

vax REACH

USER GUIDE



VX92
VX93
VX94
VX95



SAFETY INFORMATION

About this user guide

Read this user guide completely before using the machine. Keep this user guide for reference. If you pass your machine on to third parties, it must be accompanied with this user guide. Failure to adhere to this user guide can lead to serious injuries or damage to the machine. We assume no liability for damage caused as a result of failure to adhere to this user guide. Important information not included in this chapter is indicated as follows:



WARNING: Warns of health hazards and identifies possible risks of injury.



CAUTION: Indicates possible dangers to the machine or other objects.

NOTE Highlights tips and information.

General usage

This stick vac is intended for household use only and NOT for commercial or industrial use.

- Only use the stick vac indoors on dry surfaces and keep the area you're cleaning well lit.
- Don't vacuum up hard or sharp objects such as glass, nails, screws, coins, etc.
- Don't vacuum up hot coals, cigarette butts, matches, or items that are burning or smoking.
- Don't use in an area that is wet or where there may be harmful fluids (chlorine, bleach and ammonia drain cleaner).

■ Don't attempt to remove blockages with sharp objects as this may cause damage to your stick vac.

■ Only Vax recommended charger, tools and accessories should be used with this stick vac and always check the floorhead and accessories are free from damage, dirt and debris before use.

■ Always turn off or unplug the stick vac from the charger before carrying out any maintenance. Please refer to the appropriate section in the user guide to review necessary precautions.

■ Always make sure the separator and filters are fitted correctly before using your stick vac.

■ Keep all openings clear and free from debris as this may affect the airflow/suction.

■ Take extra care when using the stick vac on the stairs.



WARNING: Always switch off the stick vac and unplug from the charger and mains before carrying out any maintenance or troubleshooting.



CAUTION: Don't over fill the dirt container to avoid blocking the air flow through the stick vac. For best cleaning results, empty the dirt container after every use. Filters should be tapped over a bin every 4-6 uses to remove dirt and debris and washed every 3 months. Filters should be replaced every 6-9 months depending on the level of use.

Safety

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the stick vac.
- Don't use the stick vac if it has been dropped, damaged, immersed in water or left outdoors.
- Don't handle the charger plug or use the stick vac with wet hands.
- Don't use the stick vac charger if the charger cord or plug is damaged.
- Don't unplug the charger by pulling on the charger cord.

Power supply



WARNING: For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance.

- Don't charge the stick vac outdoors, or leave the charger connected to the mains when not in use.
- Don't use the stick vac with the incorrect charger as this may result in damage or injury to the user. The correct charger information is listed on the ratings label.

- Always use the charger supplied with the stick vac. If charging the stick vac through an extension cord, use only Australian Certified extension cord. Care should be taken to arrange the extension cord as it can be a trip hazard.

Brushbar

Storage



WARNING: The brushbar in the powered head constantly rotates when switched on. Never use the powered head on one spot for an extended period of time as the brushbar may damage the floor surface. Always turn the powered head brushbar off when cleaning hard floors. To prevent any damage being sustained, test on an inconspicuous area of the flooring first.



CAUTION: If the brushbar in the powered head has been obstructed, the brushbar motor protection sensor may have been activated. The brushbar will stop and the light on the powered head will illuminate red. To reset switch the brushbar and stick vac off, remove the powered head from the reach wand/handheld and clear any obstruction. Wait 1 minute before refitting the powered head tool, switch the stick vac on and press the brushbar ON/OFF button.

- Store your stick vac in a cool, dry area. If filters have been cleaned as per user guide instructions ensure they are thoroughly dry before storing

away. This stick vac does not stay upright without constant support. Between uses, lie flat on the floor in a suitable location so that it does not become a trip hazard or can be stepped on.

Battery and Disposal

- The battery is to be disposed of safely at your local battery recycling centre.

- Do not attempt to disassemble the battery, remove any component



CAUTION: The battery used in this device may present a risk of fire or chemical burn if mistreated. Do not disassemble or heat above manufacturer's maximum temperature limit (60°C/140°F) or incinerate. Use of another battery may present a risk of fire or explosion.

projecting from the battery terminals and do not dispose of in a fire. The battery and charger have no user serviceable parts. Fire or injury may result.

Battery Safety Precautions:

- Do not place vacuum or batteries near fire or heat. This will reduce the risk of explosion and possible injury.

- Do not crush, drop or damage battery pack. Do not use a battery pack or charger

that has been dropped or received a sharp blow. A damaged battery is subject to explosion. Properly dispose

of a dropped or damaged battery immediately.

- Batteries can explode in the presence of a source of ignition, such as a pilot light. To reduce the risk of serious personal injury, never use any cordless product in the presence of open flame. An exploded battery can propel debris and chemicals. If exposed, flush with water immediately.

- Do not charge vacuum in a damp or wet location. Following this rule will reduce the risk of electric shock.

- For best results, charge the battery tool in a location where the temperature is more than 10°C but less than 37°C. To reduce the risk of serious personal injury, do not store outside or in vehicles.

- Under extreme usage or temperature conditions, battery leakage may occur. If liquid comes in contact with the skin, wash immediately with soap and water, then neutralize with lemon juice or vinegar. If liquid gets into the eyes, flush them with clean water for at least 10 minutes, then seek immediate medical attention. Following this rule will reduce the risk of serious personal injury.

- Store the battery pack where the temperature is below 27°C.

