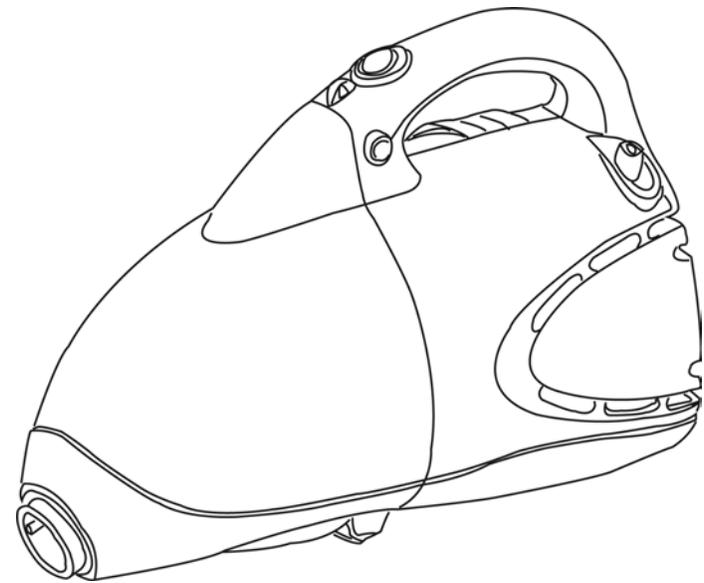




## RETRACTOR™ TOTAL SYSTEM VAC

### OWNER'S MANUAL

Model EP187H  
120V., 60Hz., 7.1 Amps



**USA:** *EURO-PRO Operating LLC*  
94 Main Mill Street, Door 16  
Plattsburgh, NY 12901

**Canada:** *EURO-PRO Operating LLC*  
4400 Bois Franc  
St. Laurent, QC H4S 1A7

Tel.: 1 (800) 798-7398



# ONE (1) YEAR LIMITED WARRANTY

**EURO-PRO Operating LLC** warrants this product to be free from defects in material and workmanship for a period of one (1) year from the date of the original purchase, when utilized for normal household use, subject to the following conditions, exclusions and exceptions.

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, return the complete appliance and accessories, freight prepaid to:

**EURO-PRO Operating LLC**, 94 Main Mill Street, Door 16, Plattsburgh, N.Y. 12901

If the appliance is found to be defective in material or workmanship, **EURO-PRO Operating LLC** will repair or replace it free of charge. Proof of purchase date and \$ 9.95 to cover the cost of return shipping and handling must be included. \*

Non-durable parts including, without limitation, HEPA Dust Cup Filters, filters, brushes and electrical parts which normally require replacement are specifically excluded from warranty.

The liability of **EURO-PRO Operating LLC** is limited solely to the cost of the repair or replacement of the unit at our option. This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with or used for commercial purposes. This limited warranty does not cover damage caused by misuse, abuse, negligent handling or damage due to faulty packaging or mishandling in transit. This warranty does not cover damage or defects caused by or resulting from damages from shipping or repairs, service or alterations to the product or any of its parts, which have been performed by a repair person not authorized by **EURO-PRO Operating LLC**.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of **EURO-PRO Operating LLC** if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. **In no event is EURO-PRO Operating LLC** liable for incidental or consequential damages of any nature whatsoever. Some states do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

**\*Important: Carefully pack item to avoid damage in shipping. Be sure to include proof of purchase date and to attach tag to item before packing with your name, complete address and phone number with a note giving purchase information, model number and what you believe is the problem with item. We recommend you insure the package (as damage in shipping is not covered by your warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICE". We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.**



## OWNERSHIP REGISTRATION CARD

Please fill out and mail the product registration card within ten (10) days of purchase. The registration will enable us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge to have read and understood the instructions for use, and warnings set forth in the accompanying instructions.

**RETURN TO:**

**EURO-PRO Operating LLC, 94 Main Mill Street, Door 16, Plattsburgh, N.Y. 12901**

**Model EP187H**

**Appliance model**

**Date purchased**

**Name of store**

**Owner's name**

**Address**

**City**

**State**

**Zip Code**

## ORDERING REPLACEMENT DUST CUP FILTERS

### TO ORDER REPLACEMENT FILTERS or FOR TECHNICAL SUPPORT for Model EP187H

Call: 1 (800) 798-7398

Monday to Friday 8:30 A.M. - 5:00 P.M. Eastern Standard Time

**Please Note:** After each Use - Always remove the Filter Debris Screen from the HEPA Dust Cup Filter, then vigorously “TapClean” HEPA Filter until no more dust can be removed. Filter should be rinsed and completely dried at least once a month or when suction appears reduced.

