it in the vacuum cleaner.

### IMPORTANT!

- Only use the vacuum cleaner with all filters intact, in dry condition and correctly installed.
- **Replacement filters are available from our after sales support centre. Contact us on 1300 886 649 to purchase replacements.**
- Make sure that the openings of the vacuum cleaner are not clogged or obstructed. Otherwise the vacuum cleaner might get damaged.



# FAQs and Troubleshooting Guide

## WARNING!

Always unplug the vacuum cleaner before any maintenance checks.

Problem	Possible cause	Solution
The vacuum cleaner will not work.	It is not properly plugged into the electrical outlet.	Plug it in securely.
	There is no electricity in the electrical outlet.	Check the fuse or circuit breaker.
	Blown fuse/tripped circuit breaker.	Reset the breaker or replace the fuse.
	The On/Off switch is not turned on.	Push down the power On/Off pedal.
The vacuum cleaner will not pick up / loss of suction.	The dust tank is not installed properly.	Check and ensure the dust tank is properly installed.
	The dust tank is full or blocked.	Empty the dust tank and remove any obstructions.
	The filters are clogged.	Remove and clean the filters.
The tools will not pick up properly.	The tools are not attached correctly.	Check and ensure the tools are attached properly.
	The flexible hose is not installed correctly.	Check and ensure the hose is installed properly.
Dust is escaping from the vacuum cleaner.	The dust tank is full.	Empty the dust tank.
	The dust tank is not installed correctly.	Check and ensure the dust tank is installed correctly.
	The filters are not properly installed.	Remove and clean the filters, then reassemble them into the appliance.

If the solutions above do not help you with the problem, or if you experience any other problems with your vacuum cleaner, do not try and manage them by yourself, contact our after sales support line for advice on repair or replacement.

## WARNING!

The appliance is equipped with an overheating protection device, which will shut down the appliance should the motor overheat as a result of tube/filter blockage. If the unit stops suddenly during normal operation, unplug and check the tube for blockage, clean the dust tank and filter(s). It will reset automatically after approximately 20 minutes.

# Other Useful Information

## Storage

- Put the vacuum cleaner away after every use to prevent anyone tripping over it. Make sure to unplug it from the electrical outlet and rewind the power cord.
- Store it indoors in a cool, dry area, out of reach of young children.

## Service, repair and spare parts

If the appliance is damaged, **do not attempt to repair it yourself**. Contact our after sales support centre to arrange for examination or repair of the product.

The following spare parts are available for purchase from our after sales support centre. To purchase a spare part, call the centre on **1300 886 649** or email us at **info@tempo.org**

- Dust tank (HEPA) filter
- Exhaust (foam) filter

## Technical specifications

Voltage:	220–240V, 50/60Hz
Wattage:	2000W (max.)
Floor brush:	Dual function
Dust tank capacity:	3.5L
Cord length:	5m, retractable
Dimensions (mm):	390 x 275 x 320 (without accessories)
Weight:	6.8kg
Accessories:	Crevice tool with fold-out brush
Filters:	HEPA filter, plastic in-tank filter, foam exhaust filter (all washable)

## Compliance

This product complies with the following standards:

- AS/NZS 60335.1 and AS/NZS 60335.2.2 for **electrical safety**
- EN 55014.1; EN55014.2; EN 61000.3.2 and EN 61000.3.3 for **electromagnetic compatibility**



### DOUBLE INSULATION

This symbol indicates that the appliance has been designed in such a way that it does not require a safety connection to electrical earth (ground).

# Other Useful Information (Cont.)

## **Responsible disposal**

At the end of its working life, do not throw this appliance out with your household rubbish. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area.



# STIRLING<sup>®</sup>

## 2000W Bagless Vacuum Cleaner

# Repair and Refurbished Goods or Parts Notice

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Unfortunately, from time to time, faulty products are manufactured which need to be returned to the supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost. **We recommend you save this data elsewhere prior to sending the product for repair.**

You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.

**Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.**

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on 1300 886 649 or write to us at:

Tempo (Aust) Pty Ltd ABN 70 106 100 252  
PO BOX 6056 Frenchs Forest, Sydney, Australia NSW 2086

**Tempo Help Desk: 1300 886 649 (Aust)**  
(Operating Hours: Mon-Fri 08:30AM to 06:00PM EST)  
Email: [info@tempo.org](mailto:info@tempo.org)





## Warranty returns

Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

## Product does not work?

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on 1300 886 649 before returning it to the store for a refund.

For an electronic copy of this manual, go to [www.stirlingappliances.com.au](http://www.stirlingappliances.com.au) and download a copy.

### Instruction Manual Revision Index

Version No	Issue Date	Description
V1.0	22 July 2015	Original release
V1.1	06 August 2015	Compliance updates