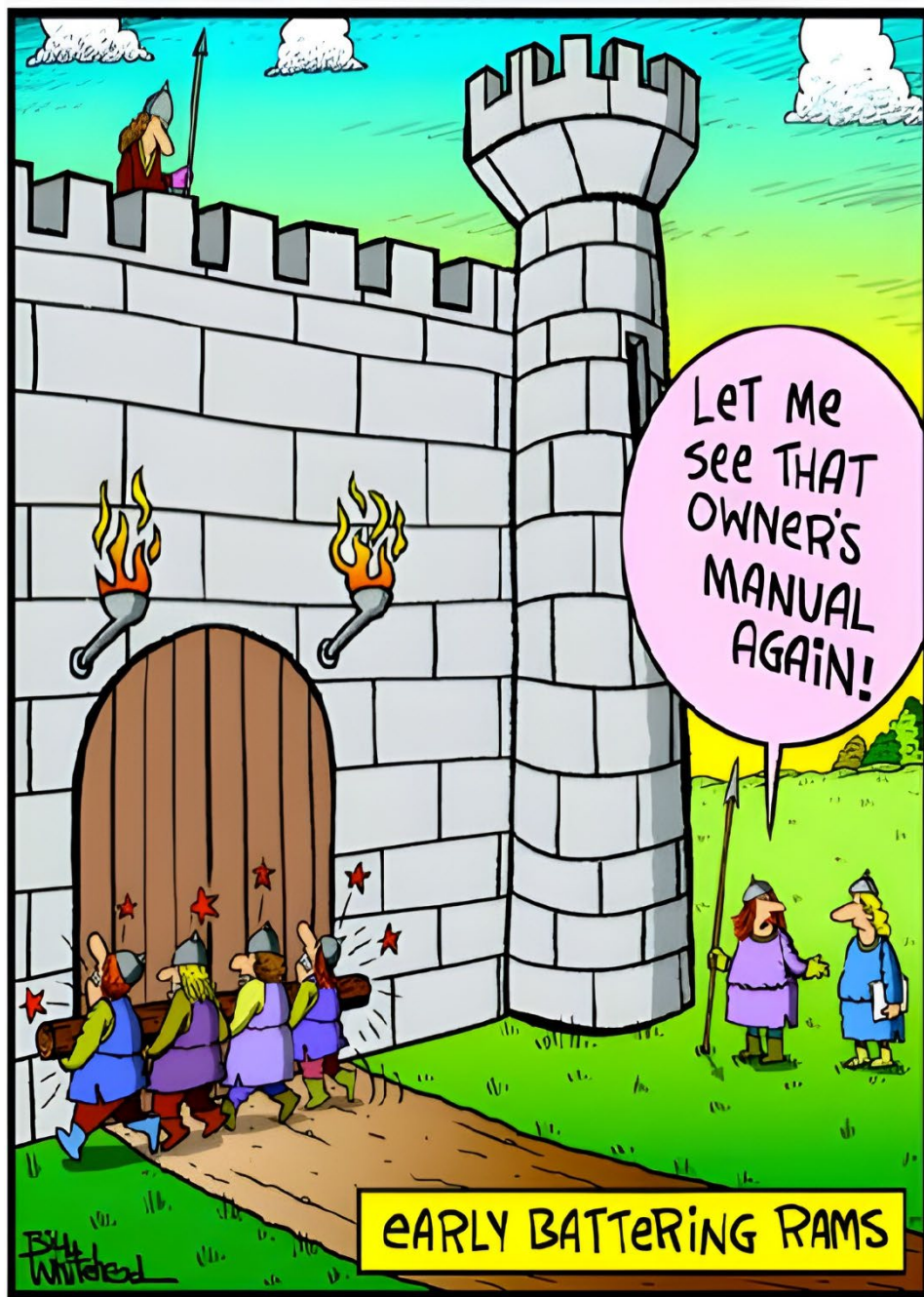


Commercial Phantom Upright

PROLUX



Instruction Manual



Prolux Phantom Commercial Upright

For your safety please read the owner's manual in its entirety before use.

Congratulations on purchasing your very own Prolux Phantom Upright Vacuum Cleaner. This high-end vacuum is designed to provide ample power and superior filtration. Keep your floors clean and prolong the life of your flooring in just a few easy steps. Prolux.... Cleaning Reinvented! Welcome to the Prolux family and don't forget to register for your warranty at www.proluxcleaners.com.