To wash your HEPA Dust Cup Filter, hold filter cartridge by frame flange and rinse under a tap until all observable dirt has been removed. Some discoloration of the HEPA filter material may occur, this is normal and will not affect the filter's performance. When finished, shake off excess water. Do **NOT** wash in dishwasher. It is important that when you wash the HEPA dust cup filter, you allow it to dry **COMPLETELY** before using again. We recommend 24 hours to air dry. **DO NOT DRY IN DRYER.**

## IMPORTANT SAFETY INSTRUCTIONS

When using your **RETRACTOR™ TOTAL SYSTEM VAC**, basic safety precautions should always be observed, including the following:

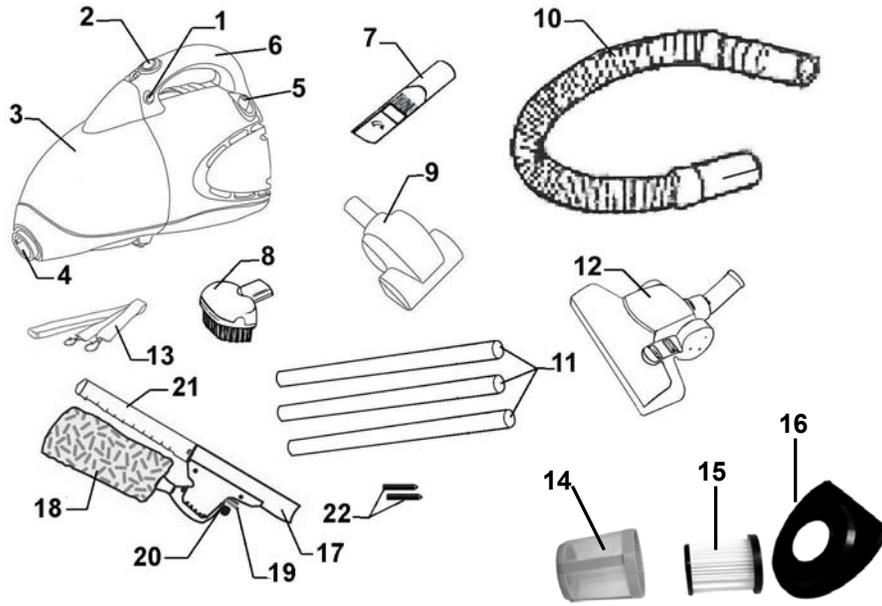
1. Read all instructions before using your hand vacuum.
  2. Use the system only for its intended use.
  3. To protect against a risk of electric shock, do not immerse any part of the system in water or other liquids.
  4. Never yank cord to disconnect from outlet; instead, grasp plug and pull to disconnect. Always hold the power cord when rewind. Do **NOT** allow the power cord to whip when rewinding.
  5. Do not allow cord to touch hot surfaces.
  6. Do not run appliance over cord.
  7. Do not operate the system with a damaged cord or plug, or if the appliance or any other part of the system has been dropped or damaged. To avoid the risk of electric shock, do not disassemble or attempt to repair the hand vacuum. Return the system to **EURO-PRO Operating LLC** (see warranty) for examination and repair. Incorrect re-assembly or repair can cause a risk of electrical shock or injury to persons when the hand vacuum is used.
  8. Close supervision is necessary for any appliance being used by or near children. Do not leave the system unattended while connected.
  9. Keep hair, loose clothing, fingers and all parts of body away from opening and moving parts.
  10. Do not use to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.
  11. Do not pick up anything that is burning or smoking such as cigarettes, matches or hot ashes.
  12. Use extra care when cleaning on stairs.
  13. Do not use the hand vacuum without the dust cup filter in place.
  14. This appliance is intended only for household use. Follow all user instructions in this manual.
- To reduce the risk of fire, electric shock, or injury:**
- Do not leave the hand vacuum plugged in when unattended. Unplug the electrical cord when not in use and before servicing.
  - Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
  - Use only as described in this manual. Use only manufacturer's recommended accessories.
  - Do not pull cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
  - Use only extension cords UL-rated or cUL at 15 amperes. extension cords rated for less amperage may overheat. Care should be taken to arrange the cord so that the cord cannot be pulled or tripped over.
  - Turn off all controls as applicable before unplugging from electrical outlet.
  - Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
  - Do not handle plug or hand vacuum with wet hands or operate without shoes.
  - Do not put any objects into openings. Do not use with any opening blocked. Keep free of dust, lint, hair and anything else that may reduce air flow.
  - Store your appliance indoors in a cool, dry area.
  - Keep your work area well lit.
  - Do not immerse the hand vacuum into water or other liquids.
  - Keep end of hose, wands and other openings away from your face and body.
  - Use only on dry surfaces.
  - Using improper voltage may result in damage to the motor and possible injury to the user. Correct voltage is listed on rating label.

