

**Miele**

# Operating instructions



## Cordless vacuum cleaner

en-GB

**HS23**

M.-Nr. 12 382 011

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## Warning and Safety instructions

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This vacuum cleaner conforms to current safety requirements. Inappropriate use can lead to personal injury and damage to property.

Please read the operating instructions before using the vacuum cleaner for the first time. They contain important information on the safety, use and maintenance of the vacuum cleaner. This will prevent both personal injury and damage to the appliance.

In accordance with standard IEC 60335-1, Miele expressly and strongly advises that you read and follow the instructions in the "Commissioning" section as well as the warning and safety notes. Miele cannot be held liable for injury or damage caused by non-compliance with these instructions.

Keep these operating instructions in a safe place and pass them on to any future owner.

Always disconnect the vacuum cleaner from the power supply when you have finished using it, before changing any accessories, as well as for maintenance work, cleaning and troubleshooting. Use the On/Off switch on the handle to do this.

### Correct application



- ▶ This vacuum cleaner is intended for cleaning flooring in domestic households and similar residential environments. This vacuum cleaner is not suitable for use on construction sites.
- ▶ This vacuum cleaner is not intended for outdoor use.
- ▶ This vacuum cleaner can be used for all normal cleaning of carpets, rugs and robust hard flooring.
- ▶ This vacuum cleaner is intended for use at altitudes of up to 4000 m above sea level.
- ▶ The vacuum cleaner must only be used to vacuum dry floor surfaces. Do not vacuum people or animals. Any other types of use, impermissible modifications or alterations are not permitted.

- ▶ The vacuum cleaner can only be used by people (including children) with reduced physical, sensory, or mental capabilities, or lack of experience or knowledge, if they are supervised whilst using it or have been shown how to use it in a safe way and understand and recognise the consequences of incorrect operation.

### Safety with children

- ▶ Children under 8 years of age must be kept away from the vacuum cleaner unless they are constantly supervised.
- ▶ Children aged 8 and older may only use the vacuum cleaner without supervision if they have been shown how to use it in a safe manner. Children must be able to understand and recognise the possible dangers caused by incorrect operation.
- ▶ Children must not be allowed to clean or maintain the vacuum cleaner unsupervised.
- ▶ Please supervise children in the vicinity of the vacuum cleaner and do not let them play with it.
- ▶ Danger of suffocation. Packaging, e.g. plastic wrappings, must be kept out of the reach of babies and children. Whilst playing, children could become entangled in packaging or pull it over their head and suffocate.

### Technical safety

- ▶ The vacuum cleaner operates at 25.2 V / 25.69 V.  
It is classified as a class III appliance .  
This appliance is supplied by a safety extra-low voltage (SELV) power source where the voltage is low enough to protect users from the risk of electrical shock. A Class II charger is used for supplying power to charge the vacuum cleaner .
- ▶ Compare the connection data on the data plate of the charger (voltage and frequency) with that of the mains electricity supply. This data must match exactly. Without modifications, the charger is suitable for 50 Hz and 60 Hz.

## Warning and Safety instructions

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- ▶ The mains electrical plug must be fitted with an appropriate fuse.
- ▶ Check both the vacuum cleaner and all accessories supplied with it for any visible signs of damage before use. Do not use a damaged vacuum cleaner or damaged accessory.
- ▶ The Miele MultiFloor electrobrush and the Miele Electro Compact handheld brush (depending on the model) are additional motor-driven devices designed specially for this Miele vacuum cleaner. For safety reasons, the vacuum cleaner must not be used with a different Miele electrobrush/handheld brush or an electrobrush/handheld brush produced by another manufacturer.
- ▶ Before and during use, make sure that no coarse dirt or debris is/gets trapped in the bottom of the MultiFloor electrobrush or in the bottom of the Electro Compact handheld brush (supplied depending on the model).
- ▶ Store the vacuum cleaner and all accessories at an ambient temperature between 0 °C and 45 °C.
- ▶ Only store the vacuum cleaner in a horizontal position or fit it into the wall bracket.
- ▶ While the vacuum cleaner is under warranty, repairs should only be undertaken by a Miele authorised service technician. Otherwise the warranty will be invalidated.
- ▶ Repairs should only be carried out by a Miele authorised service technician. Repairs and other work by unqualified persons can cause considerable danger to users.

### Correct use

- ▶ Do not use the vacuum cleaner without the pre-filter and fine dust filter fitted.
- ▶ Keep the vacuum cleaner away from naked flames or other heat sources. Do not heat the vacuum cleaner. Do not expose the vacuum cleaner to direct sunlight.

## Warning and Safety instructions

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- ▶ Do not vacuum up anything which has been burning or is still glowing e.g. cigarettes, ashes or coal, whether glowing or apparently extinguished.
- ▶ Do not vacuum up liquid. Allow steam-cleaned or shampooed carpets and rugs to dry out completely before vacuuming.
- ▶ Do not use the vacuum cleaner to vacuum toner dust. Toner, such as that used in printers and photocopiers, can conduct electricity.
- ▶ Do not vacuum up any inflammable or combustible liquids or gases and do not vacuum in areas where such substances are stored.
- ▶ Never touch the roller brush of the MultiFloor electrobrush or Electro Compact handheld brush (depending on the model) while it is rotating.
- ▶ Do not use the MultiFloor electrobrush or the Electro Compact handheld brush (depending on the model) at head height.
- ▶ Do not vacuum at head height and do not let the suction get anywhere near a person's head.

### **Warning and safety notes for the AP10/AP11 battery and LG02 charger**

#### **Safety with children**

- ▶ People (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, who are unable to use the LG02 charger safely may only use this vacuum cleaner if they are supervised whilst using it or have been shown how to use it in a safe way and understand and recognise the consequences of incorrect operation.
- ▶ Keep the AP10/AP11 battery out of the reach of children.
- ▶ Children must be kept away from the LG02 charger unless they are constantly supervised.

# Warning and Safety instructions

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## Technical safety

► The AP10/AP11 battery, the LG02 charger and the wall bracket are designed for use with the Miele HS23 vacuum cleaner. For safety reasons, the vacuum cleaner must not be used with another battery, charger or wall bracket produced by another manufacturer.

► If you are using a mains plug adapter, make sure that it is approved for continuous operation.

► Only use the **LG02/xx** charger supplied for charging the AP10/AP11 battery.



**xx** stands for 01, 02, 03, 04, 05, 06 or 07 and therefore the version of your LG02 charger:

xx	
01	AT, BE, BG, CH, CL, CZ, DE, DK, EE, ES, FI, FR, GR, HR, HU, IT, KZ, LT, LU, LV, NL, NO, PL, PT, RO, RS, RU, SE, SI, SK, TR, UA, ZA
02	AE, HK, MY, SG
03	BR, CA, JP, MX, US
04	AU, NZ
05	CN
06	KR
07	IE, UK



## Warning and Safety instructions

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► Temporary or permanent operation on an autonomous power supply system or a power supply system that is not synchronised with the mains power supply (e.g. island networks, back-up systems) is possible. A prerequisite for operation is that the power supply system complies with the specifications of EN 50160 or an equivalent standard.

The function and operation of the protective measures provided in the domestic electrical installation and in this Miele product must also be maintained in isolated operation or in operation that is not synchronised with the mains power supply, or these measures must be replaced by equivalent measures in the installation. As described, for example, in the current version of BS OHSAS 18001–2 ISO 45001.

► Charge the AP10/AP11 battery at an ambient temperature between 10 °C and 40 °C.

► Use the AP10/AP11 battery at an ambient temperature between 0 °C and 45 °C.

Using the AP10/AP11 battery outside of this ambient temperature range will limit its performance.

► Stop using the AP10/AP11 battery immediately if you notice an unusual smell from it, if liquid is leaking from it, if it is significantly overheating or if it is discoloured or deformed. Dispose of the AP10/AP11 battery immediately (see safety note “Disposing of the AP10/AP11 battery” at the end of the following section “Correct use”, as well as “Sustainability and environmental protection – Disposing of old batteries”).