- The battery must be removed from the appliance before it is scrapped.

- The appliance must be disconnected from the supply mains when ever removing the battery.

- The battery is to be disposed of safely.

Charger Safety Precautions:

■ The charger must not be damp, and should never be used in a damp environment.

■ Do not use the charger if it has



WARNING: WARNING: For the purpose of recharging the battery, only use detachable supply unit type ZD24W265075 provided with this appliance.

suffered any heavy shock or jolting, or is damaged in any other way.

■ Do not conduct charging in a position which may become exposed to sunlight or other heat

source. Recommended temperature range at charging vicinity is 10° to 25° C.

■ Do not conduct charging operations in the vicinity of flammable materials. Example: Cloth,

packaging materials, paint, spray paint or aerosols, lubricant, thinners, petrol containers, gas

containers or gas appliances.

■ Do not cover any ventilating slots and provide adequate ventilation during operation.

■ Never modify, disassemble or attempt to repair the product yourself.

■ Do not allow the charger or batteries to become contaminated with any material which could be conductive.

■ Remove the plug of the product from the power socket when it is not

in use or when cleaning it.

■ Protect battery contacts to avoid a short circuit caused by metallic objects which could cause

a fire or explosion!

■ Do not charge batteries which show signs they have leaked electrolyte. Dispose of them properly.

■ Never charge a damaged battery.

PLEASE KEEP INSTRUCTIONS FOR FURTHER USE

WELCOME TO VAX

Thank you for buying the Vax Reach, we hope you enjoy using your new product.

This user guide will help you get the most out of your machine and gives advice on maintenance and cleaning.

GET IN TOUCH

Need help with your machine?
For troubleshooting tips and machine help visit vax.com.au / vax.co.nz

Alternatively, our Customer Care Team is here to help and provide support with assembly, operational or performance problems, and buying and fitting new accessories.

Call us on:

Australia: 1300 VAX AUS (1300 829 287)*

New Zealand: 0800 VAX NZL (0800 829 695)*

*Monday – Friday: 8:30am -5:00pm

Calls are charged at the standard local rate. Please make note of the serial number and model number of the product before calling.

REGISTER

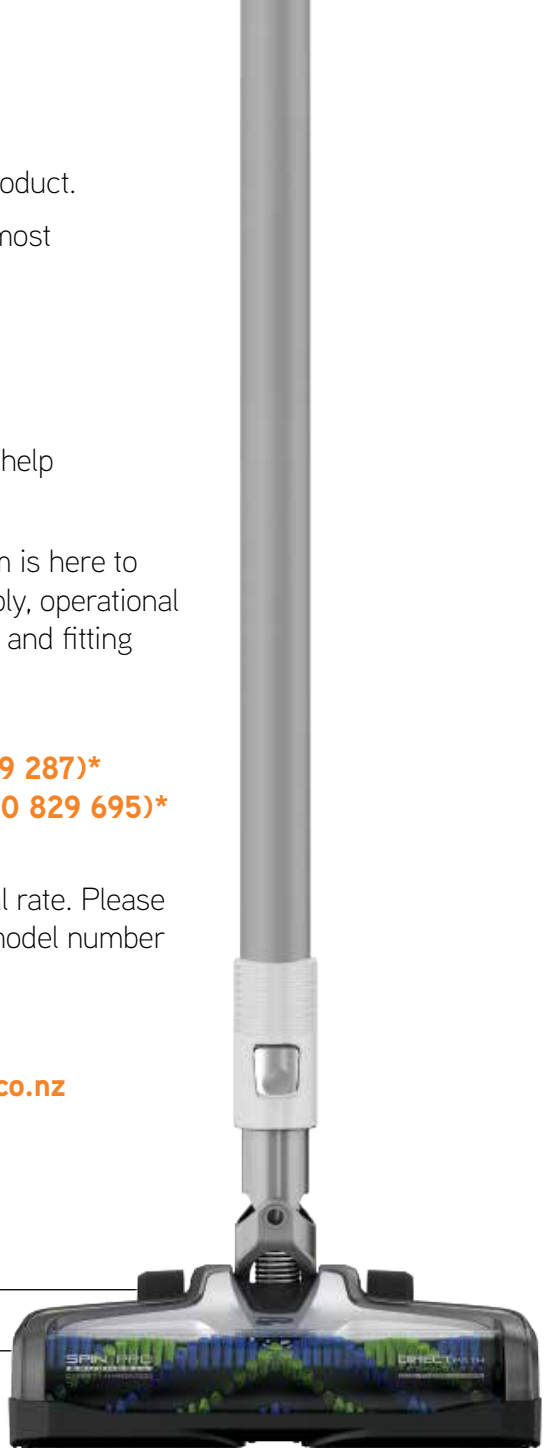
Register online at vax.com.au / vax.co.nz

YOUR MACHINE

Make a note of your machine details:

Model: _____

Serial Number: _____



Technical Specification

Name	Reach / Reach PET / Reach MAX / Reach ULTRA
Model number	VX92 / VX93 / VX94 / VX95
Battery voltage	21.6V
Run time	Up to 20 mins*
Charge time	3 hours
Weight	2.2kg
Dust bin capacity	0.7l



Charger Specification

Model number	ZD24W265075
Input voltage	100-240V ~ 50/60Hz
Output voltage	26.5V $\overline{\text{---}}$ 750mA

