



Performance is everything.™

3 year
warranty

Air Silence

Let's get started



VX12

vax.com.au
vax.co.nz

Let's talk safety



Basic safety precautions

Please keep instructions for further use and use only as instructed in this guide. This vacuum cleaner is intended for household use only and NOT for commercial or industrial use

- Only use the vacuum cleaner indoors on dry surfaces and keep the area you're cleaning well lit
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the vacuum cleaner
- This appliance is not intended for use by children and persons 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 in a safe way and understand the hazards involved.
- Only Vax recommended tools should be used with this vacuum cleaner.
- Vax recommends the use of a Residual Current Device rating of 30mA or less.



Don'ts

- ✗ Don't use this vacuum cleaner if it has been dropped, damaged or left outdoors
- ✗ Don't run over the power cord or use vacuum cleaner if the power cord or plug is damaged. Please contact our Customer Care Line on:
AU: 1300 361 505
NZ: 0800 800 900
(Mon-Fri: 8.30am to 5pm)
- ✗ Don't handle the plug or use the vacuum cleaner with wet hands
- ✗ Don't pull or carry this vacuum cleaner by the power cord. Don't use the power cord as a handle, pull the power cord around corners, sharp edges or close a door over the power cord. Don't unplug vacuum cleaner by pulling on the power cord
- ✗ Don't vacuum up any flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use the vacuum cleaner in an area with explosive vapours or liquid
- ✗ Don't vacuum up hot coals, ash, cigarette butts, matches or smoking hot burning items or use in an area where there may be harmful fluids



Don'ts

- (chlorine, bleach, and ammonia drain cleaner)
- ✗ Don't vacuum plaster dust, concrete dust or any other building or vitreous materials.
 - ✗ Don't vacuum flour, baking soda or any other powder-based carpet refresher or deodoriser.
 - ✗ Don't attempt to remove blockages with sharp objects as this may cause damage to your vacuum cleaner
 - ✗ Don't vacuum up hard or sharp objects such as glass, nails, screws or coins etc
 - ✗ Don't use the vacuum cleaner with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label.



Do's

- ✓ Turn off all controls on the vacuum cleaner before disconnecting or connecting the power cord
- ✓ Always keep the power cord away from the brushes whilst using your vacuum cleaner. After use always wrap the power cord around the cord clips provided
- ✓ Always make sure both the pre-motor/post motor filters are in place before use
- ✓ Always make sure the brushbar is set to hard floor when using your vacuum on the stairs and take extra care when positioning the vacuum cleaner on the stairs
- ✓ Always switch off the vacuum cleaner before disconnecting or connecting the hose and accessories
- ✓ Keep all openings clear and free from debris as this may affect the airflow/suction
- ✓ Use only SAA approved 10amp extension cords, non-approved extension cords may overheat. Care should be taken to arrange the extension cord as it could be a trip hazard
- ✓ Store the vacuum cleaner in a cool, dry area. If filters have been cleaned as per user the guide instructions ensure they are thoroughly dry before storing away.

Thank you for buying this Air Silence.

Taking care of your carpets and hard floors

The Air Silence is designed to make vacuuming carpets and hard floors regularly, as effective and efficient as possible and this user guide will help you get the most out of your machine.

Maintaining your carpets and hard floors will ensure they keep their appearance for longer. You've chosen the carpets and hard floor for your home for a reason and Vax will help you take good care of them.

Taking care of your Air Silence

Also inside this guide are instructions on maintaining your new machine, so that it's always ready when you are to tackle your carpets and hard floors.

We're here if you need us

For troubleshooting simply visit or call:

Australia: 1300 361 505*
vax.com.au

New Zealand: 0800 800 900*
vax.co.nz












Performance is everything.™

*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.

Contents

-  [Let's talk safety](#)
-  [Getting to know your machine](#)
-  [Getting started](#)
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-  [Taking care of your machine](#)
-  [Let's talk technical](#)
-  [What to do if it goes wrong](#)
-  [Getting in touch](#)
-  [Notes](#)

Air Silence

Included with your machine



Getting to know your machine

Pre-motor filter (hidden)

Dirt container
release handle

Separator and shroud

Dirt container

Hose entry point



Carry handle

Power on/off button

Cord rewind button

Floor head parking slot

Post-motor filter (hidden)

Post-motor filter cover
and release button



Technical Specification

Name **Air Silence**

Model no. **VX12**

Voltage **220-240V-50Hz**

Wattage **800W**

Cord length **6m**

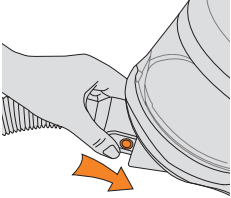
Weight **5.5kg**

Subject to technical change without notice.

