

**ORIGINAL INSTRUCTIONS**

**CAUTION – READ THESE INSTRUCTIONS BEFORE USING THE MACHINE**

# User instructions

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## VT12

## Commercial Vacuum Cleaner

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03-8220-0000 Issue 2 03/10

**CE**



A Tacony Company

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**IMPORTANT**  
**BEFORE USE READ THESE INSTRUCTIONS AND RETAIN FOR FUTURE REFERENCE**

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## 1. General information

This commercial vacuum cleaner has been designed for the collection of dust in indoor areas. It should not be used in outdoor areas.

We recommend that any user not familiar with carpet cleaning should read these user instructions fully before using the machine. If you have any queries please contact the supplier who you purchased the machine from or Truvox International on the contact details provided at the back.

This machine must only be used for the manufacturer's approved application. **Do not use** the machine where it is suspected that the carpet, floor or upholstery contains health endangering dust or debris such as asbestos or chemical waste. If this is suspected **do not proceed**, contact your supervisor, supplier or Truvox International for advice.

The following instructions contain important information about the machine and safety advice for the operator.

Equipment must be operated, serviced and maintained in accordance with the manufacturer's instructions. **If in doubt contact the supplier of your machine.**

These instructions are valid for the following models:

### VT12

#### 1.1 Important Safety Advice

When using electrical equipment basic safety precautions should be followed including the following.

- Read all instructions carefully before use.
- This appliance is suitable for commercial use, for example in hotels, schools, hospitals, factories, shops, offices, rental businesses and other than normal housekeeping purposes.
- This machine 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 machine by a person responsible for their safety.
- Keep children and unauthorised persons away from the machine when in use.
- Children should be supervised to ensure that they do not play with the appliance.
- Before using the appliance, check that the mains power voltage corresponds with the voltage shown on the rating plate.

- All parts are to be positioned as indicated in the instructions before using the machine.
- Do not operate the machine if it malfunctions or is damaged in any way. Contact an authorised service agent for repair or adjustment.
- Do not operate switches or touch the mains plug with wet hands as this may cause electric shock.
- When unplugging pull the plug, not the supply cord.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull around sharp edges or corners.
- Keep hair, loose clothing, fingers and all parts of body away from openings and moving parts.
- Keep cord away from heated surfaces.
- Do not use where hazardous dust is present.
- Do not use in an explosive atmosphere.
- Do not pick up oil or other flammable material.
- Do not use to pick up moisture or any liquids.
- Do not leave the machine connected to the electricity supply when not in use, always remove the plug from the socket-outlet.
- Switch off the machine before removing the plug.
- Keep the power supply cord clear of moving parts. During operation hazard may occur when running the machine over the power supply cord.
- The power supply cord must be regularly inspected for signs of damage. If the power supply cord is damaged, it shall only be replaced by the manufacturer, its service agent or a similar qualified person in order to avoid a hazard.
- Only replace the supply cord with the type specified in the instruction manual.
- Do not operate the machine with a damaged supply cord or plug, or after the machine malfunctions or is damaged in any way. Contact an authorised Service Agent for repair or adjustment.
- The plug of the power supply cord must be removed from the socket-outlet before commencing cleaning of the machine or undertaking maintenance operations.
- Do not kink or twist the power cord.
- Take care when using a machine near the top of stairs to avoid overbalancing.

#### 1.2 Guidelines for the operator

##### WARNING



Operators must be fully trained in the use of the machine in accordance with these instructions, able to perform user maintenance and the correct selection of accessories.

- Operators should be physically capable to manoeuvre, transport and operate the machine.
- Operators should be able to recognise unusual operation of the machine and report any problems.
- Only use the machine on firm level surfaces.
- Wear suitable footwear to avoid slipping.
- Wear suitable clothing to keep dry and warm.
- Where possible implement job rotation and adequate rest periods to avoid continuous use of the same muscles.
- Do not leave machine running unattended
- Do not smoke when using the machine.
- Do not put any objects into openings. Do not use with any opening blocked: keep free of dust, debris, hair, or anything that may reduce air flow.