## SAVE THESE INSTRUCTIONS

### For Household Use Only

**WARNING:** To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not modify the plug in any way.

# GETTING TO KNOW YOUR RETRACTOR™ TOTAL SYSTEM VAC



- |                            |                                |
|----------------------------|--------------------------------|
| 1. Dust Cup Release Button | 13. Shoulder Strap             |
| 2. On/Off Switch           | 14. Debris Screen              |
| 3. Dust Cup (Container)    | 15. HEPA Filter                |
| 4. Suction Hole            | 16. Frame Flange               |
| 5. Cord Retractor Button   | 17. Self-cleaning Duster       |
| 6. Handle                  | 18. Duster Head                |
| 7. Crevice Tool            | 19. On/Off Switch              |
| 8. Dusting Brush           | 20. Battery Door               |
| 9. Air Driven Turbo Brush  | 21. Air Intake Tube For Duster |
| 10. Flexible Hose          | 22. AAA Batteries (x2)         |
| 11. Extension Tubes (x3)   | (packaged separately)          |
| 12. Floor Brush            | 23. Storage Bag (not shown)    |

## Technical Specifications

Voltage: 120V., 60Hz.  
Power: 7.1 Amps

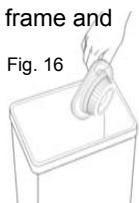
**Note: Illustrations may differ from actual product**

# TROUBLE SHOOTING GUIDE

| PROBLEM   | POSSIBLE REASON   | POSSIBLE SOLUTION   |
|---|---|---|
| HAND VACUUM WILL NOT OPERATE                          | <ol style="list-style-type: none"> <li>1. Power cord not firmly plugged into outlet.</li> <li>2. No power in wall outlet.</li> <li>3. Needs servicing.</li> <li>4. Thermostat has tripped.</li> </ol>                               | <ol style="list-style-type: none"> <li>1. Plug unit in firmly.</li> <li>2. Check fuse or breaker. Replace fuse/reset breaker.</li> <li>3. Call 1 (800) 798-7398.</li> <li>4. Turn the unit off and unplug from outlet. Allow unit to cool down, and then restart.</li> </ol>  |
| HAND VACUUM WILL NOT PICK-UP OR SUCTION POWER IS WEAK | <ol style="list-style-type: none"> <li>1. Dust cup container is full.</li> <li>2. Unit clogged.</li> <li>3. HEPA dust cup filter and debris screen need cleaning or replacing.</li> <li>4. Hose / Extension Wand clogged</li> </ol> | <ol style="list-style-type: none"> <li>1. Empty dust cup container.</li> <li>2. Turn unit off and unplug from wall outlet. Remove hepa dust cup filter and check for object(s) in air duct and remove.</li> <li>3. Clean or replace HEPA dust cup filter and debris screen.</li> <li>4. Turn unit off and unplug from wall outlet. Check for objects in hose / wand extension.</li> </ol> |
| TURBO BRUSH DOES NOT ROTATE OR ROTATES SLOWLY         | <ol style="list-style-type: none"> <li>1. Rotating brush or elbow obstructed.</li> <li>2. Belt broken.</li> <li>3. Hose obstructed.</li> <li>4. HEPA dust cup filter and debris screen need cleaning.</li> </ol>                    | <ol style="list-style-type: none"> <li>1. Clear obstructions.</li> <li>2. Call 1-800-798-7398.</li> <li>3. Clear obstruction.</li> <li>4. Clean HEPA dust cup filter and debris screen.</li> </ol>  |
| DUST ESCAPING FROM HAND VACUUM                        | <ol style="list-style-type: none"> <li>1. Dust cup container is full.</li> <li>2. HEPA dust cup filter is not installed correctly.</li> <li>3. There is a puncture/hole in HEPA dust cup filter.</li> </ol>                         | <ol style="list-style-type: none"> <li>1. Empty dust cup container.</li> <li>2. Review HEPA dust cup filter instructions.</li> <li>3. Replace HEPA dust cup filter.</li> </ol>  |
| HAND VACUUM HOSE OR BRUSHES WILL NOT PICK-UP          | <ol style="list-style-type: none"> <li>1. Hose clogged.</li> <li>2. Dust cup container is full.</li> </ol>  | <ol style="list-style-type: none"> <li>1. Remove hose and/or accessories. Remove obstruction from hose.</li> <li>2. Empty and clean dust cup container.</li> </ol>  |

