

**Miele**

# Operating instructions



## Cordless vacuum cleaner

en-GB

**HS27**

M.-Nr. 12 958 300

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## Warnings and safety notes

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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, cleaning and care 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 and before performing cleaning, care and troubleshooting. To do this, use the On/Off switch on the handle.

### Correct application

▶ This vacuum cleaner can be used for daily cleaning of carpets, rugs and robust hard floors.

In conjunction with the AquaTwister mop attachment (depending on the model), this vacuum cleaner can be used without suction function for daily wet mopping of hard floors.

Follow the flooring manufacturer’s cleaning and care instructions.

▶ This vacuum cleaner is not intended for outdoor use.

▶ 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 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**

- ▶ 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.
- ▶ 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.
- ▶ Keep children away from cleaning agents. Cleaning agents cause severe skin burns and severe eye damage. They can cause burning in the mouth and throat, or inhibit breathing. For this reason, keep children away from the AquaTwister mop attachment (depending on the model). Seek medical advice immediately if a child has swallowed or inhaled any cleaning agents.
- ▶ Risk of burning/scalding due to hot water when using the AquaTwister mop attachment (depending on the model). Children's skin is sensitive to high temperatures. Prevent children from coming into contact with hot water or hot parts of the vacuum cleaner.

# Warnings and safety notes

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## Technical safety

- ▶ 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.
- ▶ 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.
- ▶ The vacuum cleaner operates at 25.2 V.  
It is classified as a class II appliance  and has a class III design . 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 .
- ▶ The mains electrical plug must be fitted with an appropriate fuse.
- ▶ The Miele MultiFloor XXL Electrobrush, the Miele Electro Compact handheld brush and the AquaTwister mop attachment (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 any other Miele electrobrush/handheld brush.  
For safety reasons, the vacuum cleaner must not be used with an electrobrush/handheld brush or mop attachment 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 XXL Electrobrush or in the bottom of the Electro Compact handheld brush (supplied depending on model).
- ▶ Store the vacuum cleaner and all accessories at an ambient temperature between 0 °C and 45 °C.
- ▶ 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 dust container, 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.
  - ▶ Never touch the MultiFloor XXL Electrobrush or Electro Compact handheld brush (varies according to the model) while it is rotating.
  - ▶ Do not use the MultiFloor XXL Electrobrush or the Electro Compact handheld brush (varies according to the model) at head height.
  - ▶ Do not vacuum at head height and do not let the suction get anywhere near a person's head.
  - ▶ 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 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.
  - ▶ Do not vacuum up liquid.
- Allow steam-cleaned or shampooed carpets and rugs to dry out completely before vacuuming.
- Switch the vacuum cleaner off immediately if you notice any moisture in the dust box. Proceed as described in "Cleaning and care" before operating the vacuum cleaner again.
- ▶ Observe the following information when using the AquaTwister mop attachment (depending on the model):
    - Use tap water with a maximum temperature of 60 °C.  
It is essential that you observe the flooring manufacturer's instructions.
    - Do not use carbonated water.
    - Do not fill the container with more than 260 ml of water + 20 ml of floor cleaner.
  - ▶ Do not use the AquaTwister mop attachment (depending on the model) without cleaning cloths.

## Warnings and safety notes

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- ▶ Only use standard floor cleaners for your flooring when using the AquaTwister mop attachment (depending on the model). Do not use washing-up liquid.
- ▶ Do not use any commercial or industrial cleaning agents when using the AquaTwister mop attachment (depending on the model). They can damage your flooring.
- ▶ Cleaning agents can cause burning on the skin and in the eyes, nose, mouth and throat. Avoid contact with the floor cleaner. Do not swallow floor cleaner. Seek medical attention immediately if floor cleaner has been swallowed.
- ▶ The flooring may be damp when the AquaTwister mop attachment (depending on the model) is used. This creates a risk of slipping.

### **Warning and safety notes for the AP03/AP04 battery and LG02/LG04 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/LG04 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 AP03/AP04 battery out of the reach of children.
- ▶ Children must be kept away from the LG02/LG04 charger unless they are constantly supervised.

