

Bagless Vacuum  
Cleaner with Deep  
Cleaning Powerhead

**Carbon & HEPA Filtration**  
**Multi-Cyclonic Technology**  
**Self-Propelling Powerhead**



regal





# 9011PH Regal

Congratulations on the purchase of your new HOOVER vacuum cleaner. There are many useful features built into your vacuum cleaner. We recommend that you carefully read this instruction manual for the best results.

## Features:

1. Handle
2. On/Off Button (Powerhead)
3. Air Outlet
4. Handle Release Button
5. Hose
6. Telescopic Tube
7. Handle
8. Blockage Indicator (not shown)
9. On/Off Button
10. Dust Bin Release Button
11. Automatic Cable Retract Button (not shown)
12. Power Cable & Plug (not shown)
13. Dust bin
14. Hose Inlet
15. Powerhead Height Adjustment Pedal
16. Powerhead

## Accessories:

16. Mini Hand Turbo Tool
17. Flexible Brush
18. Hard Floor Turbo Tool
19. Combination Floor Tool
20. Long Flexible Crevice Tool
21. Crevice Tool
22. Upholstery Tool
23. Dusting Brush
24. 32-35mm Adaptor
25. Mini Accessories Kit

## Specifications:

**Power:** 1500W+100W = 1600W Max.

**Dust Capacity:** 1.75L

**Noise Level:** 70dBa

**Telescopic Tube:** Aluminium

**Power Cable Length:** 8m

**Hose Length:** 1.9m

**Weight:** 8.52Kg

**Please contact Godfreys customer support and service hotline Australia on 1800 815 270 or New Zealand on 0800 282 288 to find your local spare parts provider.**

Hoover® trademark is a registered trade mark of Techtronic Cordless GP and is used under licence.

# 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 convenient and safe place for future reference.

## Important

Always switch the cleaner off and remove the power plug from the 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 plate. 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, and other hot surfaces.



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



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



4. When removing the power plug from the power supply, **do not** pull the power cable, gently pull the power plug from the power supply.



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



# Safety Precautions & Warnings

**IMPORTANT! Always switch off the cleaner and remove the power plug from the 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 vacuum cleaner.
3. Keep ends of the hose, telescopic tube and other openings away from your face and body.
4. **Do not** operate the vacuum cleaner too close to heaters, radiators or other hot surfaces.
5. **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 or items may be present.
6. **Do not** use the appliance to pick up toxic materials (i.e. chlorine bleach, ammonia).
7. Before vacuuming, remove any large objects from the floor or cleaning surface in order to prevent damage to the filter.
8. 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.
9. **Do not** extend the power cable beyond the yellow mark.
10. **Do not** pull or carry the appliance by the power cable, use the power cable as a handle or pull the power cable around edges or corners. Avoid running the appliance over the power cable.
11. Ensure the appliance is switched off before unplugging.
12. **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.
13. Hold the plug when rewinding the cord reel. To prevent accidental injury **do not** allow the plug to whip when rewinding.
14. **Do not** handle or operate the appliance with wet hands. Follow electrical safety precautions at all times.
15. To prevent electrical shock, **do not** immerse the appliance, power cord or power plug into water or any other liquids.
16. **Do not** use the machine to vacuum water or liquids, this vacuum is for, dry household use only.

17. To prevent electrical shock, **do not** use the vacuum cleaner outdoors or on wet surfaces.
18. Extreme caution should be exercised when using the appliance on stairs.
19. **Never** clean the vacuum cleaner or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
20. **Do not** attempt to change the attachments while the appliance is plugged into the mains power supply. First switch off and remove the power plug from mains power supply. Use only manufacturer's recommended accessories.
21. Ensure the appliance is disconnected from the mains power supply before connecting the hose to the unit.
22. **Do not** operate or use the appliance without the dust bag and/or filters in place.
23. If the air inlet, floor head or the telescopic tube is blocked, switch off the cleaner straight away and remove from the mains power. First clear the blocked object before attempting to start the cleaner vacuum again.
24. **Do not** leave the appliance unattended when it is connected to a mains power supply.
25. Before carrying out any maintenance service or cleaning the filters, always switch off the vacuum cleaner and disconnect the plug from power supply.
26. **Do not** use the vacuum cleaner if it is damaged or breaks down. Check the electrical components regularly for defects. If connection cables, electrical hoses, electrical contacts and electric tubes are damaged, have them replaced immediately.
27. **Never** attempt to make any modifications electrically to the vacuum cleaner.
28. Always store the appliance indoors in a cool and dry place.
29. Damage caused by improper use or by not observing the instructions in this manual will void the warranty.

