



# Eureka NEU520 Series Call Center Script

















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Unboxing & Assembly

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Step 1: Unboxing									
Step 2: Assembly and Operation	Open the box		Take out the part						
	Fix the handle	Fix the Pet Tool	Fix the Crevice Tool	Fix the Dusting Brush	fix hose at its position as picture shows	fix hose at its position as picture shows	fix hose at its position as picture shows	Upright	Normal cleaning
Using the accessories									
	Connect the hose with the Pet Tool	Connect the hose with the Crevice Tool	Connect the hose with the Dusting Brush	Connect the hose with the Handle	Connect the hose with the Handle and Pet Tool	Connect the hose with the Handle and Crevice Tool	Connect the hose with the Handle and Dusting Brush		

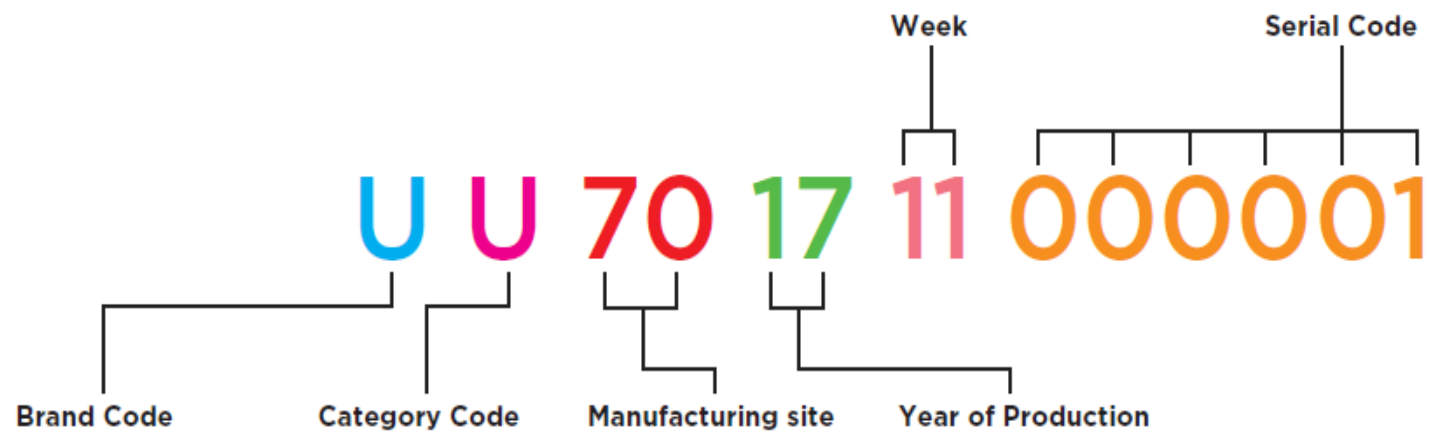
Unboxing & Assembly

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## Product Identification

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## Q&A

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No.	Question	Answer
1	<p>使用时需要注意地毯和地板的区别吗? Do we need to pay attention to the difference between the carpet and floor during use?</p>	<p>不需要注意, 地板和地毯都可以吸。 No.</p>
2	<p>需要经常清理灰尘吗? Does it require frequent cleaning of the dust cup?</p>	<p>吸尘器如果长时间不使用, 尘杯内就会滋生真菌或细菌, 最好坚持每周清洗一次尘杯,保持尘杯的清洁。 If the vacuum cleaner has been stored and doesn't been used for a long time, fungi or bacteria will breed in the dust cup. It will better to clean the dust cup once a week to keep it clean.</p>
3	<p>什么时候需要清理灰尘? When should I clean the dust cup?</p>	<p>1.吸尘器的吸力出现明显降低时 When the suction of the vacuum cleaner is reduced obviously. 2.尘杯内的灰尘接近于杯身上的MAX线时 When the dust in the dust cup is close to MAX line. 3.尘杯过滤棉一周清洗一次 Clean the pre-motor filter per week</p>
4	<p>吸尘器的使用中能不能吸水? Can the vacuum cleaner vacuum water?</p>	<p>本产品不可吸水。详细内容请看DO &amp; Don't sheet。 This product can not vacuum water. For more details, please refer to DO&amp;Don't sheet.</p> <p>吸尘器按照安全等级来说, 一般可以分为干湿两用吸尘器和干式吸尘器, 干式吸尘器是严禁吸水的, 因为这是单层绝缘电机, 吸水后会造成长短路等危险状况, 所以我们使用的吸尘器一般是不能吸水的, 除非标明是干湿两用吸尘器和水过滤吸尘器。 Generally there are two kinds of vacuum cleaner according to the safety level: dry&amp;wet vacuum cleaner, and dry vacuum cleaner. Due that it uses single layer insulation motor, dry vacuum cleaner strictly prohibit to vacuum water. The unit will be short and it is very dangerous if you vacuum water. So generally the vacuum cleaner we are using can not vacuum water. Unless it states it is</p>