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Quick Assembly

Use the link below to view some videos on unboxing, assembling, and using your new vacuum, or scan the QR code to go to our YouTube page to see all our videos:

<https://proluxcleaners.com/pages/prolux-phantom-upright-quick-assembly>



Important Safety Instructions

Vacuum Safety



When using an electrical appliance, basic precautions should always be followed, including the following:

READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

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

1. Do not leave the appliance plugged in. Unplug from outlet when not in use and before servicing.
2. TO REDUCE THE RISK OF ELECTRIC SHOCK- DO NOT USE OUTDOORS OR ON WET SURFACE.
3. Do not allow the appliance to be used as a toy. Close attention is necessary when used by or near children, or people that may not understand the hazards of the machine.
4. Use only as described in this manual. Use only manufacturer's recommended attachments.
5. Do not use if the cord or plug is damaged. If the appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run the appliance over the cord. Keep cord away from heated surfaces.
7. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
8. Do not handle the plug or appliance with wet hands.
9. Do not put any object into openings. Do not use it with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
10. Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
11. Turn off all controls before unplugging.
12. Use extra care when cleaning on stairs.
13. Do not use it to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
14. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
15. Do not use it without a dust bag and/or filters in place.

SAVE THESE INSTRUCTIONS!

Specifications

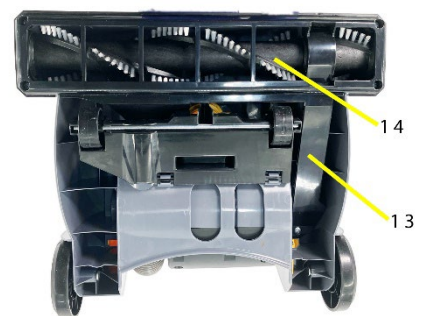
Model	Phantom Upright
Design	Commercial
Voltage	110v/60hz
Amps	10
Power	1200w
Cord Length	30 feet (Yellow)
CFM	65
Water Lift	70 inches
Bag Capacity	4 quarts
Weight	12 lbs
Cleaning Path	14 inches
Tool Hose Length	4 feet
Filtration	HEPA

Machine Components



- 1. Handle
- 2. Dust Bag Compartment
- 3. Post Motor Filter
- 4. Height Adjustment
- 5. Carry Handle
- 6. Tool Hose
- 7. Power Pedal

- 8. Handle Release Pedal
- 9. Built-in Tool Caddy
- 10. Suction Hose Mount
- 11. Quick Release Cord Wrap
- 12. Built-in Turbo Caddy
- 13. Brush Roll Cover Plate
- 14. Brush Roll



Unboxing and Assembly

Please note you will need a Phillips head screwdriver to complete assembly

1. Remove everything from the box and lay it in easy view. Properly dispose of all packaging material. Packaging material is not a toy – do not allow children to play with packaging due to the risk of suffocation or injury!

1. Vacuum
2. Handle
3. Wand
4. Crevice Tool
5. Duster/Upholstery Tool
6. Mini-Turbo Tool
7. Belt
8. 2 Dust Bags
9. Handle Install Screw (Not Pictured)



2. Stand the vacuum upright and slide the handle into place at the top of the machine. The handle should sit flush against the body with no gap. Once the handle is in place, use the handle install screw to secure the handle. Do not overtighten the screw – hand tightness is sufficient.



3. Wrap the suction hose around the handle and connect it to the suction intake port. Make sure that the hose is firmly attached to the port for optimal performance.



4. Attach the Mini Turbo Tool to the handle. First, slide the hook into the slot at the bottom of the tool, then press the tool into the clip until it snaps into place. To remove, lift up on the clip and pull the tool off.



5. Install the Duster Brush onto its spot on the built-in tool caddy.



6. The Crevice Tool can be placed inside of the wand for storage – note that the tool is sized to fit in only one end of the wand. The opposite end of the wand is sized to fit onto the built-in caddy as pictured.



7. *Once all the parts and tools are securely in place, you are ready to start cleaning!*

Operation Instructions

1. First, familiarize yourself with the three handle positions you will be using. To change the handle position, you will use the Handle Release Pedal. From an Upright position, one press of the Pedal will release the handle into the Normal Cleaning Position. When the handle is lowered into the Normal Cleaning Position, a second press of the Pedal will put the vacuum into the Low Cleaning Position.