## Vacuum Cleaner with Powerhead

1. The electric hose contains electrical connections;
  - **Do not** immerse in water.
  - The hose should be checked regularly and **must not** be used if damaged.
  - The vacuum cleaner handle contains electrical connections. The handle is not a serviceable part.
  - The vacuum cleaner rod contains electrical connections. The rod is **not** a serviceable part.
  - The vacuum cleaner powerhead contains electrical connections the powerhead is not a serviceable part.
2. Use the electric powerhead only for vacuuming dust and dry substances in the home.
3. **Never** run over the power cable with the powerhead to avoid damage.
4. **Never** touch the brush roller while the vacuum cleaner is connected to the mains.
5. To prevent unnecessary wear on the powerhead, keep the powerhead moving while in operation.
6. Keep hair, hands and feet away from the rotating brush while the powerhead is running.



# Assembly



**IMPORTANT!** Always remove the power plug from the power supply before fitting or removing accessories! **LIVE PARTS** within the hose, rod and powerhead.

## 1. Flexible Hose

### *Fitting:*

Insert the flexible hose into the air inlet of the vacuum. Press until it clicks into position.

### *Removing:*

Press the two buttons and gentle pull to release the flexible hose.



## 2. Handle

**Note:** Ensure that the powerhead switch located on the handle is in the “Off” position before fitting the handle to the rod. When not using the powerhead, ensure that the Powerhead On/Off Button is in the “Off” position.

- a. Gently insert the handle into the telescopic tube and push until it clicks into place.
- b. Place the powerhead onto the floor and gently insert the telescopic tube into the powerhead. Push until it clicks into place.



# Accessories



## Powerhead

Deeply cleans carpets by effectively lifting and removing deeply embedded dust and dirt. The height of the powerhead can be adjusted to be used on different types of carpets.

**Note: not recommended for use on hard floors.**

**WARNING! Seek advice from carpet manufacturers before using the motorised powerhead on woollen or delicate carpets.**



## Combination Floor Tool

This multi-purpose tool easily switches from a carpet cleaning tool to a hard floor cleaning tool.



## Hard Floor Turbo Tool

Specifically designed for removing dirt and debris from hard floors.

**Note: as a safety precaution, the Hard Floor Turbo Tool must be placed onto the floor for the roller brush to activate.**

When using the powerhead and turbo tools:

1. Never run over the power cable.
2. Never touch the roller brush while the vacuum cleaner is connected to the mains power supply.
3. Keep hair, hands and feet away from the rotating brush while in operation.



## Mini Accessories Kit

Perfect for cleaning small fiddly areas such as keyboards, computers or car dashboards.





## Mini Hand Turbo Tool

Ideal for removing pet hair from upholstery and furniture. This accessory features a transparent case so that you can easily see and remove any blockages that may occur.

### Safety Precautions:

1. Keep hair, hands and feet away from the rotating brush while the turbo brush is running.
2. Do not run the turbo tool over electric cables and string.
3. Do not use the turbo tool on pets.
4. The turbo tool will operate when it is connected to a running vacuum. If children are present, make sure to turn the vacuum off and unplug the power plug from the power supply when leaving the turbo tool unattended.
5. Do not attempt to service or unclog the turbo tool while the vacuum is running.



## Flexible Brush

Perfect for removing dust from hard to reach places such as shelves and cupboards.



