

PROLUX X FORCE



INSTRUCTION MANUAL

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



Congratulations on purchasing the Prolux Xforce bagless backpack vacuum!

The Xforce was built from the ground up to revolutionize your vacuuming experience. Backpack vacuums are known to save time, and we took it one step further by helping you save money too! No more constantly buying bags. No more guessing when it's time to empty the vacuum. The Xforce uses tried-and-true bagless technology to give you all-day cleaning power!

Contents

Important Safety Instructions 4

Machine Components 7

Attachment Guide 8

Unboxing and Assembly 9

How to Wear Your Vacuum 11

Operation Instructions 13

Care and Maintenance 17

- Routine Maintenance 17
- Replacing the Pre-Motor Filter 18
- Replacing the Post-Motor Filter 19
- Clearing a Clog 20

Troubleshooting 21

Replacement Parts 22

Commercial Warranty 23

Important Safety Instructions

READ ALL INSTRUCTIONS IN THIS OPERATING MANUAL BEFORE USING THIS APPLIANCE.

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

Keep the operating manual for reference. Include the operating manual if you pass the appliance to third parties. **Violations of the operating instructions can lead to severe injuries as well as damage to the appliance.** Prolux takes no responsibility for damages due to violations of these operating instructions.

Notices Given:

Notices for your safety are specially marked. Always observe these notices to avoid any damage to the appliance.

WARNING: Warning concerning health hazards describing possible risks of injury.
ATTENTION: Warning concerning possible dangers to the appliance or other objects.
NOTE: Highlights tips for you.

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

1. Do not leave the vacuum cleaner plugged in. Unplug from outlet when not in use, or before servicing.
2. Use only as described in this manual. Use only the recommended attachments and replacement parts.
3. To reduce the risk of electric shock, do not use outdoors, on wet surfaces, and do not use for wet pickup/cleanup.
4. Do not use with damaged cord or plug. If the vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center before use.
5. Do not pull or carry the vacuum by its power cord, do not use the power cord as a handle, do not close the door on power cord, or pull the power cord around sharp edges or corners. Do not run vacuum cleaner over the power cord. Keep the power cord away from heated surfaces.
6. Do not unplug the power cord from your wall by pulling on the cord. To unplug, grasp the end of the plug, not the cord.
7. Do not handle the power cord/plug or vacuum cleaner with wet hands.
8. Do not put any object into the openings of the vacuum. Do not use the vacuum with any openings blocked. Keep openings free of dust, lint, hair and anything that may reduce airflow.
9. Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts of the vacuum.
10. Turn all controls off before unplugging the vacuum.
11. Use extra care when cleaning on stairs.
12. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
13. Unplug the vacuum before connecting the hose.
14. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
15. Do not use without dust bin and/or filter in place.
16. If the power cord is damaged, the manufacturer or an authorized service center must replace it.
17. 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 instructions concerning the use of the appliance by a person responsible for their safety.
18. Do not place the vacuum on the ground while running. The vacuum must be worn to ensure proper airflow through the machine.

Do not vacuum or clean:

- Hair and other parts of the body. They could be sucked in and cause injury.
- Pieces of Clothing (e, g, shoelaces, scarves, etc.). They could be sucked in and cause injury.
- Water and other liquids, especially moisture from carpet cleaning agents. Moisture inside the appliance can lead to short-circuiting.
- Toner dust (from laser printers. copying machines. etc.). There is danger of fire or explosion.
- Hot ash, burning cigarettes or matches. This could cause a fire.
- Pointed objects such as glass shards, nails, etc. Such objects destroy the filters.
- Plaster, cement, and fine drilling-dust, makeup. etc. The filters may clog causing damage to the appliance.

Never use the appliance near flammable or explosive materials -- there is danger of fire or explosion.
Never use the appliance outdoors -- there is danger of rain and dirt destroying the appliance.
Never stick objects into the appliance's openings -- it could cause the appliance to overheat.