## OPERATING INSTRUCTIONS

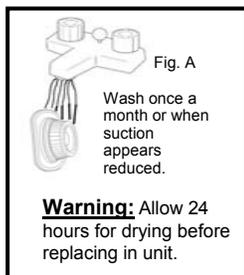
- Rinse the debris screen under the faucet until clean. Allow to air dry or dry with a clean dish towel. Do **NOT** wash in dishwasher.
- Hold the filter from the frame and vigorously "TapClean" the HEPA Dust Cup Filter on a hard surface until no more dust is observed falling out from between the pleats of the filter. (Fig. 16) Ensure that you do not damage the pleated filter material during cleaning. Also note that discoloration occurs during use. This is normal and does **NOT** affect the filter's performance.
- To replace the HEPA filter, grasp the HEPA filter in one hand and the HEPA filter frame flange in the other and pull apart. Fit the new HEPA filter into the frame flange.
- Reassemble the debris screen to the HEPA filter cartridge and replace into dust cup (container). Ensure that the filter assembly is completely seated inside the dust cup (container).
- Attach the dust cup (container) to the hand vacuum.



**Important:** Do **NOT** use the HEPA filter cartridge without the debris screen in place.

**Warning:** It is very important to ensure that the fine dust which adheres to the filter media is completely removed. This fine dust powder is left on the filter will severely reduce the suction performance of your vacuum. TapClean every time the dust cup is emptied.

**PLEASE NOTE:** The white pleated filter material in the HEPA Dust Cup Filter will discolor over time -This is **NORMAL** and will **NOT** affect the performance of the filter. If the HEPA Dust Cup Filter is properly "TapCleaned" after each use and suction does not return to 100%, then we suggest that the HEPA filter be "TapCleaned" vigorously until no more dust can be removed, then rinsed under the faucet and allowed to dry for 24 hours before refitting into the vacuum. (Fig. A) Wash once a month or when suction appears reduced.



**CAUTION:** The suction hole must be open, free of any obstructions at all times. Otherwise, the motor will overheat and could become damaged.

**IMPORTANT:** This unit is equipped with a motor protective thermostat. If for some reason the vacuum cleaner should overheat, the thermostat will automatically turn the unit off. Should this occur:

- Push the On/Off button once.
- Disconnect the plug from the power source.
- Check the source of overheating problem. (i.e. clogged hose or filter)
- If clogged hose or filter is found, unclog the hose and replace the filters.
- Wait at least 45 minutes before attempting to reuse the vacuum.
- After unit has cooled down for 45 minutes, plug in the cleaner and push the On/Off button. The vacuum should start again.
- If the vacuum still does not start, contact customer service at 1 (800) 798-7398.

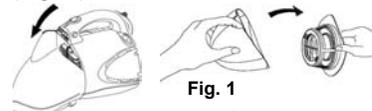
## OPERATING INSTRUCTIONS

**Warning:** Always unplug from electrical outlet before opening the dust cup (container).

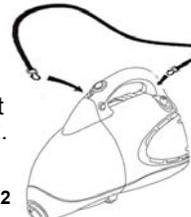
**Note:** HEPA dust cup filter must be used when operating the hand vacuum.

