



CLOVER
RETURNS MANAGEMENT
SOLUTIONS

VA117000US 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.

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

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

Email: productsupport@cloveres.com

Phone: (844) 745-0760

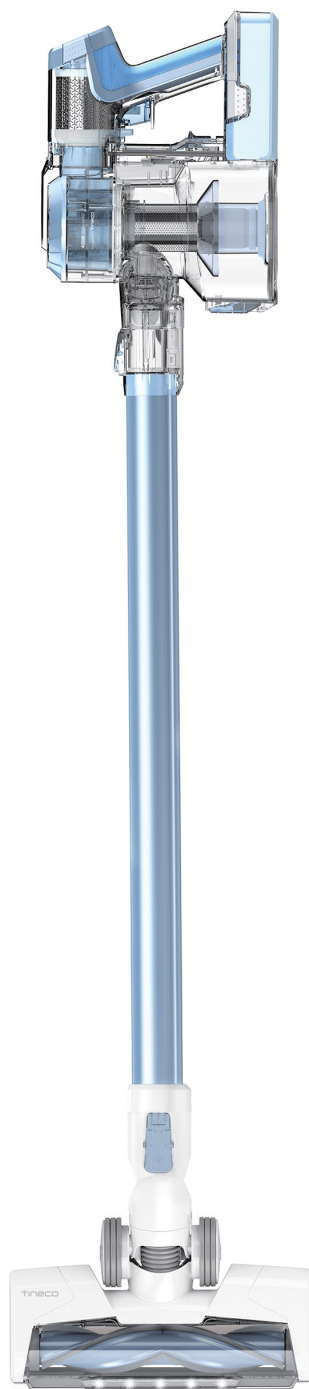
This cover sheet is being provided to ensure clarity regarding the status and support of your refurbished product. The attached OEM documentation is provided for reference only.

tineco

Refurbished Instruction Manual

Stick Vacuum Cleaner
A11 HERO/MASTER

BC



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Important Safety Instructions

SAVE THESE INSTRUCTIONS

Household use only.

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE), Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

WARNING—To reduce the risk of fire, electric shock, or injury:

1. Do not use outdoors or on wet surfaces.
- 2 Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
- 3 Use only as described in this manual. Use only manufacturer's recommended attachments.
- 4 Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- 5 Do not handle charger, including charger plug, and charger terminals with wet hands.
- 6 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.
- 7 Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
8. Use with extra care when cleaning on stairs.
- 9 Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- 10 Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
11. Do not use without filter.
- 12 Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.

13 Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.

14 Recharge only with the charger specified by TINECO. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack. 2

15 Use appliances only with specifically designated TINECO battery packs. Use of any other battery packs may create a risk of injury and fire.

16 When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.

17 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 the battery may cause irritation or burns.

18 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.

19 Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.

20 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.

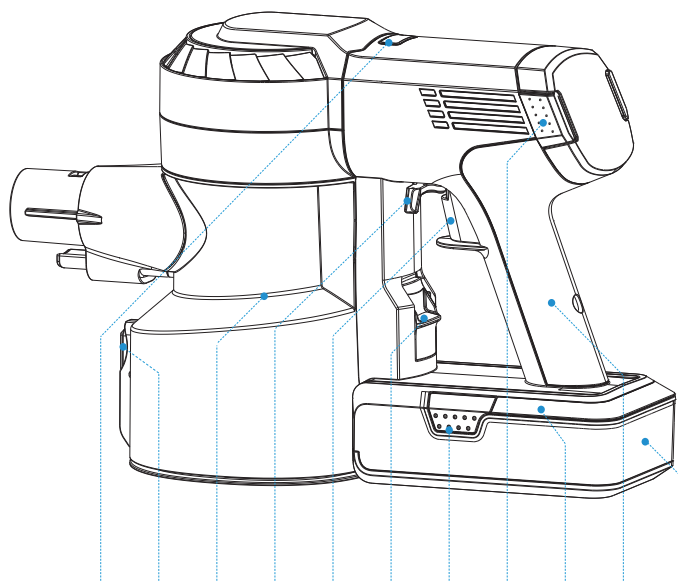
21 Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.

