



HOOVER HW5 Wet and Dry Cleaner User Manual

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Product Usage Instructions

Getting to Know Your Cleaner:

Thank you for purchasing your new Hoover wet&dry cleaner HW5. Familiarize yourself with the main components listed in the manual.

Preparing Your Cleaner:

1. Fit the wand into the main unit.
2. Fit the adapter into the docking station.
3. Plug the power cord into the socket.
4. Put the main product unit onto the docking station.
5. Charge the cleaner for 4 hours.
6. Fill the clean water tank to the MAX line.

Using Your Cleaner:

Mode Button / Voice Prompt:

1. Press 3 Secs the ON/OFF button to operate your cleaner.
2. Press the MODE button to change the mode: Smart mode, Parquet mode, Max mode.
3. Voice Prompt Button: Short press to switch between languages, Long press (3 seconds) to turn on/off the voice

prompt.

Auto-Clean:

1. Perform auto-clean after each cleaning session for optimum performance.
2. Ensure dirty water tank is empty before starting auto-clean.
3. Fill clean water tank to the MAX line.
4. Press the auto-clean button.
5. The auto-clean process takes about 150s to complete.
6. Empty dirty water tank after completion.

Display Status:

- The display status includes information about Auto-Clean, Battery Status, Power Bar, and Dirty Water Tank status.

FAQ

Frequently Asked Questions

- **Q:** What should I do if the cleaner does not start?
 - **A:** Ensure that the cleaner is fully charged and that all components are properly assembled according to the instructions provided in the manual.
- **Q:** How often should I perform auto-clean?
 - **A:** It is recommended to perform auto-clean after each cleaning session to maintain the cleaner's performance.
- **Q:** Can I change the language of the voice prompt?
 - **A:** Yes, you can switch between languages by pressing the Voice Prompt button as instructed in the manual.

GETTING TO KNOW YOUR CLEANER

Thank you for purchasing your new Hoover wet&dry cleaner HW5.

MAIN COMPONENTS:



- **A.** ON/OFF BUTTON
- **B.** DISPLAY
- **C.** AUTO-CLEAN BUTTON
- **D.** DIRTY WATER TANK RELEASE BUTTON
- **E.** DIRTY WATER TANK
- **F.** FRONT ROLLER COVER
- **G.** FRONT ROLLER COVER RELEASE BUTTON
- **H.** FRONT ROLLER HOOK
- **I.** REAR ROLLER HOOK
- **J.** REAR ROLLER COVER
- **K.** REAR ROLLER COVER RELEASE BUTTON
- **L.** BATTERY PACK COVER
- **M.** CLEAN WATER TANK
- **N.** CLEAN WATER TANK RELEASE BUTTON
- **O.** MODE BUTTON
- **P.** VOICE PROMPT BUTTON
- **Q.** DOCKING STATION

*Docking station has multiple uses: charging base, place to store your cleaner and drip tray to catch any residual water when the machine is not in use.

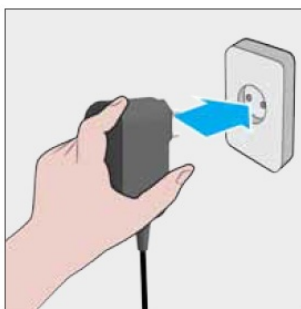
PREPARING YOUR CLEANER

IMPORTANT: Accessories included are dependant on your model. Full specification details for your product are included in your product packaging.

Remove all product parts from the packaging and assemble your cleaner.



- **STEP 1:** Fit the wand into the main unit.



- **STEP 2:** Fit the adapter into the docking station.
- **STEP 3:** Plug the power cord into the socket.
- **STEP 4:** Put the main product unit onto the docking station.
- **STEP 5:** Charge the cleaner for 4 Hrs.

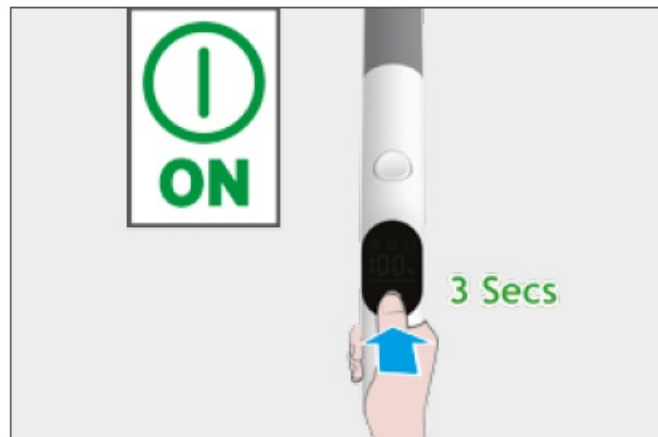


- **STEP 6:** Fill the clean water tank to the MAX line.

