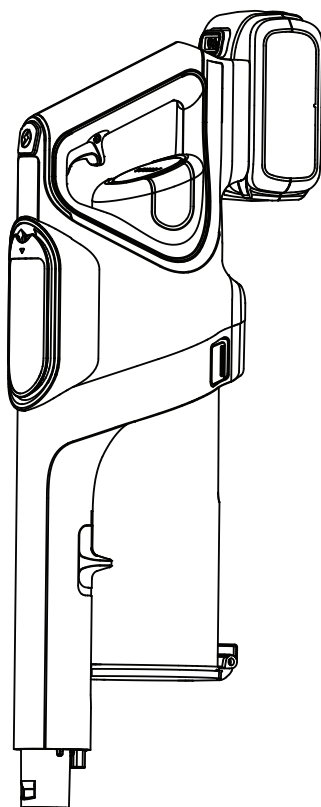




SurfaceElite™+  
**Pet Ultimate™ Cordless Hand Vacuum**

PRODUCT NO. 043-7127-6



## USER MANUAL

READ AND SAVE THESE INSTRUCTIONS

NOMA® Customer Support: 1-866-827-4985

# SAFETY / CAUTIONS

## IMPORTANT SAFETY INSTRUCTIONS

### READ ALL INSTRUCTIONS BEFORE USING YOUR VACUUM CLEANER.

Always connect to a polarized outlet (one slot is wider than the other) for charging. Unplug from outlet when not in use and before conducting maintenance. When using an electrical appliance, basic precautions should be observed, including the following:

### **WARNING** TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

- Use your vacuum cleaner only as described in this User Manual. Use only manufacturer's recommended attachments.
- Do not use outdoors or on wet surfaces.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- Do not handle charger, including charger plug, and charger terminals with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Switch off the appliance before connecting the accessories.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not pick up toxic solutions such as chlorine bleach, ammonia or drain cleaner.
- Do not use without dust bin or filters in place.
- Do not charge the unit outdoors.
- Prevent unintentional starting. Ensure the product does not operate before picking up or carrying the appliance.
- Do not carry the appliance with your finger on the power trigger.
- Do not attempt to use this charger with any other product or attempt to charge this product with another charger.
- To recharge battery, use only the 45 W charger, 10 W charger, 90 W fast charger, dual-port charger, or 4-port fast charger recommended by the manufacturer.
- Do not use an appliance that is damaged or modified. Damaged or modified appliance may exhibit unpredictable behaviour resulting in fire, explosion or risk of injury.
- Do not immerse vacuum cleaner or charger in water or other liquids.
- Always turn the vacuum off before connecting or disconnecting the accessories.
- Store the cordless hand vacuum indoors. Put the cordless hand vacuum away after use to prevent accidents.
- When the vacuum is not in use, remove the battery pack from the vacuum and store indoors in a cool, dry area.
- Keep your work area well lit.
- Keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
- Do not vacuum up any liquids.
- Do not use in an enclosed space where vapours are present from paint, paint thinner, moth-proofing substances, flammable dust or other explosive or toxic materials.
- Do not pick up hard or sharp objects such as glass, nails, screws or coins that could damage the vacuum cleaner.
- Do not expose the vacuum to fire or excessive temperature.
- Leaks from battery cells can occur under extreme usage or temperature conditions. If the liquid gets on skin, wash quickly

- with water. If liquid gets into the eyes, flush them immediately with clean water for a minimum of 10 minutes. Seek medical attention.
- Store charger indoors in a cool, dry area, not exposed to weather to avoid electric shock and/or damage to the vacuum cleaner.
  - Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
  - Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
  - You are responsible for making sure that your vacuum cleaner is not used by anyone who is unable to operate it properly.
  - Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
  - Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## PRODUCT DISPOSAL

This product contains an internal lithium-ion battery pack formulated from environmentally sensitive materials. This product must be disposed of properly with due care for the environment. Do not dispose of product with household garbage. Consult your local waste authority for information regarding available recycling or disposal options.



