



# INSTRUCTION MANUAL

## EW3032

**SURGEPLUS** 2-in-1 Brushless DC Motor Cordless Stick  
Vacuum Cleaner - Silver/Red

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Ewbank has a British heritage to be proud of. It's a household favourite and much loved brand that has been providing innovative cleaning solutions for over 135 years.



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**PLEASE READ ALL THE INSTRUCTIONS BEFORE  
USE AND WHEN USING THE APPLIANCE, THE  
FOLLOWING PRECAUTIONS MUST BE TAKEN:**

**WARNING! TO REDUCE THE RISK OF FIRE,  
ELECTRIC SHOCK, OR INJURY:**

1. Do not leave the vacuum cleaner plugged in when not in use. Unplug from the socket before servicing.
2. To reduce the risk of electric shock, do not use outdoors or on wet surfaces.
3. Only use as described in this manual, including attachments. Attachments used should only be that of the manufacturers.
4. Do not use when the cord or plug are damaged. If the vacuum cleaner is not working as it should be or has been dropped, damaged, left outdoors, or fallen into water, the vacuum cleaner must be serviced by an engineer.
5. Do not pull or carry by the cord, use the cord as a handle, trap the cord, or pull the cord around sharp edges and corners. Do not run the vacuum cleaner over the cord and keep the cord away from heated surfaces.
6. Do not unplug the vacuum cleaner by pulling on the cord. To unplug, grasp the plug.
7. Do not handle the plug or the vacuum cleaner with wet hands.
8. Do not actively put any objects into any of the vacuum cleaners openings. Do not use with any of the opening blocked. Keep free of dust, lint, hair and anything that may reduce airflow.
9. Keep hair, loose clothing, fingers and all parts of the body away from any openings and/or moving parts.

10. Turn all controls off before unplugging.
11. Take extra care when cleaning the stairs.
12. Do not use to pick up flammable or combustible liquids such as gasoline. Do not use in areas where this may be present.
13. Hold the plug when rewinding the cord. If this is not done, the plug may whip.
14. Unplug before connecting the hose.
15. Do not pick anything up that is burning or smoking such as cigarettes, matches or hot ashes.
16. Do not use without filter in place.
17. If the cord is damaged, it must be replaced by the manufacturer, or a service engineer.
18. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge. Only when they have been given supervision or instruction to use the appliance by a person responsible for their safety, can they then use it.
19. Children should be supervised to ensure that they do not play with the appliance.
20. The mains power supply should comply with the information on the appliance's rating plate.
21. Do not vacuum water or other liquids.
22. Do not use or store the vacuum cleaner in humid environments.
23. Do not use with an extension cable.
24. Never dismantle any part of the appliance.
25. When cleaning the stairs, ensure the vacuum cleaner is located below the user. Keep on the floor when possible.
26. When retaining the packaging, store out of the reach of children.
27. Do not store outdoors. Store out of the way with the power cord neatly wrapped up, to prevent accidents.

