

# iVac

## Pets S10+ Stick Vacuum

21.6V Lithium battery  
Lightweight design  
Motorised powerhead





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# Pets S10+ Stick Vacuum

Congratulations on the purchase of your new i-Vac Stick Vacuum. There are many useful features built into your cleaner and we recommend that you carefully read this instruction manual to take the best advantage of these features.

## Features:

1. Charging Indicator
2. Max Mode Button
3. On/Off Trigger
4. Battery
5. Dust Bin Release Button
6. Dust Bin Lid Release Button
7. Rod Release Button
8. Rod
9. Power Head Release Button
10. Motorised Powerhead
11. Charging Port (Not Shown)

## Accessories:

12. 2-in-1 Cleaning Tool
13. 2-in-1 Cleaning Tool

## Specifications:

Voltage: 21.6V DC

Power: 170W with motorised powerhead

Dust Capacity: 0.4L

Battery Type: 2000mAh Lithium-Ion

Runtime: Up to 35min (on low suction)

Net Weight: 2.2Kg

**Please contact i-Vac Customer Service on 131 929 to find your local spare parts provider.**

# 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.

## **Important**

Always switch off the appliance before cleaning, attempting any maintenance task, fitting or removing accessories, or when not in use. The charger must only be connected to an AC power supply at the voltage shown on the rating label. This cleaner should only be charged with the charger provided. This cleaner should only be used for its intended purpose as described in these instructions.

## **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 sharp objects from the floor or cleaning surface in order to prevent damage to the filter.



4. When you want to remove the plug from the power socket, do not use the power cable, gently pull the plug from the power socket.



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

# Safety Precautions & Warnings



**IMPORTANT!** Always switch off the wall outlet, cleaner and remove the plug from the electricity power supply before cleaning your appliance, when not in use or attempting any maintenance task. The cleaner 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.

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. Always check the power cord before use, the power cord and the plug should be in a good condition and must not be damaged. If the power supply cord is damaged or defective, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
6. The appliance and wall mount bracket are intended for domestic indoors use only.
7. Do not unplug 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.
8. Avoid running the appliance over the power cable.
9. Do not handle or operate the appliance with wet hands and follow electrical safety precautions at all times.
10. Extreme caution should be exercised when using the appliance on stairs.
11. Do not attempt to change the attachments while the appliance is switched on. Use only manufacturer's recommended accessories.
12. Do not operate the vacuum cleaner too close to heaters, radiators and other hot surfaces.
13. Do not use the appliance to pick up flammable items or combustible liquids (i.e. gasoline, hot ashes, cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
14. Do not use the appliance to pick up toxic materials (i.e. chlorine bleach, ammonia).
15. Never operate or use the appliance without the filters in place.

16. Before vacuuming, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.
17. If the air inlet or powerhead is blocked, switch off the cleaner straight away. Clear the blocked object before attempting to start the vacuum cleaner again.
18. Before carrying out any maintenance service or cleaning the filters, always switch off the vacuum cleaner.
19. Keep openings away from your face and body.
20. Do not use the vacuum cleaner if it is damaged or broken. If connection cables are damaged, have them replaced immediately.
21. Never clean the vacuum cleaner or any of the electrical parts, especially the electrical connections, with water or liquid cleaners.
22. Never attempt to make any modifications electrically to the vacuum cleaner and charging base.
23. Always store the appliance and charger indoors in a cool and dry place.
24. Do not pick up water, for dry household use only.
25. Use the electric motorised powerhead only for vacuuming dust and dry substances in the home.
26. Never run over the power cable with the motorised powerhead as this may cause damage to the power cable.
27. Never touch the roller brush while the vacuum cleaner is switched on.
28. To prevent unnecessary wear on the power head, keep it moving while in operation.
29. Damage caused by improper use or by not observing the instructions in this manual will void the warranty.
30. Ensure the wall outlet is switched off before unplugging the charger adaptor.

## Battery use and care

1. The appliance is only to be used with the charger uniquely provided with the appliance.
2. Only use the specifically designated charger to charge the battery.
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, battery may catch fire and explode.
5. Do not charge or store the appliance outdoors or inside the 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 casing breaks or cracks, immediately discontinue use and do not recharge. **Battery is not a serviceable part.**
7. The charger is not a serviceable part.
8. Before disposal of your battery, fully discharge your battery by running the product until it stops.
9. The cleaner contains a Lithium Ion battery. Do not dispose of 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.

# Assembly



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



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



2. To install the rod, insert the plug end of the rod into the air inlet of the cleaner. Once it is securely in place, you will hear a “click” sound.



## Connecting accessories to the unit

1. Insert accessories into the air inlet of the cleaner. You will hear a “click” sound when each is securely in place.
2. To disassemble, press the rod release button on the cleaner and then pull the accessory out from the air inlet.

# Instructions for Use



## Turning on the vacuum

1. Press the on/off button to turn on the vacuum.



## Switch to boost mode

1. While the vacuum is turned on, press the MAX Mode button to boost the cleaning.

### Attention:

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



# Accessories



## 2-in-1 Cleaning Tool

The 2-in-1 Cleaning Tool can be used to clean in between hard to reach places or in tight spaces.



