



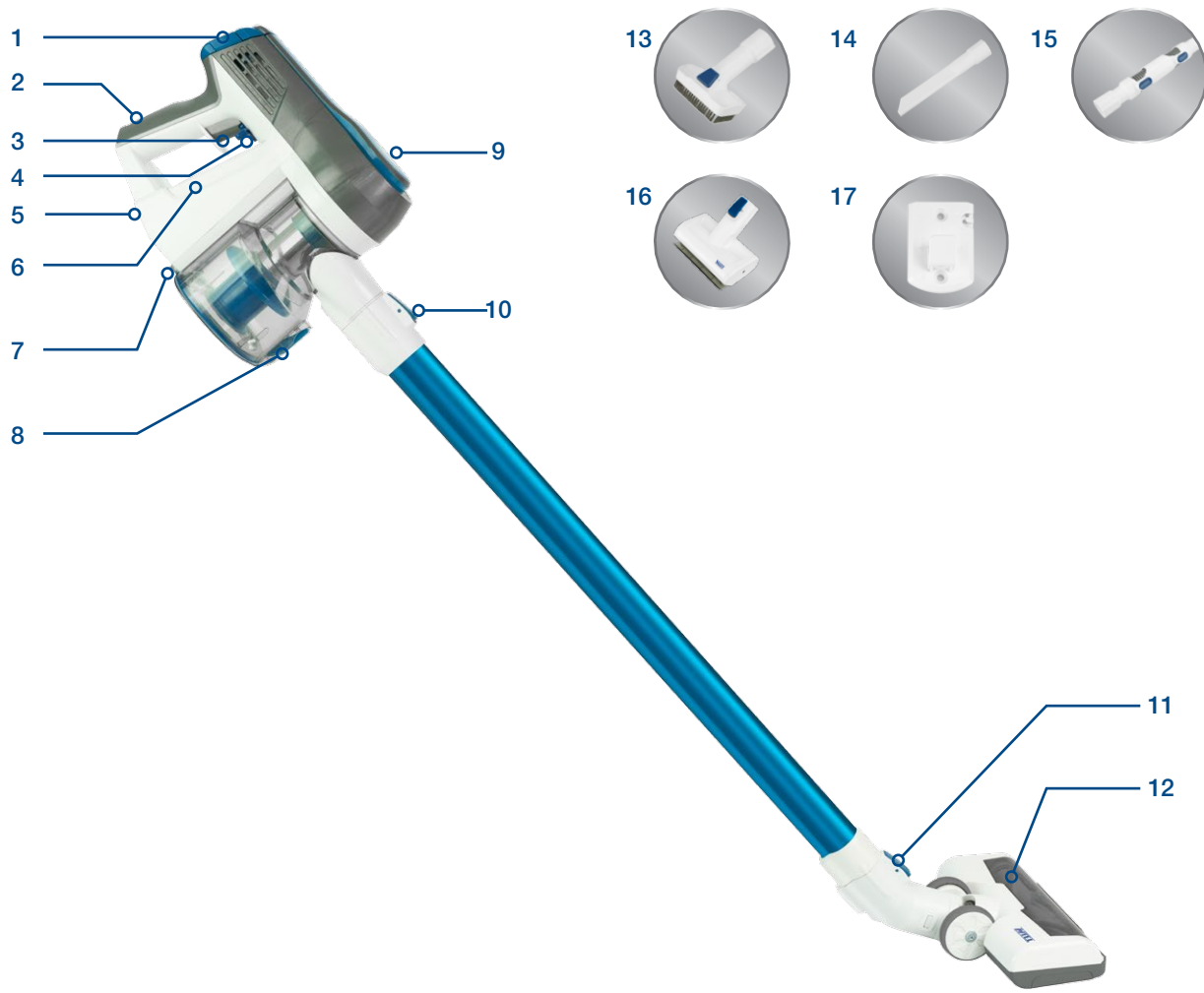
Stick Mate

Owner's Manual



Cordless Handstick

The perfect companion for Valet
Central Vacuums



2.

VAC-400 Stick Mate

Congratulations on the purchase of your new VALET vacuum cleaner. We recommend that you carefully read this instruction manual to take best advantage of the product's many useful features.