5	<p>哪些东西不能吸？ Which things does the vacuum cleaner cannot vacuum?</p>	<p>请参考Do&amp;Don't Please refer to Do&amp;Don't sheet.</p>
6	<p>吸尘器使用一会儿就会感觉到出风口和电机处温度过高，这是否是质量问题？ It is hot at the air outlet and motor after the units being used for a while, why? Is this a quality issue?</p>	<p>请问是否有烧焦味道？ Is there any burning smell? 如果没有，这属于正常现象，而不是质量问题。因为吸尘器内的电机转速为四万多转/分钟，在工作时会产生大量的热量。吸尘器工作时，吸入的空气经过电机时将电机产生的热量带走，从而给电机散热，这样从电机出来的空气温度就会升高，所以会感觉到出风口温度高，电机正常工作的温度是85度左右，而出风口的温度在正常时就会超过50度。所以电机和出风口处温度高是正常的。 If there is no burning smell, this is normal phenomena, but not quality problem. Due that the motor rotate speed is 40000 rpm, so the unit will bring a lot of heat when it is working. The air which have been vacuumed in takes away the heat produced by motor to achieve the heat dissipation. In this way, the air comes out from the motor is hot and user will feel the hot air at the air outlet. So this is normal.</p>
7	<p>在使用地刷工作的时候需要安装软管吗？ Does the hose need to be installed when the unit is running in brush working mode?</p>	<p>需要，软管是机器重要的风道，不可或缺，请参照说明书进行安装。 Yes, the hose is a key and necessary part of the air duct. Please assemble the unit according to the instruction manual.</p>
8	<p>软管需要清洗吗？如果需要，如何清洗？ Does the hose need to be cleaned? If yes, how to wash it?</p>	<p>可不清洗，若想清洗，可用水冲洗软管，但需特别注意，一定要等软管风干后才可开机使用。 It is not necessary to clean the hose. However if you want, you can use water to wash it, but please make sure it is dried thoroughly before using.</p>
9	<p>可以用洗碗机清洗尘杯或附件吗？ Can we use dishwasher to clean the dust cup or</p>	<p>不可以。 No.</p>
10	<p>可以用水冲洗尘杯吗？ Can the dust cup be washed with water?</p>	<p>可以，一定要等尘杯风干后才可开机使用 Yes, but please make sure it is dry thoroughly before using.</p>
11	<p>每款机器都有全部的附件吗？ Are all accessories included in each model of unit?</p>	<p>不是。不同机器有不同的配置，根据您的需要请购买您所需要的型号。 No. Different models have different accessories, you can buy the model you need according to your needs.</p>
12	<p>附件可以单独购买吗？ Can the accessories be bought separately?</p>	<p>可以 Yes.</p>

