

## **Symptom**

You have used your Vacmaster vacuum cleaner for some time and the suction power is not as good as it was originally.

## **Reason**

Vacmaster vacuum cleaners are robust and tested for endurance. If your motor is operating, then the most likely cause for a loss in suction is a blockage or an opening somewhere in the appliance.

- A restriction of airflow anywhere from the nozzle end of the vacuum up to and including the exit port can reduce performance.
- Air entering the vacuum cleaner somewhere other than the end of the nozzle will reduce performance.

## **Self-help Guide**

Please follow this checklist, in most cases you will find the problem and be able to fix it by clearing a blockage or by replacing the correct filter or accessory. The checklist is ordered in a sequence that is most likely find the issue quickly.

## Flow Control

Some Vacmaster products come with a flow control valve on the hose handle.

- Check and close the flow control valve if it is open.



## Nozzle Blockage

- Swap the nozzle for another, if the performance improves then visually and physically check the removed nozzle for any blockages.



## Filters

With the vacuum cleaner unplugged open the tank and check the filters. Filters are designed to effectively trap dirt and will naturally get blocked and reduce the vacuum cleaner performance. Regular cleaning or replacement of filters is essential for maximum suction performance.

- Check the dust bag is not full. Replace if necessary.
- Check the container is not full.
- Check the inlet to the tank where the hose connects is not blocked. The angle here can sometimes become blocked with bigger debris. Detach the hose and clear this junction if necessary.



- Check the cartridge filter is not blocked. Clean or replace if necessary.
- Check the cartridge filter has not hardened. This can happen if it becomes damp/wet when dirty and the subsequent air flow causes it to dry and form a hard shell. Replace the cartridge filter if necessary.
- Check the removable exhaust filter if this is a feature on your vacuum.
- If you cannot find an issue with the filters, then briefly (for test purposes only) run the vacuum cleaner with no filters. Lack of suction without filters will confirm that the issue is not related to any replaceable filter blockages.

## Float Valve

The float valve is a safety feature intended to stop any water flowing into the motor if the vacuum is over filled with water.

The float valve can sometimes inadvertently engage and close the air flow channel. This can happen if the vacuum is knocked over.

- Remove the cartridge filter, or cloth filter and check that the float valve situated directly below the motor is not stuck. It should be resting at the bottom of the cage. The float valve should be able to move up and down freely in the cage. Push the float down to fix this issue.



### **Internal exhaust port filter**

Some of our vacuum cleaners come with an internal diffusion filter on the exhaust port for noise reduction that is not easily removed for inspection. These filters will only become blocked if filters have not been installed correctly and dust has travelled through the vacuum cleaner fan and built up over time on the other side of this filter.

These can be checked by removing the plastic grill holding it in position.

- Using a flat-head screw driver prise the plastic grill out at the location arrow.
- Check, clean and refit this filter.



### **HEPA exhaust port filter**

Some of our vacuum cleaners come with an external HEPA filter on the exhaust port. This can be easily removed, cleaned and or replaced.

These can be checked by removing the plastic grill holding it in position.

- Release the lock on the cover pull the plastic grill out.
- Check, clean and refit this filter.



## Leaks

Reassemble the vacuum with filters fitted and switch on the vacuum cleaner.

- Check there are no cracks in the hose or gaps that allow air into the vacuum cleaner anywhere other than at the nozzle end.
- Check for air entering the tank at the seal between the tank and the motor head unit.



### **Blockage that is difficult to locate**

This is the final and most time consuming check.

- Gradually remove and physically check the nozzle, the tubes and the hose to see if the performance improves without each component, this would indicate a blockage in the removed component.
- Check the whole length of suction hose is not blocked. To do this detach the suction hose and use water or watering hose to clear any blockages deep inside the suction hose.



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