



# CLOVER

RETURNS MANAGEMENT  
SOLUTIONS

## **BH5900V CERTIFIED-REFURBISHED USER MANUAL**

### **Important Information About Your Refurbished Product**

**Notice to Customers:** This product has been refurbished by Clover Environmental Solutions, LLC dba Clover Returns Management Solutions. We are committed to providing high-quality refurbished household products to meet your needs.

**Warranty Information:** Please note that the warranty terms outlined in the attached original equipment manufacturer (OEM) documentation do not apply to this remanufactured product. For all warranty claims or inquiries, please visit [www.refurbproductsupport.com](http://www.refurbproductsupport.com) to submit your request or obtain further information.

**Terms and Conditions:** Any terms and conditions set forth in the attached original OEM documentation may not apply to this remanufactured item. For the specific terms applicable to your purchase, please refer to the documentation provided at the time of purchase or visit [www.refurbproductsupport.com](http://www.refurbproductsupport.com)

### **Additional Information:**

- **Safety Notice:** Ensure you follow all safety instructions provided in the OEM documentation as they remain applicable to the safe operation of this remanufactured product.
- **Recycling and Disposal:** For information on proper disposal or recycling of this product please visit the manufacturer's website.

**Contact Us:** If you have any questions or concerns about your refurbished product, please reach out to us via:

Website: [www.refurbproductsupport.com](http://www.refurbproductsupport.com)

Email: [productsupport@cloveres.com](mailto:productsupport@cloveres.com)

Phone: (844) 745-0760

This cover sheet is being provided to ensure clarity regarding the status and support of your refurbished product. The attached OEM documentation is provided for reference only.



# EXCELERATE CORDLESS STICK VACUUM

## USER MANUAL

MODEL: BH59000V, BH59010V, BH59010VCA

IMPORTANT: READ ALL INSTRUCTIONS CAREFULLY BEFORE ASSEMBLY AND USE.

This product is intended for Household use only. If used Commercially warranty is VOID.

Versión en español: Puede encontrar la versión en español de este manual en Hoover.com en esta página de productos.



## IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

READ ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USING THIS PRODUCT.

### WARNING: WHEN USING AN ELECTRICAL PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO AVOID ELECTRIC SHOCK, FIRE, AND/OR SERIOUS INJURY, INCLUDING THE FOLLOWING:

- Fully assemble product prior to use.
- Do not use charger outdoors.
- Do not use product on wet surfaces. Do not expose to rain. Store Indoors.
- Do not store or charge battery outdoors or on wet surfaces. Do not allow to get wet.
- Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close supervision is necessary when used by or near children. To avoid injury or damage, keep children away from product, and do not allow children to place fingers or other objects into any openings.
- Use only as described in this user manual. Use only Hoover® recommended attachments and parts.
- Do not use charger with damaged cord or plug. If product or charger is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service at 1-800-944-9200 prior to continuing use.
- Do not pull or carry charger by cord. Keep cord away from heated surfaces.
- Do not unplug charger by pulling on cord. To unplug charger, grasp the plug, not the cord.
- Do not handle charger, plug, or charger terminals with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts

of body away from openings and moving parts.

- Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the products from falling, always place product at bottom of stairs or on floor. Do not place product on stairs or furniture.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or fine wood sandings, or use in areas where they may be present.
- Do not pick up anything burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters, separator and dirt cup in place.
- Put product away after use to prevent tripping accidents.

### WARNING: RISK OF FIRE, PROPERTY DAMAGE, AND INJURY. NEVER EXPOSE YOUR BATTERY PACK, CHARGER, OR UNIT TO WATER, MOISTURE, OR FLUIDS, INCLUDING BUT NOT LIMITED TO CORROSIVE OR CONDUCTIVE FLUIDS, OR ALLOW FLUIDS TO FLOW INSIDE THESE ITEMS.