**RECYCLE OR DISPOSE OF IN ACCORDANCE WITH NATIONAL AND LOCAL REGULATIONS.**

## SAVE THESE INSTRUCTIONS FOR FUTURE USE

This model is for household use only.

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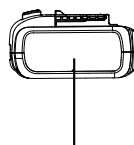
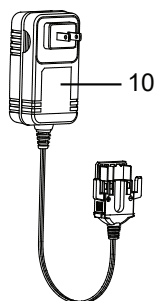
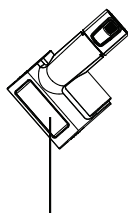
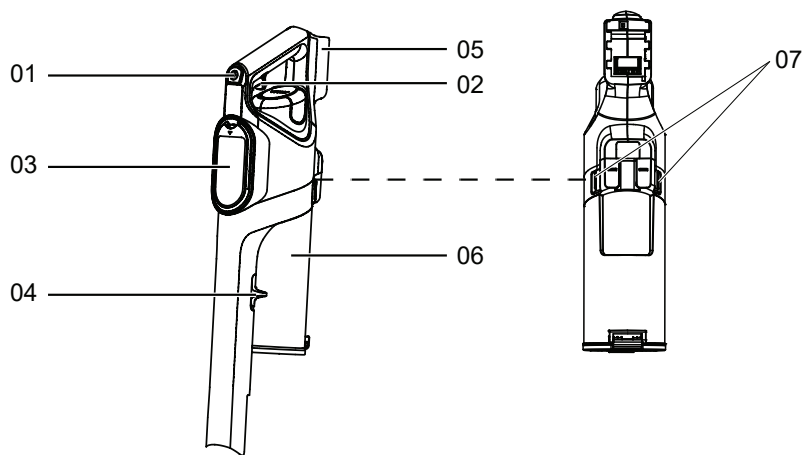


# KNOW YOUR VACUUM

## FEATURES

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- 01. POWER BOOST BUTTON
- 02. POWER TRIGGER
- 03. HEPA FILTER COVER
- 04. DUST BIN LID RELEASE SWITCH
- 05. BATTERY HOUSING
- 06. DUST BIN
- 07. DUST BIN RELEASE BUTTONS
- 08. 2-IN-1 COMBINATION TOOL
- 09. PET POWER BRUSH
- 10. CHARGER
- 11. BATTERY PACK



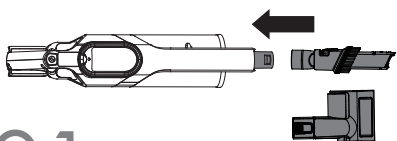
## ASSEMBLY

**⚠ WARNING**

Do not insert the battery pack in your vacuum until you are familiar with all instructions and operating procedures.

Your SurfaceElite™+ Pet Ultimate™ Cordless Hand Vacuum comes in three easy to assemble components and does not require any additional tools to assemble.

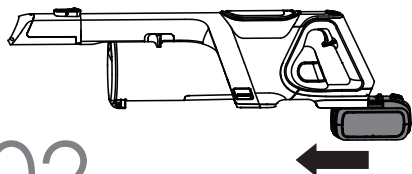
- Hand Vacuum
- 2-in-1 Combination Tool
- Pet Power Brush



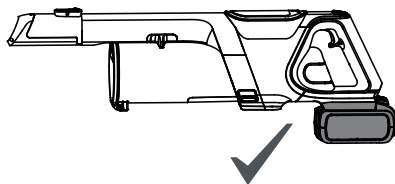
01

Align and insert the 2-in-1 combination tool or the pet power brush into the hand vacuum until you hear a 'click'. Ensure it has securely locked into place.

**NOTE:** Choose desired accessories according to your actual needs.



02



Insert the battery pack along the support rails into the battery housing. Ensure it clicks firmly into place.

## CHARGING

### **WARNING**

Use only with the charger recommended by the manufacturer.

### **CAUTION**

Please fully charge before first use.