► Batteries will deplete over time. They can then leak corrosive fluids. Avoid contact with the eyes and skin. In the event of contact, rinse thoroughly with water and seek medical advice.

## Warning and Safety instructions

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► The AP10/AP11 lithium-ion battery is subject to the dangerous goods legislation. The user is permitted to transport the AP10/AP11 battery by road without having to observe any further requirements. Please contact the Miele Customer Service Department before sending the AP10/AP11 battery. Only send AP10/AP11 batteries that are undamaged and have been fully run down. Insulate the metal contacts with adhesive tape to prevent short circuits. Pack the AP10/AP11 battery in such a way that it is not able to move around inside the packaging.

### Correct use

► Do not drop or throw the AP10/AP11 battery. For safety reasons, do not continue to use an AP10/AP11 battery which has been damaged.

► Keep the AP10/AP11 battery away from naked flames or other heat sources. Do not heat the AP10/AP11 battery. Do not expose the rechargeable battery to direct sunlight.

► Do not dismantle the AP10/AP11 battery.

► Do not cause a short circuit by bridging the contacts of the AP10/AP11 battery, either unintentionally or deliberately.

► Do not allow the AP10/AP11 battery to come into contact with liquids.

► Disposing of the AP10/AP11 battery: remove the AP10/AP11 battery from the vacuum cleaner. Insulate the metal contacts with adhesive tape to prevent short circuits. Dispose of the AP10/AP11 battery in a municipal recycling facility. Do not dispose of the AP10/AP11 battery with your household waste.

### **Cleaning**

- ▶ Do not immerse the vacuum cleaner or any accessories supplied with it in water. Clean the vacuum cleaner and accessories only with a dry or slightly damp cloth when disconnected from the power supply.
- ▶ The MultiFloor electrobrush and the Electro Compact handheld brush (depending on the model), the PowerUnit and the suction tube contain electrical wires. The plug connectors must not come into contact with water. Danger of electric shock. They should only be cleaned with a dry cloth.

### **Accessories and spare parts**

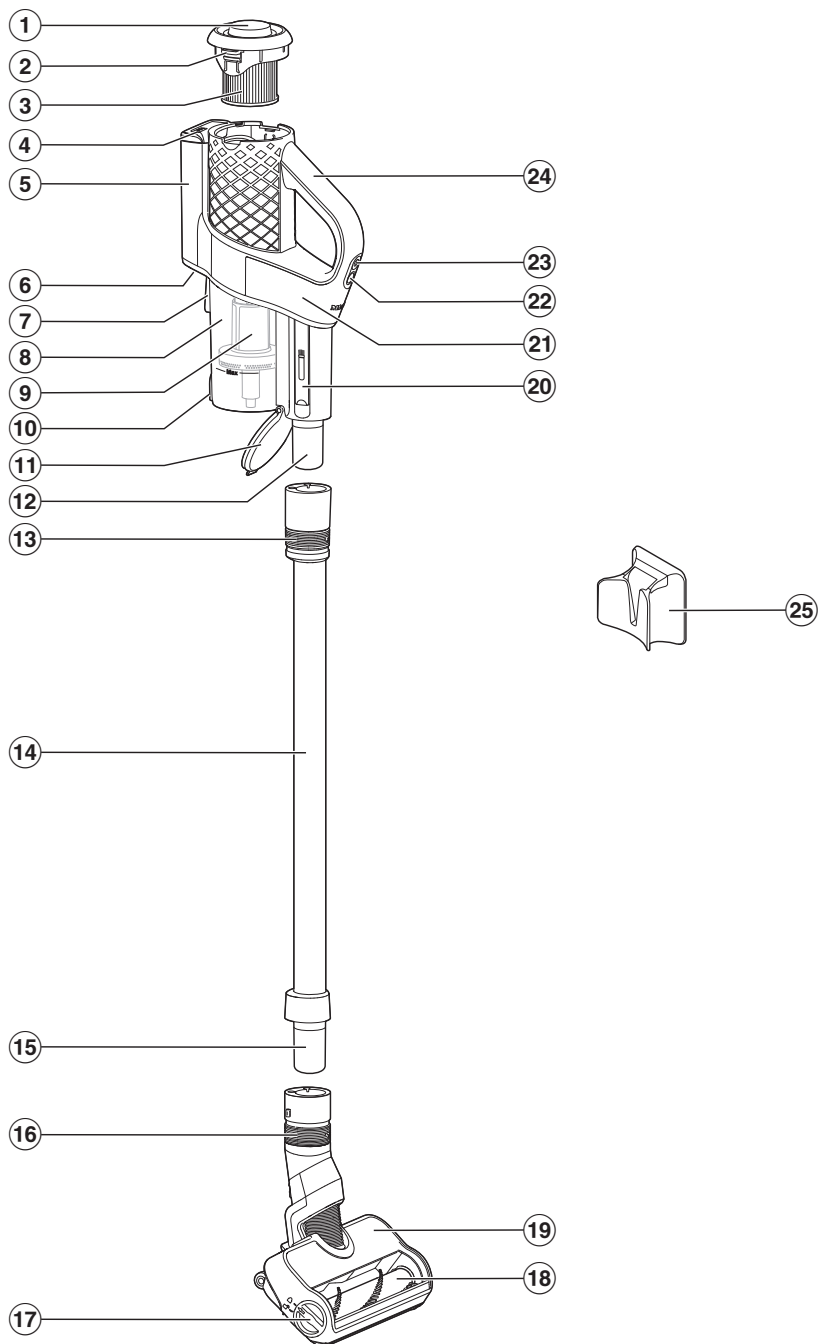
- ▶ Only use genuine accessories with the Miele logo on the packaging. The manufacturer cannot otherwise guarantee the safety of the product.
- ▶ Miele can only guarantee the safety of the appliance when genuine Miele replacement parts are used. Faulty components must only be replaced with genuine Miele replacement parts.

### **Transport**

- ▶ The packaging material protects the vacuum cleaner from transport damage. We recommend you keep the packaging for transport purposes.

# Guide to the appliance

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- ① Screw cap for the ComfortClean self-cleaning function
- ② Release catch for removing the fine dust filter
- ③ Fine dust filter
- ④ Battery charging state indicator
- ⑤ Battery compartment
- ⑥ Charging socket (at the bottom)
- ⑦ Attachment device for wall bracket
- ⑧ Dust container
- ⑨ Pre-filter
- ⑩ Release catch for dust container flap
- ⑪ Dust container flap
- ⑫ PowerUnit connector
- ⑬ Sliding ring for releasing the PowerUnit
- ⑭ Suction tube
- ⑮ Suction tube connector
- ⑯ Sliding ring for releasing the electrobrush
- ⑰ Release catch for opening the electrobrush
- ⑱ Removable roller brush
- ⑲ MultiFloor electrobrush
- ⑳ Cleaning tool
- ㉑ PowerUnit
- ㉒ Suction power selector
- ㉓ On/Off switch
- ㉔ Handle
- ㉕ Standard wall bracket

# Sustainability and environmental protection

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## Disposing of the packaging material

The packaging material is used for handling and protects the appliance from transport damage. The packaging material used is selected from materials which are environmentally friendly for disposal and can generally be recycled.

Recycling the packaging material reduces the use of raw materials. Use material-specific collection points for valuable materials and take advantage of return options.

We recommend you keep the packaging material for transport purposes.

## Disposing of your old appliance

Before disposing of your old appliance, remove the fine dust filter and dispose of it with your household waste.

Electrical and electronic appliances contain many valuable materials. They also contain certain materials, compounds and components which were essential for their correct functioning and safety. These could be hazardous to human health and to the environment if disposed of with household waste or if handled incorrectly. Please do not, therefore, dispose of your old appliance with household waste.



Instead, please make use of officially designated collection and disposal points to dispose of and recycle electrical and electronic appliances in your local community, with your dealer or with Miele, free of charge. By law, you are solely responsible for deleting any personal data from the old appliance prior to disposal. You are legally obliged to remove any old batteries which are not securely enclosed by the appliance and to remove any lamps without destroying them, where this is possible. These must be taken to a suitable collection point where they can be handed in free of charge. Please ensure that your old appliance poses no risk to children while being stored for disposal.