Features:

1. Exhaust Filter Release Buttons
2. Charging Port
3. On/Off Button
4. Continuous Mode Switch
5. Battery Release Button (not shown)
6. Battery
7. Dust Bin Release Button (not shown)
8. Dust Bin Lid Release Button
9. Charging & Power Indicator
10. Rod Release Button
11. Powerhead Release Button
12. Powerhead

Accessories:

13. 2-in-1 Cleaning Tool
 14. Crevice Tool
 15. Flexible Adaptor
 16. Mini Motorised Pet Brush
 17. Wall Storage Bracket
- NOTE: Wall mounting screws are not included.
18. Charger Adapter (not shown)

Specifications:

Voltage: 21.6V DC

Dust Bin Capacity: 400ml

Battery type: 2000mAh Li-ion

Weight: 2.20Kg / 1.7Kg (handvac only)

Charge Time: 4 hours

Runtime: 24 Minutes (Low Power)
15 minutes (High Power)

Before You Begin

This cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring, walls and fabrics.

This cleaner is not fit to be used as an industrial cleaner and will void the manufacturer's warranty if used inappropriately.

Please read these instructions thoroughly

This will ensure you obtain full benefit from your new cleaner. Keep this Instruction Manual in a handy place for future reference.

Precautionary measures



1. Do not operate the vacuum cleaner too close to heaters, radiators or other hot surfaces.



2. Before inserting the plug into the wall, make sure your hands are dry.



3. Before turning on the vacuum cleaner, safely remove any large objects from the floor or cleaning surface in order to prevent damage to the filter.



4. Do not use this vacuum cleaner to pick up water or liquids.

Safety Precautions & Warnings

IMPORTANT! Always switch off the appliance before cleaning, when not in use or attempting any maintenance task. The charger must only be connected to an AC power supply at the voltage shown on the rating label. This cleaner should only be used for its intended purpose as described in this instruction manual. Never operate the vacuum cleaner without filters.

Please read the manual thoroughly before using the appliance for the first time.

When using your vacuum cleaner, basic precautions should always be observed, including the following;

1. 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 instruction concerning use of the appliance by a person responsible for their safety.
2. Children should be supervised to ensure that they **do not** play with the appliance.
3. To prevent electrical shock, **do not** immerse the appliance, battery, or power plug into water or other liquids.
4. To prevent electrical shock, **do not** use the vacuum cleaner outdoors or on wet surfaces.
5. The appliance and charger are intended for domestic indoors use only.
6. **Do not** unplug the charger by pulling on the power cord. To unplug, grasp the plug, not the power cord. Use only Australian and New Zealand electrical safety approved extension cords.
7. **Do not** handle or operate the appliance with wet hands and follow electrical safety precautions at all times.
8. Extreme caution should be exercised when using the appliance on stairs.
9. **Do not** attempt to change the attachments while the appliance is switched on. Use only manufacturer's recommended accessories.
10. **Do not** operate the vacuum cleaner too close to heaters, radiators and other hot surfaces.
11. **Do not** use the appliance to pick up flammable items or combustible liquids (i.e. petrol, hot ashes, cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
12. **Do not** use the appliance to pick up hazardous materials (i.e. chlorine bleach, ammonia).
13. **Never** operate or use the appliance without the filters in place.
14. Before vacuuming, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.

15. If the air inlet or floor head is blocked, switch off the cleaner straight away. First, clear the blocked object before attempting to start the vacuum cleaner again.
16. Before carrying out any maintenance service or cleaning the filters, always switch off the vacuum cleaner.
17. Keep vacuum nozzles away from your face and body.
18. **Do not** use the vacuum cleaner if it is damaged or broken. If connection cables are damaged, have them replaced immediately.
19. **Never** clean the vacuum cleaner or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
20. **Never** attempt to make any modifications electrically to the vacuum cleaner or charger.
21. Always store the appliance and charger indoors in a cool and dry place.
22. **Do not** pick up water, for dry household use only
23. Use the electric power head only for vacuuming dust and dry substances in the home.
24. **Never** touch the roller brush while the vacuum cleaner is switched on.
25. To prevent unnecessary wear on the power head, keep it moving while in operation.
26. Damage caused by improper use or by not observing the instructions in this manual will void the warranty.