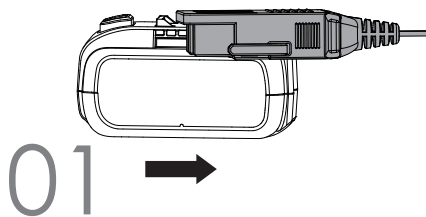
The battery charger supplied is specifically designed for the lithium-ion battery used in this appliance and may cause risk of fire if used with a non-compatible battery pack.

Check the power voltage! Battery chargers operate on 110-120 V AC.

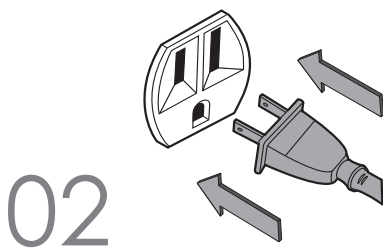
Ensure the battery is charged between 5 and 40°C (41 and 104°F). This ensures an optimum battery service life.

Protect the battery from heat, from continuous exposure to sun and keep away from radiation or other heat sources. Do not leave the battery in the vacuum in direct sunlight over long periods.

The battery is supplied partially charged. To ensure full capacity of the battery, charge the battery before using your appliance for the first time. The lithium-ion battery can be charged at any time without reducing its service life. Interrupting the charging procedure does not affect the battery.



Align the slot of the battery pack with the rail on the charger. Slide the battery onto the rail until the battery pack secures into place.



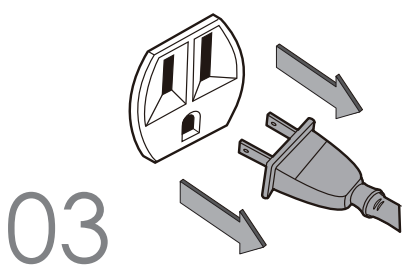
Plug the power cord plug into an outlet located near the floor.

### **WARNING**

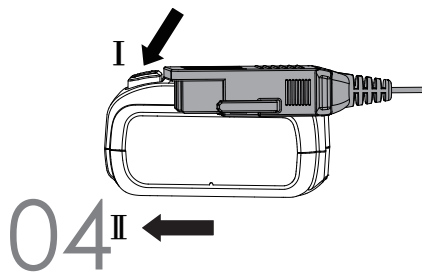
To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the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



**NOTE:** The indicator lights on charger will flash green while the battery is charging. The light will become steady when fully charged. The 2.0 Ah battery will take approximately 7.5 hours to fully charged.



03 Allow sufficient charging time till the charger lights become steady and then disconnect the charger from the power supply.



04 Press the battery release button on the battery pack and remove it from the charger.

## **WARNING**

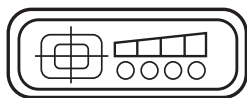
- If any abnormality/failure occurs, stop using the product immediately and disconnect the power plug.
- DO NOT use outlets above counters.
- Damage of the cord resulting from the surrounding objects could occur.

**NOTE:** It is normal for the battery pack and the charger to become warm (but not hot) during charging process. If the battery does not charge properly, check to make sure the electrical outlet is operational. Always charge the battery before storage!

## **BATTERY LED INDICATORS**

The battery is equipped with a charge-level indicator panel which indicates its charge condition. This charge-level indicator panel consists of 4 green LEDs on the battery. Press the charge indicator button on the battery to actuate the charge level indicator. The charge level indicator LEDs go out after several seconds. The battery charge level can be checked either when the battery is fitted on the vacuum/charger or removed from the vacuum/charger.

### Indicator Lights



Button

LED Indicators on Battery	Battery Capacity
4 LEDs	Fully Charged
3 LEDs	≥50%
2 LEDs	≥25%
1 LEDs	<25%. Recharge required.

Recommend using vacuum with PWR POD™ 20 V max\* lithium-ion 2.0 Ah battery (054-7563-0; included) for optimal performance.