Battery Specification

Type	Lithium-Ion rechargeable battery
Rating	2.0 Ah 43.2Wh
Use with model ZD24W265075 charger only	

Accessories & Consumables

Pre-motor filter **Model No. VX92F**

To purchase consumables and accessories, please visit vax.com.au / vax.co.nz

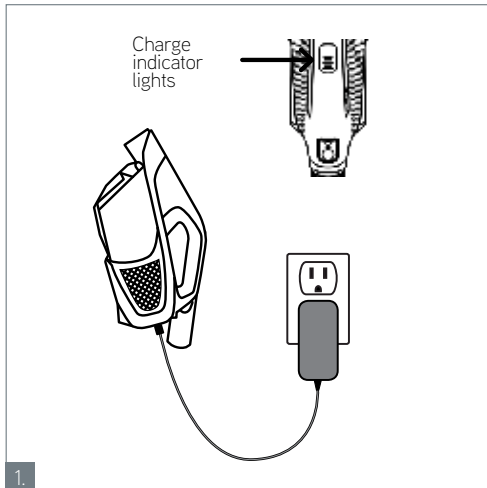
Subject to technical change without notice.

*Runtime based on machine hard floor usage with Brushbar and boost off. It is recommended that the Powered Brushbar is turned off for use on Hard Floors.

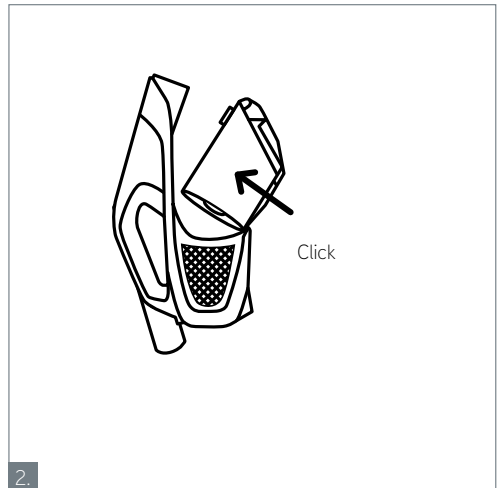
Images are illustrative only.

QUICK START

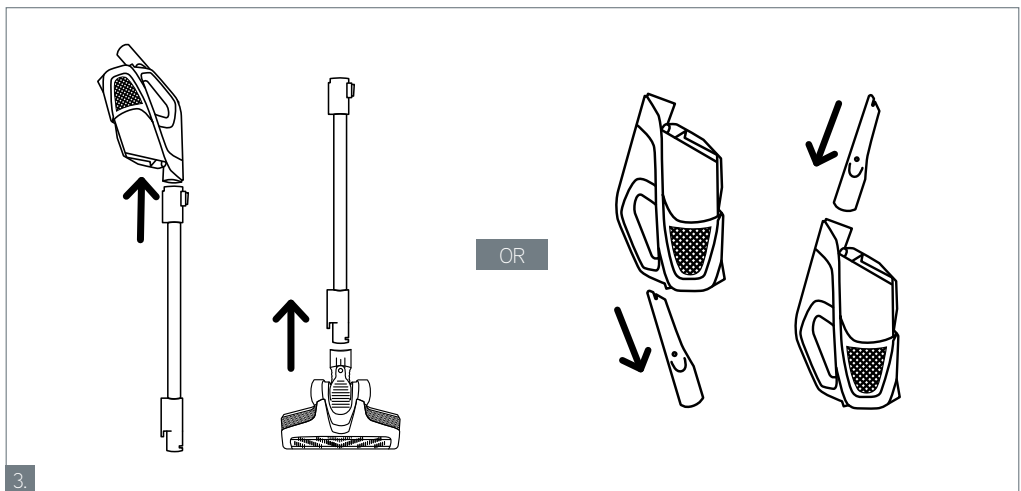
Remove all components from package and review instructions.



Plug in and charge the unit until all three lights are off. Charge fully for best performance. (May take up to three hours)

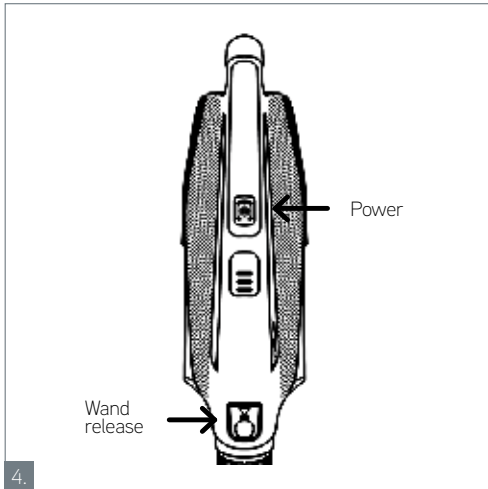


Pop the dirt cup in at an angle, bottom end first until it clicks in place.

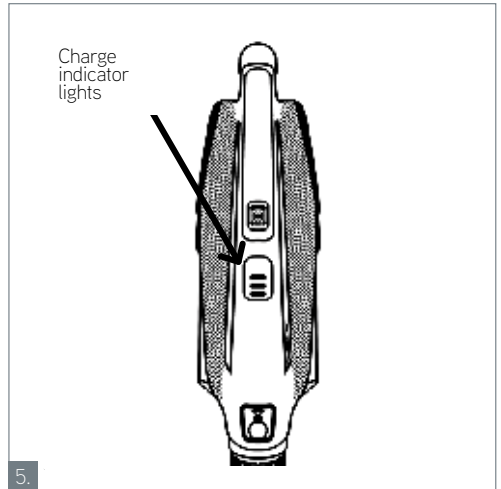


Insert powered wand into handheld and attach the carpet nozzle.

