



# Magnesium™

Upright Vacuum

## User Guide



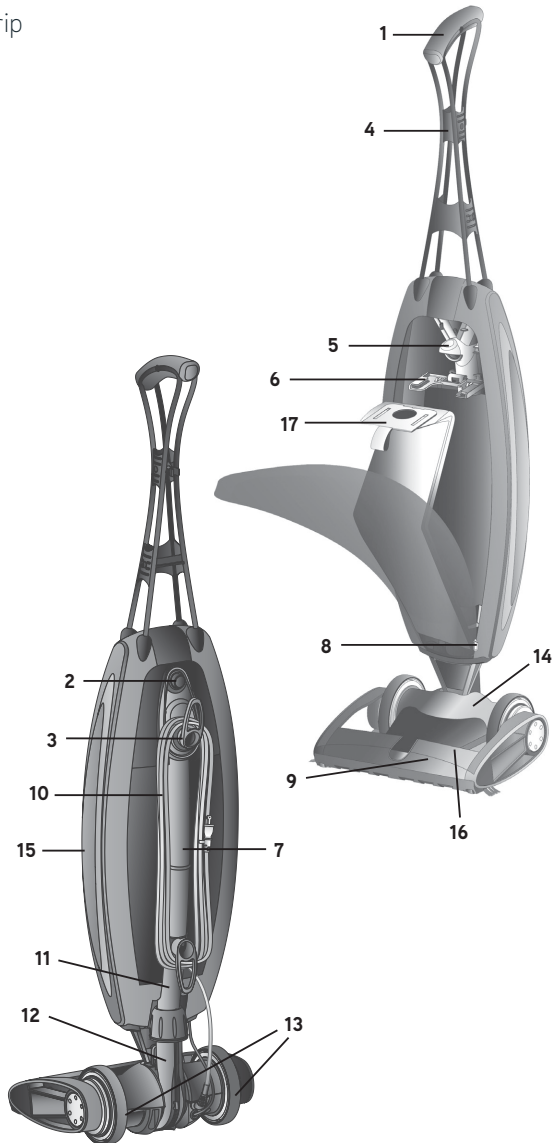
**3 year  
warranty**

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# Machine Overview

- 1 Handle with Soft Comfort Grip
- 2 High/Low/Off Switch
- 3 Cord Release
- 4 Magnesium™ Handle
- 5 Connector
- 6 Bag Dock
- 7 Carry Handle
- 8 Zipper
- 9 Main Bumper
- 10 Power Cord
- 11 Lower Tube
- 12 Fan Housing
- 13 Rear Wheels
- 14 Cover
- 15 Outer Bag
- 16 Power Head
- 17 Inner HEPA Dust Bag (disposable)



# General Safety Information

**This vacuum cleaner is intended for household use only and NOT for commercial or industrial use.**

When using the vacuum cleaner basic safety precautions should always be observed, including the following:

1. Only use the vacuum cleaner indoors on dry surfaces.
2. Turn off the on/off switch on the vacuum cleaner controls before disconnecting or connecting from the mains supply.
3. Always unplug the vacuum cleaner before changing the inner bag and undergoing any maintenance.
4. Children should be supervised to ensure that they do not play with the appliance.
5. This appliance is not intended for use by children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance in a safe way and understands the hazards involved. Children should be supervised to ensure they do not play with the appliance.
6. Cleaning and maintenance shall not be made by children.
7. The appliance should only be used as described in this user guide.
8. Only Vax recommended attachments should be used with this appliance.
9. Do not use this vacuum cleaner if it has been dropped, damaged, left outdoors or dropped into water. Do not use this vacuum cleaner with a damaged cord or plug.
10. Do not pull or carry this appliance by the cord. Do not use the cord as a handle, close a door on the cord or pull the cord around sharp edges or corners. Do not run the vacuum cleaner over the cord. Keep the cord away from heated surfaces.
11. Do not handle the plug or the vacuum cleaner with wet hands.
12. Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts.
13. Do not vacuum any hot coals, ash, cigarette butts, matches or any hot, smoking or burning objects.
14. Do not vacuum any flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use in the presence of explosive liquids or vapours.
15. Do not vacuum harmful or toxic material (chlorine, bleach, ammonia, drain cleaner etc.).
16. Do not vacuum hard or sharp objects such as glass, nails, screws, coins etc.
17. Do not vacuum plaster dust, concrete dust or any other building or vitreous materials.
18. Do not vacuum flour, baking soda or any other powder-based carpet refresher or deodoriser.
19. Store the vacuum cleaner in a cool, dry area.
20. Use only SAA approved 10amp extension cords. Care should be taken to arrange the cord so that the cord cannot be tripped over.
21. Do not put any objects into openings. Do not use with any openings blocked and do not restrict airflow. Keep all openings free of dust, lint, hair or anything that might reduce airflow.
22. Do not use the vacuum cleaner without the inner bag in place.
23. Take extra care when positioning the vacuum cleaner on the stairs.
24. Do not let the unit run while in any stationary position for any period of time. Keep the unit moving while in operation. Do not operate the unit while in the upright and locked position.

# General Safety Information



**WARNING:** Always switch off and unplug the vacuum cleaner from the electrical socket before assembling, opening or removing and replacing the HEPA dust bag, or before connecting/disconnecting the attachments.



**CAUTION:** The vacuum cleaner is a very powerful unit. Before plugging the cord into the electrical socket, make sure the switch is in the 'off' position.



**IMPORTANT:** If the inlet, is blocked, switch off the vacuum cleaner and remove the blockage(s) before re-starting the vacuum cleaner.



**IMPORTANT:** Vax recommends the use of Residual Current Device Rating of 30mA or less.



**IMPORTANT:** It is very important that the HEPA dust bag is replaced when full to get maximum performance from your vacuum cleaner. Only use recommended Vax disposable HEPA dust bags.



**NOTE:** If the supply cord is damaged it must be replaced by the manufacturer, or a similarly qualified person in order to avoid hazard, or invalidating the warranty.

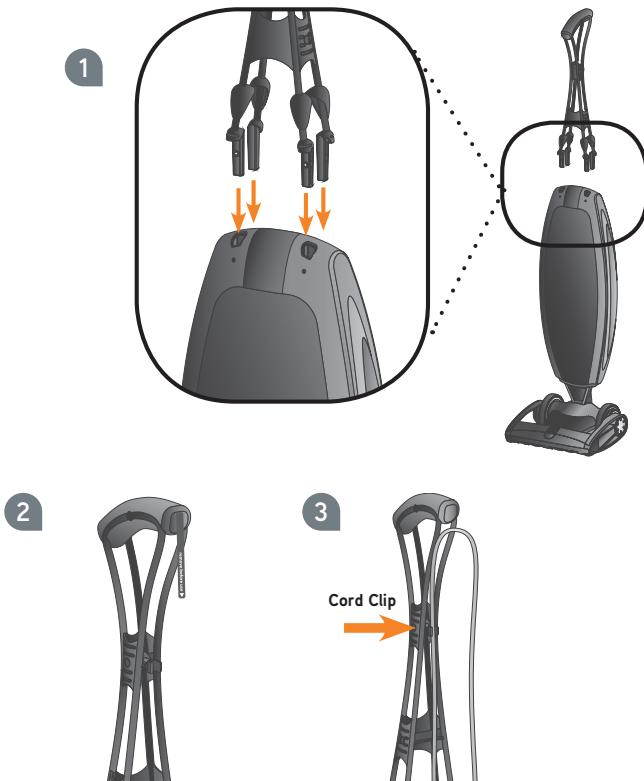
**DAMAGE TO THE VACUUM CLEANER CAUSED AS A DIRECT RESULT OF NOT ADHERING TO THE GENERAL SAFETY INFORMATION AND THE INSTRUCTIONS IN THIS USER GUIDE INVALIDATES THE WARRANTY**