22 Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

23 Always turn off this appliance before connecting or disconnecting motorized nozzle.

24 Do not charge or store the appliance outdoors or inside the car. Only charge, store or use the battery in a dry indoor area where the temperature is more than 4 °C (39.2°F) but less than 40 °C (104°F). The charger is for indoor use only.

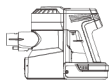
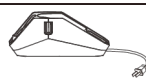
Overview



A B C D E F G H I J K

- | | |
|------------------------------|---------------------------|
| A. MAX mode | G. Battery release button |
| B. Dust empty release button | H. HEPA release button |
| C. Dustbin | I. Indicator light |
| D. Switch lock 3 | J. Rubber handle |
| E. Switch button | K. Battery pack |
| F. Dustbin release button | |

Product Components

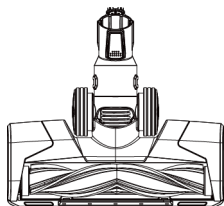
	Item	A11 Hero	A11 Master
	Main body	○	○
	Tube	○	○
	Full-size LED Multi-tasker Power Brush	○	○
	Mini power brush	○	○
	2-in-1 Dusting brush	○	○
	Crevice tool	○	○
	Full-size LED Soft-roller Power Brush		○
	Extra battery	○	○
	Powerhouse	○	○
	Pre filter cleaning tool & extra pre filter	○	○
	Hair cleaning tool	○	○
	Flexible extension hose		○
	Extra soft dusting brush		○
	Flexible multi-angle tube		○
	Long soft crevice tool		○

*Actual accessories may vary from shown or change without notice.
Available accessories may vary by market.

Accessory Instructions

Note:

- Test an inconspicuous area of a sensitive surface before using an accessory on it.
- All accessories can be directly connected to the main body or to the tube.



Full-size LED Multi-tasker Power Brush

Ideal for both hard floors and carpets.



Mini power brush

For vacuuming upholstered furniture, mattresses etc.

Vacuums pet hair and removes ingrained dirt.



2-in-1 Dusting brush

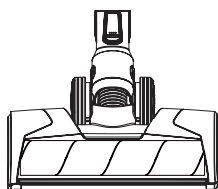
The frame with the bristles can be removed by pressing the release button.

Vacuum hard surface furniture with bristles; remove the bristles to vacuum upholstered furniture, curtain, etc.



Crevice tool

For corners, niches and other hard-to-reach places.

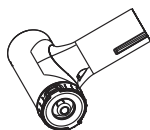


Full-size LED Soft-roller Power Brush

Perfect for hard floors, especially sensitive wood floor.

Vacuum coarse and fine dirt at the same time.

Accessory Instructions



Pre filter cleaning tool

Dirty filter is a main cause of suction loss, this tool is design for a deeper & easier cleaning solution with no suction loss.

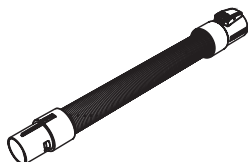
For using this tool, take out the dirty pre filter from the mesh filter-holder, and replace a clean one. Open the cover of the cleaning tool, put inside the dirty pre filter and cover it. Connect the tool to the main body. Activate the appliance on MAX mode, and rotate the side cover.



Hair cleaning tool

Use the end with small blade to remove the hair and debris wrapped around the roller.

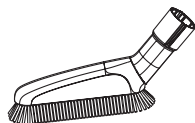
Use the end with little brush to clean the brush window, also can be used to clean the dustbin.



Flexible extension hose

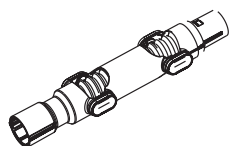
Excellent extension and flexibility to get into hard-to-reach spaces, great for in-car usage.

Use with above accessories, except motorized brush.



Ultra soft dusting brush

Angled bristles on slender, oval shape provide anti-static cushioned contact; suitable for dusting shelves, lighting, delicate surfaces, electronics, and more.



Flexible multi-angle tube

Two articulated joints make it adjustable, move from high to low place with flexibility.