## Crevice tool

The crevice tool can be used to clean hard-to-reach places or in tight crevices.



Carpet

Hard floors

## Motorised powerhead

Ideal for daily cleaning on carpets and hard floors.

### NOTE:

If the Powerhead is blocked, the motor switches off automatically. If this occurs, switch off the vacuum cleaner. Remove any object that has blocked the Powerhead, and switch on again. If the Powerhead does not start again after cleaning, do not try to dismantle the Powerhead. Please contact your local Godfreys store.

# Maintenance

**IMPORTANT!** Turn off the cleaner and remove the battery before conducting any maintenance tasks. It is recommended to clean the dust bin after each use or when dust reaches the max fill line.



## Charging the vacuum cleaner

1. Insert the charger into the charging port on the vacuum cleaner. When the charging indicator light is flashing in sequence, the vacuum cleaner is being charged.

When the vacuum cleaner battery is fully charged, the indicator will show three lights.

**NOTE:** Product needs to be charged for 5-6 hours during the first three applications of use, twelve hours of continuous charging is required.

**NOTE:** When only one charging indicator light is left, 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.

**IMPORTANT! Turn off the cleaner before conducting any maintenance tasks. It is recommended to clean the Dust Bin after each use or when dust reaches the Max fill line.**



### **Emptying the Dust Bin**

Press the Dust Bin Lid Release button to open the bottom cover of the vacuum to empty the Dust Bin.



### **Cleaning the Dust Bin Filter and HEPA Filter**

1. Press the Dust Bin Release button and turn the dust bin anticlockwise to unlock and release.
2. Lift the handle and take out the Dust Bin Filter.
3. Lift the filter set to clean throughly. Sponge filter can be found under the HEPA filter.



**Note: It is recommended to replace the Sponge Filter and HEPA Filter every 6 months.**

# Maintenance



## **Cleaning the Roller Brush**

The rotating brush must be free of debris for effective cleaning and maximum suction. If a build-up of debris is found around the rotating brush, remove by carefully cutting with scissors.

# Troubleshooting

## Problems and solutions

Please contact Godfreys Commercial Customer Support on 131 929 to find your local spare parts provider.

Fault	Cause	Solution
Cleaner doesn't start	Flat battery	Charge the vacuum cleaner
Reduced suction	The dust bin is full of dust	Empty the dust bin
	Filter is blocked	Clean or replace the filter
	The airway is blocked	Clear the airway
The charging indicator light fails to turn blue during charging (led 1 to 3 flashes blue indicates the status of charging)	The charger is not fully inserted into the cleaner	Reinsert the charger into the cleaner, ensuring it is securely in place
	The charger is not connected to the mains power	Connect the charger to the mains power
Insufficient application time after charging	Insufficient charging time	Fully charge the battery according to the instructions described in the charging section
	Normal discharge reduction in battery	Purchase a new battery

# Spare Parts

Part	Part Number
Filter Set	32201769
Power Adaptor	33201855
Powerhead	11400198
Agitator	33788164

# Notes

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# Pets S10+ Stick Vacuum

## Conditions of warranty

Your i-Vac Pets S10+ Stick Vacuum, in the case of domestic use, has a one year warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty is provided by Future Innovation Holdings Pty Ltd Trading as Godfreys Commercial ABN 98 677 632 021. This warranty commences from the original date of purchase and is not transferable. You are required to retain your original proof of purchase for any claims under this warranty. This warranty is valid only in the country where the cleaner is purchased.

Your i-Vac Pets S10+ Stick Vacuum 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. Your i-Vac Pets S10+ Stick Vacuum 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 may be harmful to your cleaner and will void this 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.

Refer to the instruction manual for further regarding the use and care of your i-Vac Pets S10+ Stick Vacuum, as misuse or failure to follow the instructions voids this warranty.

In the event of service or advice being needed, or if you would like to make a claim under this warranty, please immediately stop using the i-Vac Pets S10+ Stick Vacuum and contact Godfreys Commercial, 2 Drake Boulevard Altona, VIC 3018, or on 131 929, Monday-Friday 9am-5pm AEST or [commercialsupport@godfreys.com.au](mailto:commercialsupport@godfreys.com.au).

The decision to repair or replace the cleaner is at the discretion of Godfreys Commercial depending on the circumstances and

requirements of any applicable law. If Godfreys Commercial decide to repair or replace your i-Vac Pets S10+ Stick Vacuum, it will do so at its own cost. Any transportation costs involved in a claim under this warranty shall be borne by the claimant.

Godfreys Commercial is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Service Agent, or any defect arising from or in connection with the use of non-genuine parts. If any part is no longer available or manufactured, Godfreys Commercial will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the i-Vac Pets S10+ Stick Vacuum due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the i-Vac Pets S10+ Stick Vacuum will be at claimant's cost.

The repair of the i-Vac Pets S10+ Stick Vacuum under this warranty does not extend the original period of warranty. If your i-Vac Pets S10+ Stick Vacuum is replaced under this warranty, the replacement will be covered by this warranty for the remainder of the original warranty period. However, you may still have statutory rights after this time.

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 2010 (Cth) and other 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 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.