Cord Connection

The vacuum runs on electricity, so there is always a risk of electric shock. Please observe the following:

- Never touch the plug with wet hands.
- Always pull the plug directly to disconnect the appliance from the outlet. Never pull on the cord, as it might break.
- Make sure the power cord is not bent, pinched, rolled over, or comes into contact with heat sources.
- Only use extension cords suited to the power requirements of the appliance.
- Never immerse the appliance in water or other liquids.
- Only operate the appliance if your outlet voltage is the same as indicated on the appliance's nameplate. Using the wrong voltage can destroy the appliance.
- If the power cord of this appliance is damaged it must be replaced by the manufacturers, their authorized service representative, or a similarly qualified person to avoid danger to the user.

Never use a defective appliance or operate an appliance with a defective power cord. There is major risk of injury.

Children

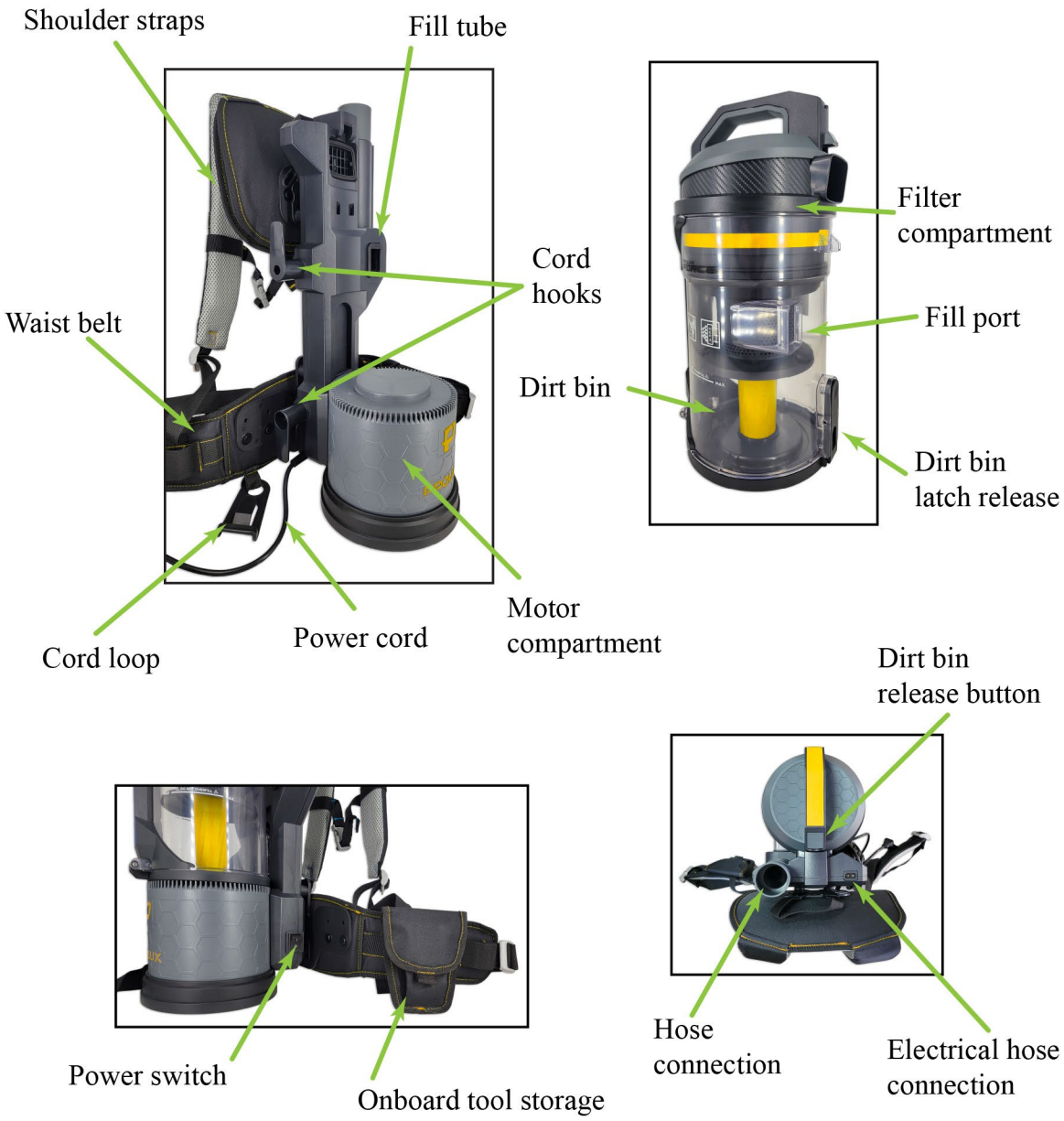
Never leave the appliance unattended, especially when children or persons who may not understand the hazards of the machine are nearby.
Persons (including children) who are unable to safely operate the appliance on account of physical, sensory, or mental abilities, or lack of experience or knowledge should only use this appliance under supervision or instruction of a responsible person. Packing materials are not toys. There is a danger of suffocation, KEEP OUT OF REACH OF CHILDREN.