## Disposing of old batteries

In many cases, electrical and electronic appliances contain batteries which must not be disposed of with household waste after use. You are legally obliged to remove any old batteries which are not securely enclosed by the appliance and take them to a suitable collection point (e.g. retailer) where they can be handed in free of charge. Insulate the metal contacts with adhesive tape to prevent short circuits. Batteries may contain substances which can be hazardous to human health and the environment.

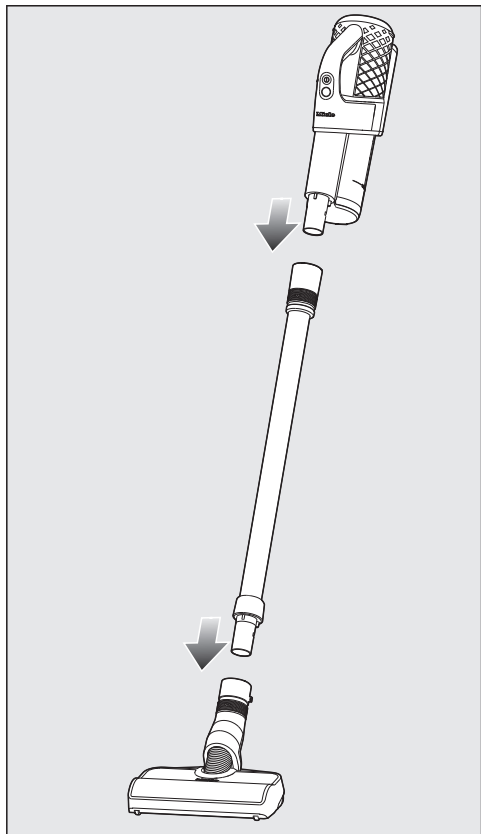
The labelling on the battery will provide further information. For example, batteries containing lithium are marked “Li-ion”. The bin symbol with a cross through it means that the batteries must not be disposed of in household waste. We are also required to inform you that a bin with a cross through it which also has one or more chemical symbols on it indicates that the battery contains lead (Pb), cadmium (Cd) and/or mercury (Hg).



Old batteries contain valuable raw materials which can be recycled. Disposing of batteries separately makes them easier to handle and recycle.

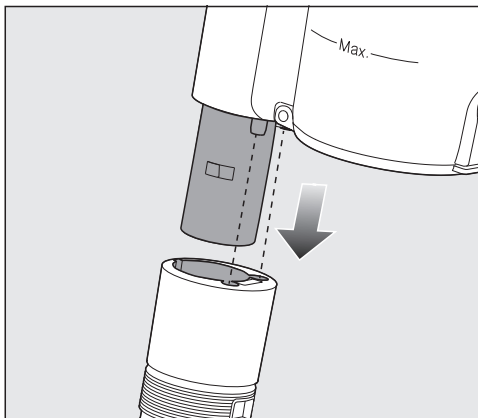
# Commissioning

## Assembling the vacuum cleaner

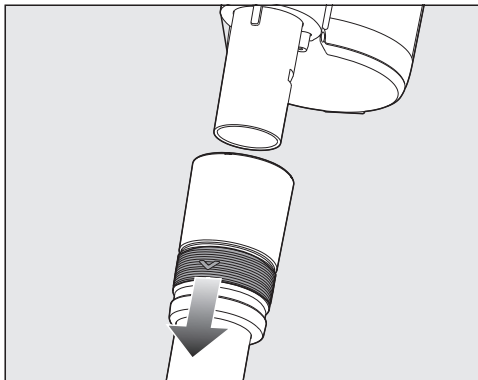


- Assemble the vacuum cleaner.

## Connecting the PowerUnit and the suction tube



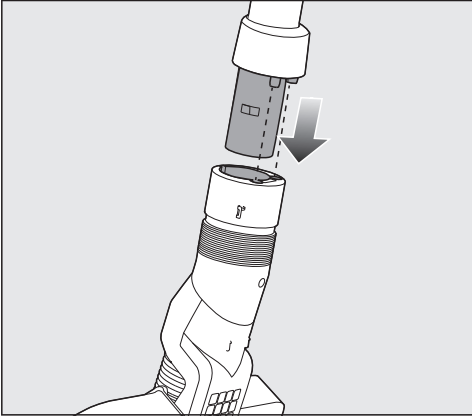
- Push the PowerUnit connector into position in the suction tube until it audibly clicks into place.



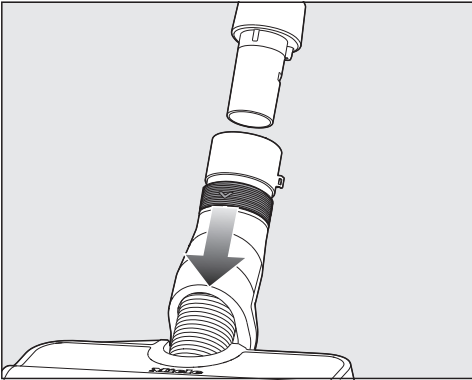
- Slide the sliding ring on the suction tube down to separate the individual sections from each other.



## Connecting the suction tube and the electrobrush



- Push the suction tube connector into the electrobrush from above until it audibly clicks into place.



- Slide the sliding ring on the electrobrush down to separate the individual sections from each other.

## General battery information

The rechargeable battery is supplied not fully charged.

Charge the battery completely before using it for the first time. Allow approximately 3.5 hours for this.

Once the battery is fully charged, the battery charging state indicator at the top of the PowerUnit switches off to conserve energy.

The maximum charging capacity is only achieved once the battery has been charged and run down approx. five times.

A full charge provides enough power for 17 minutes if the vacuum cleaner is used in its fully assembled state.

However, if you use the PowerUnit solo (see "Operation" – "Using the PowerUnit solo"), you can vacuum for up to 55 minutes at a time.

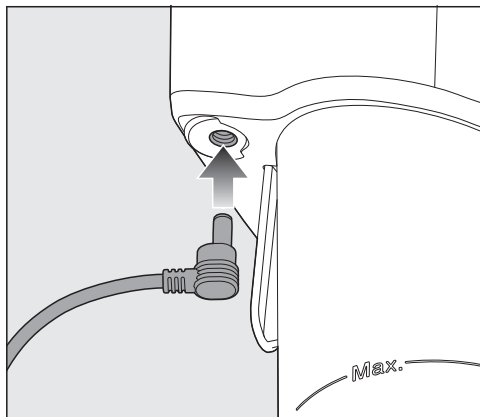
The running time depends on the selected power level, the flooring and how the vacuum cleaner is used, as well as on the degree of soiling of the filter system.

# Commissioning

## Charging the battery (without wall mounting)

You can charge the battery directly.

Before charging the battery for the first time, you must read the information in “Commissioning” – “General battery information”.



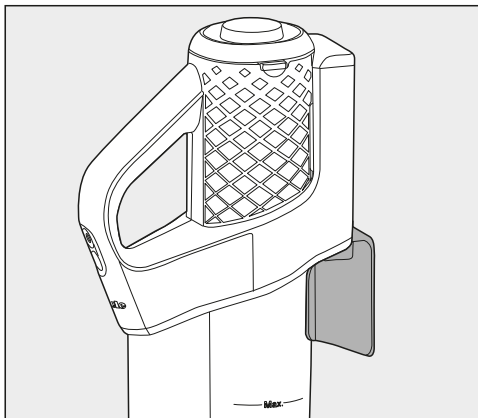
- Plug the charging plug of the supplied charging cable into the charging socket on the bottom at the rear of the PowerUnit.
- Plug the charger into a power socket.

The charging process will start.

You can read more about this in “Battery charging state indicator (while charging)”.

## Charging the battery (with wall mounting)

You will need a suitable location near a free power socket for mounting the appliance on the wall.



Before charging the battery for the first time, you must read the information in “Commissioning” – “General battery information”.