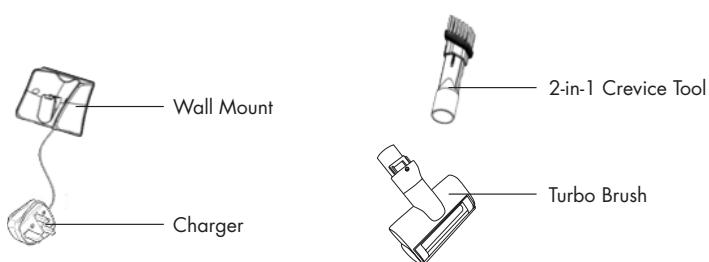
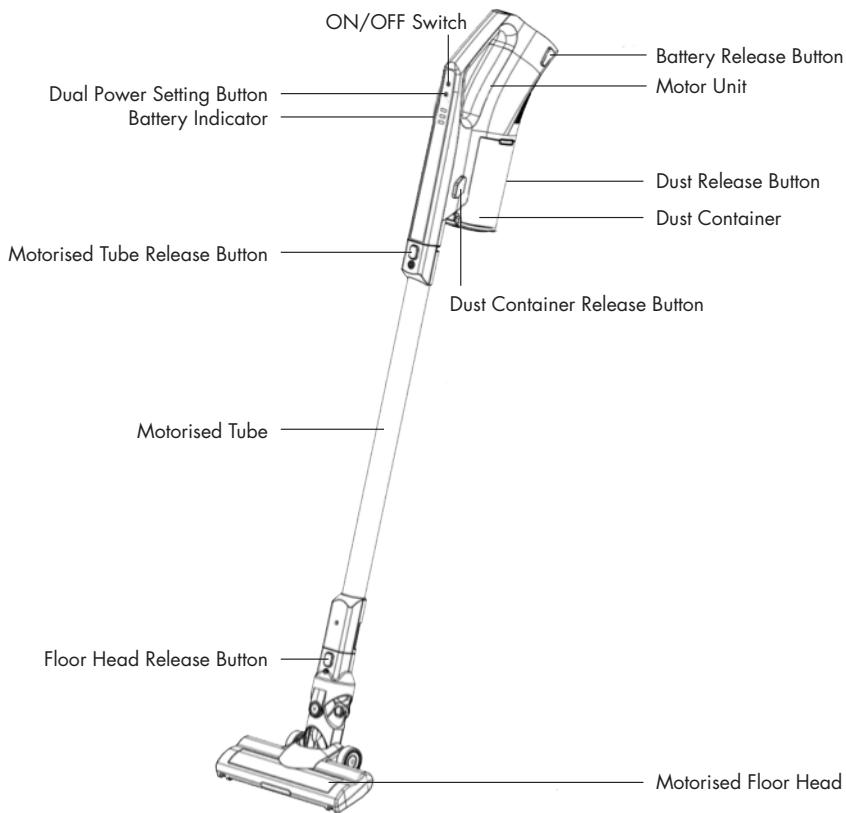
28. When vacuum cleaning static electricity may be created. To prevent shocks, do not access any parts with your hand until the area is clear.
29. Check the recommended cleaning instructions of your flooring before vacuum cleaning.
30. Do not use the vacuum cleaner to vacuum powders such as flour and cement. It can damage, block or break the motor.
31. Do not use or store the vacuum cleaner in excessively high or low temperatures, outside of 0-40°C. Avoid the vacuum cleaner being in direct sunshine for a long period.
32. If the vacuum cleaner is broken do not disassemble it. This must be done by a qualified technician.
33. Please fully charge the battery before the first use and when the appliance has not been used for a long time. To avoid the battery losing performance, please use the vacuum cleaner at least once every three months.
34. When the vacuum cleaner is fully charged, please unplug the charger. Do not pull on the power cord directly to unplug.
35. If the performance of the battery drops, it is advised that a new battery is purchased.
36. The battery should be disposed of correctly and not disposed with general waste. Make sure to remove the battery from the vacuum cleaner before disposing of it,
37. The battery is designed for this vacuum cleaner only. Only use the charger supplied. Do not disassemble the battery unit as this can cause serious harm. Do not place the battery unit close to high temperature objects or fire. Do not attempt to access the battery unit with sharp objects or break the battery.

38. Ensure that the battery is not accessible to children.
39. Switch off the appliance and remove the battery before connecting or disconnecting the motorised brush bar.

## **READ AND SAVE THESE INSTRUCTIONS**

This vacuum cleaner is intended for household use only.

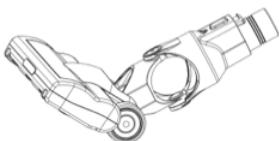
Read the safety and operating instructions through carefully before using the vacuum cleaner. This is the only way to ensure safe and reliable use of the device. If the appliance is sold or passed on, ensure it is equipped with this instruction manual. You will also need these operating instructions for ordering spare parts and accessories. Please keep this booklet in a safe place.