Battery use and care

1. The appliance is only to be used with the charger uniquely provided with the appliance.
2. Only charge the battery inside the product and only use the specifically designated charger to charge the product.
3. When appliance is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the appliance terminals together may cause burns or a fire.
4. Under abusive conditions, liquid may be discharged from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid discharged from the battery may cause irritation or burns.
5. **Do not** charge or store the appliance outdoors or inside a car. Only charge or store the battery in a dry indoor area where the temperature is more than 5°C but less than 45°C. The charger is for indoor use only.
6. **Never** attempt to open the battery for any reason. If the plastic housing of the battery breaks or cracks, immediately stop using the device and **do not** recharge.
7. The charger adapter contains electrical connections inside. The charger adapter is not serviceable part.
8. Before disposal of your battery, fully discharge your battery by running the product until it stops.
9. The cleaner contains a Li-Ion battery. **Do not** dispose the appliance with your local garbage. Contact your local council for instructions on how to safely dispose of the battery.
10. **Do not** use the charger to charge a non-chargeable battery.
11. **Do not** touch or insert objects into battery pack terminal.
12. **Do not** attempt to short circuit the battery terminal.

Assembly

IMPORTANT! Always remove the battery from the appliance before fitting or removing accessories.



1. Insert the powerhead into the rod. You will hear a “click” sound when it is securely in place.



2. Insert the opposite end of the rod into the air inlet of the cleaner. You will hear a “click” sound when it is securely in place.



Installing and Removing the Battery

1. Insert the battery into the cleaner (as shown) until it clicks into place.
2. To remove the battery, press the Battery Release button and gently remove.

Instructions for Use



On/Off Button

Press the On/Off Button to turn On or Off the cleaner.



Continuous Mode

1. The cleaner can be operated without needing to continuously depress the On/Off Button. To enable Continuous Mode press the Continuous Mode Switch, as shown, until it clicks into place.
2. To disable Continuous Mode, push the switch in the opposite direction until it clicks into place.

Attention:

After each use, please ensure that the Continuous Mode Switch is disabled. Failure to do so may cause battery failure.

It is recommended to charge your product after each use to maintain maximum performance.



Power Select Button

Your cleaner has two power modes - High Power & Low Power. The cleaner will begin in High Power. To select Low Power press the Power Select Button. To return the cleaner to High Power press the Power Select Button a second time.

Accessories



Charging

Insert the charger into the charging port on the vacuum cleaner. When the charging indicator light is flashing blue, the vacuum cleaner is being charged. When the charging indicator light turns Off, the vacuum cleaner battery is fully charged.

NOTE: The cleaner requires up to 4 hours to be fully charged.

NOTE: When the charging indicator light is flashing blue during use, it means the battery is running low and requires charging.

CAUTION! Do not try to open the battery and repair it yourself.

NOTE: As a safety precaution, the vacuum cannot be switched on while the vacuum is charging.



CAUTION! The charging adapter contains electrical connections inside. The charger adapter is not a serviceable part.

IMPORTANT! Disconnect the charger adapter from the mains power supply when the charger adaptor is not connected to the cleaner. Always use manufacturer's recommended charger.

Accessories

CAUTION! To reduce the risk of personal injury, always switch off the cleaner before changing accessories.

NOTE: As a safety feature, the powerhead and mini motorized pet brush will not switch on when it is inserted into the cleaner during operation.



Powerhead

Ideal for daily cleaning on carpets and hard floors.

NOTE: If the powerhead is blocked, the motor will switch off automatically. If this occurs, switch off the vacuum cleaner and remove the battery. Remove the blockage, and switch on the cleaner. If the powerhead does not rotate, do not try to dismantle the powerhead, please contact Valet.

WARNING! The cleaner has a continuous rotating brush when the Continuous Mode Switch is engaged. Never leave the cleaner in one spot for an extended period of time as this may damage the floor surface.



2-in-1 Cleaning Tool

The 2-in-1 cleaning tool can be used as a soft dusting brush for cleaning a variety of surfaces or as an upholstery tool for cleaning furniture.

Accessories



Crevice Tool

The crevice tool can be used to clean in between hard to reach places.



Flexible Adaptor

Clicks into different angles and positions for cleaning ceilings, corners, cupboard tops and other areas that traditional attachments can't reach.



Mini Motorised Pet Brush

Ideal for picking up pet hair from furniture & upholstery.

Safety Precautions for the Powerhead & Mini Motorised Pet Brush:

1. Keep hair, hands and feet away from rotating brush while the motorised brush is running.
2. Do not run the motorised brush over electric cables, string or other objects which may become entangled.
3. Do not use the motorised brush on pets.
4. If children are present, make sure to turn the vacuum off when leaving the motorised brush unit unattended.
5. Do not attempt to service or unclog the motorised brush while the vacuum is running.

Maintenance



Storage

1. Place the cleaner onto the wall storage bracket, as shown.

NOTE: If the cleaner will not be used for a long period of time, please remove the battery from the cleaner to maintain the battery life.