Upright

For storage or when using the tool hose and attachments



Normal Cleaning

For most floor cleaning tasks



Low Cleaning

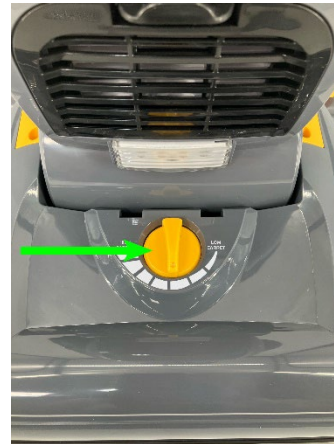
For hard-to-reach spaces, such as under beds or furniture

Tip – when using the Low Cleaning Position, check the area you will be vacuuming for objects that may damage the unit or block the hose

2. Always check that the pre-motor filter, post-motor filter, and bag are installed before each use. Operating the vacuum without these installed will cause damage to your machine.



3. Next, adjust the powerhead height using the adjustment knob. For the best cleaning results, get the powerhead as low to the floor as possible without making your vacuum difficult to push. *Please note that the height can only be adjusted with the handle in the Normal Cleaning or Low Cleaning position.*



4. Once your handle and height adjustments are set, you can begin vacuuming. Plug in the power cord, then press the Power pedal firmly to turn the machine on and start cleaning!



5. When you are finished, put the vacuum into the Upright Position, and power off the unit by pressing the Power Pedal. Wrap the cord around the Quick Release Cord Wrap, making sure that the upper cord hook is pointing up. To quickly release the cord, simply point the upper cord hook down and remove the cord.



6. To use the attachments, set the vacuum into the Upright position, and detach the tool hose. Please note that the powerhead will continue spinning while using the tool hose. However, the powerhead will be automatically lifted off the floor to prevent damage to the carpet. To reduce the risk of injury from the moving parts, always keep hands, feet, loose hair or clothing, or anything else that may be injured or damaged away from the power head!



7. Attach the desired tool either directly onto the hose or onto the extension wand. When moving the vacuum during above-floor cleaning, always use the carry handle.



For pet hair, furniture,
cushions



For curtains, drapes, light
dusting



For corners, crevices, in
between cushions

8. During above-floor cleaning, you can adjust the suction strength by opening or closing the suction control cover



9. When you are finished with the tool hose, place your attachments in their storage locations, and reconnect the hose to the powerhead suction port.

Maintenance and Care

***** Never perform any maintenance work unless the machine is powered off and unplugged! *****

Replacing the Dust Bag

1. Open the dust bag compartment by pulling the top of the compartment lid away from the unit until it releases. Set the lid aside.



2. Grasp the pull tab at the top of the bag and carefully work the bag off the fill port. Never reuse dust bags, always dispose of them properly.



3. Place the collar of the new dust bag over the fill port, and gently work into place until it is fully seated. Only use model specific bags by Prolux for optimum performance.



4. Tuck the bottom and sides of the bag into the compartment so that the lid seals properly, then replace the lid until it clicks firmly in place.



Pre-motor Filter Change

1. Open the dust bag compartment as if you were changing the bag.
2. Locate the filter cover panel at the bottom of the compartment and slide it out of the compartment.



3. The filter can be cleaned several times before needing replacement. Use compressed air on both sides of the filter to clean it, then reinstall.
4. If your filter is worn or excessively dirty, replace it with a Prolux brand replacement.
5. Put the dust bag compartment lid back on.

Post-motor Filter Change

1. Press down on the release tab of the post-motor filter cover. Remove the cover to expose the filter compartment.



2. Use the fins on the filter to pull it out of the compartment.



3. The filter can be cleaned several times before needing replacement. Use compressed air on both sides of the filter to clean it, then reinstall.
4. If your filter is worn or excessively dirty, replace it with a Prolux brand replacement.
5. Put the filter cover back on.