Brand	Battery Pack	Charger
PWR POD™	2.0 Ah: 054-7563-0 4.0 Ah: 054-7564-8 5.0 Ah: 054-7558-4 8.0 Ah: 054-7569-8	90 W Fast Charger: 054-7565-6 Dual-Port Charger: 054-7567-2 4 Port Fast Charger: 054-7571-0 10 W Charger

Batteries with an Ah of 2.0 or higher are recommended for optimal runtime and performance.

## BATTERY RUN TIME

See the table below for approximate run time.

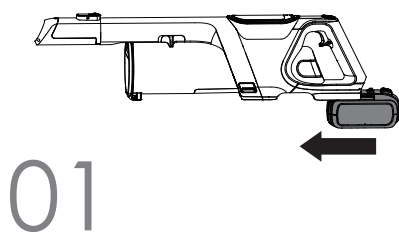
**NOTE:** Run time may vary slightly from environment to environment and with the use of various tools.

### BATTERY RUN TIME BY USE (2.0 Ah Battery)

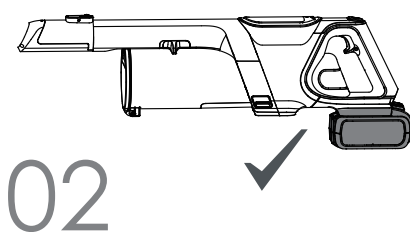
	ECO SPEED	HIGH SPEED
Hard Floor	21 min	5 min

# ATTACHING & DETACHING THE BATTERY PACK

## ATTACHING THE BATTERY PACK

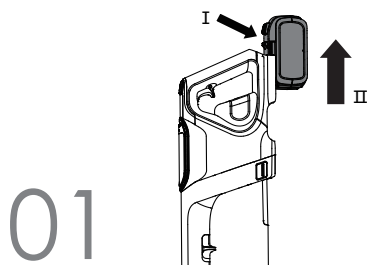


Align the raised rib on the battery pack with the grooves in the battery housing, and then slide the battery pack onto the hand vacuum.



Make sure that the latch on the battery pack snaps into place, and that the battery pack is attached securely to the tool before beginning operation.

## DETACHING THE BATTERY PACK



Press the battery release button to release the battery pack and pull the battery pack out to remove it from the hand vacuum.

## WARNING

To reduce the risk of electric shock or damage to the charger and battery, use only the PWR POD™ batteries and chargers.

For best results, your battery tool should be stored and used in a location where the temperature is more than 5°C (41°F) but less than 40°C (104°F). Do not store outside or in vehicles.

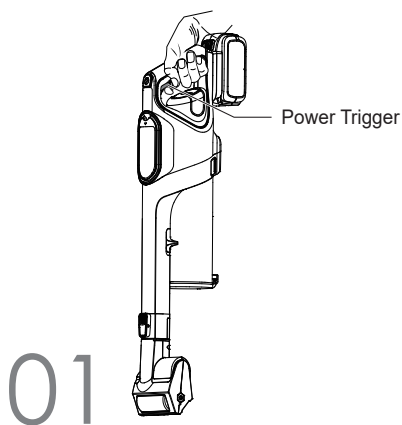
## CONTROLS & SETTINGS

### **CAUTION**

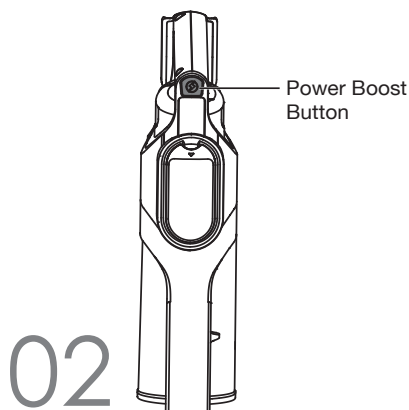
Disconnect electrical supply before servicing or cleaning the vacuum cleaner. Use caution when operating near children or pets.