SAVE THESE INSTRUCTIONS

Specifications

Model	Xforce
Version	Commercial PN
Voltage	120V AC
Max Power	1400 Watts
Max Amps	12 A
Max CFM	105
Max Water Lift	80”
Air Watts	988
Filtration	HEPA
Tank Capacity	2.4 Quarts (2.3L)
Cord Length	50 Feet
Noise	72 dbA ±5%
Weight	10.8 lb.

Machine Components



Attachment Guide



1. Hose
2. Hard Floor Tool
3. 50’ Extension Cord
4. Electric Power Nozzle
5. Upholstery Tool
6. Duster Brush
7. Crevice Tool
8. Mini Turbo Tool
9. Extendable Power Wand

Unboxing and Assembly

1. Preparing your vacuum for use is incredibly simple. First, make sure that the dirt bin is firmly attached to the main body.



2. Next, plug the hose's power cord into the unit.



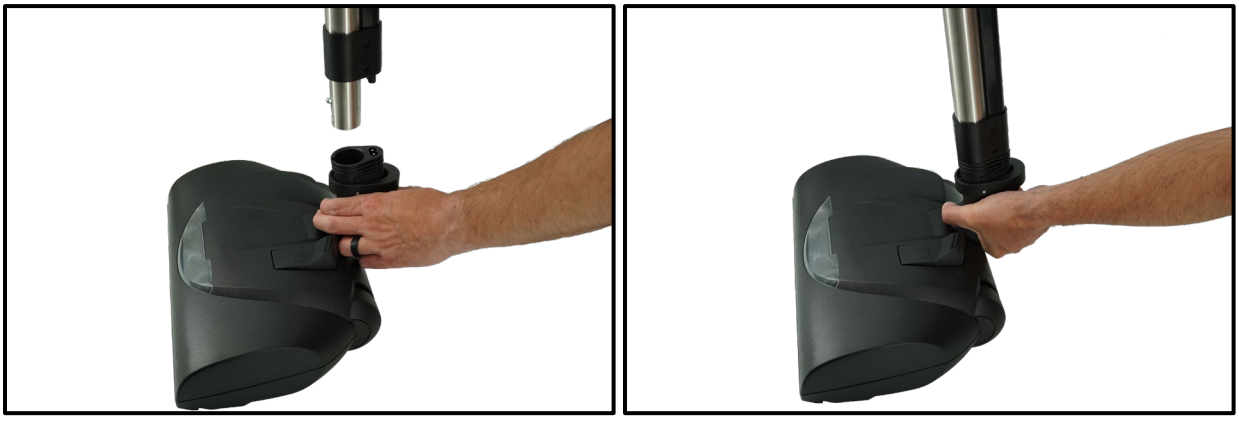
3. Then, attach the hose onto the port at the top of the unit.