Remove crevice tool from end of handle then slide it in handle of the handheld. See other tools on page 15-16.



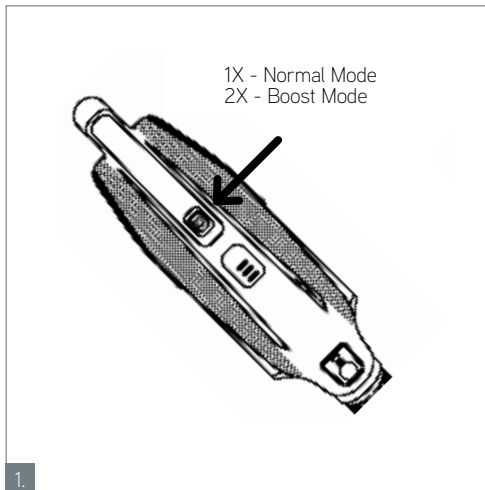
Press the power button once to turn on. Press again for boost and a third time to power off.



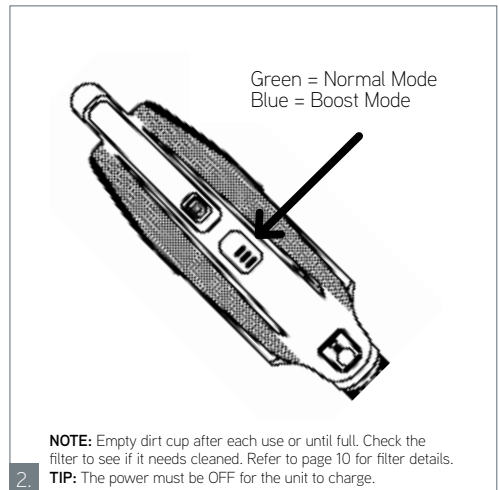
Plug in and charge the unit until all three lights are off, which indicates the unit is fully charged.

HOW TO USE

Remove all components from package and review instructions.



Press the power switch once to turn on the hand vac in normal mode. Press again for boost mode.

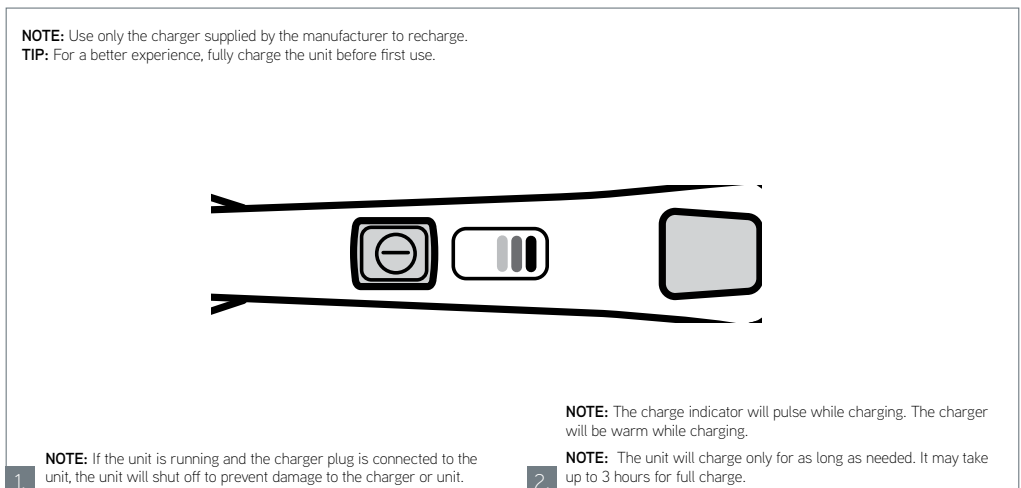


NOTE: Empty dirt cup after each use or until full. Check the filter to see if it needs cleaned. Refer to page 10 for filter details.
TIP: The power must be OFF for the unit to charge.

After use, press the power switch a third time to power off the hand vac.

HOW TO RECHARGE

NOTE: Use only the charger supplied by the manufacturer to recharge.
TIP: For a better experience, fully charge the unit before first use.



NOTE: If the unit is running and the charger plug is connected to the unit, the unit will shut off to prevent damage to the charger or unit.

Plug in charger. Power must be off in order to recharge.

NOTE: The charge indicator will pulse while charging. The charger will be warm while charging.

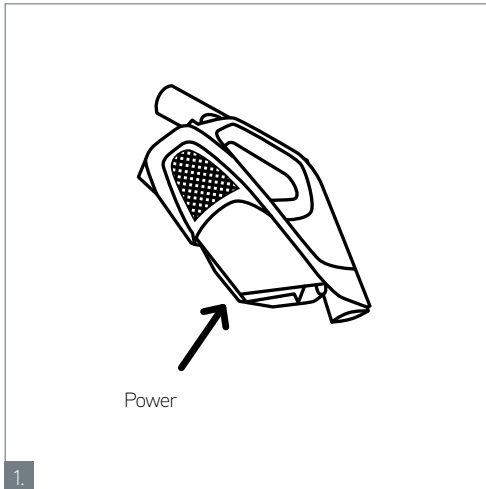
NOTE: The unit will charge only for as long as needed. It may take up to 3 hours for full charge.