Corrosive or conductive fluids, such as salt water, chlorine, certain industrial chemicals, and bleach or bleach containing products, etc., can cause a short circuit in the battery pack. If your battery pack is exposed to a corrosive or conductive fluid, do not attempt to use the battery or appliance.

- Wear appropriate personal protective equipment, including eye protection and rubber gloves.
- Place your exposed battery pack in a large bucket, such as a 5 gallon or similar bucket, and fill the bucket with regular tap water. Do not place more than two packs in the bucket.

- Locate the bucket outdoors in an area inaccessible to children and pets and away from all buildings, garages/sheds, structures, vehicles, and combustible/flammable materials.
- Leave the battery pack(s) in the bucket filled with tap water and call Customer Service at 1-800-944-9200 for additional instructions on the proper disposal of the exposed battery pack(s).
- Recharge only with the Hoover® 440016487 charger. A charger that is suitable for one type of battery pack may create a risk of injury and fire when used with another battery pack.
- Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from battery may cause irritation or burns.
- Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- Do not expose a battery pack or appliance to fire or excessive temperatures. Exposure to fire or temperature above 265°F/130°C may cause explosion.
- Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
- Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
- Prevent unintentional starting. Ensure the switch is in the off-position before picking up or carrying the product. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.
- Do not charge battery in a damp or wet location. Do not use, store, or charge battery packs or products in locations where the temperature is less than 50°F or more than 100°F. Do not store outside or in vehicles.

### CAUTION: TO REDUCE THE RISK OF DAMAGE:

- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store appropriately indoors in a dry place. Do not expose machine to freezing temperatures.
- Do not allow nozzle with brush roll running to sit in one location for an extended period of time, as damage to floor can result.
- Brush roll continues to turn while product is turned on and handle is in upright position. To avoid damage to carpet, rugs, and flooring, avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

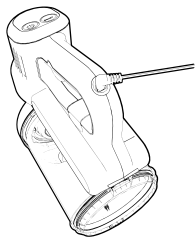
## BATTERY DISPOSAL WARNING – RISK OF EXPLOSION OR EXPOSURE TO TOXIC MATERIAL

### LITHIUM-ION BATTERIES

The battery must be collected, recycled or disposed of in an environmentally sound manner. The EPA certified RBRC Battery Recycling Seal on the lithium-ion [Li-ion] battery indicated Techtronic Industries, a corporate affiliate of Hoover, Inc., is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service in the United States or Canada. The RBRC program provides a convenient alternative to placing used Li-ion batteries into the trash or the municipal waste stream, which may be illegal in your area. Please visit [www.rbrc.org/call2recycle/](http://www.rbrc.org/call2recycle/) for information on Li-ion battery recycling and disposal bans/restrictions in your area. Hoover's involvement in this program is part of our commitment to preserving our environment and conserving our natural resources.



## CHARGING YOUR PRODUCT



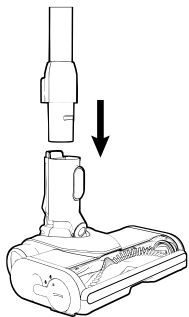
Plug in the larger charger portion into the wall, followed by plugging the smaller charger plug into the unit.

**NOTE:** The lights on the hand vac user interface will show the state of charge. If the light on the hand vac user interface flashes red, there is an error with the battery or the charger. If this occurs, disconnect and reconnect the charger or call customer service for support. Once charge is complete, lights on the user interface will hold solid.

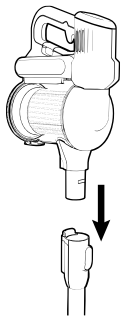
**NOTE:** During charging, the pack and ambient temperature should be between 41 to 86° F (5 and 30° C). The charger will sense if the pack, or ambient temperature, is too cold or too hot, and will return an error code (red LED will be on) and not charge the pack.

## ASSEMBLY

Fully assemble product prior to use.