**PLEASE KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE**

# Getting Started

## Assembling the handle

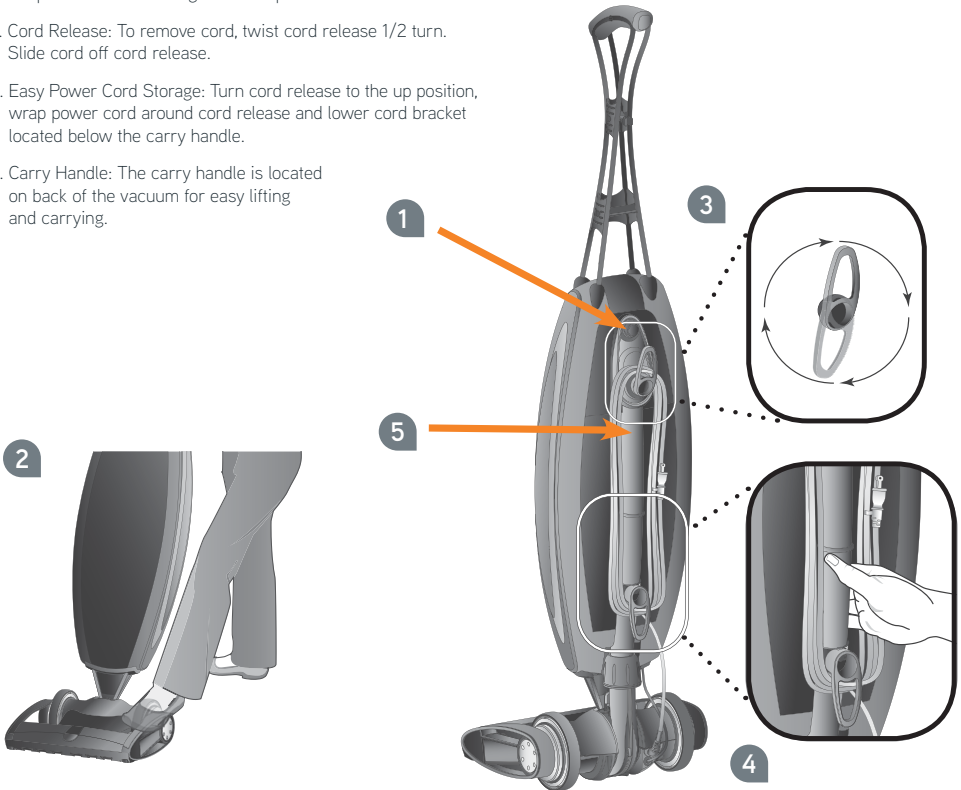
1. Align the four connector tabs at the bottom of the Magnesium™ handle with the four receiving ports at the top of the outer bag and insert until a “snap” is heard.
2. Remove the protector (plastic strip) sheet from the Magnesium™ handle.
3. Snap cord assembly into the cord clip located on the back of the Magnesium™ handle. Leave excess cord at the power head to allow movement.



## Operating the Vacuum

**WARNING:** For Wood Floors, Soft Floor Surfaces (Vinyl, Asphalt Tile, etc.) and Polished Floor Finishes: Use low speed on hard floor surfaces. Use floor and floor finish manufacturer's recommended methods of cleaning. The brushroll may also scuff very soft finishes. Always test a small area to determine if surface is suitable for the cleaner.