The indicators will all pulse when charging and turn off when fully charged.

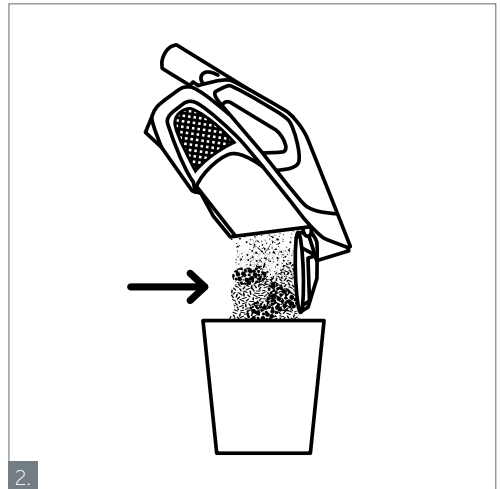
HOW TO EMPTY THE DIRT CUP

! WARNING

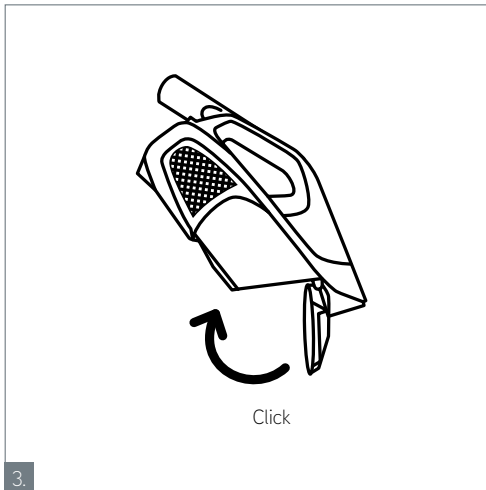
To reduce the risk of personal injury - Turn off before cleaning or servicing. Do not use vacuum without dirt cup or filters in place.



Press the dirt cup lid latch.



Empty the cup. Give it a shake to remove any debris.

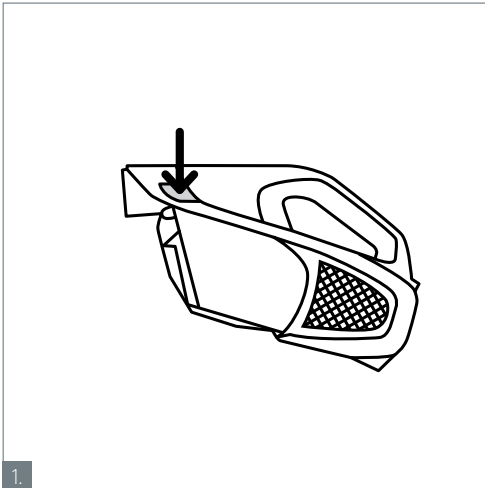


Remember to clean the filter and close the lid until the latch clicks.

HOW TO CLEAN THE RINSABLE FILTER

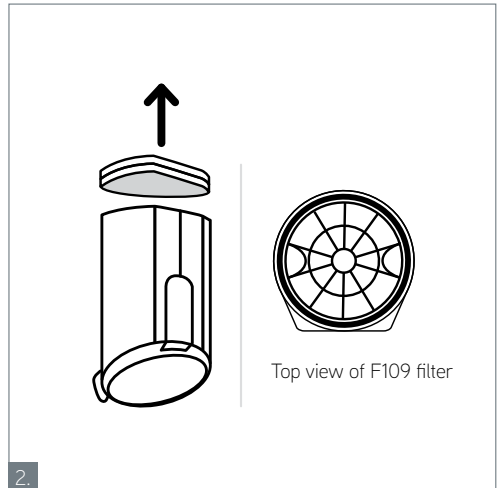
WARNING

To reduce the risk of personal injury -
Turn off before cleaning or servicing.



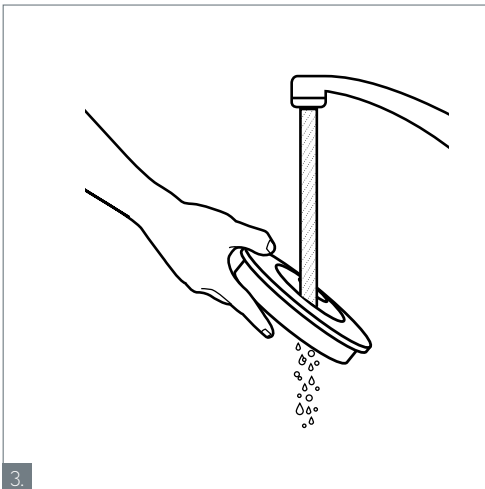
1.

Press the dirt cup release button.



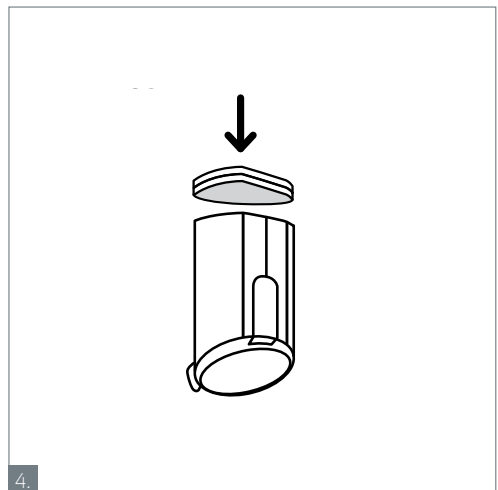
2.