**CAUTION** - This machine is for indoor dry use only and should not be used or stored outdoors or in wet conditions.



**CAUTION** - If it is suspected that there is hazardous dust or flammable materials stop cleaning the area immediately and consult your superior.



**WARNING** Only use accessories and spare parts provided with the machine or those approved by the manufacturer. The use of other accessories may impair the safety of the machine.

- Ensure the machine is switched off before adding or changing accessories.

### 1.3 Transporting the machine



**CAUTION** – Incorrect lifting techniques may result in personal injury, where applicable do not lift large and heavy machines without assistance. We advise that the manual handling regulations are followed. Please refer to the technical table for details on weight of machine.

When transporting the machine ensure that all components, tanks and removable parts are securely fastened, and that the supply cord and plug are not trailing. Detach hose and wand from machine where applicable.

Take extreme care when moving the machine up or down steps or stairs.

## 2 Preparing for use

### 2.1 Electrical connection

Before connecting the machine to the power supply, check that your supply voltage corresponds with that marked on the rating label.

The power supply cord plus any extension leads should not exceed 30m in total, otherwise you may experience problems starting up the machine. The cross-section of any extension cable wiring must be at least 2,5 mm<sup>2</sup>.

Should an extension cord be used, ensure cord rating is adequate for the equipment. Do not use extension cord in coiled condition as this could result in overheating of the cord.

#### UK only

The supply cord for 230v models is fitted with a plug containing a 13 amp fuse. Should the fuse require replacement it must only be replaced by a 13 amp fuse conforming to BS1362, and the fuse cover must be refitted. If the fuse cover is lost the plug must not be used until the correct replacement cover is fitted.

**IMPORTANT** - If the supply cord is damaged, it must only be replaced by a special cord available from the manufacturer or an authorised service agent.

### 2.2 How to assemble the vacuum



**WARNING** - Before undertaking assembly or changing of accessories/tools switch off machine and unplug from the electricity supply.

- Insert the hose into the socket on the front of the vacuum cleaner (Fig 1).
- Twist in a clockwise direction until locked into position.



Fig 1

### 2.3 Fitting the handle, wand and floor tool

- Fit the handle to the wand connection (Fig 2).



Fig 2

- Fit the wand to the floor tool (Fig 3)



Fig 3

- To lengthen the telescopic wand slide the lock and pull the tube out (Fig 4).



Fig 4

### 3 Controls

- The on off switch is positioned at the rear of the machine (Fig 5).



Fig 5

- To turn the machine on press the button.
- To switch off the machine press the button again

### 4 Operation

#### 4.1 Starting the machine

- Ensure cable is fully extended before use.
- Ensure a dust bag is fitted before use.
- Press the on/off button to turn the vacuum cleaner on.
- Suction can be adjusted by sliding the airflow adjuster located on the hose handle (Fig 6).



Fig 6

- For maximum suction keep the adjuster closed.

- After you finish cleaning, turn the vacuum cleaner off by pressing the ON/OFF button.
- Only then unplug from the power socket.

#### 4.2 Using the floor tool

- The floor tool can be used for cleaning carpets and hard floors. The floor heads pedal should be down when cleaning hard floors (Fig 7) and in the up position when cleaning carpets (Fig 8).