1. Make sure the disposable inner HEPA dust bag is in place. Do not operate the vacuum without a disposable inner HEPA dust bag. Plug the power cord into an electrical outlet and press the ON/OFF switch on the back of the vacuum when ready to operate. Press the button once to turn the unit on high, press a second time for low speed, and a third time to turn the unit off.
2. Up-Position Lock: Place foot on power head and lean handle back gently to release lock for vacuum use. Return handle to the full upright position to engage lock. NOTE: Do not operate the vacuum while in the upright and locked position. Do not let the vacuum run while in any one stationary position for any period of time. Keep the vacuum moving while in operation.
3. Cord Release: To remove cord, twist cord release 1/2 turn. Slide cord off cord release.
4. Easy Power Cord Storage: Turn cord release to the up position, wrap power cord around cord release and lower cord bracket located below the carry handle.
5. Carry Handle: The carry handle is located on back of the vacuum for easy lifting and carrying.



# How To Use

## Inner HEPA Dust Bag

Your Vax Magnesium™ includes a disposable HEPA Odour Fighting Inner HEPA Dust Bag. Its bag plays a very important role in the efficiency of your Vax Magnesium™ vacuum. Its is to trap dirt, but at the same time it must be porous enough to allow air to pass through.

If the disposable inner HEPA Dust Bag becomes clogged, no air can pass through the vacuum and cleaning cannot take place, regardless of the vacuum's power.

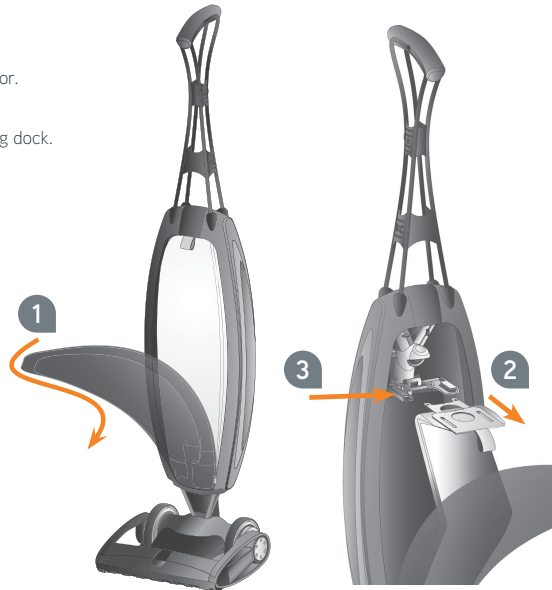
To keep your Vax Magnesium™ vacuum operating at maximum efficiency, change the disposable inner bag frequently. DO NOT FILL ABOVE THE LINE INDICATED ON THE DISPOSABLE INNER HEPA DUST BAG.

Be sure the inner bag is installed properly.

**NOTE:** All disposable inner bags are not the same. Your Vax Magnesium™ HEPA inner bags, have been designed to be used with the Vax Magnesium™ Upright vacuum. Using bags other than genuine Vax HEPA disposable inner bags will affect the cleaning ability of your vacuum and could cause damage to it.

## Inner Bag Removal

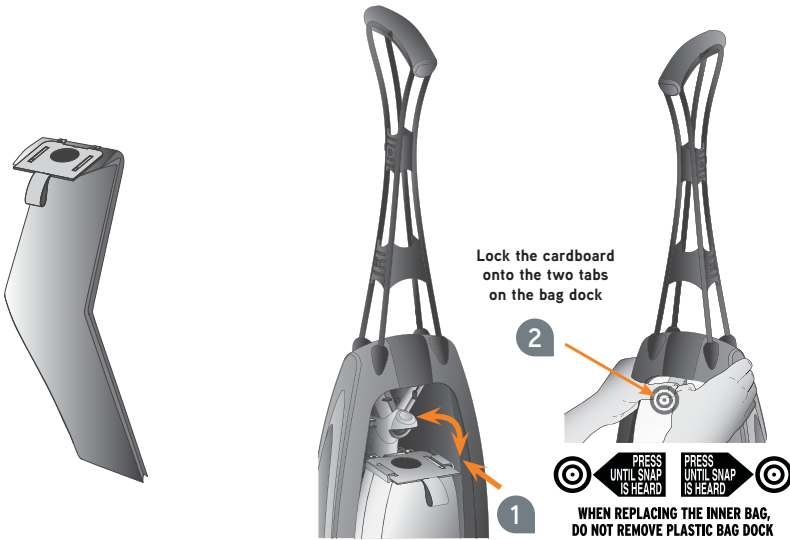
1. Unzip outer bag completely.
2. Pull tab on bag to release bag dock from connector.  
Bag dock door will hinge downward.
3. Gently pull bag cardboard collar outward from bag dock.  
The Saniseal® dust seal will close automatically.