Press the dirt cup release button.



3.

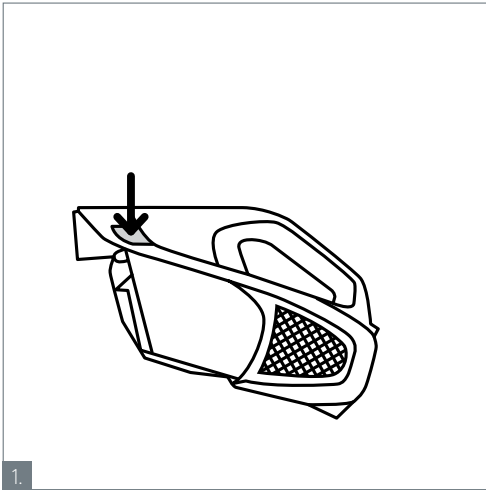
Rinse filter with water until the dirt is no longer coming out from filter. Shake it out and then let it dry for 24 hours or until completely dry.



4.

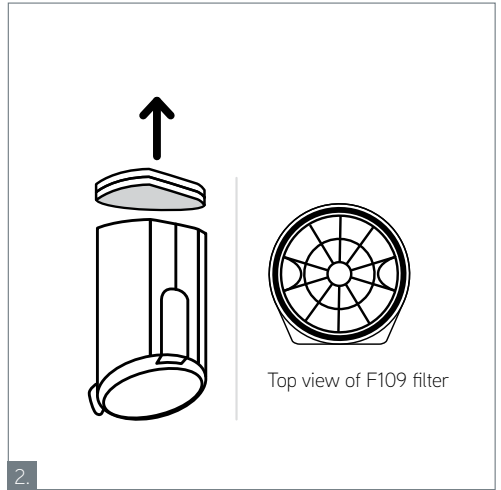
Put the dry filter back in place.

HOW TO CLEAN THE CYCLONIC FILTER



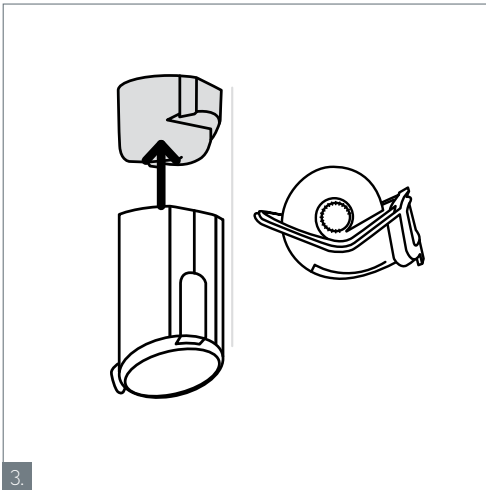
1.

Press the dirt cup release button. Empty dirt cup as per page 11.



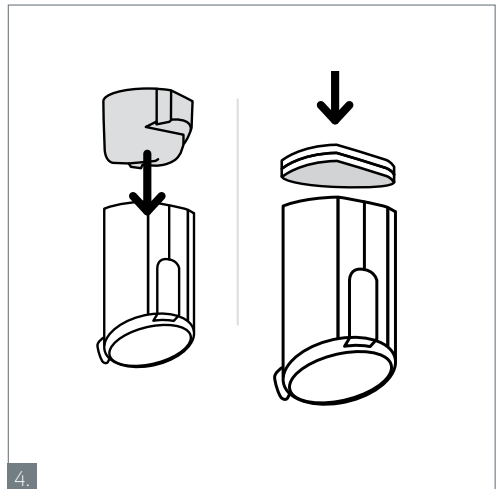
2.

Pull the filter frame and pad out.



3.

Pull out the red cyclonic filter and wipe it clean.



4.

Place the cyclonic filter and filter back into the dirt cup.

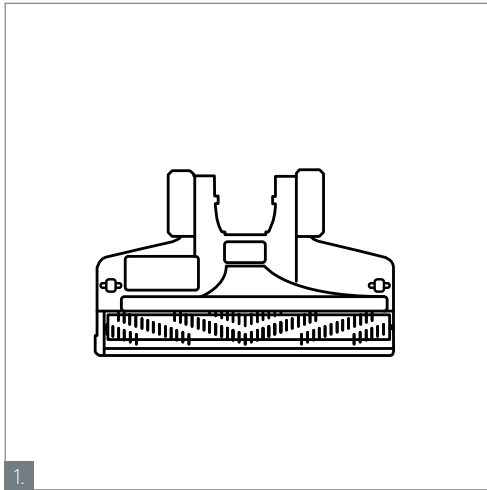
HOW TO CLEAN THE BRUSHROLL & STAIR TOOL

WARNING

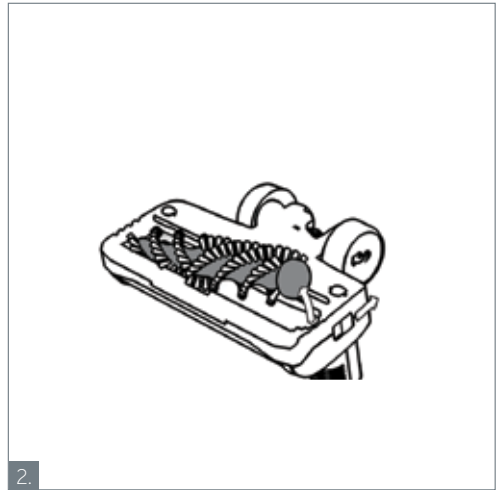
To reduce the risk of personal injury -
Turn off before cleaning or servicing.