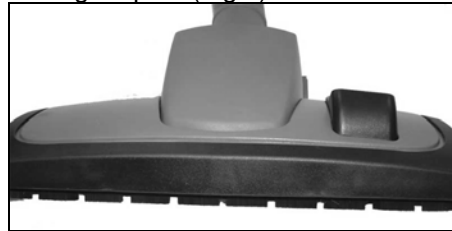


Fig 7

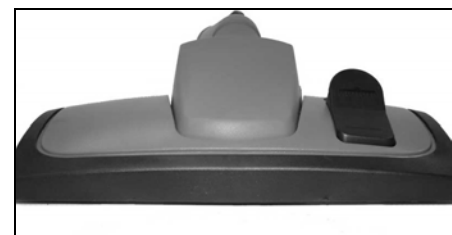


Fig 8

### 5 Storage

- Always unplug the machine after use.
- After use check the bag. If full, replace the bag.
- Wind the supply cord ensuring that the plug is not trailing on the floor.
- Store the machine in a dry indoor area only.

### 6 Maintenance



**WARNING - Before undertaking maintenance operations or adjustments switch off machine and unplug from the electricity supply.**

The machine requires minimum maintenance apart from the following checks by the operator.

- **Supply cord** - Regularly inspect sheath, plug and cord anchorage for damage or loose connection.
- **Body of the vacuum** - Clean with a damp cloth.
- **Vacuum filter** - Check the vacuum filters, clean and replace as appropriate.
- **Hose, wand and vacuum accessories** - Check and remove any debris or lint build-up from the head.

**IMPORTANT** - All other servicing and repairs should only be performed by a Truvox engineer or Authorised Service Agent.

**IMPORTANT** - Should the machine fail to operate please refer to the fault diagnosis section in the back of the instruction manual. If the problem / remedy is not listed please contact Truvox Customer Service Department for rapid attention.

## 6.1 Replacing the dust bag

- Lift the top latch on the top of the machine to release and open the top cover.
- Take out the dust bag and dispose of the full bag.
- Position new dust bag.
- Replace the top cover by fixing in position.
- The vacuum is now ready for operation.

## 6.2 Maintaining and replacing the filter

- Turn the retaining disk clockwise until it can be lifted from the filter.
- The filter pad can now be removed (A in Fig 9).

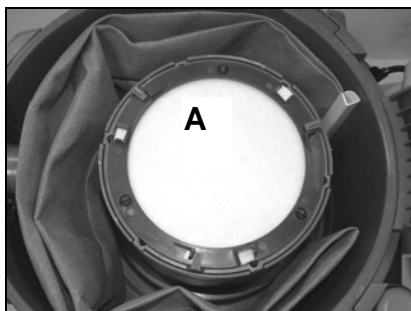


Fig 9

- Replace with a new filter inside and turn the retaining disc anticlockwise to secure.
- It is very important to keep the filters clean to receive maximum performance from the vacuum. Not cleaning and replacing your filters regularly can reduce the suction power and cause overheating.

## 7 After Sales Service

Truvox machines are high quality machines that have been tested for safety by authorised technicians. It is always apparent that after longer working periods, electrical and mechanical components will show signs of wear and tear or ageing.

Under extreme or specialised conditions and/or insufficient maintenance, shorter maintenance intervals are necessary. Use only original Truvox spare parts. **Use of other spare parts will invalidate all warranty and liability claims.**

Should you require after sales service please contact the supplier from whom you purchased the machine, who will arrange service. Repairs and servicing of Truvox products should only be performed by trained staff. Improper repairs can cause considerable dangers to the user.

## 8 Guarantee

Your product is guaranteed for **one** year from the date of original purchase, or hire purchase, against defects in materials or workmanship during manufacture. Within the guarantee period we undertake at our discretion, to repair or

replace free of charge to the purchaser, any part found to be defective, subject to the following conditions.