Use with above accessories, except motorized brush.

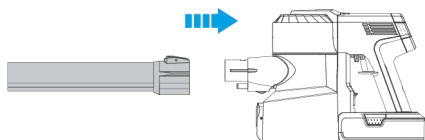


Long soft crevice tool

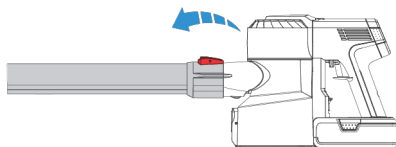
24.2 inch long soft and easy to bend, easily gets into the tight spots, suitable for cleaning dust beneath furniture , along side the refrigerator, around radiators or vents, and more.

Assembly

Install the Tube

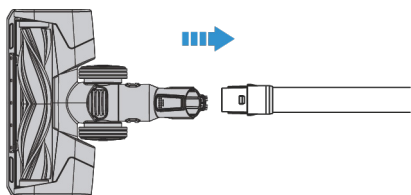


Insert tube.

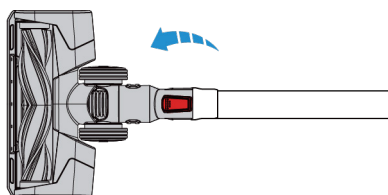


Press the release button and remove tube.

Install the Brush



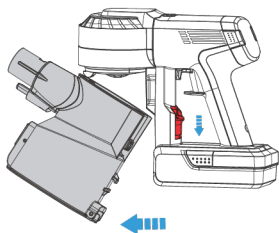
Insert motorized power brush.



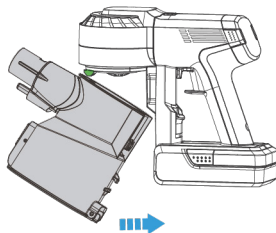
Press the release button and remove motorized power brush.

Assembly

Install the Dustbin

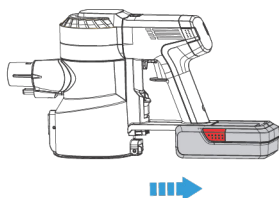


Press the dustbin release button and pull out.

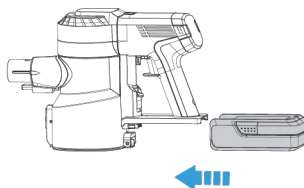


Incline the dustbin, the slot on the dustbin towards the hook on the main body. Push upward until the hook fixed into the slot. A 'click' sound will be heard when it has been successfully accomplished.

Install the Battery



Press the battery release button, then pull the battery out.



Slide the battery into the bottom of the main body. The battery will click into position when correctly fitted.

Product Operation

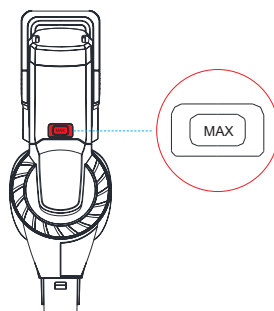
Start to Work

Note:

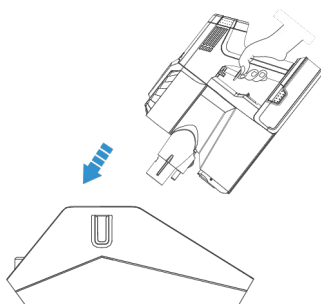
- Before the first use, please charge the appliance (see "Charging the battery") for (3-4h) and there above the temperature indication that the battery is less than 40 °C
- Select the accessories according to needs (see "Accessory Instructions").



Press the switch button, the machine will start to work.
Lock the switch button for continuous power mode.



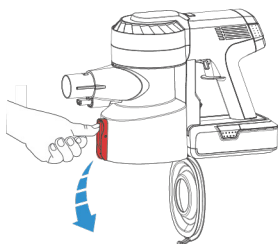
Press the MAX button to go between regular mode (regular power) and MAX mode (max power).



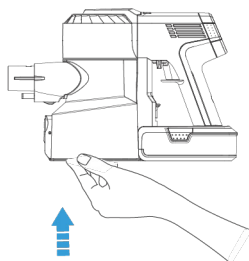
When finished, place the appliance on the powerhouse.