**NOTE:** When vacuuming on shag, deep pile, super-soft or ultraplush carpets, upholstery and scatter rugs, use ECO mode for best performance.

**NOTE:** Make sure the vacuum cleaner is completely assembled and the dust bin is empty before using.



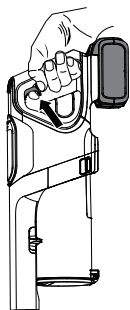
Press the power trigger to start the vacuum. The trigger does not need to be held while in use. The vacuum starts in the ECO speed position.



Optional: To switch the speed to HIGH speed, press the power boost button. When vacuum operates in HIGH speed, the power boost button will be lit. Press the power boost button one more time to switch back to ECO speed.

---

# 03



Once you have completed vacuuming, press the power trigger one more time to stop the vacuum. Remove the battery pack from the vacuum when not in use.

## **WARNING**

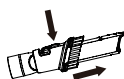
If any abnormality/failure occurs, stop using the product immediately.

## ACCESSORY OVERVIEW

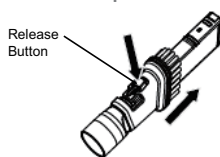
Your vacuum includes multiple specially designed tools to tackle cleaning your entire home, not just the floors.

### 2-IN-1 COMBINATION TOOL

The 2-in-1 combination tool can be attached to the end of the hand vacuum. Slide the collar of the tool over the open end of the hand vacuum.



#### 2-IN-1 COMBINATION TOOL



Crevice Tool Mode

#### Crevice Tool Mode

Use the 2-in-1 combination tool in crevice tool mode for cleaning in tight spaces such as furniture, between cushions, and stairs.



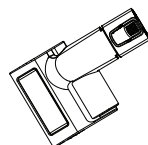
#### Dusting Brush Mode

Set the combination tool in dusting brush mode by pressing the release button and sliding the dusting brush side of the brush tool to the end of the combination tool. Use in dusting brush mode for cleaning loose surfaces such as drapes.

To return the combination tool to crevice tool mode, press the release button and slide the brush tool down the combination tool.

### PET POWER BRUSH

The pet power brush can be attached to the end of the hand vacuum. The pet power brush pivots for more convenient cleaning. Use the pet power brush for cleaning fabric surfaces such as furniture and carpet.



## CAUTION

Always clean attachments before using on fabrics.

# C CLEANING INSTRUCTIONS

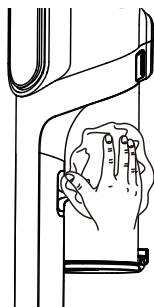
## CARE & MAINTENANCE

### **WARNING**

To reduce the risk of fire, electric shock or injury, turn OFF and remove the battery pack before performing maintenance or troubleshooting.

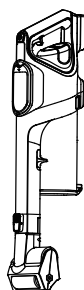
## VACUUM CLEANER STORAGE

01



Use dry cloth to clean the outside of the unit. Do not allow any kind of liquid to enter the unit.

02



Store the vacuum cleaner in a dry, indoor area.

### **WARNING**

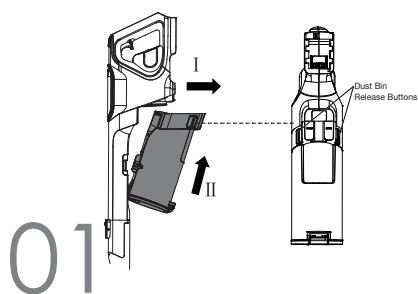
Use care if vacuum cleaner is placed on stairs. If it falls, property damage could result.

### **CAUTION**

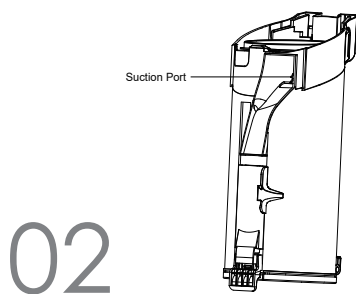
DO NOT block the inlet opening. The motor will overheat and could become damaged.