## Long Flexible Crevice Tool

Extends and flexes into awkward gaps to clean hard to reach areas.



## Crevice Tool

Eliminates dust from hard to reach places such as from corners and in between cushions.

**Note: for best performance adjust the suction power to “Tiled Floors” mode.**



## Dusting Brush

Cleaning blinds, bookshelves and lampshades is made easy with this dusting brush.



## 32-35mm Adaptor

Fits all 32mm-35mm vacuums.



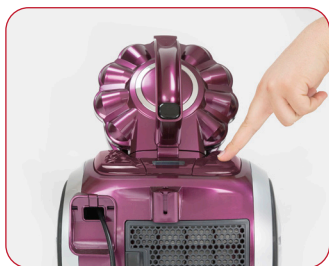
## Upholstery Tool

For vacuuming furniture and upholstery.

**Note: for best performance adjust the suction power to “Curtains” mode.**

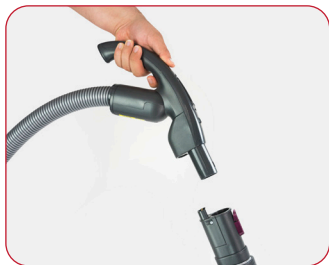
# Instructions for Use

**IMPORTANT!** Before using the appliance, unwind a sufficient length of cable and insert the power plug into the power supply. A yellow mark on the power cable shows the ideal cable length. Do not extend the power cable beyond the red mark.



## Turning On/Off the Cleaner

1. Unwind a sufficient length of cable. The yellow mark on the power cable shows the ideal cable length.  
**DO NOT extend the cable beyond the red mark.**
2. Insert the power plug into the power socket.
3. Press the On/Off button to turn the vacuum on or off.



## Using the Handle

1. Press the On/Off button on the handle to operate the powerhead.
2. The Air Relief Valve can be used to regulate the suction power. To reduce the suction power, push the Air Relief Valve backwards.



## Rewinding the Power Cable

1. Press the On/Off Button to turn the vacuum off.
2. Unplug the cable from the power socket.
3. To rewind the power cable, press the rewind button with one hand and guide the cable with the other hand to ensure that it does not whip.

# Maintenance

**IMPORTANT!** Always remove the power plug from the power supply before performing any maintenance.

## Vacuum Cleaner Storage

When not in use, ensure that the cleaner is disconnected from to the power supply and that the cable is fully retracted. The combination floor tool can be stored in the floor park clip. The powerhead must be stored separately.

## Blockage Indicator Light

If the Blockage Indicator light turns red, this indicates that there is a blockage in the cleaner. If this happens, switch off the cleaner and remove the power plug from the power supply. Check that there are no blockages in the filters, hose and hose inlet. Empty the dust bin.

## Emptying the Dust Bin

**CAUTION!** To avoid damaging the dust bin remove the dust bin from the cleaner before cleaning or replacing the dust bin filter.



1. Press the Dust Bin Release Button to remove the dust bin from the cleaner.

**Note:** the dust bin should be emptied before dust and debris reaches the “MAX LINE”.

2. Hold the dust bin over a rubbish bin and press the Dust Bin Lid Release Button to empty the dust bin.
3. Reinsert the dust bin into cleaner ensuring that it clicks into place.



## Cleaning and Replacing the Pre-Motor Filter

**IMPORTANT!** Always remove the power plug from the power supply before performing any maintenance.



1. Remove the dust bin by pressing the Dust Bin Release Button.



2. Lift the Dust Bin Lid Lever to access the Pre-Motor filter.



3. The filter can be cleaned using lukewarm water. Alternatively, the filter can be replaced with a new filter.

**CAUTION!** Ensure that the filter is dry before reinstalling back into the cleaner.

**Note:** It is recommended to replace the filter every 6 months or when it becomes visibly dirty.

**CAUTION!** Do not use a washing machine to clean the filter.

**CAUTION!** Do not use a hair dryer to dry the filter.

# Maintenance (continued)

## Cleaning and Replacing the Rear Motor HEPA and Carbon Filter



The Rear Motor HEPA and Carbon Filter is installed behind the exhaust grille. This HEPA filter is washable, however frequent washing of the carbon filter can reduce the life of the carbon filter. When dust or dirt is visible on the surface of the HEPA filter, the filter should be replaced or washed with lukewarm water to maintain efficient suction.