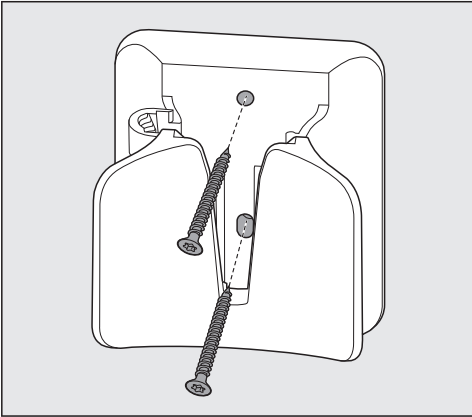
## Screwing the wall bracket to the wall

2 plugs and 2 T20 TORX screws are supplied for attaching the wall bracket. You will also need a battery-operated screwdriver or a drill (with a drilling diameter of 6 mm).

Select a distance of 106 cm between the bottom edge of the wall bracket and the floor.

You will need a suitable location near a free power socket for mounting the appliance on the wall.

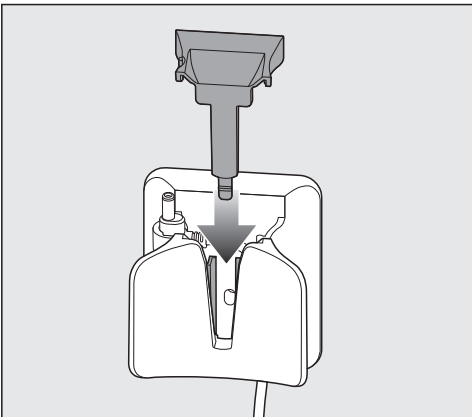
Be careful not to damage any cables laid in the wall.



- Attach the wall bracket to the wall.

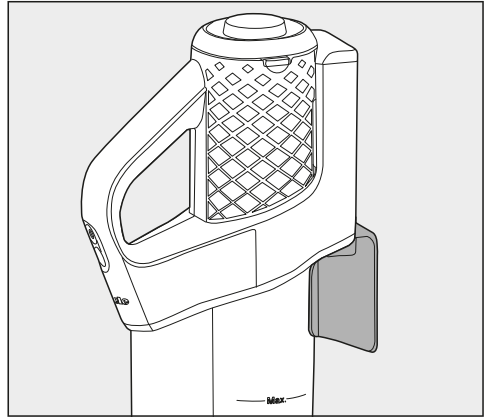
## Attaching the charging cable to the wall bracket

- Push the charging plug of the charging cable through the wall bracket from below.
- Plug the charging plug into the plug holder and press it in firmly.



- Slide the cover down into the wall bracket from above until it audibly clicks into place.

The charging cable is held securely in the wall bracket.

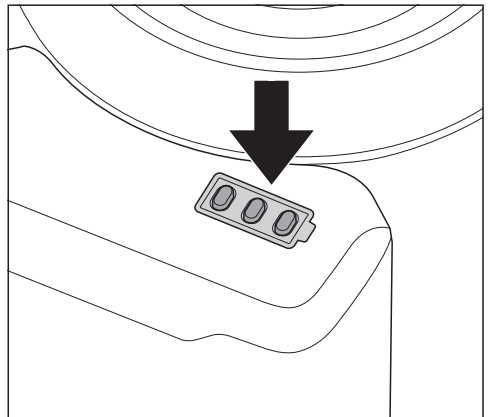


- Place the vacuum cleaner into the wall bracket from above.
- Plug the charger into the power socket.

The charging process will start.

## Battery charging state indicator (while charging)

The battery charging state is displayed on the top of the PowerUnit.



# Commissioning

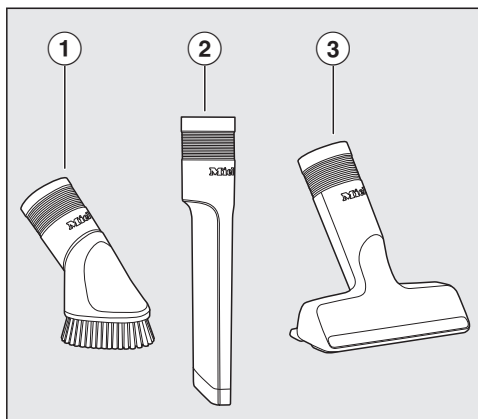
Charging capacity		Display	Battery charging state indicator (while in use)	
Minimum charging capacity		Left indicator lights up	The battery charging state is displayed on the top of the PowerUnit.	
Increasing charging capacity		Left indicator lights up; middle light flashes		
Charging capacity increasing further		Left and middle indicators light up; right indicator flashes		
Charged capacity approx. 91–99 %		Left, middle and right indicators light up		
100 %		Switches off		
Charging capacity		Display		
Maximum charging capacity		All indicators light up		
Decreasing charging capacity		Two indicators light up		
Charging capacity decreasing further		One indicator lights up		
Minimum charging capacity		One indicator flashes		

Once the battery is fully charged, the battery charging state indicator switches off to conserve energy.

If the battery has not been used for a long time and has run down, it will switch to safe mode. As a result, the battery charging state indicator will only respond after approximately 30–60 minutes.

## Using the supplied accessories

Miele offers a range of suitable accessories for many special applications (see “Optional accessories”).



① **Dusting brush**

Accessory for vacuuming skirting boards, carved furniture or ornaments.

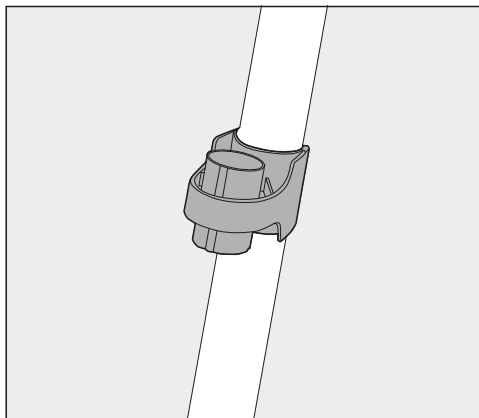
② **Crevice nozzle**

Accessory for cleaning in folds, crevices or corners.

③ **Upholstery nozzle**

Accessory for cleaning upholstery, mattresses and cushions.

### Accessories holder for the suction tube



This accessories holder allows you to carry around 2 accessories from the three-piece accessory set while you vacuum.

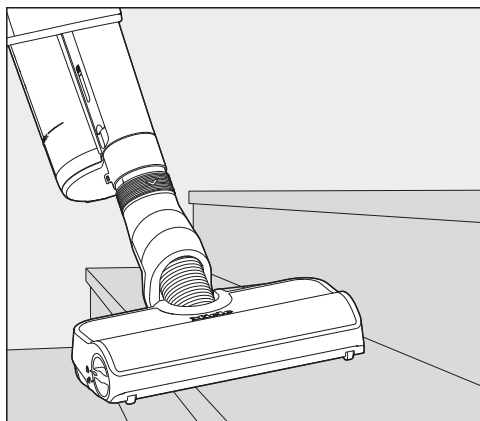
## Using the supplied accessories

### MultiFloor electrobrush (HX-EB 20)

Follow the flooring manufacturer's cleaning and care instructions.

⚠ Damage caused by trapped material.

Risk of the flooring getting scratched. Make sure that there is no coarse dirt or debris trapped in the bottom of the electrobrush, e.g. shards of glass or stones.



The electrobrush can be used for daily cleaning of carpets, rugs and hard floors.

**Tip:** The suction tube is not a convenient option for cleaning carpeted stairs.

**Tip:** If you ever need to vacuum up substantial amounts of coarse dirt or debris, use the PowerUnit solo configuration concept (see “Operation” – “Using the PowerUnit solo”).

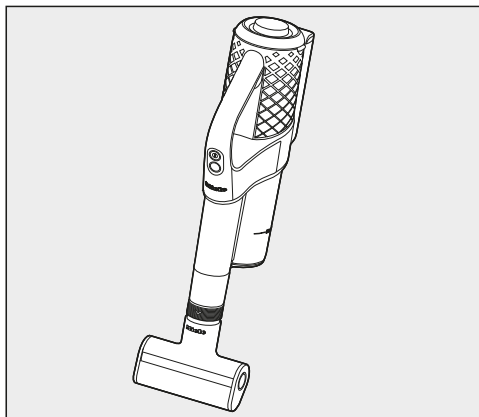
### Electro Compact handheld brush (HX-EC 20)

(depending on the model)

Follow the flooring manufacturer's cleaning and care instructions.

