



## User Manual

High Performance  
Bagged Vacuum Cleaner



# PETS w1000

## Features

- ① Handle
- ② Hose
- ③ Telescopic Tube
- ④ On/Off Button
- ⑤ Speed Control Dial
- ⑥ Cable Rewind Button
- ⑦ Hose Inlet
- ⑧ Carry Handle
- ⑨ Combination Floor Tool
- ⑩ Crevice Tool
- ⑪ Dusting Brush
- ⑫ Upholstery Tool
- ⑬ Hand Turbo Brush

## Specifications

Wattage: 1800W  
Dust Capacity: 2L  
Noise Level: <77dBa  
Telescopic Tube: Chrome  
Power Cable Length: 5m  
Hose Length: 1.5m  
Net Weight: 7.2kg



## INTRODUCTION

Congratulations on the purchase of your new Wertheim vacuum cleaner. There are many useful features built into your cleaner and we recommend that you carefully read this instruction manual so that you may take best advantage of them.

Due to our program of continuous product improvement and innovation, sometimes the product you buy may differ slightly from the one shown on this product carton/manual.

PETS W1000

## BEFORE YOU BEGIN

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.

### 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, and other hot surfaces.



2. Before inserting the plug into the wall, make sure your hand is dry.



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



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



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

If the air inlet, floor head or telescopic wand are blocked, you should switch off the cleaner straight away and remove from mains power. First clear the blocked substance before attempting to start the vacuum cleaner again.

## SAFETY INSTRUCTIONS

### To reduce the risk of fire, electric shock, or injury:

1. Do not leave the appliance connected to the mains power supply when not in use. Disconnect from any power supply before performing any maintenance duties.
2. To reduce the risk of electric shock, do not use outdoors or on wet surfaces.
3. This appliance must not be used as a toy. Do not allow children to use the appliance unattended.
4. Use only as described in this instruction manual. Do not use for any other purpose except those outlined in this instruction manual.
5. If the power cable or plug appears damaged, do not use. If the vacuum cleaner is not working correctly, has been dropped, damaged, left outdoors, or dropped into water, please contact Customer Care: 1800 815 270 or email [enquiries@wertheim.net.au](mailto:enquiries@wertheim.net.au)
6. Do not pull or carry the appliance by the power cable, use the power cable as a handle, or pull the power cable around sharp edges or corners. Avoid running the appliance over the power cable.
7. Keep the appliance away from heated surfaces.
8. Unplug the appliance by grasping and pulling the plug from the wall. Do not unplug the machine by pulling on the power cable.
9. Do not handle the appliance and/or power cable with wet hands.
10. Always ensure that all openings and entry points on the appliance are clear from objects or any blockages before commencing use. Removal of dust, lint, hair and dirt from all openings and entry points will help improve airflow on the appliance.

## SAFETY INSTRUCTIONS (CONT'D)

11. Keep hair, loose clothing, fingers and all body parts away from openings and entry points on the appliance.
12. Ensure the appliance is switched off before unplugging.
13. Use extra care when cleaning on stairs.
14. Do not use the appliance to pick up flammable items or combustible liquids (i.e. petrol, hot ashes, cigarettes, matches or anything burning) or use in areas where such substances and items may be present.
15. Hold the plug when rewinding onto cord reel. To prevent accidental injury do not allow the plug to whip when rewinding.
16. Ensure the appliance is disconnected from the mains power supply before connecting the hose to the unit.
17. Do not use the appliance without dust bag and/or filter in place.
18. If the power cable is damaged, do not use and contact Customer Care: 1800 815 270 in order to avoid a hazard.
19. Do not extend the power cable beyond the red mark.
20. 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. Children should be supervised to ensure that they do not play with the appliance.
21. If using an extension cord please make sure that it is of an approved type and that it is fully extended. Failure to do so could cause your cleaner to overheat and damage it.

## INSTRUCTIONS FOR USE

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



1. Connect the hose to the cleaner at the hose inlet.



2. Insert the telescopic tube into the combination floor head.



3. Fit the other end of the telescopic tube to the handle.

## INSTRUCTIONS FOR USE (cont'd)

### Assembling Your Cleaner

The cleaner should be switched off and disconnected from the mains power supply before you start to assemble.



1. Do not extend the power cable beyond the yellow mark.



2. Press the On/Off button to switch the appliance on.



3. Rotate the speed control dial to adjust the suction of the vacuum.

### Combination Floor Tool

Ideal for daily cleaning on carpets and hard floors.



Cleaning on carpet



Cleaning on hard floors

### Mini Hand Turbo Brush

Ideal for picking up pet hair on upholstery.

Note: The mini hand turbo brush adaptor must be used to fit the rod to the accessory.

1. Insert the smaller end of the adaptor into the end of the mini hand turbo brush.
2. Insert the larger end of the adaptor into the end of the telescopic wand.
3. The mini hand turbo tool is now ready to be used with the vacuum.