#### **Technical safety**

- ▶ The AP03/AP04 battery and the LG02/LG04 charger are designed for use with the Miele HS27 vacuum cleaner. For safety reasons, the vacuum cleaner must not be used with another battery or charger produced by another manufacturer.
- ▶ If you are using a mains plug adapter, make sure that it is approved for continuous operation.

## Warnings and safety notes

► Only use the LG02/**xx** or LG04/**xx** charger supplied for charging the AP03/AP04 battery.



**xx** stands for 01, 02, 03, 04, 06 or 07 and therefore the version of your LG02/LG04 charger:

<b>xx</b>	
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
06	KR
07	IE, UK

► 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 and use the AP03/AP04 battery at an ambient temperature between 0 °C and 45 °C.

Using the AP03/AP04 battery outside of this ambient temperature range will limit its performance.

► 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.

## Warnings and safety notes

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- ▶ Stop using the AP03/AP04 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 AP03/AP04 battery immediately (see safety note “Disposing of the AP03/AP04 battery” at the end of the following section “Correct use”, as well as “Sustainability and environmental protection” – “Disposing of old batteries”).
- ▶ The AP03/AP04 lithium-ion battery is subject to the dangerous goods legislation. The user is permitted to transport the AP03/AP04 battery by road without having to observe any further requirements. Please contact the Customer Service before sending the AP03/AP04 battery. Only send AP03/AP04 batteries that are undamaged and have been fully run down. Insulate the metal contacts with adhesive tape to prevent short circuits. Pack the AP03/AP04 battery in such a way that it is not able to move around inside the packaging.

### Correct use

- ▶ Do not drop or throw the AP03/AP04 battery. For safety reasons, do not continue to use an AP03/AP04 battery which has been damaged.
- ▶ Keep the AP03/AP04 battery away from naked flames or other heat sources. Do not heat the AP03/AP04 battery. Do not expose the battery to direct sunlight.
- ▶ Do not cause a short circuit by bridging the contacts of the AP03/AP04 battery, either unintentionally or deliberately.
- ▶ Do not dismantle the AP03/AP04 battery.
- ▶ Do not allow the AP03/AP04 battery to come into contact with liquids.
- ▶ Keep the LG02/LG04 charger away from liquids and soiling.
- ▶ Only use the LG02/LG04 charger and in dry, enclosed and well-ventilated rooms.
- ▶ Disconnect the LG02/LG04 charger from the power supply if it is not to be used for a longer period of time.
- ▶ Disposing of the AP03/AP04 battery: remove the AP03/AP04 battery from the vacuum cleaner. Insulate the metal contacts with adhesive tape to prevent short circuits. Dispose of the AP03/AP04 battery in a municipal recycling facility. Do not dispose of the AP03/AP04 battery with your household waste.

### Cleaning

- ▶ The MultiFloor XXL Electrobrush, the Electro Compact handheld brush, the AquaTwister mop attachment (depending on the model), the PowerUnit, the suction tube and the Comfort handle contain electrical wires. The plug contacts must not come into contact with water.
- ▶ The AquaTwister mop attachment (depending on the model) is not dishwasher-safe.
- ▶ Clean the vacuum cleaner and accessories only with a dry or slightly damp cloth when disconnected from the power supply.  
Exception:
  - Dust container: empty the dust container and remove the pre-filter. Clean the dust container using water and mild washing-up liquid. Then dry the dust container carefully. Replace the pre-filter in the dust container.
  - AquaTwister mop attachment (depending on the model): always empty the water container after floor cleaning. Clean the container with water and mild washing-up liquid. Then dry it carefully.
  - Cleaning cloths (depending on the model): clean the cleaning cloths as specified on the care label.

### 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.
- ▶ Miele will guarantee to supply functional spare parts for a minimum of 10 years and up to 15 years following the discontinuation of your vacuum cleaner.