Product Operation

Empty the Dustbin

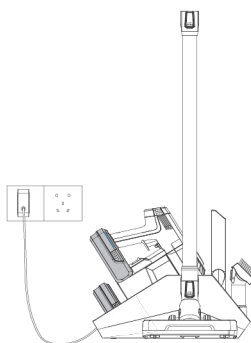
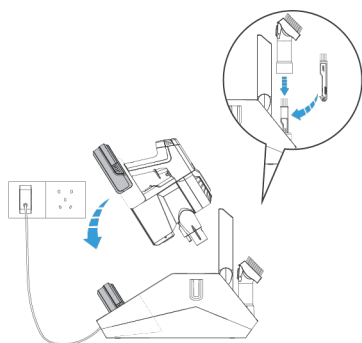


When finished, press the release button on the side of the dustbin and empty the contents.



Reattach the dustbin's bottom cover.

Charging the Battery



Put away the main body or the battery on the powerhouse.

Charge the main body with battery or charge the battery separately.

The powerhouse is capable to power the main body and the second battery simultaneously.

To avoid being tripped accidentally , please put away the appliance on the powerhouse near wall during charging.

Product Operation

Working Time

- Working time last about 30 min. on regular mode, and about 12 min. on MAX mode.
- Data is obtained by Tineco laboratory using one battery and non-motorized accessories.

Charging Time

- Charging time takes about 3-4 hours.
- Based on results from Tineco lab tests. Lab test environment: temperature between 4 °C (39.2°F) to 40 °C (104°F).

Indicator Light

On Work



Three solid blue lights: Full power.



Two solid blue lights: Medium power.



One solid blue light: Low power.



One blinking red light: Out of power, or the appliance is blocked, or the battery is overheated.



One blinking pink light: The filters or the suction mouth is blocked.

During Charging



Three blue lights blinking successively: Charging.



Lights off: Charging complete.



One blinking red light during charging: Fault, check Trouble Shooting.

Tips:

- Charge the battery only with the adaptor provided by TINECO .
- When you won't use the battery for a long time, please store in a cool dry place. In this situation, please insure that the battery has been half charged (2 indicator lights of battery glow on regular mode)
- If you need an additional battery, please purchase from TINECO.

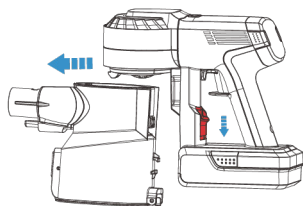
Daily Maintenance

In order to maintain machine performance, it is recommended that you clean the components on a regular basis.

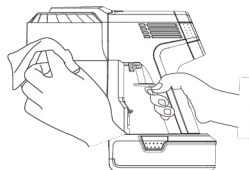
Note: Clean the dustbin and filters every time after use, and wash them with cold running water once a month.

Dustbin and Filters (pre filter, mesh filter and HEPA filter)

1



2

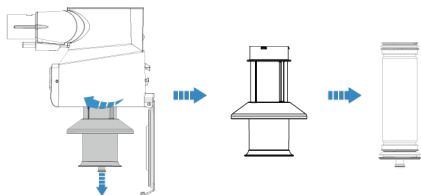


Press the dustbin release button, pull out the dustbin as indicated in the picture.

Clean with wet cloth.

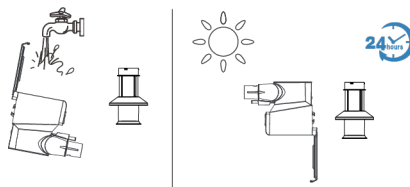
Do not allow water to enter the appliance, especially not into motor and battery.

3



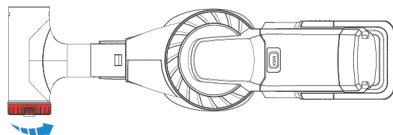
Twist clockwise and remove the filters.

4



Clean the dustbin and mesh filter under cold, running water. The dustbin and mesh filter should be air dried completely before reinstalling.