## ACCESSORIES

This vacuum cleaner comes with two attachments designed for differing applications. The 2-in-1 crevice tool can be attached directly onto the body of the vacuum cleaner.

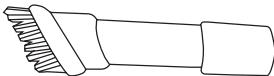
### Floor Head



This is suitable for cleaning large areas. The motorised floor head is fitted with a removable brush so that cleaning is smooth and simple.

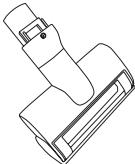
The motorised floorhead is fitted with LED lights to help identify dirt and debris in darker corners and under furniture.

### 2-in-1 Crevice Tool



Use to access material stuck in hard-to-get place. Use without the bristles for soft surfaces, use with bristles for hard surfaces

### Turbo Brush



A motorised attachment which allows for a more intense vacuum. Use when vacuuming hair and other stubborn material.

### Wall Mount



Locate a free space on a wall which is close to a plug socket. Ensure that there sufficient room for the whole vacuum cleaner to be mounted.

Drill two holes into the wall and insert the appropriate wall plugs. Then, using the screws provided, securely fix the wall mount to the wall.

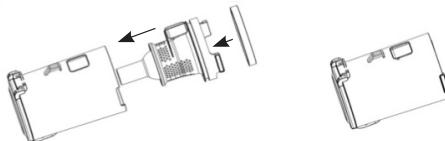


**Before assembling and disassembling accessories, always ensure that the vacuum cleaner has been unplugged from the mains socket.**

### ASSEMBLING THE DUST CONTAINER

Insert the main HEPA filter into the inner chamber by aligning the locking grooves with the slots. Twist to secure.

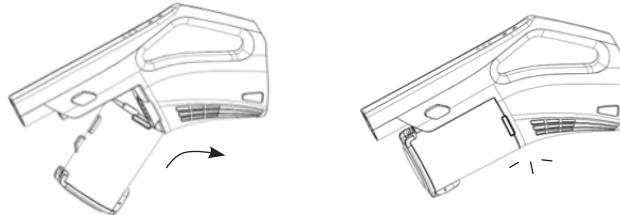
Then insert the inner chamber into the dust container by aligning the locking grooves with the dust containers slots.



### ATTACHING THE DUST CONTAINER TO THE BODY

To attach the assembled dust container to the vacuum cleaners body align the dust containers slot with the locking groove on the underside of the body.

Click the dust container into place.

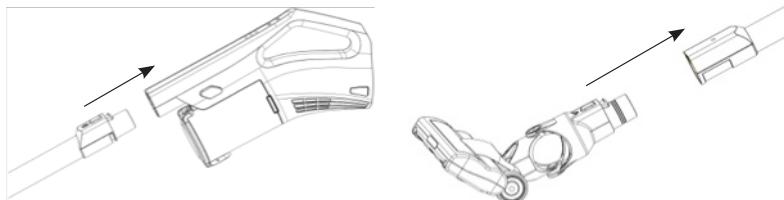


### ATTACHING THE MOTORISED TUBE/FLOOR HEAD

Insert the motorised tube in the air intake opening. Push the motorised tube in until it locks in place.

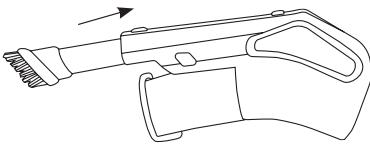
Attach the motorised floor head to the telescopic tube. Push until it locks into place.

To disassemble, press the tube release button and pull out the tube.



## ATTACHING THE 2-IN-1 CREVICE TOOL

Simply slot the attachment directly into the body of the vacuum cleaner.