1 Push the reach wand down onto the powered nozzle until it clicks into place.



2 Push hand vac into reach wand until it clicks into place.

**NOTE:** Fully charge battery before first use. This will take approximately 3 hours. Due to federal regulations, the battery does not come fully charged.

## STORING YOUR VACUUM

Store your vacuum where it won't fall and is close to an outlet so it can charge when not in use. Unit stands best on flat bare floor.

**NOTE:** Accessories can be stored by sliding them onto the top and bottom of the on-board tool storage clip

**NOTE:** Vacuum can be locked into upright position, but is not meant to be left standing unattended.

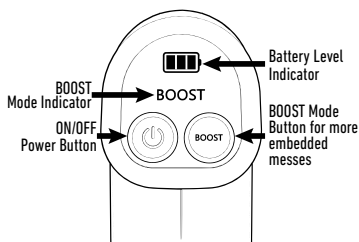
## OPERATION

**CAUTION:** Put product away after use to prevent tripping accidents.

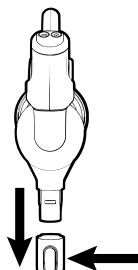
**CAUTION:** Not to be used for grooming a pet.

**WARNING:** To reduce the risk of personal injury, turn power switch off before cleaning or servicing.

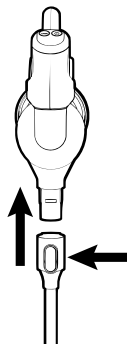
## USING YOUR PRODUCT



## HANDHELD MODE

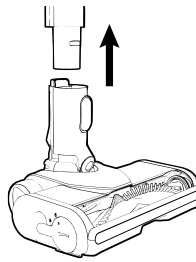


1 Press the release button on attachment and pull to separate.



2 Push the chosen accessory into the handheld until it clicks into place.

## CLEANING UP HIGH



1 Press the release button on attachment and pull to separate.

2 Push the accessory into the reach wand until it clicks 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.

## MAINTENANCE

**WARNING:** To reduce the risk of personal injury, turn power switch off before servicing. This product contains no serviceable parts.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service at **1-800-944-9200** prior to continuing use.

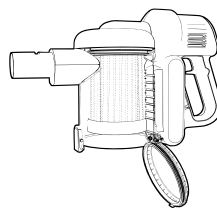
## GENERAL MAINTENANCE

**IMPORTANT:** Avoid using solvents when cleaning plastic parts. Most plastics are susceptible to damage from various types of commercial solvents and may be damaged by their use. Use a clean cloth to remove dirt, dust, oil, grease, etc.

**LUBRICATION:** The motor and brush roll are equipped with bearings which contain sufficient lubrication for their lifetime. The addition of lubricant could cause damage. Do not add lubricant to motor or brushroll.

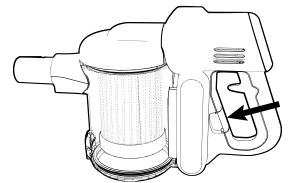
## EMPTYING THE DIRT CUP

1 Remove the handheld from the pole by clicking the button and lifting off of the unit.

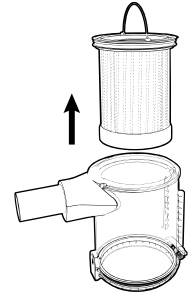


2 Hold the hand vac over a trash bin and press the dirt cup release button to empty. Close the dirt cup, then connect the unit back onto the pole.

## CLEANING THE FILTER AND CYCLONE



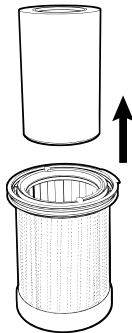
1 Pull the lever below the handle and secure dirt cup in opposite hand. Lightly pull to release the dirt cup.



2 Pull handle to remove the separator assembly from the dirt cup if cleaning is required.

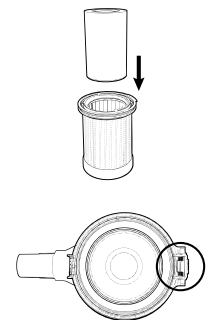
Wipe off or rinse under warm water and allow 24 hours to dry.

