

Vacuum Cleaner Product FAQs

1. Why is the suction power of the vacuum cleaner weak?

The weak suction could be due to the following reasons:

- The vacuum hose could be blocked by dust, hair or other small objects collected over time which got stuck. Please remove them.
- The vacuum head could be blocked by collected dust, hair, or other objects. Please remove them.
- The vacuum box could be full, kindly empty and clean them.
- The filter could be blocked by collected dust, kindly clean them.

2. What is the difference between a bagless vacuum cleaner and a vacuum cleaner that uses a bag?

- Dust is collected in the dust box, so as to save the trouble and cost of buying a disposable paper bag, and is environmentally friendly.
- The dust collected can be thrown away at anytime to prevent bad odor from developing.
- Keep the dust box and filter in good condition in order to maintain good suction of the machine.

3. Vacuum cleaner using bag:

- Empty the bag when it is full, which is much cleaner and easier.
- Will result in additional costs in purchasing disposable bags.
- Dust collected will be left in the vacuum over time and will smell due to humidity.

4. How do I maintain the bagless vacuum cleaner and its HEPA filter?

- Kindly use the small brush to brush the dust box as well as the HEPA filters.
- Shake off the dust at the B-filter and wash it.
- Do ensure that the items are fully dry before reinstalling.
- If items are used when not fully dry, it would result in future blockage as well as bad odor.