CAUTION

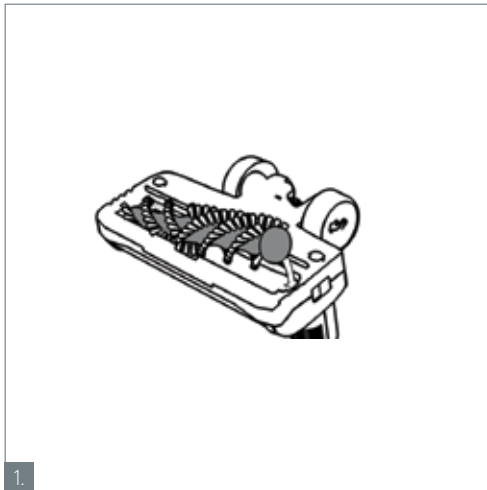
Not to be used for grooming a pet



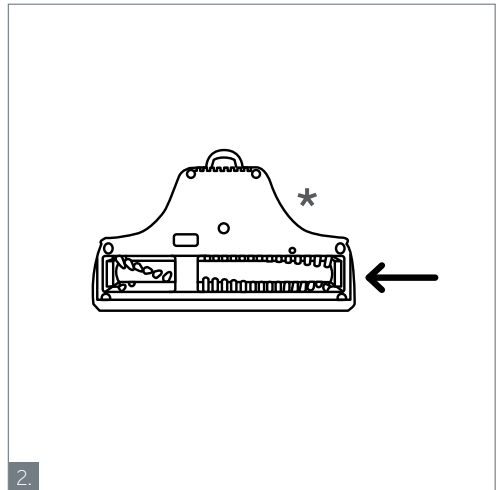
POWERED CARPET NOZZLE:
turn the carpet nozzle over and remove nozzle from wand.



BRUSHROLL RELEASE:
retract brush roll release button to release brush roll. Pull brush roll up and out. Remove any hair and debris from the brushroll.



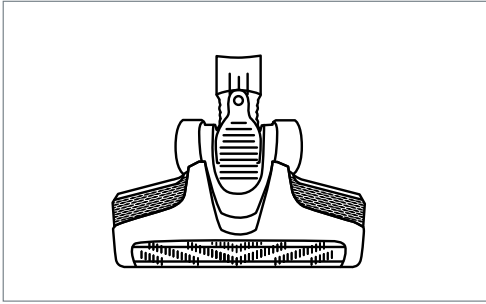
REPLACE BRUSHROLL:
insert brushroll back in the nozzle by aligning brushroll to fit into hexagon in the nozzle. Press down until you hear a click.



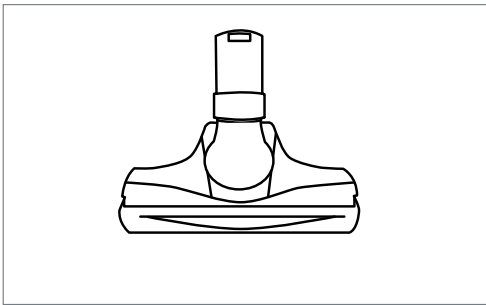
STAIR TOOL: turn the stair tool over. Remove any hair and debris from the brushroll.

*NOT ALL MODELS WILL HAVE THIS TOOL ONLY APPLICABLE FOR MODEL VX93

TOOLS

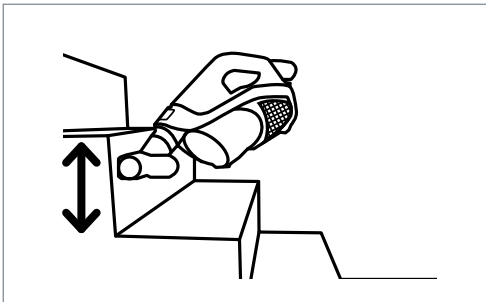


POWERED CARPET NOZZLE:
great for carpet and hard floors.



POWERED STAIR AND UPHOLSTERY TOOL:*
Use on carpeted stairs, upholstery and in your car. It swivels 180° for convenient cleaning.

*NOT ALL MODELS WILL HAVE THIS TOOL
APPLICABLE FOR MODEL VX93



VERTICAL CLEANING
for vertical cleaning, rotate the brushroll window down until it snaps into place

CAUTION

To avoid injury, particularly to face and head, keep hair, loose clothing, fingers, and all parts of the body away from revolving brush.

WARNING

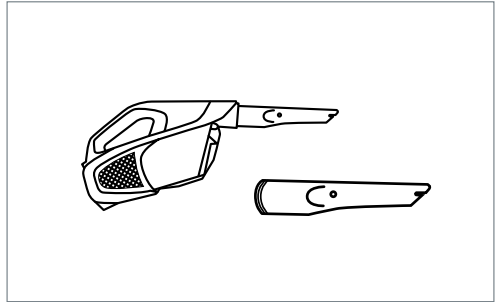
Turn off before connecting any powered accessories.