### CONDITIONS

1. Claims made under the terms of the guarantee must be supported by the original invoice/bill of sale issued at the time of sale, or the machine Serial Number.
2. For claims under this guarantee contact the supplier from whom you purchased the product who will arrange the appropriate action. Do not initially return the product as this could result in transit damage.
3. Neither Truvox nor its distributors shall be liable for any incidental or consequential loss.
4. This guarantee is governed by the laws of England. This guarantee does not cover any of the following: Periodic maintenance, and repair or replacement of parts due to normal wear and tear.
5. This guarantee is governed by the laws of England. This guarantee does not cover any of the following: Periodic maintenance, and repair or replacement of parts due to normal wear and tear.
  - Damage caused by accident, misuse or neglect, or the fitting of other than genuine Truvox parts.
  - Defects in other than genuine Truvox parts, or repairs, modifications or adjustments performed by other than a Truvox service engineer or authorised service agent.
- Costs and risks of transport relating directly or indirectly to the guarantee of this product.
- Consumable items and wear parts such as drive belts.

This guarantee does not affect your statutory rights, nor your rights against the supplier arising from their sales or purchase contract.

## 9 Waste Electrical & Electronic Equipment (WEEE)



Do not dispose of this device with unsorted waste. Improper disposal may be harmful to the environment and human health.

Please refer to your local waste authority for information on return and collection systems in your area.

## 10 Technical specification

All models: 220-240 V ~ 50 Hz, Class II construction. Fitted with 12.5m supply cord and fitted plug.

Model Code		VT12 VT12	VT12/EURO VT12/EURO
Voltage AC(~) / Frequency	V / Hz	220-240 / 50	220-240 / 50
Vac motor rating	W	1200	1200
Airflow	l/sec	33	33
Vacuum	kPa	20	20
Vacuum	mm/wg	2040	2040
Dust bag capacity	litres	5	5
Hose length	m	2.5	2.5
Cable length	m	12.5	12.5
Specification of power cord		H05V2V2-F, 2X1.0mm <sup>2</sup>	H05V2V2-F, 2X1.0mm <sup>2</sup>
Size (L x W x H)	cm	50 x 35 x 35	50 x 35 x 35
Sound pressure level	dB(A)	≤ 76	≤ 76
Weight empty	kg	9.8	9.8
Warranty		1 year	1 year

Truvox International is a BSI Registered Company and our policy is one of continuous development. We reserve the right to change specifications without prior notification.

## 11 Accessories

Accessory	Part No.	Description
Dust bag (Pack of 10)	B299003R001R	Pack of 10 paper bags
Re-usable bag	G2990100003	Single cloth bag
Hose	A0002020980R	Hose
Telescopic wand	F0444100101R	Wand
Floor tool	F111B900003R	For use on hard and carpeted floors
Crevice tool	S8910250H02	For use on upholstery
Dusting brush	F0871300001	For use on upholstery
Air inlet filter (Pack of 5)	Q2994861H33R	Air inlet filter

IMPORTANT: Genuine accessories are only available from authorised Service Agents or the Truvox Customer Service Department.

## 12 Fault Diagnosis



**WARNING - Before undertaking maintenance operations or adjustments switch off machine and unplug from the electricity supply.**

The following simple checks may be performed by the operator.

Problem	Reason	Remedy
Machine not working	Lack of voltage/electrical supply.	Check fuse *, supply cord, plug and socket outlet.
Loss of suction	Bag full Blocked hose or wand Motor not working	Replace bag Remove obstruction Contact supplier
Motor is not running	Broken switch Defective power cord Defective motor	Contact supplier Contact supplier Contact supplier

\* If the fuse blows several times, the machine should be checked by an authorised Service Agent.

# Spare Parts List

Model Ref.:- VT12

SERIES B (Serial Numbers 01000 Onwards)