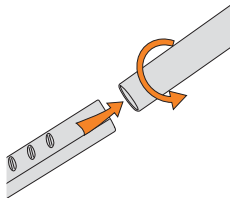
*To purchase consumables and accessories, please call or visit
AU: 1300 361 505 vax.com.au / NZ: 0800 800 900 vax.co.nz

PLEASE READ 'LET'S TALK SAFETY' AT THE BEGINNING BEFORE USE

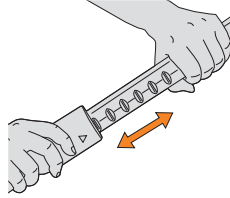
Assembling your machine



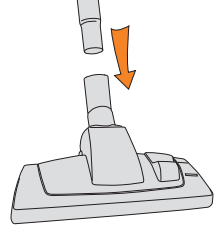
Press both buttons at the end of hose and insert into hose entry point.



Insert hose grip into telescopic extension tube.



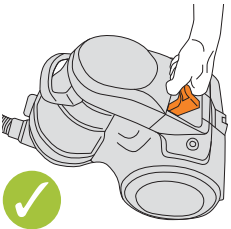
Press button on telescopic extension tube and adjust to required length.



Insert the other end of the telescopic tube into the floor head.

Carrying your machine

Always use the carry handle to lift and carry your vacuum cleaner. Do not use the dirt container release handle. The dirt container should be locked into place before lifting the vacuum cleaner by the carry handle.



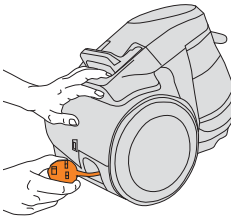
Before you begin cleaning

- Always switch off and unplug the vacuum cleaner before connecting or disconnecting the hose/attachments, or removing and emptying the dirt container.
- The vacuum cleaner is equipped with a thermal cut-out. If for any reason the vacuum cleaner does overheat the thermostat will automatically turn the vacuum cleaner off. If this happens, switch the vacuum cleaner off and unplug from electrical socket. Remove and empty the dirt container also check the vacuum cleaner for blockages. Allow the vacuum cleaner to cool for approximately 1 hour (if you have cleaned the filters please wait 24 hours for the filters to fully dry before putting back into the vacuum).
- Filters require cleaning at least every 3 months (depending on level of use).
- If the vacuum cleaner is blocked, switch off and unplug before removing the blockage.
- When using the accessories always make sure the machine is switched to the off position, before attaching.

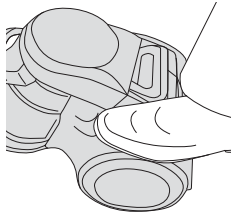
IMPORTANT: The base of the vacuum cleaner should always be positioned flat on the floor when starting and in use. The dirt container should be locked into place before lifting the vacuum cleaner by the carry handle.

Using your machine

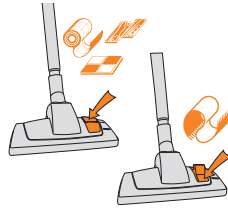
How to use



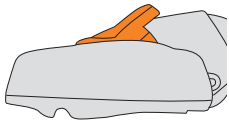
Unwind the power cord. Do not pull further than the yellow marker.



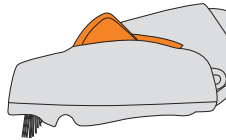
Plug into mains and press the on/off button to switch the machine on.



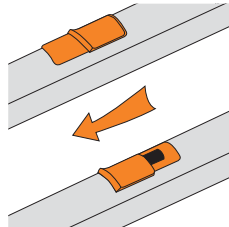
For use on carpets click rocker switch forward. For use on hard floors click rocker switch back.



Raise brushes for carpets.

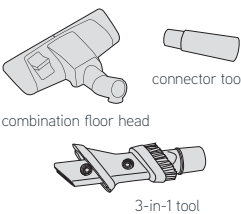


Lower brushes for hard floors.

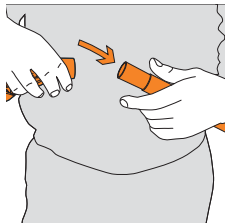


Slide vent cover on hose grip open to reduce suction if required.

Using accessories



Choose an accessory and push onto the telescopic extension tube or hose.



Use the tool connector to attach the 3-in-1 tool to the extension tube or hose.

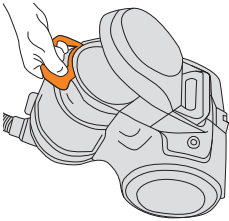


WARNING

When unwinding the power cord always pull out to the yellow marker but no further

Taking care of your machine

Emptying and cleaning the dirt container

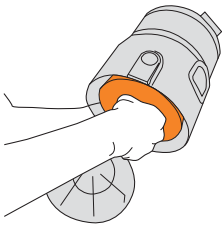


Lift dirt container release handle. The dirt bin lid will 'pop up'. Remove dirt container.