**You will find the following symbols in this instruction booklet:**

**Danger!** High risk – ignoring the warning can result in loss of life or serious injury.



**Caution!** Medium risk – ignoring the warning can cause injury.



**Important!** Low risk – ignoring the warning can cause damage to the appliance.

**Danger!**

This device uses a high electrical voltage which can be dangerous. Do not use the appliance when the cable is defective or if the device has visible damage. Never open the casing; this should only be done by the service engineer. Do not vacuum hot ashes, live cigarette ends, matches, sharp objects, splinters, water or any other liquids. This can damage the vacuum cleaner and can put you in serious danger. Hot ashes, live cigarette ends etc. can set the filter on fire and liquids can lead to short circuits. Sharp objects can damage the filter. Do not allow children to play with any plastic packaging as it may result in suffocation.

**Danger!**

Never expose the vacuum cleaner to outdoor elements such as rain or snow. Always unplug the vacuum cleaner from the mains before cleaning or removing the filter. Children maybe unaware of the dangers of electrical products so should not use the vacuum cleaner without supervision.

**Important!**

Never pull the plug out of the socket by tugging on the cable, always grip the plug itself. Never sit on or place objects on the vacuum cleaner. Only use the vacuum cleaner when the filters are fitted. The filters must not be damaged.

**Important!**

Before vacuum cleaning a shampooed carpet, wait until it is completely dry. Never leave the vacuum cleaner close to a heater or an oven.

In the event of the device being damaged, or if repairs are required, contact the customer service department. Faults resulting from improper use, failure to follow the instructions or damage caused by repairs done by a third party are not covered by the guarantee. This also applies to the wear of component parts such as the filter.

**Important!**

If you have the available storage, we recommend that you keep the packaging until the guarantee runs out. If the device must be sent to be repaired, the original packaging will ensure that it is adequately protected.

If you wish to dispose of the packaging, please do so in a manner that will not cause damage to the environment.

Used filters can be disposed of domestically.



## Danger!

In the event the battery is damaged and there is a leak, please follow these precautions:

- Skin contact – Wash thoroughly with soapy water.
- Inhalation – Leave the vicinity and expose yourself to fresh air. Seek medical advice.
- Eye contact – Immediately with water, flush eyes thoroughly for approximately 15 minutes. Seek medical attention.
- Disposal – Follow local regulations and dispose of using protective equipment (gloves etc.).

Switch off the vacuum cleaner immediately if the air intake, floor head or the telescopic tube becomes blocked. Remove any substance which appears to be causing the blockage.

Do not use the vacuum cleaner in the immediate vicinity of hot bodies such as a radiator.

Do not use the appliance if your hands are wet.



Remove all large objects from the floor before use to avoid any possible damage to the vacuum.



## WHEN VACUUM CLEANING

To switch on the device press the ON/OFF button switch .

To switch between the AUTO and MAX mode press the PLUS/MINUS button . The device will automatically start operating in AUTO mode.

Approximate maximum battery run time:

AUTO mode = 55 mins

MAX mode = 11 mins

If the appliance is blocked or the dust canister is too full, the battery indicator will flash. If this occurs, please undertake the appropriate maintenance.

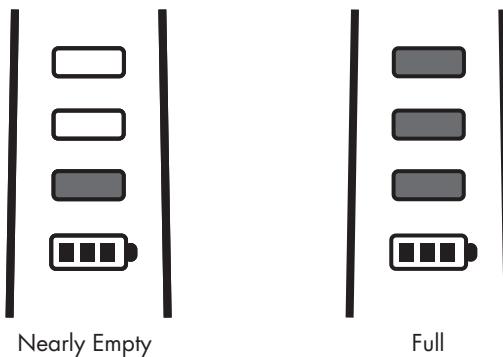
## AFTER VACUUM CLEANING

Turn off the device when you have finished cleaning. To do this press the ON/OFF button switch .

Before recharging make sure that the charger being used is the correct one. Try to recharge before the battery is flat, this will ensure the longevity of the product.

To further ensure longevity, avoid recharging straight after the battery is flat. Allow for it to have a cooldown period.