## Safety Directions--Do & Don't

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No	DO	DON'T
1	DO empty the Dust Canister and clean the filters regularly for optimal operation of the vacuum.	DO NOT vacuum water, wet objects, liquids, ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.
2	DO keep hair, loose clothing, fingers, feet and body parts away from openings or moving parts.	DO NOT pick up flammable or combustible materials (i.e. lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapor.
3	DO disconnect the appliance from the main supply before connecting the flexible suction hose.	DO NOT pick up toxic material (i.e. chlorine bleach, ammonia, drain cleaner, etc.)
4	DO turn off controls before you connect or disconnect the appliance to or from the mains supply.	DO NOT vacuum Toner (for laser printer, copy machines etc.) as there is a risk of fire and explosion.
5	DO disconnect the appliance from the power supply when not in use, before changing the filters, cleaning the filters or connecting / disconnecting the accessories.	DO NOT vacuum plaster, cement etc. as the filter can become blocked.
6	DO use only on dry, indoor surfaces.	DO NOT use the vacuum without all the filters fitted.
7	DO use only as described in this manual. Use only manufacturer's recommended attachments.	DO NOT store or use the appliance near high temperature areas.
8	DO Keep cord away from heated surfaces.	DO NOT run over the power cord with the vacuum cleaner.
9	DO Keep all openings free of dust, lint, hair, and anything that may reduce airflow.	DO NOT use the vacuum cleaner if it is blocked. Turn off and clear all blockages before continuing.
10	DO use extra care when vacuuming on stairs.	DO NOT use the vacuum cleaner with blocked filters. Clean or replace filters before continuing. (refer to User Maintenance section).
11	DO keep your work area well lit.	DO NOT use the vacuum cleaner if the appliance malfunctions, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.
12	DO store your appliance indoors in a cool, dry area.	DO NOT misuse the cord. Never pull the appliance by the cord or pull to disconnect it from the outlet. Instead, grasp the plug and pull to disconnect.
13	DO ensure children and babies cannot play with plastic bags or any packaging materials.	DO NOT use the vacuum cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.
14	DO operate the appliance from a power source of the same voltage, frequency and rating as indicated on the product	DO NOT Leave Unattended when plugged in and / or switched on.

15	DO supply the instruction manual with it. No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of appliance. This product has not been	DO NOT use vacuum cleaner if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.)
16	DO keep appliance on a level surface.	DO NOT close door on cord, or pull cord around sharp edges or corners.
17		DO NOT handle the plug or vacuum cleaner with wet hands.
18		DO NOT put any objects into openings.
19		DO NOT use with any openings blocked and do not restrict airflow.
20		DO NOT operate the appliance with a damaged cord or plug. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
21		DO NOT use without filters in place.
22		DO NOT attempt to modify this product in any way.
23		DO NOT modify the polarized plug to fit a non - polarized outlet or extension cord.
24		DO NOT turn the appliance on when the dust cup is removed.
25		DO NOT wash the dust cup in dish washer.

### Troubleshooting

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No	问题分类	Problem	Possible Cause	Possible Solution	
1	功能问题Function	插上电源后开机机器没有反应，机器不工作 No reaction after plug in and the unit won't work.	1.1 插头没插好 The plug is not plug well	重新插入插头 Re-plug it	如果不行，请检查1.2 If it doesn't work, please check item 1.2
			1.2 电源插座没有电 There is no electric from the outlet	换其他插座试试 Try other outlets	如果不行，请检查1.3 If it doesn't work, please check item 1.3
			1.3 吸尘器开关没打开 Switch is not turned on	按下机器的电源开关 Press the on/off switch	如果不行，可申请退换货 If it doesn't work, you can apply to exchange or return
2	功能问题Function	插上电源没有按开关机器就运转 The unit runs right after plug in, but did not turn on the switch	上次关机时没有按开关直接拔插头 Did not turn off the unit and remove the plug directly after last use	按开关确认是否可关机 Press the switch to check if it can be turned off	如果还是有问题，可申请退换货 If it still have the same problem, you can apply exchange or return
3	功能问题Function	不能关机 Cannot be turned off	开关失灵 Maybe switch have broken	可申请退换货 You can apply exchange or return	
4	功能问题Function	机器停止工作 Unit stops working	主电机烧坏 Possible reason is that the motor was broken	可申请退换货 You can apply exchange or return	
5	功能问题Function	整机运行，滚刷不转。 The machine works, but the brush not running.	5.1 检查滚刷开关有没有打开 Check the brush Roll power switch is on or off 	如果没有打开，请按下滚刷开关按钮确认滚刷是否可以正常转动。 If the brush roll switch is off, please press it and see whether the brush roll can run normally or not.	如果不行，请检查5.2 If it doesn't work, please check item 5.2
			5.2 地刷被异物堵塞 Brush get jammed	拔掉插头，手动清理地刷处的异物，详细的清理方法请参考说明书 Without plug in and clean the brush, please refer the manual for details how to clean	如果不行，请检查5.3 If it doesn't work, please check item 5.3
			5.3 检查皮带是否断了 Check if the belt broken or not	申请更换皮带 Apply replacing the belt	如果不行，可申请退换货 If it cannot solve the problem, you can apply exchange or return
			6.1 过滤材料堵塞 Filtering materials get jammed	取出尘杯中的过滤绵进行清理 Clean filters of the dust cup	
			6.2 软管堵塞 Hose get jammed	使用时尽量不要吸大块的垃圾，如桔子皮，纸巾等，请进行清理 Do not vacuum big trash such as orange peel or paper tower etc., clean it	
			6.3 尘杯未密封 Dust cup is unsealed	1.确认尘杯已锁好密封 Confirm dust cup well sealed 2.确认尘杯所有密封圈有没翻起、破损、遗失 Confirm all the seal rings well sealed. No allowed for the missing seal rings, broken rings, seal rings not at position.	
			6.4 地刷进风口堵塞 Brush air inlet get jammed	确认是否堵塞，请进行清理 Make sure if it is blocking, clean it	
			6.5 进风口密封圈掉或者漏装 The sear ring at the air intake position fall off or missed	把进风口密封圈重新装上 Re-assemble the seal ring	
					如果检查上述还是吸力小，可申请退换货