4. You can now either attach your desired tool directly to the hose or attach the extension wand.



5. Once the wand is attached, you can either attach a tool or the electric power nozzle.



*Product appearance, features, and specifications may vary slightly from those shown due to ongoing product improvements and design updates.

How to Wear Your Vacuum

Note: Do not run the vacuum if it's placed on the ground. The vacuum must be worn to allow sufficient airflow through the machine*

1. First, put the vacuum on the same way that you would put on a backpack. Adjust the shoulder straps until the hip pads are roughly lined up to the top of your hip bones.



2. Next, buckle the hip strap, making sure that the pads rest on top of your hip bones. This will keep the weight of the vacuum on your hips, increasing your comfort while cleaning. Tighten the hip buckle.

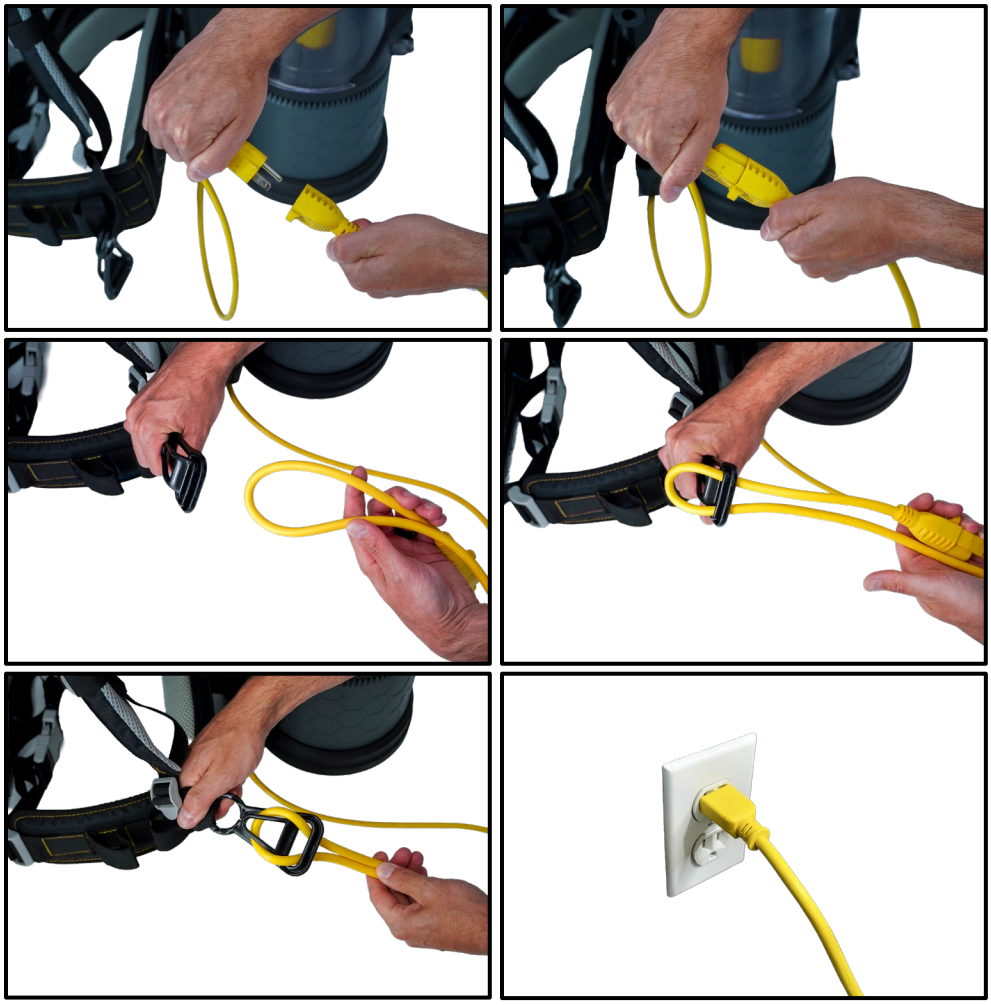


3. Finally, buckle the chest strap and tighten it. This will pull the top of the vacuum closer to your body, stabilizing it while you clean. Once the chest strap is buckled, adjust all the straps until you find the most comfortable fit for you.