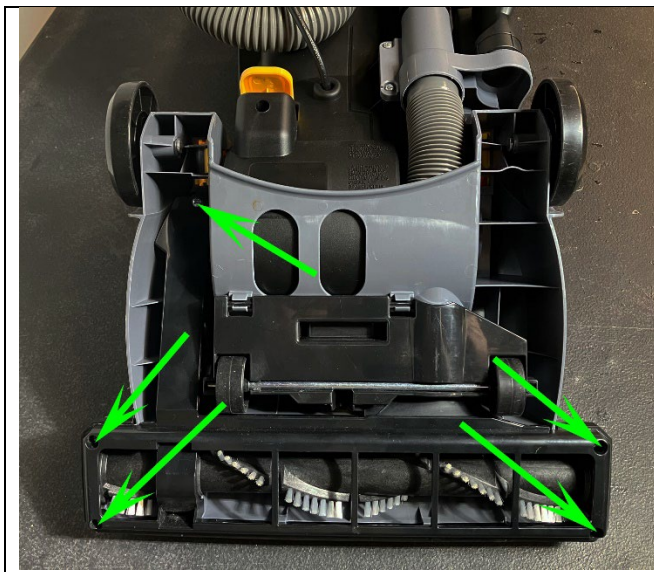
Brush Roll and Belt Replacement

You will need a Phillips head screwdriver for this task

1. Place the vacuum in a suitable workspace that allows you to access the underside of the brush head. Have the handle in the Normal Cleaning Position. Never perform this work if the vacuum is plugged in or turned on!



2. Remove the five screws that secure the brush cover plate to the unit. Set the screws and cover plate to the side.



3. Slide the belt off the motor shaft.
Pull the brush roll out of the compartment by gently working the end pieces out of their slots.



4. At this point you can clean or replace either component. Only use official Prolux parts to prevent damage to your machine.

5. To reinstall, loop the belt back onto the motor shaft, then onto the brush roll. Pull the brush roll back into its compartment, making sure the ends are properly aligned with their respective slots.



6. Rotate the brush by hand to make sure that the belt is properly aligned.
7. Once the belt is aligned and the brush roll is secured, replace the cover plate using the five screws. Do not overtighten the screws – hand tightness is sufficient.

Clearing a clog

The hose on the back of the vacuum cleaner that carries the dirt from the powerhead to the dust bag can sometimes become clogged. If you notice a change in the sound of the vacuum motor, reduction in suction, or if the red indicator shows in the dust bag compartment, check for clogs.



1. First, open the bag compartment and check that the bag is not full. Then check that both the pre-motor and post-motor filter are clean.
2. Pull the suction hose off the power head port and inspect the hose for clogs. If you have been using the vacuum for above-floor cleaning, check that there are no clogs in the tool attachments you were using.
3. While the suction hose is disconnected from the power head, check the short length of hose leading to the brush roll. Also check that no debris has clogged up the brush roll chamber.



4. Once you have found and cleared the clog, you may resume cleaning.






Troubleshooting

WARNING: Never use a defective appliance. Always switch the appliance off and disconnect it from the outlet before you start troubleshooting.

Fault	Possible Cause(s)	Solution
The vacuum will not turn on.	The plug is not connected to the electrical wall outlet or the appliance is not switched to the “on” position.	Insert the plug into an electrical wall outlet and flip the “on/off” switch to the “on” position. See the “Vacuum Cleaning” section.
	Electrical wall sockets do not carry current.	Test the vacuum cleaner on another outlet that you are sure is carrying current.
	The power cord is damaged.	Replace with a new cord installed by an authorized service center or a professional technician.
Suction power is low.	The filter is full or clogged.	Change or clean the filter
	The power nozzle, attachment wand, or suction hose is clogged.	Remove the debris that is causing the clog. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.
	The filter is installed incorrectly.	Remove the filter and reinstall; make sure these are correctly put into place when reinstalling.
	The tool attachment being used does not work properly on the surface you are vacuuming.	Attach the appropriate tool for the surface you are vacuuming. See page 14.
	Dirty filter(s).	Change/clean the filter(s). See page 17.
The vacuum makes unusual noises or is louder than usual.	The power nozzle, attachment wand, suction hose, or filters are clogged.	Remove any clogs. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.

How to Order Replacement Parts

Over the course of your vacuum's life, certain parts will experience wear and tear, and need replacing. To order replacement parts, you can contact us at service@proluxcleaners.com or visit our website, <https://proluxcleaners.com>.