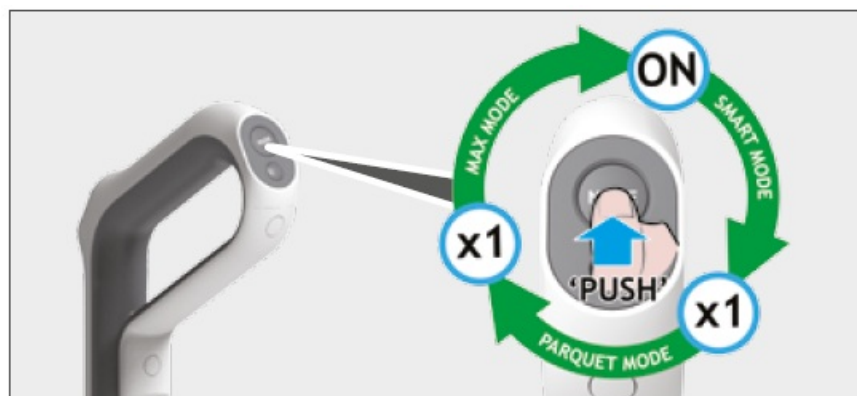
USING YOUR CLEANER

MODE BUTTON / VOICE PROMPT

To use your product:



- **STEP 1:** Once the product is fully charged, press 3 Secs the ON/OFF button to operate your cleaner:
 - The cleaner will start by default in smart mode.
 - The voice prompt is on and the language is GB.
 - The display will turn on.
- **STEP 2:** Press the MODE button to change the mode:



- **Smart mode:** suction power and water flow are automatically adjusted based on the amount of dirt detected.
- **Parquet mode:** medium suction and low water flow. We recommend using this one on delicate but well

sealed floors.

- **Max mode:** max suction and max water flow.

- **STEP 3: VOICE PROMPT BUTTON:**



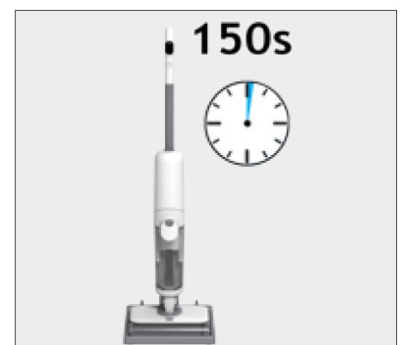
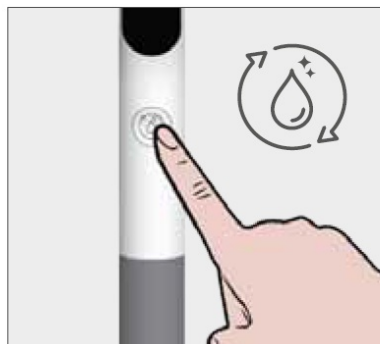
- **Short press:** to switch between languages (GB/FR/DE/ ES/IT).
- **Long press (3 seconds):** to turn on/off the voice prompt.

AUTO-CLEAN

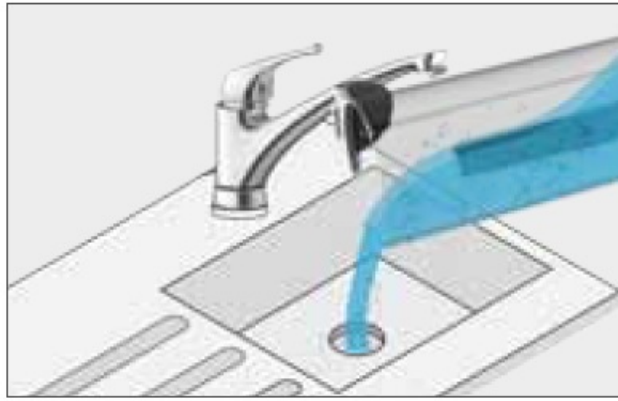
IMPORTANT: We recommend performing the auto-clean after each cleaning session to ensure optimum performance.