### How To Operate Your Hand Vac

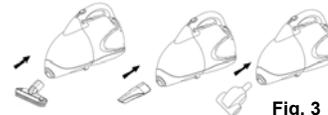
- To open the dust cup (container), push dust cup release button and pull out the dust cup. Verify that the HEPA dust cup filter with the debris screen is inside, then re-attach the dust cup (container) to the hand vacuum. (Fig. 1)



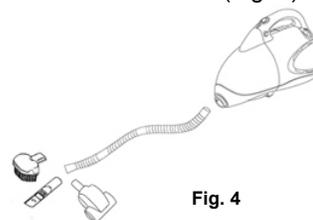
- To use the hand vacuum with the shoulder strap, attach it to the unit as shown in Fig. 2.



- To attach the crevice tool, turbo brush, dusting brush accessory to the hand vacuum, push attachment into the suction hole. (Fig. 3)



- To use the flexible hose, push the smaller end of the hose into the suction hole, then attach the desired accessory to the other end of the flexible hose. (Fig. 4)



### How To Operate Your Hand Vacuum

- Hold the hand vacuum firmly in your hand by the handle.
- Push the On/Off switch to "On" position.
- Start vacuuming.

**CAUTION:** The hand vacuum is a very powerful unit. Make sure that you hold it firmly, otherwise it can slip out of your hand and cause injury.

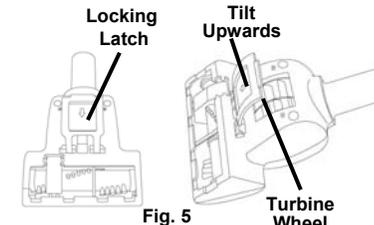
### Using the Unit With Air Driven Turbo Brush and Hose

- Attach one end of the hose to the hand vacuum.
- Attach the air driven turbo brush to the other end of the hose.
- Attach the shoulder strap to the vacuum and hang it from your shoulder.
- You can now proceed to vacuum with your air driven turbo brush.

**NOTE:** The air driven turbo brush can also be attached directly onto the unit, or the extension tubes. To ensure peak performance from the air driven turbo brush:

- Empty the dust cup frequently.
- "TapClean" the HEPA dust cup filter every time dust cup is emptied.
- Ensure that the rotating brush is kept free of hair and string which may accumulate and decrease brush performance.
- Keep air driven turbo brush turbine free of dirt and foreign matter.

### Cleaning Air Driven Turbo Brush



From time to time, the turbine of your turbo brush will require cleaning. To do this:

- Remove the turbo brush from the hose or unit.
- Turn turbo brush over and open the hinged cover to access the turbine wheel. (Fig. 5)
- There may be some dust, lint, hair, etc on the turbine wheel. Remove as much of this as possible.
- You may also use the unit's hose to remove any additional debris from the turbine.

## OPERATING INSTRUCTIONS

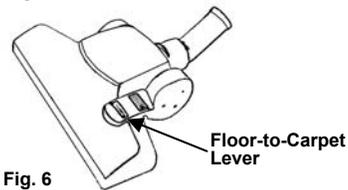
### Using Floor Attachment

1. To attach the extension tubes together, slide the narrow end of one of the extension tubes into the wide end of another extension tube. Do the same with the other extension tube to form a long extension tube.
2. Slide the narrow end of the long extension tube inside the floor attachment.
3. Slide the wide end of the assembled extension tube into the hose which is attached to the vacuum.
4. Attach the shoulder strap to the vacuum unit and hang it from your shoulder.
5. You can now proceed to vacuum your carpet or hard floor.

**Please Note:** To vacuum wooden floors, press Floor-to-Carpet Lever down, to lower the bristles down. (Fig. 6)

To vacuum carpets, press Floor-to-Carpet Lever up, to raise the bristles up. Very flat carpets can sometimes be vacuumed with the bristles down.

**Note:** Adjustable height can be obtained by using 1,2 or all extension tubes.

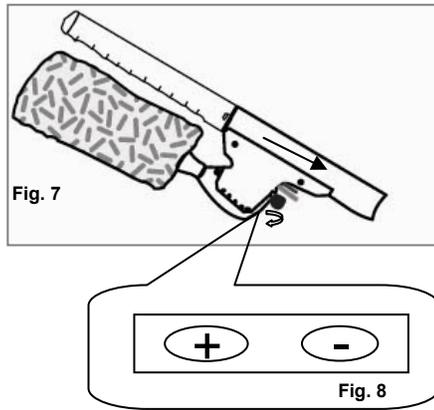


### Using The Unit with Duster

The duster is powered by 2 AAA batteries (packaged separately). Before using your duster for the first time, insert batteries as per illustration on battery door. (Fig. 7) When replacing batteries, **ALWAYS** use AAA batteries. Battery life is dependant on usage.