6	功能问题Function	吸力小/吸不起灰尘 Low suction/cannot vacuum dust	6.6软管接头与机身接头没装到位 Hose collar was not assembled well.	取下软管接头再与机身接头装配一次 Re-assemble the hose collar to make sure the connection.	货 If it's been still low suction after all the check, you can apply exchange or return
			6.7尘杯组件与整机未装配到位 Dust cup assy was not assemble well.	把尘杯组件取下，再重新装一次，装配到位时，有咔嚓声音 Re-assemble the dust cup to make sure it fixed well. There is clicking sound if fixed well.	
7	功能问题Function	灰尘不能吸入尘杯 The dirt is not going into the dust cup.	7.1尘杯内吸灰已满 The cup has been filled with dust	清空尘杯 Empty the dirty cup	如果不行，请检查7.2 If it doesn't work, please check item 7.2
			7.2 海绵长时间未清洗 The filter has not been washed for a long time	清洗海绵 Wash the filter	如果不行，可申请退换货 If it doesn't work, you can apply to exchange or return
8	功能问题Function	开关反应不灵敏 Swich react slowly		可申请退换货 Discontinue use - You can apply exchange or return	
9	功能问题Function	烧机/冒烟 Motor broken/smoky		可申请退换货 Discontinue use - you can apply exchange or return	
10	功能问题Function	机器工作时有火花 Spark appear when it's working		可申请退换货 Discontinue use - you can apply exchange or return	
11	功能问题Function	插头烧 Plug Burns		可申请退换货 Discontinue use - you can apply exchange or return	
12	感官问题	温度高 High temperature	集尘室灰尘已满或长期使用后滤尘器微孔堵塞，使风量大大减少，电动机冷却不够，形成排出气体过热。 Ash in the dust cup has blocked the filter, which cause the airflow decrease and insufficient motor cooling, eventually made the air discharge from overheating.	发现此情况应立即清除集尘室的灰尘和滤尘器上的集灰。 Clean the ash in the container and filter immediately  建议每次使用时间小于1h，放置15分钟 Suggest use time <1h every time, the use it next time at least 15 min later.	如果不行，可申请退换货 If cannot solve the problem, you can apply exchange or return