## EMPTYING DUST BIN

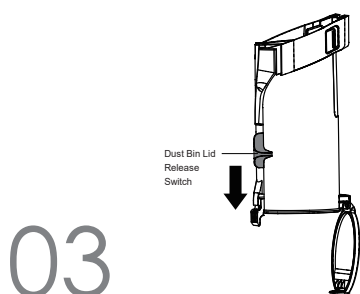
For best performance, empty dust bin after every use. Never operate the vacuum cleaner without dust bin and filters in place.



Press both dust bin release buttons at the same time and pull it outwards, then remove the dust bin from the vacuum body by lifting it up.



Remove any clogs that might be located in the suction port.

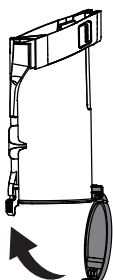


Position dust bin lid area of vacuum over a waste receptacle. Slide down the dust bin lid release switch to open dust cup lid and allow cup contents to drop into waste receptacle.

**NOTE:** For your convenience, the dust bin lid can be opened without removing the dust bin from the vacuum body. You can just slide down the dust bin lid lid release switch to open dust cup lid to empty the dust bin.

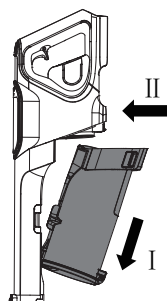


04



Close dust cup lid until you hear a "click".

05

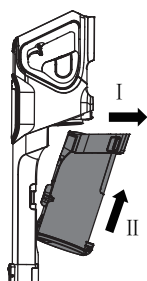


Reinstall and insert the dust bin into the slot of the hand vacuum, then press the dust bin into the locked slot and click into place.

## CLEANING PRE-FILTER

The pre-filter is located inside the dust bin. Clean the pre-filter as needed to optimize suction power. If suction remains weak after tapping the pre-filter clean, it will be necessary to wash it to clean off accumulated dust or hair. It is also recommended to wash the pre-filter every 2 weeks. See wash instructions in the NOTE to step 2.

01



Remove the dust bin as outlined in **EMPTYING DUST BIN** (page 16).

02



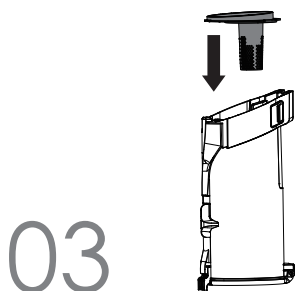
Remove the pre-filter from the dust bin and clean the accumulated debris from the filter by gently tapping over a trash container. Tap on several sides to ensure best cleaning.

**NOTE:** Make sure dust bin is free of debris before opening.

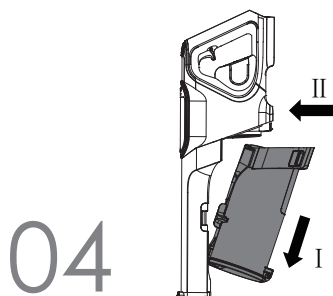
**NOTE:** If necessary, rinse with cold water only. DO NOT use detergent or soap. Allow parts to dry 24 hours before putting back into vacuum cleaner.

DO NOT wash in the dishwasher.

DO NOT install damp.



Place the clean and dry pre-filter back to the dust bin. Make sure the pre-filter is secured in place.



Reinstall the dust bin. See **EMPTYING DUST BIN** (page 16).

## **WARNING**

Do not operate vacuum cleaner without the filter installed.

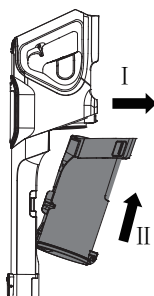
## CLEANING FOAM AND FELT FILTERS

It is recommended to clean the foam and felt filters with cold water every 2 weeks.

**NOTE:** When the cleaning of filters no longer restores vacuum cleaner suction to full power, or the filters are worn or broken, replace the filters. To purchase filters, visit your local Canadian Tire store.