Operation Instructions

1. Once your vacuum is on securely, connect the vacuum to the extension cord, secure the extension cord to the cord hanger, and plug the extension cord into an electric wall outlet.



2. The power switch is located on your right side, towards the bottom half of the main vacuum body. Reach back and turn the unit on when you are ready to begin cleaning.



3. Your harness is equipped with holsters to bring the smaller attachments along with you while you clean. It's recommended to always turn the vacuum off before switching attachments.



4. To prevent injury or damage to things around you, use both hands when cleaning above your head to better stabilize the wand and/or hose. Never use the power nozzle attachment for above-floor cleaning!

5. When you have finished cleaning, power off the unit. Unplug the extension cord from the wall, then store the extension cord using the quick-release cord wrap system. When the top cord hook is pointed up, you can coil the cord around the hooks. To quickly remove the cord, point the top hook down.





WARNING

DO NOT OVERFILL DIRT BIN

To prolong the life of the machine, empty the dirt bin after each use, or when debris is near the max fill line. Never overfill the dirt bin.

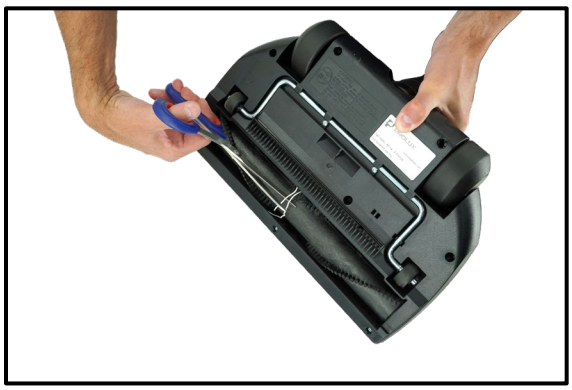
6. Once you have taken the vacuum off your back, remove the dirt bin by pressing the canister release button. Empty the dirt bin by pressing the hatch release button near the bottom of the canister. Always empty the canister if it is filled up to the Max Fill line.



Using the Electric Power Nozzle

1. The power nozzle is designed for use on the ground only – never use the power nozzle for above floor cleaning. Keep fingers, toes, hair, loose clothing, and anything else that may be damaged by the spinning brush away from the power nozzle.

2. It's important to keep the brush roll clean after it's been in use. For peak performance, make sure you check the brush for excess buildup of hair, string, and clogs, and clear them as necessary. Always make sure the power nozzle is disconnected before cleaning the brush!



Care and Maintenance

Always unplug the vacuum from power before performing any of these tasks!

Routine Maintenance

1. Wipe down the vacuum and attachments with a damp cloth. This will allow you to check for damage and built-up debris that could impact the vacuum's performance. Do not use a damaged vacuum or attachment – have it repaired by an authorized service provider.
2. Inspect the full length of the extension cord for any wear or damage. To prevent injury, never use a damaged cord. Contact your authorized service provider for a replacement.
3. Remove the dirt bin, empty it, and wipe out the interior and exterior with a damp cloth.





4. **Inspect both the pre-motor and post-motor filters after each use.** Clean and/or replace the filters following the instructions for filter replacements found in the next sections.

Replacing the Pre-Motor Filter

1. First, remove the dirt bin from the main body

2. Use the handle to twist the lid with a short, counterclockwise motion. Remove the lid and set it aside.



3. Use the tab to pull the filter out of the chamber. Wipe the chamber down with a damp cloth if necessary, then inspect the filter.