It is clear to see how much charge the battery has by how many bars on the battery indicator are permanently lit.

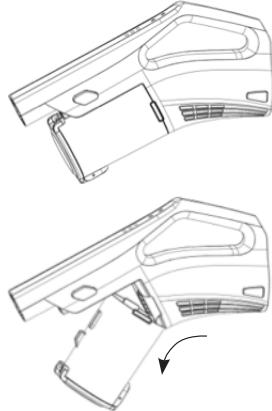


When the battery is about to run out of charge, the bottom indicator light will flash.

The cyclonic vacuum cleaner is bagless. The dirt is forced up into the vacuum cleaner by the airflow created. The air is then filtered and cleaned by its internal structure.

## EMPTYING THE DUST CONTAINER

Because of the transparent design, it is easy to see when the appliance needs to be cleaned or emptied. Switch off the vacuum cleaner and disconnect the plug from the mains. When doing this always pull using the plug and not the cable. Press the release button on the top of the dust container to release it. Take the dust container to a waste bin and release the clip at the base. Make sure to be over the bin when doing this.



## CLEANING THE FILTER SYSTEM

### Important!



Ensure that the dust container has been disconnected from the body of the vacuum cleaner before opening the lid to access the filter system.

The filter system should be cleaned regularly. It is advised to clean the filter as often as emptying the dust container.

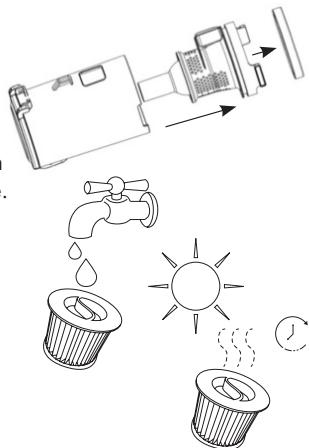
### Important!



The filter material is soft and fine, so clean the filter gently. Only ever wash the filter with clean water and do not use soap or detergent; this is likely to destroy the filter.

## CLEANING THE MAIN FILTER

The main HEPA filter and the cover should be cleaned regularly. It is advised to clean the filter as often as emptying the dust container. Switch off the vacuum cleaner and disconnect the plug from the mains. When doing this always pull using the plug and not the cable.



When the dust container has been removed from the body, release the inner chamber.

Remove the main HEPA filter by twisting and aligning the pins with the slots. Pull out to release.

## CLEANING THE MAIN HEPA FILTER

We suggest tapping the main HEPA filter to remove most of the debris. It too can be cleaned with water but make sure it is totally dry before placing it back into the appliance.

## CLEANING THE BODY

Switch off the vacuum cleaner and remove the battery

### Important!

No parts can be washed in a dishwasher.



The body, the dust container and the filter chambers can be wiped with a damp cloth if required. Avoid any liquid from entering any of the vacuum cleaners openings. Do not use strong cleaning substances and do not use coarse objects like a scouring pad as this will damage the plastic surface. Only plug in the appliance once all elements are completely dry. Hair and fluff may gather on the wheels and on the base of the floor head. Ensure to remove this so to avoid the either becoming jammed.

### Caution!



Do not allow any liquid to touch the battery unit or enter the battery chamber. Doing this could cause injury and will most likely damage the battery.

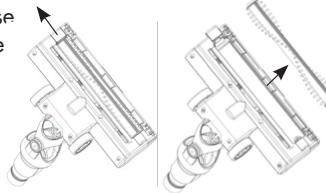
### Important!



Oiling or lubricating any part of the vacuum cleaner is not recommended as this will cause dirt and fluff to become stuck.

## CLEANING THE MOTORISED FLOOR HEAD/TURBO BRUSH

To remove the brush bar slide the latch on the base of the motorised floor head to the left. Remove the brush bar by lifting it out from the cavity.



To access the brush bar of the turbo brush, use a coin to turn the lock on the right hand side of the attachment. Then follow the same instructions outlined above.