13	感官问题	噪音大 Big noise	功率越大噪音越大 The greater the power, the greater the noise	询问是否异常情况，如若，告知是86dba属于行业正常 Make sure if it is abnormal sound, if it is allowed according to the noise standard, can compare with the same kind products in the market.	如果声音不正常，请检查第14项。 If there is abnormal noise, please check the item 14.
14	感官问题	异音 Abnormal noise	附件管道和工作吸头堵塞，使风量剧减，导致出风口排出气温增高。此故障的发生往往是一些硬物和直径大的脏物吸入管道内，堵住了通道，一些脏物和头发之类的东西又逐渐粘在上面，堵住了风道。 Accessories and crevice tool get jammed, which cause the airflow decrease, and eventually increase the temperature of outlet. In most cases, some big blockages or hair block	最简单的排除方法是用掌心很快地堵住导管的末端，再很快地放开，反复几次，便可排除故障。如果不奏效，可将导管取下，接到吸尘器吹气口上，用吹力去除堵塞物，或用金属棒疏通导管。 The simplest method is to use palm quickly to block the end of the catheter, quickly let it go again, repeated several times. If it doesn't work, remove the hose and clean it.	如果不行，可申请退换货 If cannot solve the problem, you can apply exchange or return

15	安全问题 Safety	漏电, 触电, 或静电 Leakage, electric shock, or static electricity	15.1 吸尘器长期使用, 保养差, 内部有脏物, 而又吸入潮湿的东西, 易造成漏电现象。应清洁吸尘器内部, 擦干吸尘器受潮部分。 Poor maintenance and wet blockage may cause the leakage after using for a long time.	防止产品受潮, 勿吸入液体和金属粉末 Keep it dry, do not vacuum liquid or metal dust	如果不行, 请检查15.2 If cannot solve the problem, please check the item 15.2
			15.2 吸尘器长期使用, 存放地方不当, 吸尘器受潮, 使泄露电流增大。 The vacuum cleaner has been putted in wrong place after using for a long time, damp machine makes an increasing possibility of leaking.		如果不行, 请检查15.3 If cannot solve the problem, please check the item 15.3
			15.3 吸尘器吸入金属屑及导电粉末, 造成短路而漏电。应清洁吸尘器内部, 清除金属及导电粉末。 Vaccum metal dust or other electric ashes, need to clean it.		如果不行, 请检查15.4 If cannot solve the problem, please check the item 15.4
			15.4 清洁化纤地毯时, 由于塑料地毯在化纤地毯上不断地摩擦工作, 产生静电现象。 Since the constant friction work, static electricity happened when cleaning the chemical fibre carpet.	接地是消除静电最简单最基本的方法 Grounding is the simplest, the most basic way to eliminate static electricity	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
16	使用问题 Using	滚轮滚动不顺畅 Brush roll is bad rotating	16.1 检查小滚轮是否被异物卡住 Check whether the small wheel jam objects	清理异物看是否正常 clean it	如果不行, 请检查16.2 If cannot solve the problem, please check the item 16.2
			16.2 检查滚轮滚槽中有异物 Check whether the brush roll jam objects	手动清理异物 Clean it	如果不行, 请检查16.3 If cannot solve the problem, please check the item 16.3
			16.3 检查轮子是否有破损 Check whether the wheel broken/defeormed or not	如果是, 请申请退换货 If yes, you can apply exchange or return	如果是或者找不到原因, 可申请退换货 If yes or cannot find the reason, you can apply exchange or return
17	使用问题 Using	地刷阻力大 Has a big resistance when push and pull	17.1 检查是否有异物? Check if there is foreign things jammed in it	清理异物 Clean it	如果不行, 请检查17.2。 If cannot solve the problem, check the below item 17.2
			17.2 检查轮子能否正常转动? Check the wheel rotate normally ot not	如果轮子内有异物, 请清理。 Clean it if the wheel get jammed 如果轮子内没有异物却转不动, 可申请退换货 If the wheel not jammed nut cannot rotate, can apply exchange and return.	如果不行, 请检查17.3。 If cannot solve the problem, check the below item 17.3
			17.3 检查轮子, 地刷底部部件是否有破损 Check whether the wheel, any other parts at the bottom of the nozzle	如果破损, 请申请退换货 If broken, you can apply exchange and return	如果不行, 请检查17.4。 If cannot solve the problem, check the below item 17.4