4. The filter can be cleaned several times before needing replacement. To clean, take the filter outdoors and use a can of compressed air on both sides of the filter to blow out as much dust as possible. **Replace filters as needed or every 6 months, whichever comes first.**

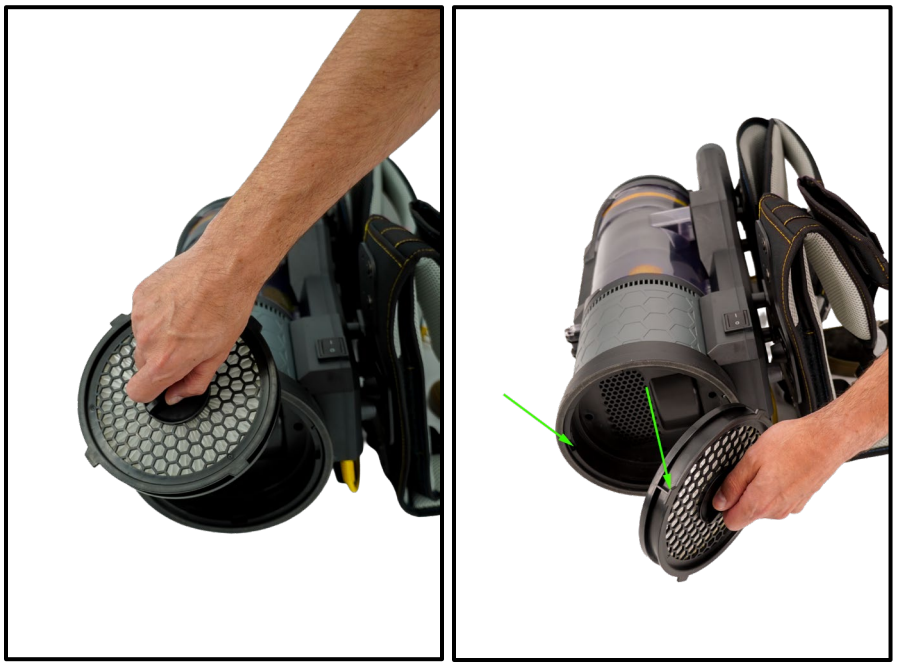
5. Reinstall the cleaned or new filter into the filter chamber, then replace the lid. Secure the lid with a short clockwise twist.

Replacing the Post-Motor Filter

Warning: The post-motor filter gets hot during vacuum use. Allow sufficient time for the filter to cool before removing.

1. The post-motor filter is located on the bottom of the main body. Rest the vacuum with the straps facing down on an appropriate workspace.

2. Using the pull-tab on the filter, twist the filter counterclockwise until the retention tabs are lined up with the slots indicated by the green arrow. The filter is now able to be removed.



3. The filter can be cleaned several times before needing replacement. To clean, take the filter outdoors and use a can of compressed air on both sides of the filter to blow out as much dust as possible. **Replace filters as needed or every 6 months, whichever comes first.**

4. Reinstall the cleaned or new filter into the filter chamber, securing it with a short clockwise twist.

Clearing a Clog

If your vacuum begins making strange noises, or you're experiencing a noticeable decrease in suction power, you may have a clog somewhere in the system. Follow these steps to get your vacuum back to peak performance.

1. First, check that the dirt bin is not overfilled. If collected dirt or debris is past the max fill line, it will impact the vacuum's performance. Empty the dirt bin if necessary.
2. Check that both filters are not dirty. Clean and/or replace the filters following the instructions in the previous sections.
3. Check the fill tube on the main body of the vacuum. You can use a long, thin object like a clothes hanger or pencil to clear out this short channel.



4. Finally, check the hose, wand, and any attachments for clogs. The attachments can be cleared with a pencil, toothbrush, or similar item. For the hose, a broom handle can be used to dislodge any clogs, allowing you to shake them out of the hose's interior. Do not flush the hose with water to clear a clog! The vacuum is not designed for wet pickup. Any moisture in the suction system could cause injury to you, or damage to the machine.