## Inner Bag Installation

1. Slide the cardboard collar completely onto bag dock door.
2. Firmly push bag dock door with both thumbs on indication point until it snaps.



# How To Use

## Simple Operating Tips

You'll love the way your Vax Magnesium™ cleans under things and is so lightweight and easy to use. The following are a few simple suggestions regarding its operation:

- When inserting a new disposable inner bag, first puff out and OPEN the bag.
- When the disposable inner HEPA dust bag is full, replace it.
- **IMPORTANT:** Check the disposable inner bag at least once a month.
- Do not run the vacuum over the cord. The revolving brushroll could damage the cord.
- Use caution when vacuuming over area rug edges and fringe.
- If at any time the machine does not pick up properly or makes an unusual noise, stop operation and contact us on AU:1300 361 505 / NZ:0800 800 900.
- Although your Vax Magnesium™ upright will pick up pins, paper clips, and other small objects, it is recommended that these be picked up from the floor before you vacuum. Failure to do so may result in permanent damage to the motor suction fan and its housing.

# Looking After Your Machine

**NOTE:** The performance of your Vax Magnesium™ new vacuum greatly depends upon care and maintenance. The instructions in this manual will guide you in performing basic care and maintenance. To ensure the most satisfying years of service read the instructions and keep them handy for future reference.

## The belt

The Vax Magnesium™ is equipped with the Endurrolife™ Belt, which is designed for long life and doesn't need changing.

## Motor protection / Vacuum shutdown

If the vacuum becomes overloaded (which could occur when a large obstruction is sucked up or when vacuuming extremely thick carpet), the electronics are designed to shut down the vacuum. If this happens, the vacuum will automatically shut off and the headlights will flash. To reset the vacuum, turn the unit off, wait 5 seconds, and then turn it back on. If it shuts down again there may be a large obstruction in the vacuum. See "Stuffing or Blockage" for the steps on clearing a blockage.

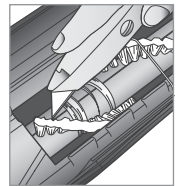
**WARNING:** Unplug cord from electrical outlet before servicing.

## Lubrication

The vacuum motor bearings are factory lubricated and sealed. Further lubrication is not required.

## Brushroll maintenance

At least once a month, check for and remove excessive lint, string or hair from the revolving brushroll. Patented cleaning grooves on the brushroll will allow easier cleaning. Wipe the outside of the vacuum with a damp cloth. Also clean the connector deflector assembly area, base of vacuum and fan housing area. If there is dust in the outer bag, vacuum it or shake it out. A little preventative maintenance will keep your upright vacuum looking new and will ensure continued cleaning effectiveness.



## Replacing the brushroll

The brushroll is designed for long life. Should it ever become worn or frayed, it can be replaced by an Vax Authorized Service Agent on AU 1300 361 505 / NZ 0800 800 900 or [vax.com.au](http://vax.com.au) / [vax.co.nz](http://vax.co.nz)

# Looking After Your Machine

## Clearing any blockages

**IMPORTANT:** On plush and new carpets, stuffing may accumulate inside the intake tube and the lower tube assembly. This is due to excessive fuzz and loose cuttings in the carpet. Stuffing could accumulate during the first few cleanings until all the loose material is removed. Due to the high efficiency of the vacuum, many older carpets will cause stuffing when the vacuum is first used on them. If your vacuum does not pick up properly, or makes unusual noise and the outer bag does not fluff up or balloon open, follow the steps below:

**WARNING:** Unplug cord from electrical outlet before performing any maintenance on the machine.

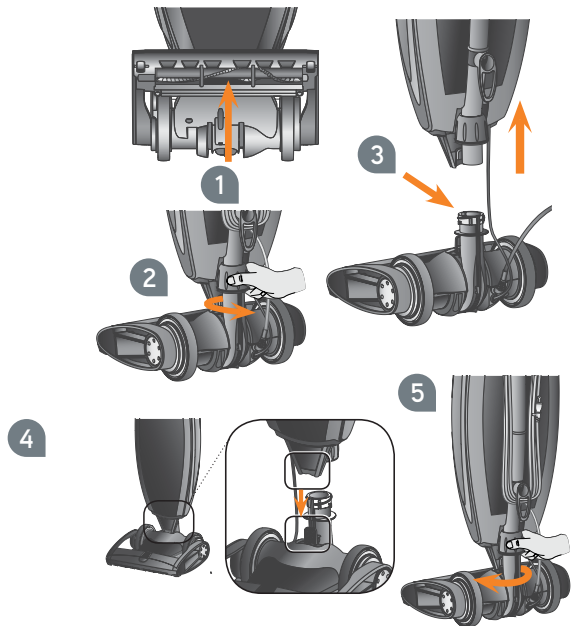
1. Check for blockage at the mouth of the intake opening. If there is blockage, remove it with long-nose pliers, a screwdriver or coat hanger.
2. Twist lower collar anticlockwise to slide up. Pull tube out of base. Check for blockage. If blockage is in the tube, remove with a coat hanger.
3. If tube is not blocked, look into fan housing. Remove debris with long-nose pliers, a screwdriver or coat hanger.
4. Insert tube and push down until the tube is seated. Make sure O-ring is in place against fan housing opening.
5. To finish reassembly, replace and tighten collar clockwise until collar locking tabs are locked in place.

**NOTE:** Many times blockage occurs due to a full disposable inner bag causing dirt to travel back down the air flow system. When that happens, the blockage will be at the top of the system, starting in the area where the disposable inner bag connects to the connector assembly. If the above actions do not correct the problem, contact us.

AU: 1300 361 505 / NZ: 0800 800 900 or

AU: [www.vax.com.au](http://www.vax.com.au)

NZ: [www.vax.co.nz](http://www.vax.co.nz)



# Looking After Your Machine

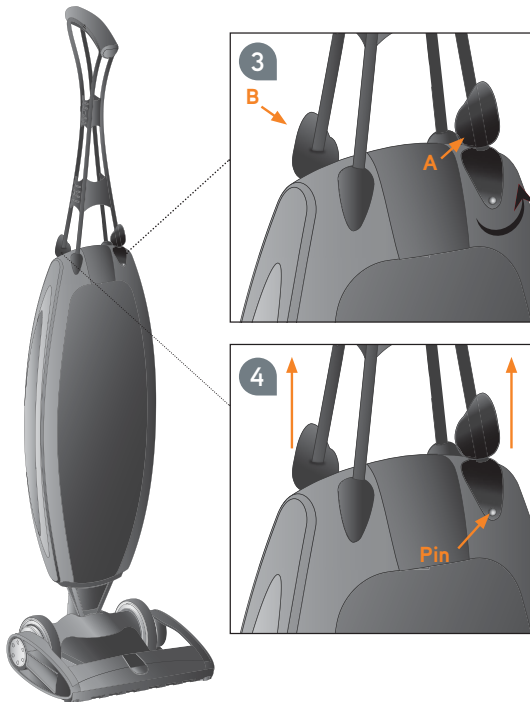
## Disassembling the handle

**NOTE:** The upper handle assembly is held in place by two spring loaded pins. To remove the handle, both spring loaded pins must be depressed at the same time.