Note: By unlocking the side release buttons, the external bristles can be rotated to face upwards allowing a closer clean as required.

#### Safety Precautions:

1. Keep hair, hands and feet away from rotating brush while the mini hand turbo brush is running.
2. Remember the mini hand turbo brush will operate whenever it is connected to a running vacuum. If children are present, make sure to turn the vacuum system off when leaving the mini hand turbo brush unit unattended.
3. Do not attempt to service or unclog the mini hand turbo brush while the unit is running.

## INSTRUCTIONS FOR USE (cont'd)

### Accessories

1. Crevice tool is used for radiators, crevices, corners, baseboards and between cushions.
2. Dusting brush is used for the furniture, venation, blinds, book, lamp shades and shelves.
3. The upholstery brush is used for cleaning furniture and upholstery.



Crevice tool



Dusting brush



Upholstery brush

## MAINTENANCE



WARNING: ENSURE THE CLEANER IS NOT CONNECTED TO THE MAINS POWER SUPPLY WHEN PERFORMING ANY MAINTENANCE PROCEDURES.

### Mini Hand Turbo Brush



Step 1: Unlock the neck on the mini hand turbo brush by twisting anti-clockwise.



Step 2: Push the release buttons on the side of the mini hand turbo brush down to unlock the external bristles. Rotate this bristle attachment upwards.

Step 3: Remove the clear cover.



Step 4: Remove any dirt or hair from the roller brush.



Step 5: Replace the clear cover.

## MAINTENANCE (cont'd)

### Mini Hand Turbo Brush (cont'd)



Step 6: Lock the neck on the mini hand turbo brush by twisting clockwise.

Step 7: Rotate the external bristles down and lock the side release buttons by pushing upwards.

### Changing the Dust Bag



This dust bag has a unique sealing system locking in the dust, making disposal easier, and ensuring no allergens are returned to the room.

1. Open the front cover and rotate the bag support to the correct position. Remove dust bag.
2. Replace the dust bag when it is full with a new dust bag.
3. Close the cover by pressing down until it is locked.

### Filter Maintenance

The HEPA filter should be replaced when clogged or at least once a year. Do not use cleaner without the filters fitted as it will cause damage to the cleaner.



1. Pull the dust bag and filter supporter upward and remove the filter.
2. Rinse the filter in lukewarm water and dry the filter completely before refitting to the cleaner.
3. Place the filter back into the appliance.
5. Open the cover for the HEPA filter by the tabs at the rear of the appliance.
6. Pull HEPA out and replace with a clean or new filter and replace cover. Filters should be replaced at least once a year or when they become visibly dirty.



# TROUBLESHOOTING

Service problems that appear to be major can often be solved easily. You can be your own troubleshooter by reviewing this guide. All other servicing should be done by an authorised service agent or qualified technician.

Problem	Remedy
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 button is in the "ON" position.
The vacuum performance is deteriorating.	Check the appliance to ensure there are no blockages. Clear any blockages that may be found. Check that the motor inlet filter sponge is not dusty; frequently clean or replace the motor inlet filter and air outlet HEPA 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.

# SPARE PARTS

Filter Set - Inlet and HEPA Exhaust	32200838
Dust Bag 4pk	33400174
Hose Assembly	31220375
Rod, telescopic	31300417
Bag Holder	33101192
Motor	33300667



This warranty on your cleaner 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.

In the event of service or advice being needed, please contact International Cleaning Solutions Pty. Ltd. Level 1, Building 2, Brandon Business Park, 530 Springvale Road, Glen Waverley Victoria 3150, AUS: 1800 815 270, NZ: (09) 263 7573, Monday – Friday, 9am-5pm EST. Email: [enquiries@wertheim.net.au](mailto:enquiries@wertheim.net.au)

The decision to repair or replace the cleaner is at the sole discretion of International Cleaning Solutions Pty Ltd.

International Cleaning Solutions Pty Ltd is unable to accept responsibility under this warranty for any repair work not carried out by an authorised International Cleaning Solutions Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, International Cleaning Solutions Pty Ltd will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

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 or replacement 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 Trade Practises 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."

SAVE TIME, REGISTER WARRANTY ONLINE!  
[www.wertheim.net.au](http://www.wertheim.net.au) and [www.wertheim.co.nz](http://www.wertheim.co.nz)

PETS W1000





International Cleaning Solutions Pty. Ltd.

ACN 119 462 798

Level 1, Building 2, Brandon Business Park  
530 Springvale Road,  
Glen Waverley, Victoria 3150



[www.wertheim.net.au](http://www.wertheim.net.au)  
[www.wertheim.co.nz](http://www.wertheim.co.nz)



[enquiries@wertheim.net.au](mailto:enquiries@wertheim.net.au)