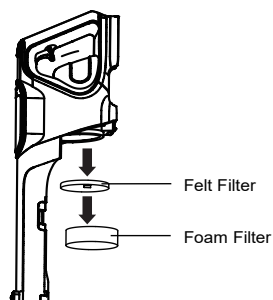
Regularly clean and replace the filters to keep the vacuum's suction power optimal.

01



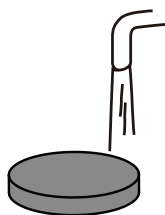
Remove the dust bin as outlined in **EMPTYING DUST BIN** (page 16).

02



Remove the foam and felt filters.

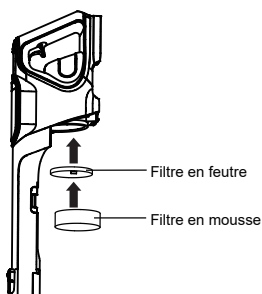
03



Wash with cold water only. **DO NOT** use detergent or soap. Squeeze by hand and allow to air dry. Allow all filters to dry 24 hours before putting back into vacuum cleaner.

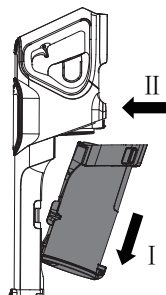
**NOTE:** **DO NOT** operate without foam and felt filters.  
**DO NOT** wash in the dishwasher.  
**DO NOT** install foam and felt filters if damp.

04



Replace foam and felt filters into the vacuum cleaner.

05



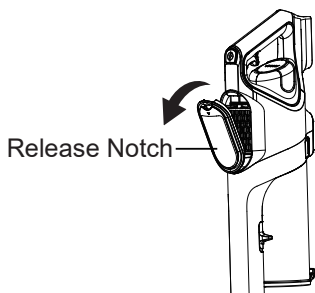
Reinstall the dust bin. See **EMPTYING DUST BIN** (page 16).

## CLEANING HEPA FILTER

It is recommended to clean the HEPA filter with cold water every 2 weeks depending on usage. Replace with new filter every 3 months.

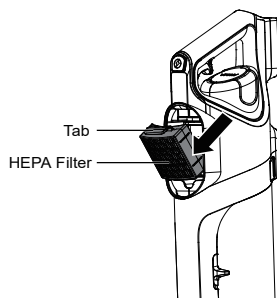
**NOTE:** When the cleaning of filters no longer restores vacuum cleaner suction to full power, or the filters are worn or broken, replace the filters. To purchase filters, visit your local Canadian Tire store.

Regularly clean and replace the filters to keep the vacuum's suction power optimal.



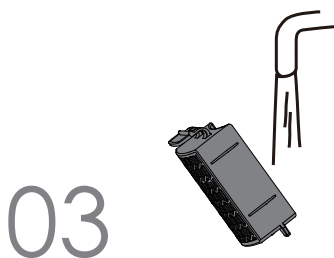
01

Remove the HEPA filter cover by pulling outward the release notch at the top of the cover.



02

Remove the HEPA filter from vacuum cleaner by pulling the tab outward at the top of the filter.



03

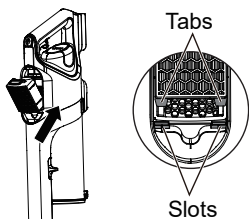
Wash with cold water only. DO NOT use detergent or soap. Allow parts to dry 24 hours before putting back into vacuum cleaner.

**NOTE:** DO NOT operate without HEPA filter installed.

DO NOT wash in the dishwasher.

DO NOT install the filter if damp.

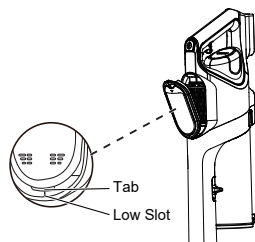
04



Reinstall the HEPA filter into the vacuum cleaner until you hear a 'click'.

**NOTE:** Make sure tabs align with the slots.

05



Insert the HEPA filter cover tab into the low slot and lock the HEPA filter cover into place by pressing the release notch at the top of the cover until a 'click' is heard.