1. Place the unit on a table so that the vacuum handle is at eye level.
2. Facing the front of the vacuum, flip rubber covers A & B up. Keep both flaps flipped upright.
3. Locate the silver-coloured push pin under flaps A & B.
4. Use a small household item such as a ballpoint pen, screwdriver, or paper clip to depress the silver-coloured push pin. While keeping an upward pull on the handle, insert the tip of the household item into the silver-coloured push pin until you feel a release.

**NOTE:** When button is depressed make sure to keep handle slightly pulled up.

5. Rotate the vacuum 180 degrees and repeat steps 1-4 in flap B.
6. After depressing both silver-coloured push pins in flaps A & B, the handle will release.



**Warning:** To reduce the risk of personal injury, unplug the vacuum cleaner before performing maintenance/troubleshooting checks.

Problem	Check	What To Do
Vacuum will not run.	<ul style="list-style-type: none"> <li>• Not plugged in properly.</li> <li>• No electricity in wall outlet.</li> <li>• The Brushroll is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>• Be sure power cord is firmly plugged into wall outlet.</li> <li>• Check electrical source (fuse or circuit breaker).</li> <li>• Clear blockage. Unit will reset. (See page 12.)</li> </ul>
Vacuum does not pick up.	<ul style="list-style-type: none"> <li>• Did the vacuum shutdown on very dense material or large obstruction, and did the lights flash?</li> <li>• Disposable Inner Bag is full.</li> <li>• Nozzle or intake pivot clogged.</li> <li>• Brush is worn.</li> <li>• Bag tube clogged.</li> <li>• Bag pores are clogged with fine dust.</li> <li>• Impeller fan is broken.</li> <li>• Brushroll is not even at both ends.</li> </ul>	<ul style="list-style-type: none"> <li>• See steps on clearing an obstruction on page 12. Turn the unit off and wait 5 seconds and vacuum will reset. You can also unplug unit and vacuum will reset.</li> <li>• Replace Disposable Inner Bag. (See page 7-8.)</li> <li>• Clear blockage. (See page 12.)</li> <li>• Contact us on AU: 1300 361 505 / NZ: 0800 800 900</li> <li>• Clear blockage. (See page 12.)</li> <li>• Change Disposable Inner Bag. (See page 7-8.)</li> <li>• Contact us on AU: 1300 361 505 / NZ: 0800 800 900</li> <li>• Contact us on AU: 1300 361 505 / NZ: 0800 800 900</li> </ul>
Vacuum still does not operate properly.	<ul style="list-style-type: none"> <li>• Check all the above points.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact us on AU: 1300 361 505 / NZ: 0800 800 900</li> </ul>
Unit stops and front lights flash.	<ul style="list-style-type: none"> <li>• Jammed brushroll</li> </ul>	<ul style="list-style-type: none"> <li>• Clear blockage. (See page 12 for instructions.)</li> </ul>

All accessories and replacement parts are sold separately. To order contact us  
Please have your model number from the rating label located on the machine.

## we're here to help

For troubleshooting please  
call or visit our website:

**AU: 1300 361 505**  
**vax.com.au**

**NZ: 0800 800 900**  
**vax.co.nz**

This does not affect your statutory rights

## Vax Service & Help

### Vax Careline:

Australia 1300 361 505  
New Zealand 0800 800 900

Monday-Friday 8.30am to 5.00pm

If you have queries or concerns about using your Vax, call the Vax Careline. Calls are charged at the standard local rate. Please make a note of the serial number and model number of the vacuum cleaner before calling.

For the nearest Service Agent, please call the Vax Customer Careline or visit [vax.com.au](http://vax.com.au) in Australia or [vax.co.nz](http://vax.co.nz) in New Zealand.

## Technical Specification

Model no.: VX37  
Voltage: 220-240V ~50Hz  
Wattage: 400W  
Dust Bag Capacity: 8.8L  
Cord length: 9m  
Weight: 3.5kg

Subject to technical change without notice.



This product  
meets applicable  
regulatory  
requirements



Indoor  
Use



Read  
Instructions



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