- **STEP 1:** Put your product onto the docking station and check the cord and adapter are both plugged in.
 - Please ensure the dirty water tank is empty before starting the auto-clean.

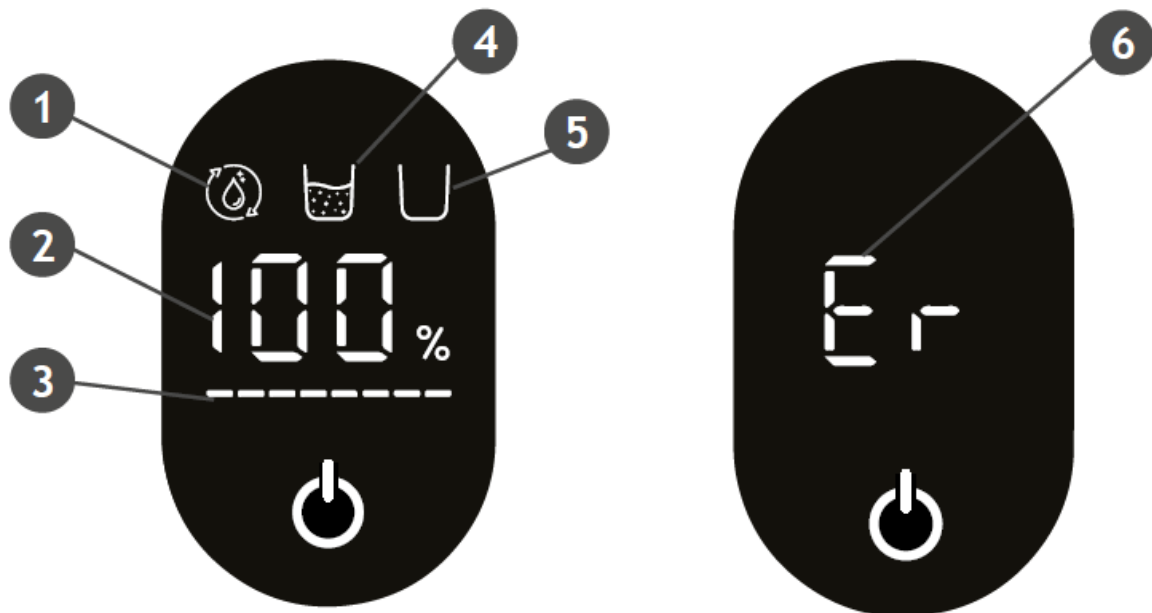


- **STEP 2:** Fill the clean water tank to the MAX line.
- **STEP 3:** Press the auto-clean button.
- **STEP 4:** The auto-clean process takes about 150s to complete.



- **STEP 5:** Once the auto-clean process is completed, empty the dirty water tank to get ready for another cleaning session.
 - For dirty water tank maintenance, please refer to “4.1 DIRTY WATER TANK” section.

DISPLAY STATUS

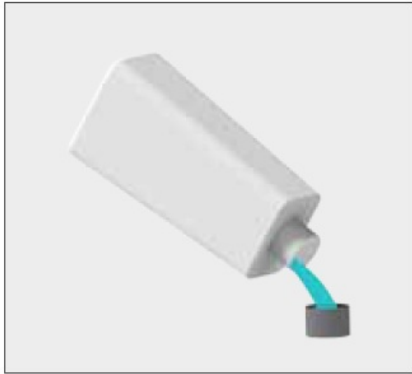


1. AUTO-CLEAN
2. BATTERY STATUS
3. POWER BAR
4. DIRTY WATER TANK IS FULL
5. CLEAN WATER TANK IS EMPTY
6. ROLLER STALL

- **AUTO CLEAN STATUS:** this icon turns on when the autoclean is in process.
- **BATTERY STATUS:** this icon shows the remaining battery percentage.
- **DIRTY WATER TANK IS FULL:** this icon turns on when the dirty water tank is full.
- **CLEAN WATER TANK IS EMPTY:** this icon turns on when the clean water tank is empty.
- **POWER BAR:** this icon indicates the power consumption status.
- **ROLLER STALL:** this icon turns on when a roller brush blockage is occurred.