Part	Part Number	Description
	phanupbag	Replacement dust bag
	phantupbelt	Replacement belt for the brush roll
	phanupfilt	Replacement pre-motor filter
	phanuphepa	Replacement post-motor filter
	phanupbr	Replacement brush roll

The information contained herein is confidential and is intended to be used by Prolux Cleaners authorized distributors and sales representatives.

Prolux Cleaners guarantees its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense, or consequential damage arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, Prolux Cleaners will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the Prolux Cleaners Warranty Procedures.

All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located in this document.

Product Category	Polyethylene and Structural Foam	Steel Body Parts	Switches, Motors Electrical Parts	Labor Paid
Machine	Years	Years	Years	Years
Battery Walk Behind Scrubbers 14" and 18"	5	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts 12mo Pro Rated Lithium Ion Battery	1
Wide Area Vacuum	5	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Gel Batteries (3) (4)	N/A	N/A	12mo of Full Coverage	N/A
Micro Scrubber	3	2	12mo Pro Rated Lithium Ion Battery	1
Canister Vacuums	5	N/A	2yr Switches 3yr or 800hrs (whichever comes first) on the motor 3yr Electrical Parts	1
Backpack Vacuums	5	N/A	2yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2

Upright Vacuums	N/A	N/A	1yr Switches 2yr or 500hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Garage Vacuums	1	10	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Wet Dry Vacuums	10	N/A	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 2yr Electrical Parts	2
Carpet Extractors and Fabric Care	10	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1
Central Vacuums	N/A	10	2yr Switches 2yr or 800hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Structural Foam Floor Machines	10	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Commercial Floor Scrubber 13"/15"/17"/20"	5	3	1yr Switches 2yr or 900hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Ozone Generator	N/A	1	1yr Switches 1yr or 300hrs (whichever come first) on the motor 1yr Electrical Parts	1
Steam Extractor	5	N/A	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1

Warranty Coverage Information and warranty voids/exclusions

1. Vacuum(s): (Backpack, Cannister, Wide Area and Upright Vacuums) must be used with a Prolux Vacuum bag to qualify for their applicable motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 1 year. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the equipment, replacing filters) or damage due to mishandling in transit.
2. Subject to the Gel Battery exception and exclusion paragraph located in this document.
3. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
4. Steam Extractor/Steam Carpet Extractor: This warranty does not apply and is void if the pump, vacuum motor, or heater has worn motor brushes, water damage, freezing, chemical build-up, chemical damage, or evidence of abuse, neglect, or tampering. brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered.
5. Walk behind 14" and 18" automatic scrubbers: This warranty does not apply to normal wear, or to items whose life is dependent on their use and care such as belts, cords, switches, hoses, rubber parts, brushes, electrical motor components or adjustments.
6. Ozone Generators: Warranty does not ozone cover plates or filters.

Warranty shall commence six (6) months from the purchase date by the Prolux Cleaners distributor, or on the purchase date by the original end user. Whichever comes first.

Labor Rate

Prolux Cleaners will allow \$50.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, Prolux Cleaners will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

Please note: Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Prolux Cleaners warranty department or Prolux Cleaners salesperson and or rep group.

Travel Allowance

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment** Prolux Cleaners will pay \$50.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

Replacement Parts

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

Clearance and Demo Products

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

Warranty Parts Shipping Policy

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

Batteries used in Prolux Cleaners equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by Prolux Cleaners for inspection. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense or consequential damage arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the Prolux Cleaners warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, Prolux Cleaners will arrange a date to inspect and replace (upon inspection approval) the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery.
If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

Prolux Cleaners is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.

Gel Batteries:

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage

- Improper extension cord selection
 - Dirty or inefficient water supply
 - Inappropriate chemical use
 - Improper or insufficient service or maintenance
 - Used with clogged or damaged filters.
 - Used without a filter.
 - Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
 - Disassembly of any components, such as motors, may result in the refusal of warranty coverage.
1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
 2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
 3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
 4. Components that have become defective through wear or abuse are not covered by this warranty.
 - 5.

Wear Items

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, O-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the Prolux Cleaners warranty department for clarification of wearable items not listed in this document.

Freight Damage:

Freight damage is not covered under the Prolux Cleaners warranty policy.

Replacement Parts:

Prolux Cleaners will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through Prolux Cleaners.

Prolux cleaners reserves the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.