Spare Parts List Issue 1 Dated 3rd March 2010

Ref. Drawing 09-1117-0000 Dated 18th November 2009

Drawing Ref.	Part Number	DESCRIPTION	Qty Per
1	Q299654AH01	Handle	1
2	Q299647AH01	Handle Cover	1
3		Screw M4*16	2
4			
5	B299081R001R	Lid Cover Assembly	1
6			
7		Screw M3*6	2
8			
9	B299126R002R	Lid Frame and Safety Valve Assembly	1
10			
11	B299237R001R	Lid Hinge Cover Assembly	1
14			
12	Q2996851H94R	Air Outlet Cover	1
13	G2990330001	Motor Noise Muffler	1
15	G2990100003	Re-usable Dust Bag	1
15	B299003R001R	Dust Bag (Pack of 10)	1
16		Screw M4*25	2
17	G2990020001	Body Noise Muffler	1
18	Q2996851H94R	Tank Body	1
19	G2990190002	Air Outlet Filter	1
20	B299083R001R	Switch Button Including Spring	1
22			
21	D1A75839002R	Power Cord UK Plug	1
23			
28			
33	B299084R002R	Base Cover Assembly	1
34			
35			
39			
24	D3024000005R	On/Off Switch	1
25	A2990990006R	Internal Wires	1
26	Q2995240B55R	Switch Plate	1
27		Screw M4*10	3
29			
30	B299009R002R	Large Wheel Assembly	1
31			
32			
38	A2990950005R	Castor	2
40	Q299715PH02	Suction Plate	1
41		Screw M5*37	5
42	F111B900003R	Floor Tool	1
43	F0444100101R	Telescopic Tube	1
44	Q299F09PH02	Muffler	1



Drawing Ref.	Part Number	DESCRIPTION	Qty Per
45		Screw M5*15	9
46	S8910250H02	Crevice Tool	1
47	A0002020980R	Hose Assembly	1
48			
49			
50			
52			
51	Q299730AH01	Suction Body	1
53	Q299A040H67R	Left Motor Housing	1
54	X2990290001R	Motor Pad	2
55	2A130231R	Motor	1
56	X2990340004R	Motor Sealing	1
57	Q299A041H67R	Right Motor Housing	1
58	Q299L530H16R	Motor House Seal	1
59	Q2994861H33R	Air Inlet Grill	1
60		Screw M4*15 Black	6
61	B299008R001R	Air Inlet Filter (Pack of 5)	1
62	Q2995110H33R	Grill Clip	1
65	B299125R002R	Lid Latch Assembly	1
66			
63			
64			
67	F0871300001	Dusting Brush	1

Issue/Amendments  
A NEW DRAWING

Sig./Date  
18.11.09  
M.C.

Drawing/Part Number  
09-1117-0000

Material  
3RD ANGLE PROJECTION  
DIMENSIONS IN MILLIMETRES  
DO NOT SCALE DRAWING  
©Copyright

General Tolerance  
N/A

Scale  
N.T.S.

Date  
18.11.09

Checked  
M.D.C.