18	使用问题 Using	工作时机身旋转不畅 Body can not swivel smoothly when it's working	检查地刷和机身之间是否有异物? Check if there is foreign things jammed between the nozzle and the body	清理异物 Clean it	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
19	使用问题 Using	工作时机身转不动, 卡死 Body get stuck when it's working	检查地刷和机身之间是否有异物? Check if there is foreign things jammed between the nozzle and the body	清理异物 Clean it	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
20	使用问题 Using	手柄装不上 Handle can not be installed	手柄安装方向不对 Wrong direction of handle installing	请参照手柄安装 Please refer to the handle installing in the instruction manual	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
			检查机身上装手柄内孔处是否有异物 Check if there is foreign things in the hole of the main body	清理异物 Clean it	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
21	使用问题 Using	尘杯拆不下 Dust cup can not be taken off	21.1未按下尘杯拆装按钮 Did not press the dust cup release button	按下尘杯拆装按钮后, 往外用力拆下尘杯 Press the dust cup release button,take off the dust cup	如果不行, 可申请更换尘杯组件或退换货 If cannot solve the problem, please apply exchange the dust cup assy or exchange or return
			21.2 是否是按钮按不下 Can the button can be pressed down	如果按不下, 请将拇指位置往前一点再按 If can not press down, put your thumb forward a little and then it will be easily be pressed down.	如果不行, 可申请更换尘杯组件或退换货 If cannot solve the problem, please apply exchange the dust cup assy or exchange or return
22	使用问题 Using	尘杯上盖打不开 Can't open dust cup filter lip	未掰开尘杯上盖上的卡扣 Did not press the lock button on the top of the dust cup	按下尘杯上盖开闭按钮, 向上用力打开尘杯上盖 Press the lock button on the top of the dust cup,turn on it	如果不行, 可申请更换尘杯组件或退换货 If cannot solve the problem, please apply exchange the dust cup assy or exchange or return
23	使用问题 Using	尘杯下盖打不开 Can't open dust cup bottom	未按下尘杯下盖开闭按钮 Did open the lock on the dust cup	按下尘杯下盖开闭按钮, 向下用力打开尘杯下盖 open the lock of the dust cup,turn on it	如果不行, 可申请更换尘杯组件或退换货 If cannot solve the problem, please apply exchange the dust cup assy or exchange or return
24	使用问题 Using	尘杯漏灰 Leak ash of dust cup	24.1 尘满 Full of dust	清理尘杯 Clean the dust cup	如果不行, 请检查24.2 If cannot solve the problem, please check the item 24.2
			24.2 尘杯没有组装好 The dust cup is not installed	重新装配, 按照说明书 Reinstall refer to the instruction manual	如果不行, 请检查24.3 If cannot solve the problem, please check the item 24.3
			24.3 密封条未装好 Seal rubber is not installed	重新安装密封条 Reinstall the seal rubber	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
25	使用问题 Using	出风口喷灰 Filter cover has ash sprayed	尘杯漏装过滤海绵 Missing dust cup filter	安装过滤海绵 Put the filter in	如果不行, 可申请退换货 If cannot solve the problem, you can apply exchange or return
26	部件问题 Part	软管坏 Hose broken		可申请更换软管 you can apply change the hose	
27	部件问题 Part	软管变形 Hose transformation		可申请更换软管 you can apply change the hose	
28	部件问题 Part	尘杯锁扣断裂 Dust cup release button broken		可申请附件配送 you can apply dust cup delivery	
29	使用问题 Using	电源线容易在滚刷下被卡住 Power cord is easy to block under the brush roll when in using	电源线没有用挂线钩卡住 The wrap miss the power cord	请使用挂线钩卡住电源线 Hold the cord with power cord wrap	

30	附件 Accessory	缺附件 Lack of accessories		可申请附件配送 you can apply accessories delivery	
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## Replacment Parts

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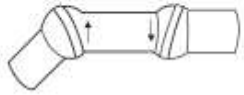
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Image	Part name	Part number
	Dusting brush	E0101
	7" Crevice tool	E0102
	9.5" Crevice tool	S3019
	Pet turbo brush	E0208
	Washable pre-motor filter	S3027
	HEPA filter	S3022
	Brushroll	S3028



Belt

S3028



Multi-angle adaptor

S3028