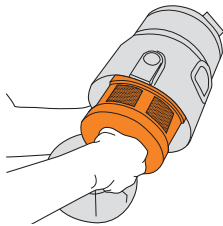


Hold dirt container over a bin and press dirt release clip on the bottom of the dirt container, allowing dirt and debris to fall out.

Cleaning the shroud



Twist separator anti-clockwise, pull to remove.



Tap the shroud over a bin to remove dirt and debris.

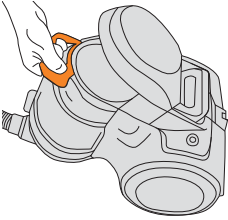


Don't over fill the dirt container to avoid blocking the air flow through the vacuum cleaner

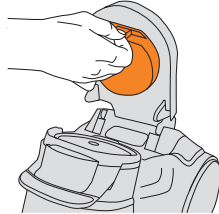
Taking care of your machine

IMPORTANT: Do not use the vacuum cleaner with clogged filters and without ALL filters in place.

Cleaning the pre-motor filter



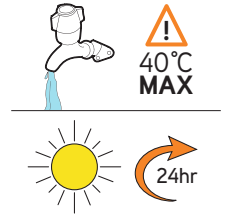
Lift dirt container release handle. The dirt bin lid will 'pop up'.



Pull tab on pre-motor filter to remove.



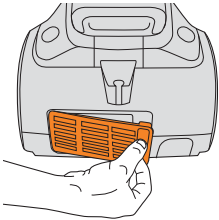
Tap the filter over a bin to remove any dirt and debris.



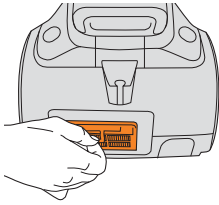
Rinse the filter under water (40°C Max). Leave to dry for 24 hours before placing back in the machine.

IMPORTANT: The exhaust filter is designed to offer long life with no maintenance. The filter should be checked periodically and when heavily discoloured it should be replaced. Please do not wash, scrub or brush the filter as this will damage the delicate filter media.

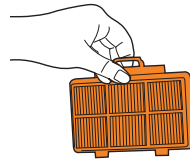
Post-motor filter maintenance



Press down the release button on the post-motor filter cover, pull to remove.



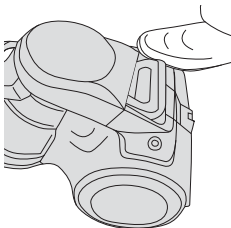
Press down tab at the top of the filter and pull to remove.



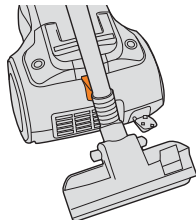
Check the post-motor filter for discoloration.



Storing your machine



Press cord rewind button to retract cord.



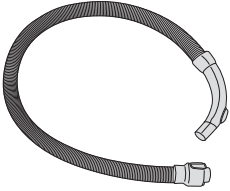
Place floor head into parking slot on the back of vacuum cleaner for storage and carrying.



Clean the pre-motor filter every time the dirt container is emptied and replace the post-motor filter every 12 months

IMPORTANT: Remove accessory from hose or telescopic extension tube before performing maintenance or trouble shooting checks

Removing blockages from the hose



Remove the hose from the vacuum cleaner and telescopic extension tube. Remove any blockage by inserting a wire coat hanger into the hose.



What to do if it goes wrong

Problem

There is an accessory missing

Solution

- Check the 'This pack contains' panel on the box to make sure the part is included with your machine.

Why does my vacuum cleaner have no power?

- The plug may not be fully pushed into the electrical socket.
- The motor thermostat may have tripped. If this has happened, unplug the vacuum cleaner. Remove and empty the dirt container and check the hose for blockages. Clean the filters and allow the vacuum cleaner to cool for approximately 1 hour (if you have washed the filters you will need to wait 24 hours for the filters to fully dry before putting them back into the vacuum cleaner).

Why won't the vacuum cleaner pick up?

- The dirt container may not be correctly fitted, remove the dirt container from the vacuum cleaner and check it's assembled correctly, refit ensuring it's locked into place.
- The filter may be clogged, clean the filter. Go to 'Taking care of your machine'.
- The dirt container may be blocked, empty the dirt container. Go to 'Taking care of your machine'.
- There may be a blockage in the hose/tube. Disconnect from the vacuum cleaner and carefully remove any blockages. Go to 'Let's talk technical'.

Why is dust escaping from the vacuum?

- The filters may be clogged, clean the filter. Go to 'Taking care of your machine'.

WARNING: To reduce the risk of personal injury, unplug the vacuum before performing maintenance/troubleshooting checks.

Taking care of you

We're here if you need us. For trouble shooting, simply call or visit:

Australia: 1300 361 505*

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New Zealand: 0800 800 900*

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*Monday-Friday 8.30am to 5.00pm



Notes





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