**Note: It is recommended to replace the HEPA filter every 6 months or when it becomes visibly dirty.**

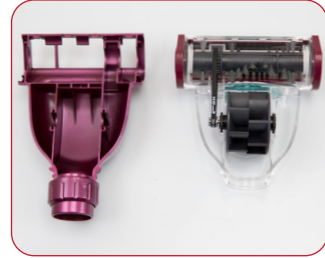


1. Remove the Exhaust Grille to access the Rear Motor filter.
2. Gently remove the Rear Motor filter as shown.
3. Replace with a new filter or clean as described.



## Cleaning the Mini Hand Turbo Tool

**WARNING!** Ensure that the Mini Hand Turbo Tool is disconnected from the cleaner when performing any maintenance.



1. Unlock the neck on the Mini Hand Turbo Tool by twisting anti-clockwise.
2. Push the release buttons on the side of the Mini Hand Turbo Tool down to unlock the external bristles. Rotate this bristle attachment upwards.
3. Remove the clear cover.
4. Remove any dirt or hair from the roller brush.
5. Replace the clear cover.
6. Lock the neck on the Mini Hand Turbo Tool by twisting clockwise.
7. Rotate the external bristles down and lock the side release buttons by pushing upwards.

# Maintenance (continued)

## Cleaning the Motorised Powerhead

**WARNING!** Ensure that the cleaner is disconnected from the power supply when performing any maintenance procedures.

The rotating brush must be free of debris for effective cleaning and for maximum suction. Disconnect the motorised powerhead and turn it over to inspect the rotating brush. If a build-up of debris is wound around the rotating brush, remove by carefully cutting with scissors. Avoid damaging or cutting the bristles.

## Changing the Motorised Powerhead Drive Belt



**WARNING:** To reduce the risk of electric shock, ensure that the power is switched off and the power plug is disconnected from the power supply before performing any cleaning, maintenance or troubleshooting checks. Failure to do so may result in electric shock or personal injury.

**CAUTION!** The powerhead, hose and rod contains electrical connections. The powerhead, hose and rod are not serviceable parts. Please return the product to your nearest Godfreys store if the powerhead, hose and/or rod are faulty.



Depending on frequency of use, the motorised powerhead drive belt will occasionally require replacing.

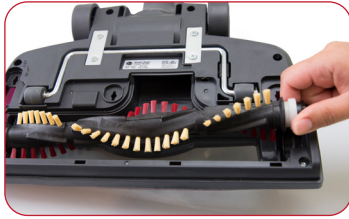
1. Disconnect the powerhead from the telescopic tube.



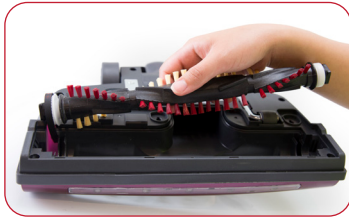
2. Turn the powerhead upside down and turn the three locking rods anti-clockwise to unlock the bottom plate.



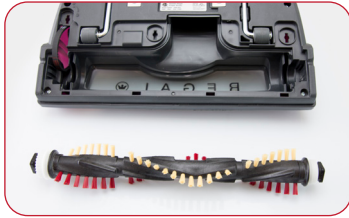




3. Firstly lift the side of the rotating brush without the belt attached. Then lift the end cap where the belt loops around.



4. Slide the old belt off the drive shaft and then the end cap. If the belt is broken, remove all the broken pieces.
5. Place the new belt over the drive shaft first and then the end cap. Make sure the lettering on the belt is outward facing. Insert the end cap into the groove.



6. Holding the rotating brush, insert it into the end cap first and then into the groove on the opposite side.
7. Replace the bottom plate.