USE HOOVER FLOOR CLEANING SOLUTION

How to use Hoover floor cleaning solution:



- **STEP 1:** Pour the cleaning solution into the bottle cap.
- **STEP 2:** Pour 2 caps into the clean water tank. (Recommended mix rate: water:clean solution=50:1).
- **STEP 3:** Fill the clean water tank to the MAX line to start cleaning.

Note: Use only the floor cleaning solution recommended by Hoover, and quantity as stated in the manual.

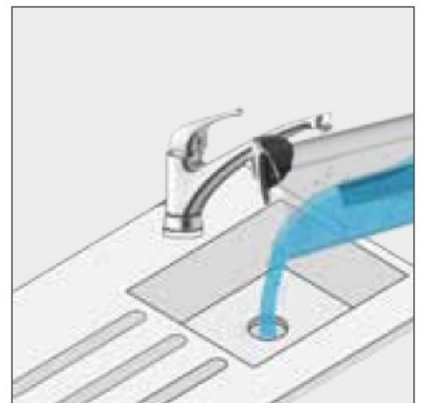
CLEANER MAINTENANCE

DIRTY WATER TANK

IMPORTANT

- Before performing any maintenance task, always ensure your product is switched off.

Empty the dirty water tank and clean the hose



- **STEP 1:** Remove the dirty water tank.
- **STEP 2:** Take off the filter and debris collector.
- **STEP 3:** Empty the dirty water.



- **STEP 4:** Remove any dry particles and excess debris from the filter and debris collector using the cleaning tool.
- **STEP 5:** Use the cleaning tool to remove any excess dirt from the hose.

To refit the dirty water tank to your cleaner, follow the above instructions in reverse.

ROLLERS

Clean the rollers



- **STEP 1:** Press the release buttons to take off the roller covers.
- **STEP 2:** Rotate the roller hooks.
- **STEP 3:** Take off the rollers.



- **STEP 4:** Use the cleaning tool to deep clean the nozzle.
- **STEP 5:** Use water to clean the rollers.

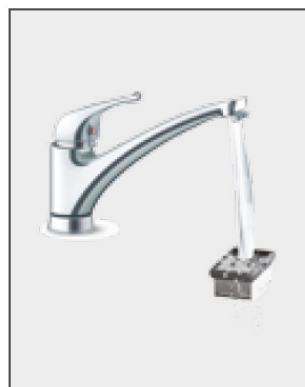


- **STEP 6:** Leave the rollers to air dry for at least 24 Hrs on a windowsill or on the docking station before putting them back into position.

To refit the rollers, follow the above instructions in reverse.

FILTER

Clean the filter



- **STEP 1:** Remove the dirty water tank.
- **STEP 2:** Take off the filter and debris collector.
- **STEP 3:** Clean the filter using lukewarm water.
- **STEP 4:** Leave the filter to air dry for 24Hrs before re-fitting.

DISASSEMBLE YOUR CLEANER

Remove the wand

In the event that the handle needs to be disassembled, follow the instructions below:



- **STEP 1:** Take off the clean water tank.
- **STEP 2:** Press the spring underneath the red rubber with a narrow tool (like a screwdriver).
- **STEP 3:** Take off the wand while pressing the button.

REPLACE THE BATTERY PACK

Note: Only use the approved battery type (type ref.: HW5BAT) recommended by HOOVER. Failure to do so may cause the lithium-ion battery to become a potential hazard.

In the event that the battery pack needs to be replaced, follow the instructions below:



- **STEP 1:** Take off 4 screws of battery cover.
- **STEP 2:** Take off the battery cover.
- **STEP 3:** Pull out the battery pack.
- **STEP 4:** Disconnect the terminals to remove the battery pack.
 - **STEP 4.2:** Follow the above instructions in reverse to reinstall the new battery pack.

TROUBLESHOOTING

The following is a list of commonly encountered problems and solutions.