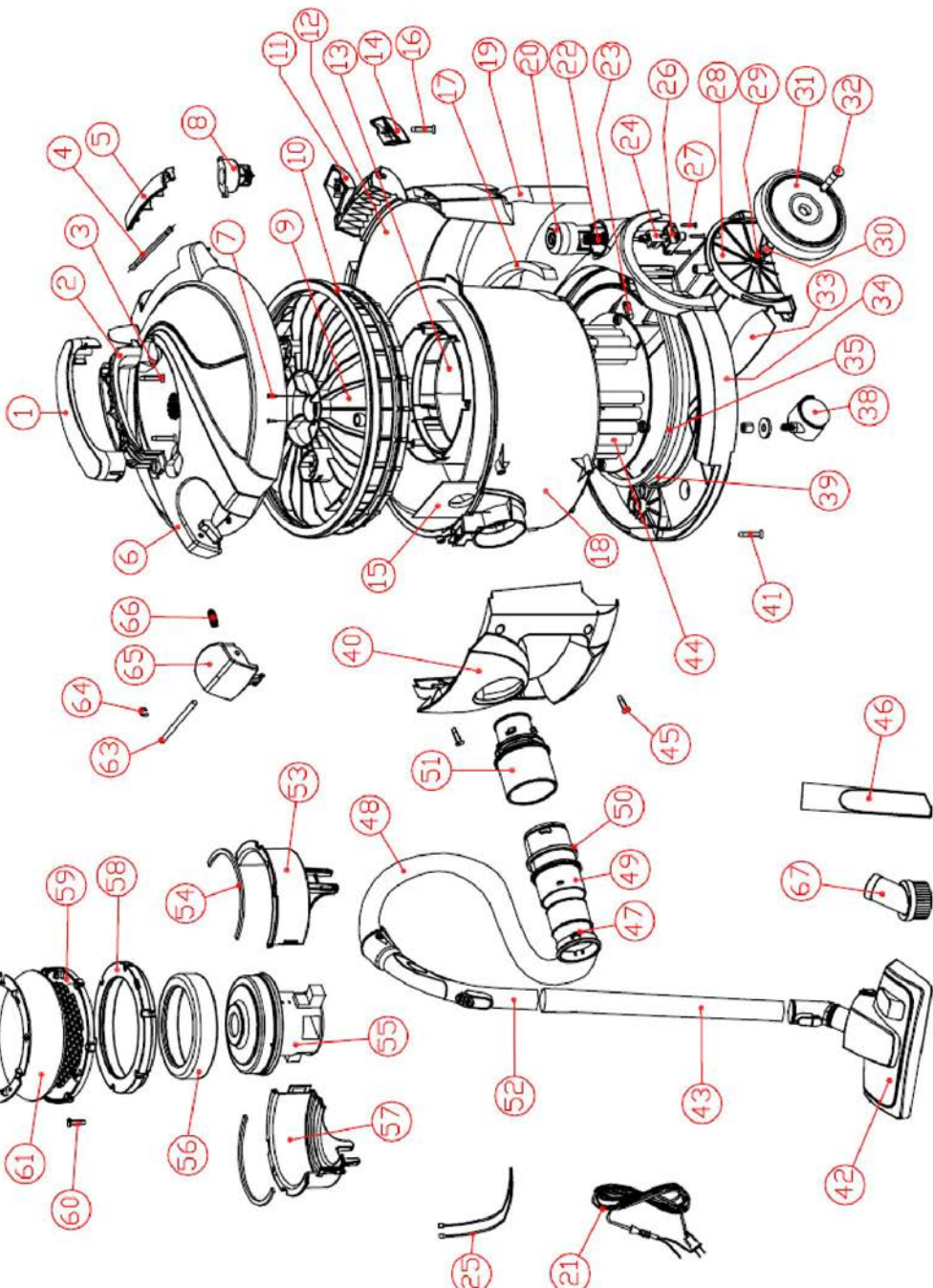
Drawn  
M.D.C.

File  
VT12

Drawing/Part Number  
09-1117-0000

TRUVOX INTERNATIONAL LIMITED  
EXPLODED PARTS DRAWING

RED COPY MASTER



## 14 Declaration of Conformity

### EC Declaration of Conformity

We, Truvox International Ltd.

of Third Avenue, Millbrook,  
Southampton, Hampshire  
England  
SO15 0LE

declare that the machinery

Make : Commercial tub vacuum  
Type : Valet Tub Vacuum  
Model : VT12...

Serial Number : from 01000  
Year of Construction : 2010

has been manufactured using the following transposed harmonised European Standards and technical specifications.

Ref No	Title
2006/42/EC	Machinery Directive and subsequent amendments
2006/95/EC	The Low Voltage Directive and subsequent amendments
BS EN 60335-1	
BS EN 60335-2-67	
2004/108/EC	The EMC Directive and subsequent amendments
EN61000-3-2	
EN61000-3-3	
EN55014-1	
EN55014-2	

Signed in : SOUTHAMPTON, England

on the 29<sup>th</sup> day of December 2009

Signature :



Name : David Overell  
Position : Managing Director



Technical file: VT12 Iss. 1  
Mark Campbell  
Product Support Manager

**Authorised dealer:**

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