### To Insert or Change Batteries

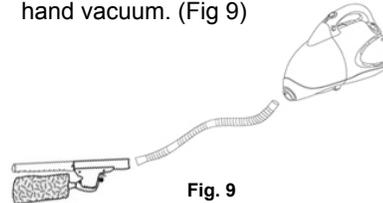
1. To open the battery door pull button upwards and lift door. (Fig. 7)
2. Insert batteries making sure the '+' and '-' ends are in the correct position. (Fig. 8)
3. To remove the batteries, open the battery door and slide the batteries out by tipping duster downward. (Fig. 7)



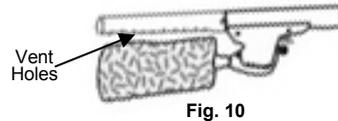
### To Operate Duster

The duster is designed to suction up dust as it is rotating, making dusting a cleaner chore.

1. To attach the duster to the hose, slide the duster intake tube onto the hose. Attach the other end of the hose into the suction hole of the hand vacuum. (Fig. 9)



2. If you need a longer reach, the duster can also be attached to the extensions tubes, 1, 2 or 3, or directly onto the unit depending on the length that you need.
3. When using the duster, make sure duster head is pointing downwards and the vent holes are aligned with duster before using on furniture or other flat surfaces, as in Fig 10.



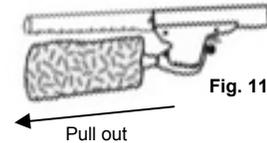
## OPERATING INSTRUCTIONS

4. Depress on/off power switch located on duster handle. Releasing power switch will stop motor.
5. For constant turning motion of duster push the on/off switch on the duster forward, switch will lock into the "On" position.
6. To turn off constant motion, slide switch back to "Off" position.

**Note:** Do Not exert pressure on duster, this causes the motor to stop. A light dusting motion is all that is needed.

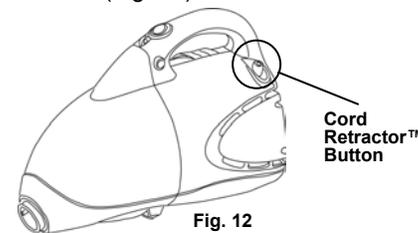
**Please Note:** Occasionally the duster will require cleaning. To do this:

1. Remove duster from housing. (Fig. 11)
2. Insert crevice tool into the unit. Vacuum duster and intake tube to remove excess dust.



### Using The Retractor™ Cord Feature

1. Locate the cord Retractor™ button on the unit. (Fig. 12)



2. When cord is extended, push cord Retractor™ button down.
3. Release button to stop cord action.

**WARNING: Do not allow cord to whip as it retracts, this could cause injury.**

### Cleaning & Changing the HEPA Dust Cup Filter

**Warning:** Always unplug the unit from electrical outlet before opening the dust cup (container).

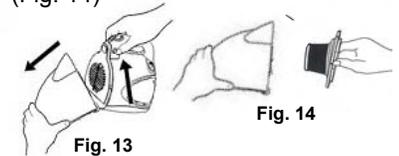
**IMPORTANT:** Do **NOT** use the HEPA dust cup filter without the debris screen in place.

**WARNING:** After each Use - Always remove the Filter Debris Screen from the HEPA Dust Cup Filter, then vigorously "TapClean" HEPA Filter until no more dust can be removed.

**IMPORTANT, Please Note :** The "TapClean" Rinseable HEPA Dust Cup Filter & Debris Screen will stop most of the tiniest dust particles re-entering the air you breathe. In fact it stops 99.97% of all particles as small as 0.3 microns - many times smaller than a human hair!!!

Because of this incredible filtration performance, the HEPA Dust Cup Filter will quickly accumulate, inside the white filter folds, many fine dust particles that are difficult to see but which will eventually block or reduce your suction power - if not cleaned properly. Clean the HEPA Filter and Debris Screen after each use as described in this section.

1. To open the Dust Cup (container), push button and detach the Dust Cup (container). (Fig. 13)
2. Pull out the HEPA Dust Cup Filter. (Fig. 14)



3. Empty the dust from the dust cup (container).
4. Separate the debris screen from the HEPA filter cartridge by grasping the debris screen with one hand and the filter frame with the other and pull apart. (Fig. 15)