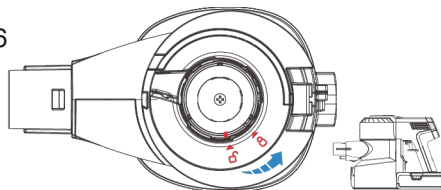
5



Clean the pre filter with Tineco Pre Filter Cleaning Tool.

Take out the dirty pre filter from the mesh filter-holder, and replace a clean one. Open the cover of the cleaning tool, put inside the dirty pre filter and cover it. Connect the tool to the main body. Activate the appliance on MAX mode, and rotate the side cover.

6

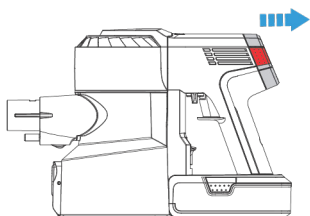


Insert the clean pre filter into mesh filter properly, a 'click' sound will be heard once right into place. Insert the clean mesh filter with pre filter into the dustbin properly, the white line on mesh filter towards the unlocked mark, twist it towards the locked mark.

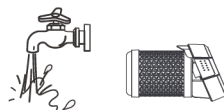
Install the clean dustbin and filters back into the main body, then reattach the dustbin cover.

Daily Maintenance

HEPA Filter



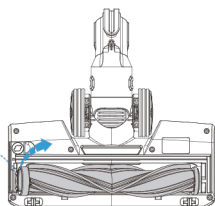
Press the HEPA release button on both sides of the windshield and gently pull out the HEPA. Please detach the battery pack before pulling out the HEPA to prevent the battery from contaminating.



The HEPA can be washed under running water if necessary, and should be air dried completely before reinstalling.

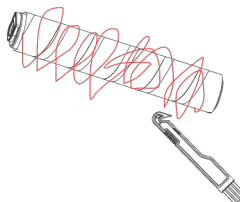
Brush

1



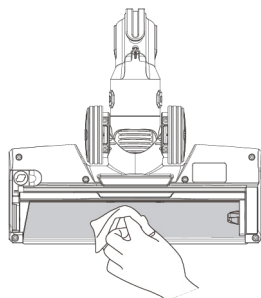
Use a coin or other tool, to unlock the brush roller lock, then remove the brush from the brush window. Please see the above image.

2



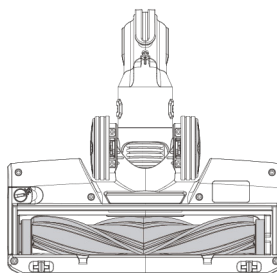
Remove the hair and debris wrapped around the roller with Tineco Hair Cleaning Tool.

3



Gently clean the transparent brush window.

4



After the cleaning , install the brush into the machine.

Specification

Model	A11 Series
Voltage	21.6V
Rated Power	450W
Dustbin Capacity	0.6L
Charging Time	3-4 hrs
Charging Input	120V
Running Time	30*2 min. (MAX mode:12*2 min.)

Trouble Shooting

Problem	Possible cause	Solution
The appliance doesn't work	No power	Charge the battery
	The suction mouth is blocked	Check and remove blockages
Weak suction power	Dustbin and filters are full of dust	Empty and clean dustbin and filters Clean the brush roller
	The brush roller is wrapped by hairs or fibers The pre filter is not installed. The appliance is	Install the pre filter Remove blockages
	blocked (such as tube, suction mouth or some other part)	
Abnormal motor sounds	The appliance is blocked (such as tube, suction mouth or some other part)	Remove blockages
Battery can not be charged	The battery is not correctly placed	Remove the adaptor and insert again
Red light blinking, main body continues working while the brush stops	The brush is blocked	Stop the appliance and clean the brush roller
One blinking red light	Out of power, or the battery is overheated, or the appliance is blocked	Charge the battery, or cool down the battery, or remove blockages
One blinking pink light	The filters or the suction mouth is blocked	Clean filters or remove blockages

Note:

If the above troubleshooting guide fails to provide a solution, please visit our website www.refurbproductsupport.com for further support.