**NOTE:** Do not rinse with soap or detergent. Use warm water ONLY.



3 Pull filter out of Separator assembly if cleaning is required. Rinse filter under warm water until water is clear. Allow 24 hours to dry.

**NOTE:** Do not rinse with soap or detergent. Use warm water ONLY.

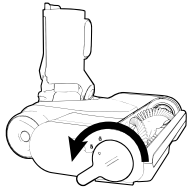


4 Reassemble the filter assembly by placing the separator assembly in first, followed by the filter assembly.

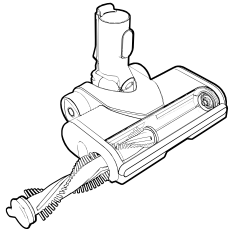
Insert the entire assembly into the dirt cup. Ensure the assembly is aligned correctly.

## REMOVING AND REPLACING THE BRUSH ROLL

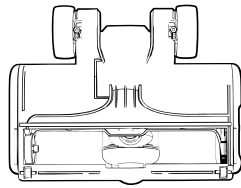
**WARNING:** To reduce the risk of personal injury, turn power switch off before cleaning or servicing. Disconnect the nozzle from the unit before servicing.



**1**  
Remove the powered nozzle from reach wand. Using your fingers or a coin, push and turn the brush roll lock counter-clockwise to release the brushroll.

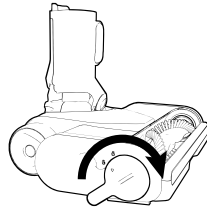


**2**  
Pull the brushroll out of the nozzle with pull tab.



**3**  
To remove any threads or hair, cut along the groove of the brushroll. Please be cautious when using any sharp object.

**4**  
Clear any dirt/debris from the end caps inside of the housing of the powered nozzle.



**5**  
Re-fit the brushroll into the housing and turn the brush roll lock clockwise to lock.

**THERMAL PROTECTOR:** A THERMAL PROTECTOR HAS BEEN DESIGNED INTO YOUR CLEANER TO PROTECT IT FROM OVERHEATING. WHEN THE THERMAL PROTECTOR ACTIVATES THE CLEANER WILL STOP RUNNING.

If this happens proceed as follows:

1. Turn cleaner OFF. IMPORTANT: If left turned on, the cleaner motor may restart unexpectedly.
2. Empty dirt cup.
3. Inspect the filter and cyclone for any obstructions. Clear obstructions if present.
4. After the battery pack is removed and the motor cools for 30 minutes, reinstall the battery pack. The thermal protector will deactivate and cleaning may continue.

If thermal protector continues to activate after following the above steps, your cleaner needs servicing, call Customer Service at **1-800-944-9200**.

**NOTE:** If experiencing loss of suction, ensure flap in the opening of the hand vacuum is clear of any large debris in front or behind of the flap.

## TROUBLESHOOTING

**WARNING:** To reduce the risk of personal injury, turn power switch off before servicing. This product contains no serviceable parts.

IF APPLIANCE IS NOT WORKING AS IT SHOULD, HAS BEEN DROPPED, DAMAGED, LEFT OUTDOORS, OR DROPPED INTO WATER, CALL CUSTOMER SERVICE AT **1-800-944-9200** PRIOR TO CONTINUING USE.

## ACCESSORIES

Look for these accessories on Hoover.com or Hoover.ca or call **1-800-944-9200**.

PARTS AND ACCESSORIES	PART NUMBERS:
Charger	440016487
2-in-1 Crevice Tool / Dusting Brush	440016855
Upholstery Tool	440016856
Wand Accessory Clip	440016490
Dust Cup Accessory	440016481
Separator Accessory	440016482
Filter Accessory	AD42000
Wand Accessory	440016853
Nozzle	440016854
Brushroll	440016486