⚠ Damage caused by trapped material.

Risk of the flooring getting scratched. Make sure that there is no coarse dirt or debris trapped in the bottom of the handheld brush, e.g. shards of glass or stones.



The handheld brush is particularly suitable for intensive cleaning of upholstery and car seats.

For optimum cleaning results on upholstery, use the upholstery nozzle.

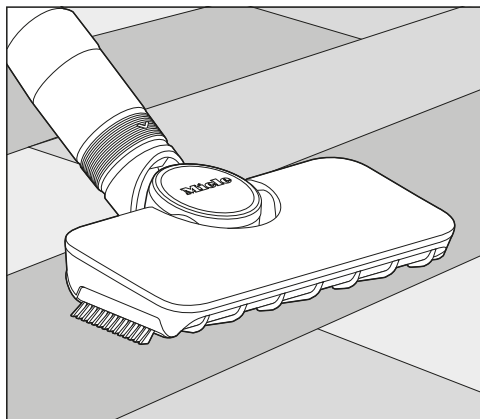
**Tip:** The suction tube is not a convenient option for cleaning upholstery or car seats.

## Using the supplied accessories

### AllFloor floorbrush (HX-AF 20)

(depending on the model)

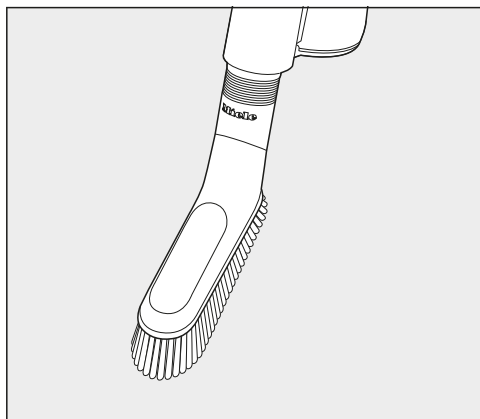
Follow the flooring manufacturer's cleaning and care instructions.



This flat and light floorbrush is particularly suitable for cleaning underneath very low furniture.

### Universal brush (HX-UB)

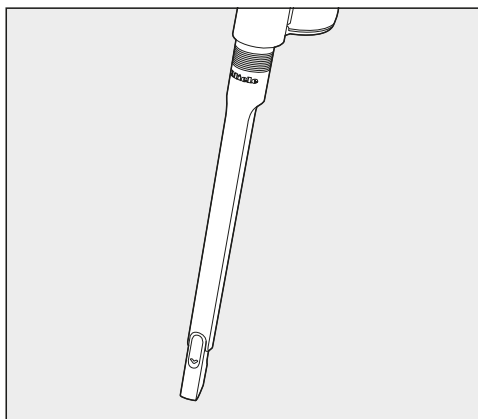
(depending on the model)



For gentle vacuuming of books, shelves or similar.

### Extendable flexible XL crevice nozzle (HX-CNXL)

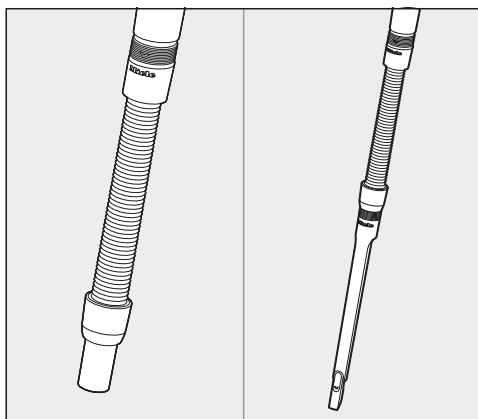
(depending on the model)



Can reach 60 cm for cleaning hard-to-reach areas.

### Hose extension (HX-FSH 20)

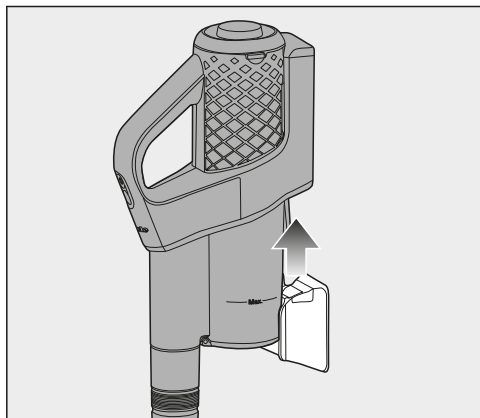
(depending on the model)



The hose extension can be extended to a maximum length of 120 cm. It can be extended further using the extendable flexible crevice nozzle.

## Operation

### Removing the vacuum cleaner from the wall bracket

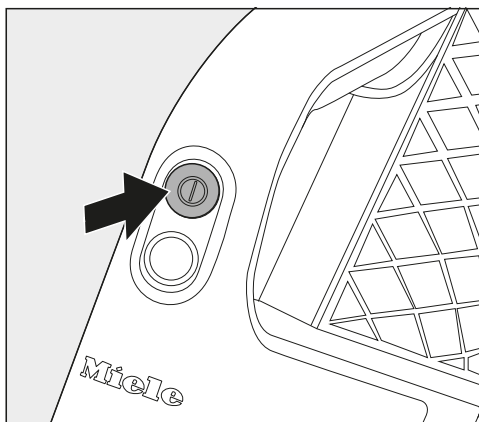


- Remove the vacuum cleaner from the wall bracket by pulling it upwards.

### Switching on and off

- If you have charged the battery directly, pull the charging plug out of the charging socket on the bottom on the rear of the PowerUnit.

For the best possible cleaning results, always start the ComfortClean self-cleaning function before switching on the vacuum cleaner (see “Cleaning and care” – “Activating the ComfortClean self-cleaning function”).

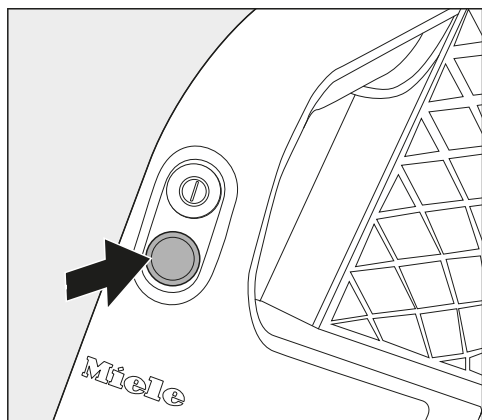


- Press the upper button on the handle ①.

The vacuum cleaner will switch on using the lowest power level.



### Increasing the suction power

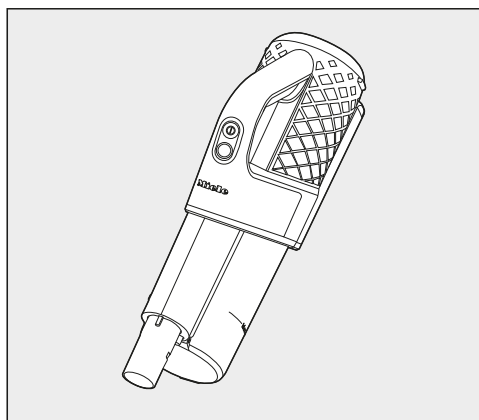


- Press the lower button on the handle.

The higher power level is selected and the LED lights up.

Press the button again to return to the lower power level.

### Using the PowerUnit solo



The PowerUnit can be used on its own without the suction tube and electro-brush as a quick way of vacuuming up crumbs and fluff in specific areas.

**Tip:** This configuration is particularly suitable when using the three-piece accessory set (see “Using the supplied accessories”).