Common failure	Possible reason	Solution
Main unit does not work	Handle not installed in place	Please reinstall to ensure that it is in place before use
	The main unit has no power or insufficient power	Please fully charge the main unit before use
	The roller or roller cover are not installed in place / The roller is entangled with hair and stops rotating	Reinstall or clean the rollers
	Dirty water tank is full	Empty the dirty water tank before use
Machine suction is weakened	Filter blockage	Please clean the filter element
	Roller cover, filter and clean water tank are not installed in place	Confirm whether they are installed in place before use
	The roller is entangled with hair	Clean the roller before use
	Excess dirt or blockage in the pipeline	Please clean the pipeline
There is abnormal noise in motor operation	Excessive dirty water in the dirty water tank	Clean the dirty water tank before use
	The suction port is blocked	Clean the obstacles in the suction port
When charging, the screen power prompt icon is not displayed	The power adapter is not connected to a power socket	Check whether the power adapter is plugged in
	The connection between the power adapter and the docking station is not in place	Check whether it is in good connection
	The docking between the main unit and the charging base is not in place	Please confirm that the main unit is placed correctly
No water from the main unit	Clean water tank is not installed in place / Clean water tank is short of water	Reinstall or add water to the clean water tank

Water leakage from air outlet	The filter is not dried after cleaning	After cleaning, make sure to dry it before use
Auto-clean does not work	The roller may get stuck by large particles	Open the roller cover for inspection and cleaning
	The machine is not charging	Ensure that the main unit starts the auto-clean function again when it is charging
	The power of the machine is less than 10% and cannot start auto-clean	When the cleaner is charging, start the auto-clean function when the power is greater than 10%
	Dirty water tank is not installed in place/Dirty water tank is full of water	Reinstall or empty of the dirty water tank

If there is any doubt call the Hoover Service Office for advice. They may be able to assist you over the telephone. A service charge will be made if the cleaner is examined and found to be in working order, has not been assembled in accordance with these instructions or has been used incorrectly.

IMPORTANT INFORMATION

Hoover Spares and Consumables

- Always replace parts with genuine Hoover spares. These are available from your local Hoover dealer or direct from Hoover. When ordering parts always quote your model number.

Quality

- Hoover's factories have been independently assessed for quality. Our products are made using a quality system which meets the requirements of ISO 9001.

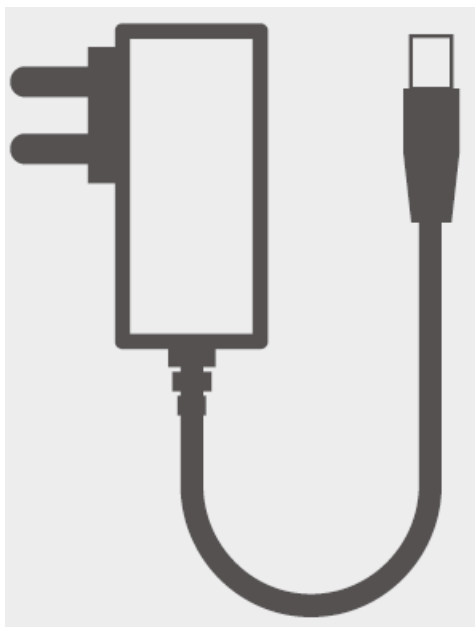
Your Guarantee

The guarantee conditions for this appliance are as defined by our representative in the country in which it is sold. Details regarding these conditions can be obtained from the dealer from whom the appliance was purchased. The bill of sale or receipt must be produced when making any claim under the terms of this guarantee.

Subject to change without notice.

More Information




EC 2019/1782



Manufacturer Name	E-TEK Electronics Manufactory Co., LTD
Manufacturer Address	101, Workshop 1, No. 5, Jingye Road, Yanchuan Community, Yanluo Street, Bao'an District, Shenzhen, 518105 Guangdong P.R. China
Model	ZD024M310100EU/ZD024M310100BS
Input Voltage	100-240 V~
Input AC Frequency	50/60 Hz
Output Voltage	31.0 V DC
Output Current	1.0 A
Output Power	31.0 W
Average Active Efficiency	87.1%
Efficiency at load 10%	77.1%
No-Load Power Consumption	0.10 W

Part No.: 48700791

Documents / Resources

  	HOOVER HW5 Wet and Dry Cleaner [pdf] User Manual HW500 011, HW5 Wet and Dry Cleaner, HW5, Wet and Dry Cleaner, Dry Cleaner, Cleaner
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References

-  [Officielle hjemmeside af Hoover | Hoover](#)
- [User Manual](#)

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