### Caution!



Do not wash the brush bar with water. This could damage the brush bar and liquid could enter the vacuum cleaner causing it to break or injure the user.

### Important!



After using the vacuum cleaner for an extensive amount of time hair may stick or become entangled in the brush bar. Please ensure this is removed for the vacuum cleaner to continue working efficiently.

## TROUBLESHOOTING

If you experience difficulties with the appliance, please check the suggestions below before contacting customer services on 01473 271272:

PROBLEM	POSSIBLE CAUSES	SOLUTIONS/TIPS
The suction is poor.	The airflow adjustment switch is open.	Close the airflow adjustment switch.
	An object is blocked.	Check the hose, the handle and the floor head or attachment for blockages.
	Filters are not fitted properly or are blocked.	Clean or replace the filter.
Device does not work.	The battery is missing.	Insert the battery pack into the vacuum cleaner.
	The vacuum cleaner is not charged.	Charge the vacuum cleaner.
The dust container does not attach.	The parts of the dust container have not been secured correctly.	Check that the dust container lid is correctly attached. Also check if the dust container base has been clipped into place.
Battery is not charging.	Long storage and lack of use.	Replace the battery.
	Damaged battery.	Replace the battery.
	Defective charger.	Replace the charger.
Flashing battery indicator and it won't switch on.	The vacuum cleaner is blocked.	Check the hose, the handle and the floor head or attachment for blockages. Remove the blockage.
The brush bar is jammed.	Too much hair is caught around the brush bar.	Follow 'CLEANING THE MOTORISED FLOOR HEAD' instructions.



### **Danger!**

Never try to repair a defective appliance yourself. You can put yourself and/or future users in danger. Repairs must only be done by a service engineer.

## Fuse Replacement (Class II)

Remove the fuse cover with a small flat head screw driver. Take out the fuse and replace with a new fuse of the same Amp. Replace the fuse cover and push back into place.



## Disposal Information

The European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste.

Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out "wheeled bin" symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.



## **Ewbank Warranty Terms & Conditions**

This product is guaranteed for a period of 24 months as standard from the date of purchase against mechanical and electrical defects.

To qualify for the warranty, the product must be used for domestic household use only and in accordance with the instructions in the user manual. Any misuse of the product will result in the warranty being void.

The warranty does not cover accidental damage, misuse, neglect, tampering or incorrect adjustment or installation.

The warranty will be rendered invalid if the product is resold, has had its serial number removed (or has an invalid serial number), or if an unauthorised person has carried out any repairs or alterations.

The warranty does not cover accessories or consumable parts that require replacement under normal use. This includes shelving, dials, filters, belts and trays etc.

In the unlikely event of a breakdown please refer to the Troubleshooting guide in your user manual and check all plugs, fuses and the electricity supply.

If you still require assistance please contact our Customer Service department on **01473 271 272** or write to us at the following address:

**Customer Service Department  
Ewbank, 38 Bluestem Road,  
Ipswich, Suffolk, IP3 9RR**

Please quote the Product Code and the PO Number on the rating label and give details of the exact fault. We will then decide whether to repair or replace the item.

Before we arrange the repair or replacement you will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed warranty period, the warranty for the replacement item will be calculated from the purchase date of the original.

In the event that the product is inspected and no fault is found or the product is not within the warranty period you will be charged for the repair and any carriage costs.





## Your Guarantee

This product is covered by a 2 year guarantee.

This does not cover normal wear and tear or abuse.

For guarantee purposes, please retain your original receipt as proof of purchase.

This guarantee does not affect your statutory rights.

For spares, service and further information please contact;

Ewbank, 38 Bluestem Road, Ipswich, Suffolk, IP3 9RR

Tel: 01473 271 272

Disclaimer: Ewbank operate a policy of continual improvement and development.

We therefore reserve the right to change/alter the specification and appearance of our appliances without prior notice.

All diagrams and images shown in this manual are for illustration purposes only.