## Cleaning and care



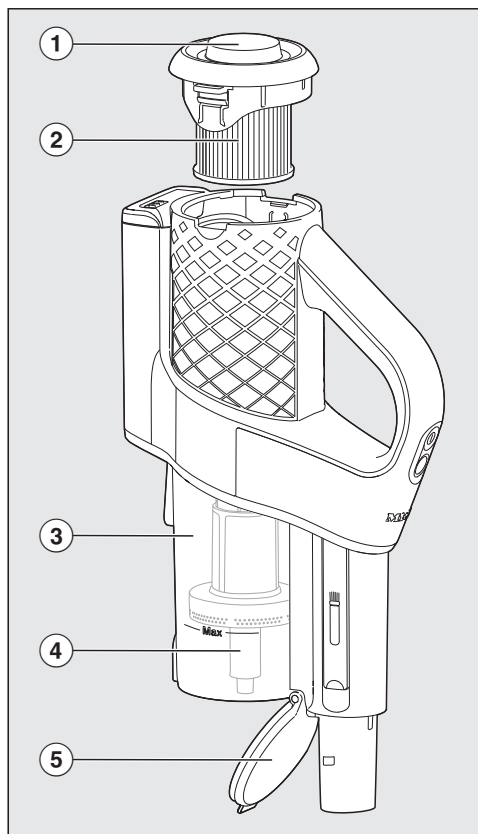
Risk of injury caused by rotating roller brush.

You can injure yourself on the rotating roller brush.

Always switch the vacuum cleaner off before cleaning and caring for it.

Use the On/Off switch on the handle to do this.

### Filter system

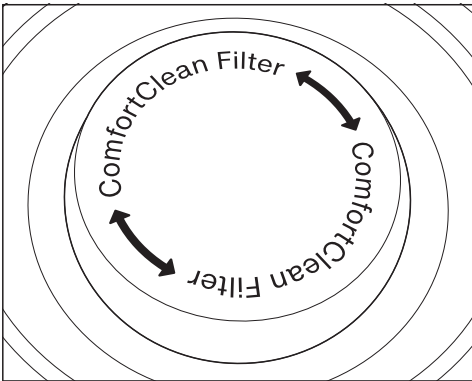


- ① Screw cap
- ② Fine dust filter
- ③ Dust container
- ④ Pre-filter
- ⑤ Dust container flap

### Activating the ComfortClean self-cleaning function

Always run the interim cleaning function for the fine dust filter before emptying the dust container. You should also run it whenever the suction power begins to drop.

This enables the vacuum cleaner to achieve the very best cleaning performance again straight away.



- Turn the screw cap 3 times by 180°.

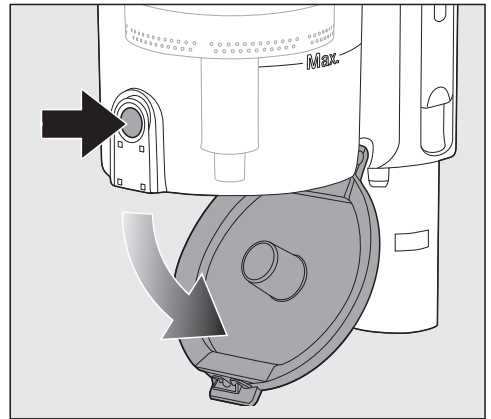
When turning the cap, you will hear a noise, which is a normal part of how the ComfortClean self-cleaning function works.

### Emptying the dust container

Empty the dust container at the latest when the dust has reached the **Max.** marking on the dust container.

Provided that no prohibited substances are present, the contents of the dust container can be disposed of with normal household waste.

- Hold the dust container close to the bin to prevent dust from billowing out.



- Press the release button on the bottom of the dust container.

The flap will open and the dust will fall out.

If dust balls, hair or coarse debris do not fall out, remove the pre-filter by pulling it downwards (see the following section: "Cleaning the dust container and pre-filter").

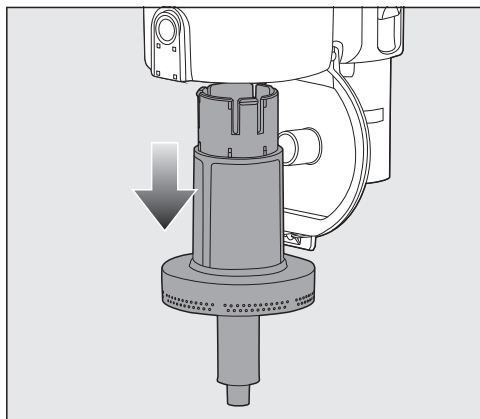
- Close the dust container flap, making sure it clicks into place.

### Cleaning the dust container and pre-filter

Clean the dust container and pre-filter as required.

## Cleaning and care

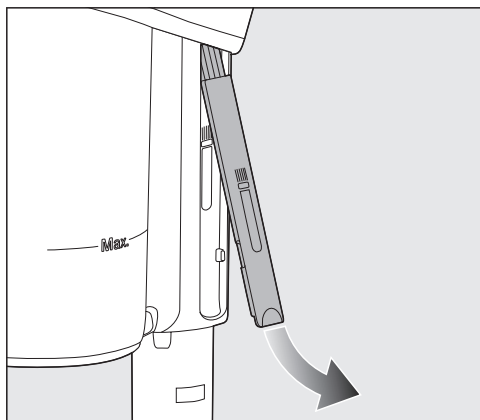
- Empty the dust container over a bin.



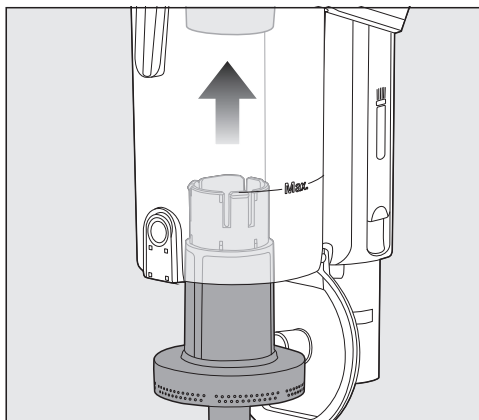
- Remove the pre-filter by pulling it downwards.

⚠ Risk of damage caused by incorrect cleaning.

The pre-filter can become damaged and be less effective as a result. Do not clean the pre-filter with water. Do not use pointed or sharp-edged objects to clean the filter.



- Clean the dust container and pre-filter with a dry cloth or with a cleaning tool which is located on the side of the PowerUnit.



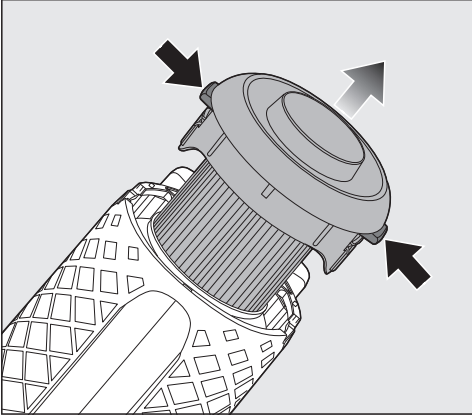
- Reinsert the cleaned pre-filter into the cleaned dust container as far as it will go.
- Close the dust container flap, making sure it clicks into place.

### Cleaning the fine dust filter

Clean the fine dust filter thoroughly at least once every 3 months outside the PowerUnit.

⚠ Risk of damage caused by incorrect cleaning.

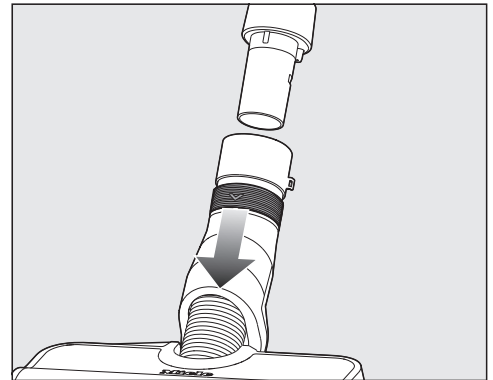
The fine dust filter can become damaged and be less effective as a result. Do not clean the fine dust filter with water and avoid cleaning the inside. Do not use pointed or sharp-edged objects to clean the filter. Do not brush the fine dust filter (not even with the cleaning tool supplied).



- Turn the fine dust filter slightly while you do this to free the dirt from all of the crevices.
- Refit the cleaned fine dust filter into the PowerUnit, making sure it clicks into position.