CAUTION

Not to be used for grooming a pet.

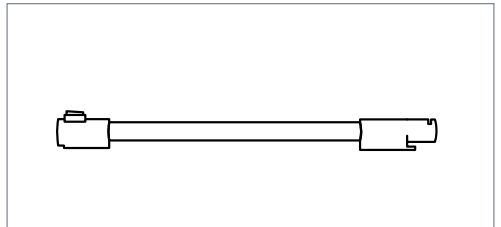
WARNING

To reduce the risk of personal injury from moving parts, disconnect all accessories before servicing.



CREVICE TOOL:

use in tight spaces, corners, cars and along edges in such places as drawers, upholstered furniture, stairs and baseboards.



POWERED WAND:

provides power to carpet nozzle and extended reach for abovem and hard floor cleaning.

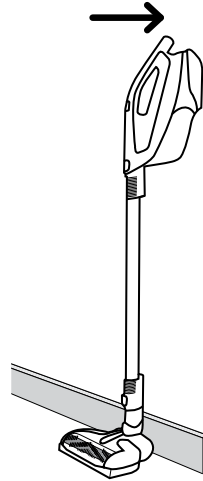
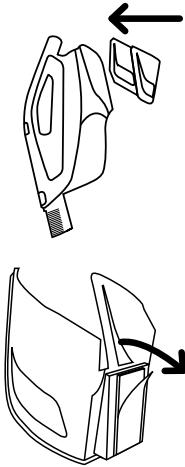


LUBRICATION:

The motor and brushroll are equipped with bearings which contain lifetime lubrication. The addition of lubricant could cause damage. Do not add lubricant to motor or brushroll.

TOOLS

THE TOOLS INCLUDED WITH YOUR VACUUM MAY VARY BY MODEL.*



SUPPORT BRACKET*

1. The support bracket should be installed near a plug where the charger cord can extend from the support bracket down to the plug in the wall.
2. Place support bracket on the unit and use provided double sided tape to adhere the support bracket to the wall at the height of the cordless stick vac. Apply even pressure when adhering the support bracket to the wall.

TROUBLESHOOTING

Any other servicing should be done by an authorized service representative. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center prior to continuing use.



WARNING To reduce the risk of personal injury - Turn off before cleaning or servicing.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Dust escaping from vacuum	1. Dirt cup full.	1. Empty dirt cup. (see page 11)
	2. Dirt cup not installed correctly.	2. Review Dirt Cup removal & replacement. (see page 2)
	3. Rinsable and/or Cyclonic Filter not installed completely.	3. Review Filter Removal and Cleaning. (see page 12-13)
Brush bar does not turn	1. Belt broken or stretched.	1. Call Customer Service: 1300 VAX AUS
	2. Brushroll is clogged.	2. Clear/remove debris from brushroll.
Vacuum tools won't pick up	1. Dirt cup full.	1. Empty dirt cup. (see page 11)
	2. One or both filters are clogged.	2. Remove both filters and clean. (see page 12-13)
	3. Stair + upholstery tool not spinning.	3. Remove and reattach. (see page 14)
	4. Power carpet nozzle not spinning.	4. Remove and reattach. (see page 14)
Poor suction	1. Dirt cup not seated completely.	1. Reinstall dirt cup make sure lid is closed completely. (see page 12)
	2. One or both filters clogged.	2. Remove both filters and clean. (see page 12-13)
	3. Dirt Cup not installed correctly.	3. Review Filter Removal & Replacement (see page 12)
	4. Battery charge is getting weak.	4. Charge battery. (see page 8)
	5. Filter is dirty.	5. Clean or replace filter. (see page 12-13)
	6. Clogged filter.	6. Remove filter and clean. (see page 12)
	7. Nozzle/dirt passage clogged.	7. Turn off the unit and then disconnect the nozzle to remove debris. (see page 14)
Vacuum running warm	1. Dirty filter (s)	1. Clean filter. rinse. dry and re-assemble. (see page 12)
	2. Low suction.	2. Locate clog and remove.

TROUBLESHOOTING

Any other servicing should be done by an authorized service representative. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center prior to continuing use.



WARNING To reduce the risk of personal injury - Turn off before cleaning or servicing.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum won't run	1. Battery not charged.	1. Charge battery for up to 3 hours. The indicator lights will pulse while charging and turn off once fully charged.
	2. Battery dead - won't hold charge.	2. Contact customer service. Visit our website at www.vax.com.au or call 1300 VAX AUS.
	3. Needs service.	3. Contact customer service. Visit our website at www.vax.com.au or call 1300 VAX AUS.
Charger indicator flashes and then goes out	1. Problem with the charging circuit	1. Contact customer service. Visit our website at www.vax.com.au or call 1300 VAX AUS.

LED Illumination

Slow Pulse = Charging

(Continuous during charge cycle)



Fast Blink = Error

(15 seconds duration for error code)



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Techtronic Industries Australia Pty Ltd

31 Gilby Road, Mount Waverley, VIC 3149, Melbourne, Australia
Careline AU: 1300 VAX AUS (1300 829 287) www.vax.com.au

Techtronic Industries N.Z. Limited

2 Landing Drive, Mangere, Auckland, 2022, New Zealand
Careline NZ: 0800 VAX NZL (0800 829 695) www.vax.co.nz