



Trouble Shooting Guide

Vacuum Cleaners



Issue: My vacuum cleaner isn't sucking anything up any more. The suction feels really weak/there is no suction at all.

Steps to reach a Solution:

1. No finger wagging intended at all... but, did you remember to empty the Hoover/replace the Hoover bag? (We've all been there). If no – empty the Hoover/replace the bag! If the bag's not the issue and your Hoover is empty please work your way through the steps below.
2. Does the vacuum cleaner switch on and have power? If no, skip to number '5A'. If it does turn on remove the pipes/hose from the body of the main machine, turn the Hoover on and place your hand over the hole on the main body.
3. If when you place your hand over the main part of the Hoover you can feel suction then it's likely that there's a blockage in the hose/pipework which you just need to clear. Try dropping a coin in one end of the pipework – if it doesn't come out at the bottom, you've found the blockage. Use the end of a broom to push the blockage out of the pipework. Remember also to check the foot (bit you push along the floor) for blockages. Reconnect everything and you should have a working Hoover again. *If you couldn't feel any suction from the main part of the Hoover, please re-check the main body of the Hoover – ensure it's been emptied and if your Hoover has bags, that you've replaced the bag. Test again and move onto step 4.
4. Check the filter – photos at the bottom of this document (this is if your Hoover doesn't have a bag). Does the filter appear to be in place correctly? Does it look damaged? Does it just look very dusty/dirty and

need a wash? If the filter is clogged up with dust and dirt, remove from the vacuum cleaner fully wash and allow it to dry, before replacing in the machine and testing the Hoover again. If the filter is in the correct place see 5B, if it's damaged see 5C.

5. Call Student Homes 020 7664 4836 and give us the details of the problem you've found:
 - A) Vacuum cleaner is not turning on at all
 - B) Unknown cause – filter checked and Hoover checked fully for blockages.
 - C) New filter is needed – please let us know the make of your vacuum cleaner.
 - D) If you've encountered a different problem with your Hoover give us a call and let us know what's going on.

Thanks, The Student Homes Team.



(Vacuum Cleaner Filters – Step 4)