NOTE: The wall mount is designed to support the cleaner from falling. Do not use the wall mount to hang the cleaner off the ground.

Correct mounting: The powerhead must be flat on the ground for proper wall mounting.

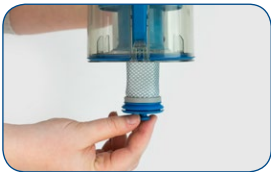
IMPORTANT! Always remove the battery from the cleaner before performing any maintenance. It is recommended to clean the dust bin after each use or when dust reaches the “Max” fill line.

Emptying the Dust Bin



1. Hold the cleaner over a rubbish bin and press the Dust Bin Lid Release Button to open and empty the dust bin.

Cleaning the Dust Bin Filter



1. Remove the dust bin filter by gently pulling it out of the bottom of the dust bin.

Gently tap the filter to dislodge dirt and dust or it can be cleaned using your Valet central vacuum with the dusting brush attachment.

Cleaning the Cyclone Separator



1. Press the Dust Bin Lid Release Button to access the cyclone separator.
2. Turn the cyclone separator to unlock and remove it from the dust bin, as shown.

NOTE: The cyclone separator can be washed using lukewarm water. Air dry the cyclone separator for 24 hours before reinstalling.

Checking the Exhaust Filter



1. To remove the exhaust filter, press the Exhaust Filter Release Buttons and remove from the cleaner.

This filter needs minimal maintenance under normal conditions however if it appears blocked contact Valet for a replacement.

Cleaning the Powerhead Roller Brush

WARNING! To reduce the risk of personal injury, detach the powerhead from the rod before cleaning and servicing the roller brush.



1. Using a flat-head screwdriver or coin, turn the locking tab to the unlock position. The locking tab can now be removed to access the roller brush.
2. Gently remove the roller brush and clean as required.

Troubleshooting

Problems and solutions

Handy troubleshooting tips.

Fault	Cause	Solution
Cleaner doesn't start	- Flat battery	- Charge the vacuum cleaner
Reduced suction	- The dust canister is full of dust - Dust bin filter is blocked - The air way is blocked	- Empty the dust canister - Clean or replace the dust bin filter - Clear the air way
The charging indicator flashes red and blue during charging	- The cleaner is not fully inserted to the charger	- Remove the cleaner from the charger and reinsert the cleaner to the charger again
Insufficient application time after charging	- Insufficient charging time - Normal discharge reduction in battery	- Fully charge the battery according to the instruction described in the charging section - Purchase a new battery
The charging indicator light failed to turn on during charging	- The cleaner is not connected to the charger adapter - The cleaner is connected to a wrong charger	- Connect the cleaner to the charger adapter - Use only the charger adapter supplied with the cleaner
The charging indicator flash red during operation	- The roller brush is jammed - The suction inlet is blocked	- Turn off the cleaner and remove the battery. Follow the maintenance procedures in this manual to clean the roller brush - Turn off the cleaner and remove the battery. Follow the maintenance procedures to clear the blockage

Conditions of warranty

Your Valet cleaner, in the case of domestic use, has a two year* parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the cleaner is purchased.

The cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring and fabrics. This cleaner is not fit to be used as an industrial cleaner, and is not designed for the collection of vitreous building material including particle board, construction products and similar products such as wood/fibres, cement, fillers, fibre glass etc or excessive or frequent sand. The infrequent pick-up of these materials in these circumstances may be harmful to your cleaner and may void the manufacturer's warranty.

Accessories and consumables including dust bags and filters, unless defective in manufacture, are not subject to this warranty. In order to prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your cleaner will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

The product can be returned in person, by mail or by courier to the address on this page at the customer's expense. Ness Corporation will not be liable for the cost of removal, re-installation or transportation.

*Two year warranty on parts and labour excluding the battery which has a one year warranty.

Products deemed faulty will be repaired or replaced free of charge at the discretion of Ness Corporation but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the cleaner is chargeable.

The repair of the cleaner under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

“Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.”

iCENTRAL SYSTEMS - VALET PRODUCTS

A division of Ness Corporation Pty Ltd
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REGISTER YOUR WARRANTY ONLINE www.valet.com.au



iCENTRAL - VALET PRODUCTS
A DIVISION OF **NESS** CORPORATION

VALET STICK MATE
OWNER'S MANUAL
Rev 1.0 February 2019

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Document Part No: 890-025



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