To continue achieving the best possible cleaning results, replace the fine dust filter (HX-FDF 20) with a new one after approx. 3 years.

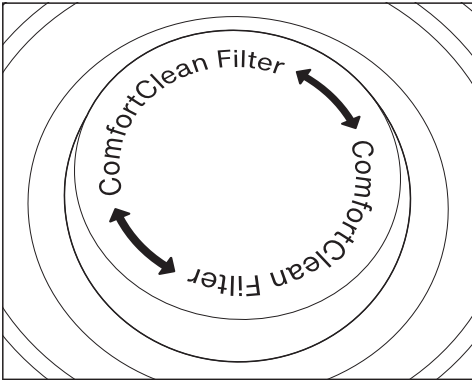
### Cleaning the electrobrush/ handheld brush (depending on the model)



- Disconnect the electrobrush/handheld brush from the vacuum cleaner.
- Place the electrobrush/handheld brush upside down on a level, clean surface.

- Press both release buttons at the side of the fine dust filter lid and remove the fine dust filter by pulling it upwards.

- Hold the fine dust filter over a bin.

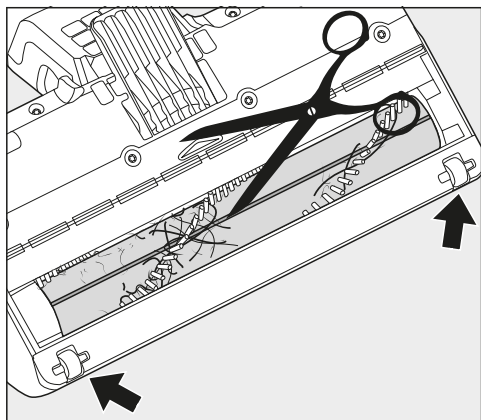


- Take hold of the black section of the fine dust filter underneath the screw cap and turn the screw cap 10 times through 180°.

When turning the cap, you will hear a noise, which is a normal part of how the ComfortClean self-cleaning function works.

- Empty the fine dust filter by carefully tapping the lower edge.

## Cleaning and care



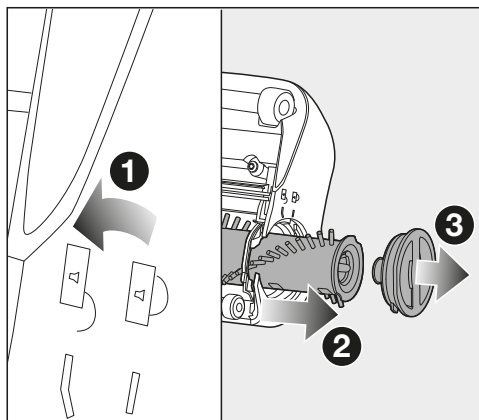
- Cut any threads or hairs that have wound themselves around the roller brush with a pair of scissors. To guide the scissors, there are two guide tracks on the roller brush.


Then run the vacuum cleaner to vacuum up the cut threads and hairs.

If the small running wheels are very heavily soiled or blocked, you can remove them for easier cleaning (not possible in the case of the handheld brush). To remove them, use a flat-head screwdriver.

### Removing the roller brush from the electrobrush

You can take the roller brush out of the electrobrush in order to remove stubborn soiling and clean the inside of the electrobrush.



- 1 Turn the arrow on the handle on the side of the electrobrush to the  symbol.

The roller brush is released.

- 2 Remove the roller brush.

- Clean the roller brush and remove any stubborn dirt inside the electrobrush.

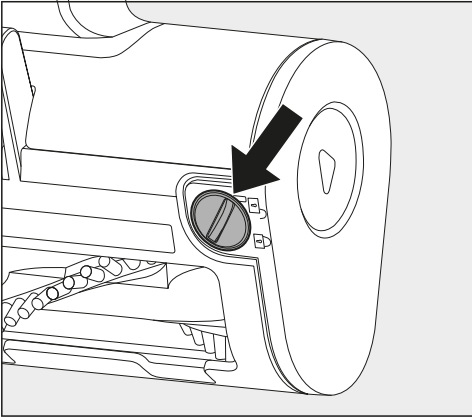
If there is heavy soiling between the handle and the roller brush, you can release the handle.

- 3 Pull lightly on the handle until it is released.

- Remove the soiling.
- Lock the cleaned handle back into the roller brush.
- Push the roller brush as far as it will go into the electrobrush until it is in position.
- Lock the roller brush.

### Removing the roller brush from the handheld brush (depending on the model)

You can take the roller brush out of the handheld brush in order to remove stubborn soiling and clean the inside of the handheld brush.

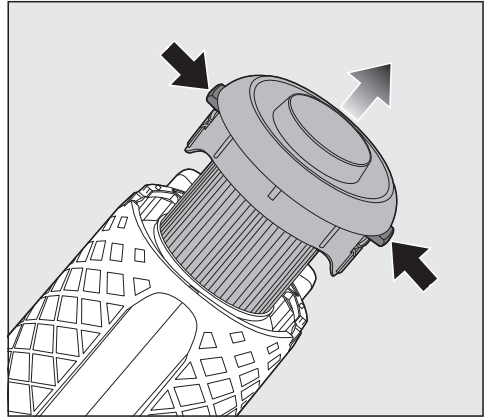


- ❶ Release the roller brush using a coin.
  - ❷ Remove the roller brush.
- Clean the roller brush and remove any stubborn dirt inside the handheld brush.
  - Reassemble the handheld brush in reverse order.

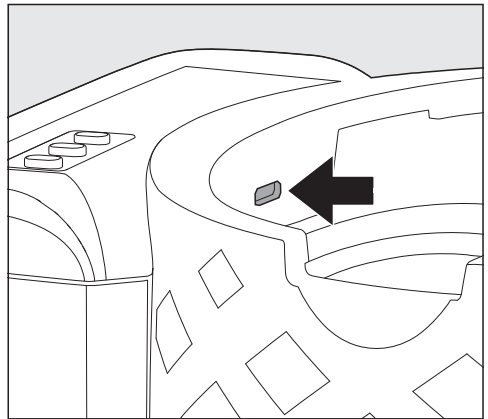
### Replacing the battery

An original Miele AP10/AP11 lithium-ion rechargeable battery is required.

Follow the instructions regarding the handling and disposal of rechargeable batteries found in the following sections: "Warning and safety notes", "Sustainability and environmental protection" and "Commissioning" ("General battery information").

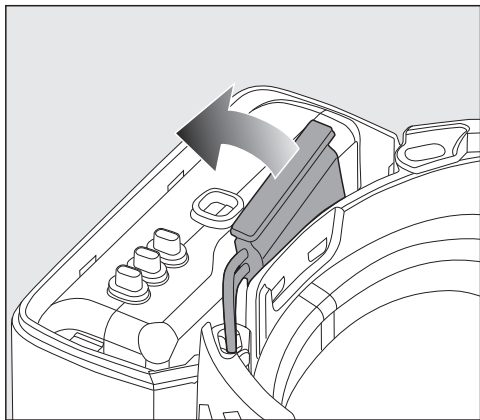


- Remove the fine dust filter from the PowerUnit.



- Use a flat-head screwdriver to carefully release the battery compartment cover.

## Cleaning and care



- Carefully release the plug and replace the battery.
- Reinsert the plug, making sure that it fits properly.
- Close the battery compartment and reinsert the fine dust filter into the PowerUnit, making sure it clicks into position.

Follow the special cleaning instructions for the pre-filter, fine dust filter and dust container in the “Cleaning and care” section.

The vacuum cleaner and all plastic accessories should be cleaned with a commercially available cleaner suitable for plastic.

**⚠** Damage due to unsuitable cleaning agents.

All surfaces are susceptible to scratching. Contact with unsuitable cleaning agents can alter or discolour all surfaces.

Do not use abrasive cleaning agents, glass cleaning agents, all-purpose cleaners or oil-based care products.

## Caring for the vacuum cleaner and accessories

**⚠** Risk of injury caused by rotating roller brush.

You can injure yourself on the rotating roller brush.