## Cleaning the Hard Floor Turbo Tool



- Remove the cover and take out the brush for cleaning.

# Troubleshooting

## Problems and Solutions

Please contact Godfreys customer support and service hotline Australia on 1800 815 270 or New Zealand on 0800 282 288 to find your local spare parts provider.

<b>Fault</b>	<b>Solutions</b>
The cleaner will not turn on.	Check that the power cable is inserted securely; remove from the power supply and then reinsert into the power supply. Check that the on/off switch is in the "ON" position.
The vacuum performance is deteriorating.	Switch off the machine. Check the appliance to ensure there are no blockages. Clear any blockages that may be found. Check that the air-inlet filter is not dusty; clean rubbish or replace air-inlet and air-outlet HEPA filters. Clean the remaining dust inside the dust bin and blue cyclone filter.
The cleaner makes an abnormal sound when switched on.	Turn off the cleaner immediately. Check the appliance to ensure there are no blockages. Clear any blockages that may be found. Check the dust bin or powerhead is installed securely.
Powerhead not working.	Check that the on/off button is in the "ON" position. Check the installation of the powerhead is correct. Turn off the cleaner, let it cool down for 20 mins. Clean any big objects trapped around the roller bar. Check there is no object pressing the top of the powerhead. Adjust the height of the powerhead to suit the area to be cleaned.
Hand turbo brush is not working.	The hand turbo brush will start working only when the brush of the tool touches the surface to be cleaned. Ensure there are no blockages in the brush roller of the hand turbo brush.
Mattress cleaning tool is not working.	The mattress cleaning tool will start working only when the brush of the tool touches the surface to be cleaned. Ensure there are no blockages in the brush roller of the mattress cleaning tool. Switch off the machine and ensure there are no blockage in the brush roller.



# Customer Care

Please contact Godfreys customer support and service hotline Australia on 1800 815 270 or New Zealand on 0800 282 288 to find your local spare parts provider.

<b>Description</b>	<b>Product Code</b>
Filter Set	32201025
Hose	31220812
Powerhead	11400168
Combination Floor Tool	31155241
Agitator Bar	33701796
Hard Floor Turbo Tool	31155242



# regal

## Bagless Vacuum Cleaner with Deep Cleaning Powerhead

### Conditions of warranty

Your Hoover Regal, in the case of domestic use, has a two years 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 Electrical Home-Aids Pty Limited ABN 62 007 539 577. 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 Hoover Regal 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 Hoover Regal 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 Hoover Regal, 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 Hoover Regal and contact Electrical Home-Aids Pty. Limited, Brandon Office Park, Building 3, First Floor, 530-540 Springvale Road, Glen Waverley Victoria 3150, or on 1800 815 270 (AUS) or 0800 282 288 (NZ), Monday-Friday 9am-5pm AEST or [customerservice@godfreys.com.au](mailto:customerservice@godfreys.com.au).

The decision to repair or replace the cleaner is at the discretion of Electrical Home-Aids Pty. Ltd depending on the circumstances and requirements of any applicable law. If Electrical Home-Aids Pty. Ltd decide to repair or replace your Hoover Regal, it will do so at its own cost. Any transportation costs involved in a claim under this warranty shall be borne by the claimant.

Electrical Home-Aids Pty. Limited 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, Electrical Home-Aids Pty. Limited will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the Hoover Regal 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 Hoover Regal will be at claimant's cost.

The repair of the Hoover Regal under this warranty does not extend the original period of warranty. If your Hoover Regal 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.

### Contact Electrical Home-Aids Pty. Limited with any product queries:

Australia: 1800 815 270  
New Zealand: 0800 282 288  
[customerservice@godfreys.com.au](mailto:customerservice@godfreys.com.au)  
[www.godfreys.com.au](http://www.godfreys.com.au) or [www.godfreys.co.nz](http://www.godfreys.co.nz)



### Mail:

Godfreys  
Brandon Office Park, Building 3, First Floor  
530-540 Springvale Road. Glen Waverley Victoria 3150