Troubleshooting

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

Fault	Possible Cause	Solution
The vacuum will not turn on.	The plug is not connected to the electric wall outlet, or the appliance is not switched to the "on" position.	Insert the plug into an electric wall outlet and flip the "on/off" switch to the "on" position.
	Electric wall outlet does not carry power.	Test the vacuum cleaner on another outlet you are sure is carrying current.
	The power cord is damaged.	Replace with a new cord by an authorized service provider.
Suction power is low	The bag or filter is full or clogged.	Change or clean the bag and/or filter.
	The power nozzle, attachment wand or suction hose is clogged.	Remove any debris that is causing the clog. If necessary, use a long stick or coat hanger to remove the clog.
	The bag or filter is installed incorrectly.	Remove the bag and filter and reinstall, making sure these are correctly put into place when reinstalling.
	The tool attachment being used does not work properly on the surface you are cleaning.	Attach the appropriate tool for the surface you are vacuuming.
	The filter is dirty.	Change or clean the filter.
The vacuum makes unusual noises or is louder than normal.	The power nozzle, attachment wand, suction hose, or filters are clogged.	Remove any clogs. If necessary, use a long stick or coat hanger to remove the clog.
The vacuum has shut off during use.	The vacuum has been clogged and has overheated.	Unplug the vacuum, empty the dirt bin, and check and clear any clogs. The vacuum may need up to 3 hours to cool off before it turns back on.

Replacement Parts

Over the course of your vacuum's life, certain parts will experience wear and tear, and need replacing. To order replacement parts, contact the dealer or authorized service representative you originally purchased the vacuum from. Additionally, you can contact us directly at service@proluxcleaners.com.

Commercial Warranty

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
	Years	Years	Years	Years
Battery Walk Behind Scrubbers 14” and 18”	5	2	3-year switches 3-year or 700 hours (whichever comes first) on the Motor 3-year electrical parts 12-month pro-rated Lithium Ion Battery	1
Wide Area Vacuum	5	2	1 year switches 2-year or 700 hours (whichever comes first) on the motor 1-year electrical parts	1
Gel Batteries **(3) (4)**	N/A	N/A	12-months Full Coverage	N/A
Prolux Micro scrubber	3	2	12-month pro-rated Lithium Ion Battery	1
Canister Vacuums	5	N/A	2-year switches 3-year or 800 hours (whichever comes first) on the motor 3-year electrical parts	1

Backpack Vacuums	5	N/A	2-year switches 3-year or 700 hours (whichever comes first) on the motor 3-year electrical parts	2
Upright Vacuums	N/A	N/A	1-year switches 2-year or 500 hours (whichever comes first) on the motor 1-year electrical parts	1
Garage Vacuums	1	10	2-year switches, 2-year or 500 hours (whichever comes first) on the motors 5-year electrical parts	2
Wet Dry Vacuums	10	N/A	2-year switches 2-year or 500 hours (whichever comes first) on the motor 2-year electrical parts	2
Carpet Extractors and Fabric Care	10	2	1-year switches 2-year or 700 hours (whichever comes first) on the motor 2-year electrical parts	1
Central Vacuums	N/A	10	2 -year switches 2-year or 800 hours (whichever comes first) on the motors 5-year electrical parts	2
Structural Foam Floor Machines	10	2	3-year switches 3-year or 700 hours (whichever comes first) on the motor 3-year electrical parts	2
Commercial Floor Scrubber 13” /15” 17”/20”	5	3	1-year switches 2-year or 900 hours (whichever comes first) on the motor 1-year electrical parts	1
Ozone Generator	N/A	1	1- year switches 1-year or 300 hours (whichever comes first) on the motor 1-year electrical parts	1
Steam Extractor	5	N/A	1-year switches 2-year or 700 hours (whichever comes first) on the Motor 2-year 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 cover ozone plates or filters.

Warranty Commencement

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 Allowance

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.

Gel Battery Warranty Coverage

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.

Exceptions and Exclusions

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.

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.