Always switch the vacuum cleaner off before caring for it. Use the On/Off switch on the handle to do this.

**⚠** Risk of electric shock from mains voltage.

If moisture gets into the charger, there is a risk of electric shock.

Do not let the charger get wet.



Many malfunctions and faults that can occur in daily operation can be easily remedied. You can save time and money in many cases, as you do not need to call the Miele Customer Service Department.

Information to help you remedy faults yourself can be found at [www.miele.com/service](http://www.miele.com/service).

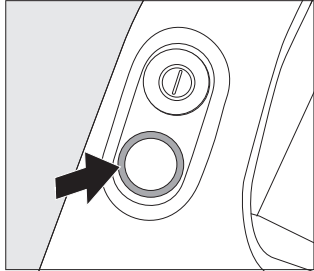
The following tables are designed to help you to find the cause of a malfunction or a fault and to resolve it.



Risk of injury caused by rotating roller brush.

You can injure yourself on the rotating roller brush.

Switch the vacuum cleaner off before dealing with any problems. Use the On/Off switch on the handle to do this.

Problem	Cause and remedy
<b>Battery charging state indicator when switching on: left and middle indicators flash rapidly.</b>	<p>Temperature fault</p> <ul style="list-style-type: none"> <li>■ Wait for approximately 30 minutes before switching the vacuum cleaner back on again.</li> </ul>
<b>Battery charging state indicator when charging: right and middle indicators flash rapidly</b>	<p>Battery errors</p> <ul style="list-style-type: none"> <li>■ If you are charging the battery without a wall mounting, pull the charging plug out of the charging socket on the rear of the PowerUnit.</li> <li>■ Remove the vacuum cleaner from the wall bracket if you are charging the battery in the wall bracket..</li> <li>■ Wait approx. 5 minutes before continuing to charge the battery.</li> </ul> <p>It is essential to take prescribed ambient temperatures into account when charging and changing the battery; see "Warning and safety notes".</p>
<p><b>LED on the handle is flashing.</b></p> 	<p>"Battery is discharged" fault</p> <ul style="list-style-type: none"> <li>■ Charge the battery (see "Commissioning" – "General battery information" and "Charging the battery").</li> </ul> <p>Internal system error</p> <ul style="list-style-type: none"> <li>■ Check the vacuum cleaner airways for any blockages.</li> <li>■ Clean the dust container, pre-filter and fine dust filter (see "Cleaning and care").</li> <li>■ Wait for approximately 30 minutes before switching the vacuum cleaner back on again.</li> </ul>

# Troubleshooting

Problem	Cause and remedy
<b>The vacuum cleaner does not start when it is switched on.</b>	The rechargeable battery is not sufficiently charged. ■ Charge the battery (see “Commissioning” – “General battery information” and “Charging the battery”).
	An original Miele battery has not been inserted. ■ Insert an original Miele AP10/AP11 lithium-ion rechargeable battery.
	The charging plug is still plugged in. ■ If you are charging the battery without a wall mounting, pull the charging plug out of the charging socket on the rear of the PowerUnit. ■ Remove the vacuum cleaner from the wall bracket if you are charging the battery in the wall bracket.
<b>The cleaning performance is poor. The battery life is decreasing.</b>	The dust container is full. ■ Empty the dust container (see “Cleaning and care” – “Emptying the dust container”).
	The dust container/pre-filter is dirty. ■ Clean the dust container and the pre-filter (see “Cleaning and care” – “Cleaning the dust container and pre-filter”).
	The fine dust filter is dirty. ■ Run the interim cleaning function for the fine dust filter (see “Cleaning and care” – “Activating the ComfortClean self-cleaning function”). ■ Clean the fine dust filter (see “Cleaning and care” – “Cleaning the fine dust filter”).
	The electrobrush is dirty/blocked. ■ Clean the electrobrush (see “Cleaning and care” – “Cleaning the electrobrush” and “Removing the roller brush from the electrobrush”).
	The airways are blocked. ■ Clean all the airways.
	The fine dust filter is worn. ■ Insert a new fine dust filter.

Problem	Cause and remedy
<b>The operating noise is changing during vacuuming.</b>	The airways are soiled. ■ Clean all the airways.
	The electrobrush power rating is automatically set to the optimum level based on the type of flooring. ■ The noise is not unusual – the vacuum cleaner is functioning normally.
<b>The electrobrush switches itself off.</b>	The electrobrush is overloaded – this can happen on surfaces like deep-pile carpet. ■ Switch the vacuum cleaner off and on again. Use the On/Off switch on the handle to do this.
<b>The roller brush is not rotating.</b>	The roller brush is dirty. ■ Clean the roller brush (see “Cleaning and care” – “Cleaning the electrobrush” and “Removing the roller brush from the electrobrush”).

## Service

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Information to help you rectify faults yourself and about Miele spare parts can be found at [www.miele.com/service](http://www.miele.com/service).

### Contact in case of malfunction

In the event of any faults which you cannot remedy yourself, please contact your Miele Dealer or Miele Service.

Contact information for Miele Service can be found at the end of this document.

Please note that telephone calls may be monitored and recorded for training purposes and that a call-out charge will be applied to service visits where the problem could have been resolved as described in this booklet.

### Warranty

For information on the appliance warranty specific to your country please contact Miele. See back cover for address.

In the UK, your appliance warranty is valid for 2 years from the date of purchase. However, you must activate your cover by calling 0330 160 6640 or registering online at [www.miele.co.uk](http://www.miele.co.uk).

Follow the flooring manufacturer's cleaning and care instructions.

We recommend using only genuine Miele accessories bearing the Miele logo on the packaging. Only these will guarantee the optimum performance of your vacuum cleaner and the best possible cleaning results.

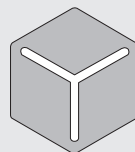
Please note that faults and damage caused by use of accessories which do not bear the Miele logo on the packaging are not covered by the vacuum cleaner warranty.

### Purchasing accessories

Original Miele accessories are available from the Miele webshop, the Miele Customer Service Department and from your Miele dealer.

Original Miele accessories are identified by the Miele logo on the packaging.

With 3D4U, Miele also offers free accessories to download for your 3D printer ([www.miele.com](http://www.miele.com), Service, 3D4U).



3 D 4 U

Certain models are supplied with one or more of the following accessories as standard.

### Electro Compact handheld brush (HX-EC 20)

For intensive cleaning of car seats and carpeted stairs.

### Hardfloor Care soft roller (HX-HCT 20)

For cleaning delicate hard floors.

Insert the Hardfloor Care soft roller into the electrobrush instead of the roller brush fitted as standard (see "Cleaning and care" – "Removing the roller brush from the electrobrush").

## Optional accessories

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### **AllFloor floorbrush (HX-AF 20)**

Flat floorbrush for cleaning underneath very low furniture. It is also quiet, light and stands out due to its very good pick-up of coarse dirt.

### **Universal brush (HX-UB)**

For gentle vacuuming of books, shelves or similar.

### **Extendable flexible XL crevice nozzle (HX-CNXL)**

The flexible crevice nozzle can reach 60 cm for cleaning hard-to-reach areas.

### **Hose extension (HX-FSH 20)**

For increasing the vacuuming radius by maximum 120 cm.

## Electrical connection for the UK

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All electrical work should be carried out by a suitably qualified and competent person in strict accordance with current national and local safety regulations (BS 7671 in the UK). The voltage and frequency are given on the data plate located underneath the vacuum cleaner. Please ensure that these match the household mains supply. The fuse rating is quoted on the plug. The appliance is supplied with a cable and moulded plug ready for connection to a 230-240 V/ 50 Hz a.c. single phase supply.

## United Kingdom

Miele Co. Ltd., Fairacres, Marcham Road, Abingdon, Oxon, OX14 1TW  
Tel: 0330 160 6600, Internet: [www.miele.co.uk](http://www.miele.co.uk), E-mail: [info@miele.co.uk](mailto:info@miele.co.uk)

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**Manufacturer:** Miele & Cie. KG, Carl-Miele-Straße 29, 33332 Gütersloh, Germany