# PRODUCT SPECIFICATIONS

## OVERVIEW

Product Name	NOMA® SurfaceElite™ + Pet Ultimate™ Cordless Hand Vacuum
Product Model	043-7127-6
Motor	300 W BLDC
Battery Type	18 V 2000 mAh
Voltage	20 V Max
Battery Capacity	2.0 Ah
Dust Bin Capacity	0.85 L
Filter Type	Foam Filter, Felt Filter, HEPA Media Filter
Washable Filter (Y/N)	Y
Weight	2.6 kg (5 lb 12 oz)
Tools Included	2-in-1 Combination Tool, Pet Power Brush

# E TROUBLESHOOTING

## COMMON PROBLEMS

If you have any problem with the product, please complete simple user checklist before contacting NOMA® Customer Support: 1-866-827-4985.

COMMON PROBLEMS	POSSIBLE CAUSES	SUGGESTED SOLUTIONS
Vacuum will not power on.	The battery pack is not properly inserted.	Insert the battery pack properly.
	The battery pack is discharged.	Remove and charge the battery pack.
	The battery pack is damaged.	Call 1-866-827-4985 for assistance.
	Other electrical defect to the product.	Call 1-866-827-4985 for assistance.
	The motor is damaged.	Call 1-866-827-4985 for assistance.
	Vacuum's motor overheats quickly. Blocked air vents or excessive use without breaks.	Clean the air vents and allow the vacuum to cool down between extended use.
Battery does not hold a charge.	Battery is old or defective.	Replace the battery with a new one.
Poor job of dirt pick-up.	Dust bin is not installed correctly.	Check dust bin for correct installation and ensure it is snapped firmly in place.
	Full or clogged dust bin.	Empty dust bin.
	The foam filter, felt filter or HEPA filter needs to be cleaned or replaced.	Clean or replace the foam filter, felt filter or HEPA filter. Follow the foam filter and felt filter cleaning or HEPA filter cleaning instructions on page 18-21. Purchase new filters from our stores if required.
	There is a clog in the vacuum.	Check the dust bin for clogs and remove accordingly.

Sound changes.	There is a clog in the foam filter, felt filter or HEPA filter.	Check the foam filter, felt filter or HEPA filter for clogs and remove accordingly. Purchase new filters from our stores if required.
Dust escapes from vacuum.	Dust bin is installed incorrectly.	Position dust bin correctly and snap firmly into place.
	The HEPA filter is missing or installed incorrectly.	Check the HEPA filter for correct installation. Follow instructions on page 18-21.
	The HEPA filter is damaged and needs to be replaced.	Replace the HEPA filter. Purchase new filters from our stores.



**Please do not return this product to store.**

For difficulties, questions or concerns, first call NOMA® customer service at 1-866-827-4985 and a member of our team will be happy to help you!





## WARRANTY & DISPOSAL

ENVIRONMENTALLY FRIENDLY

### 3-YEAR LIMITED WARRANTY

This NOMA® product is guaranteed for a period of **three (3) years from the date of original retail purchase** against defects in workmanship and materials, except for the following components:

- a) Component A: Batteries and chargers, which are guaranteed for a period of two (2) years from the date of original retail purchase against defects in workmanship and materials; and
- b) Component B: Accessories, which are guaranteed for a period of one (1) year from the date of original retail purchase against defects in workmanship and materials.

Subject to the conditions and limitations described below, this product, if returned to us with proof of purchase within the stated warranty period and if covered under this warranty, will be repaired or replaced (with the same model , or one of equal value or specification), at our option. We will bear the cost of any repair or replacement and any costs of labour relating thereto.



You can help protect the environment!

Your appliance contains a number of materials that may be recovered or recycled. Please leave your unit at a local civic waste collection point.



MADE IN CHINA

IMPORTED BY  
NOMA CANADA  
TORONTO, CANADA M4S 2B8