### Transport

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

# Sustainability and environmental protection

## 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.

## 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

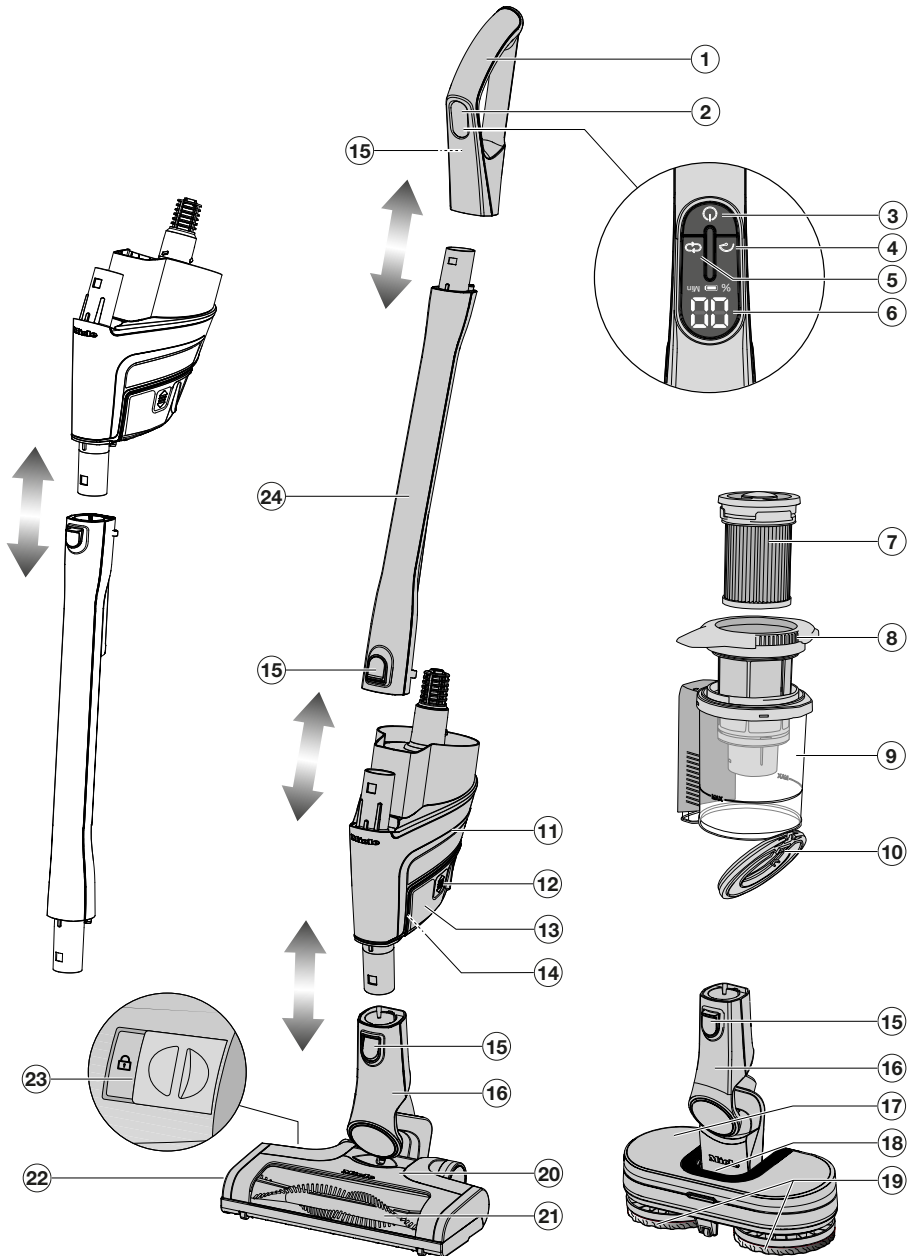
In many cases, electrical and electronic appliances contain batteries which must not be disposed of with household waste after use. You are legally obliged to remove any old batteries which are not securely enclosed by the appliance and take them to a suitable collection point (e.g. retailer) where they 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.

## Guide to the appliance



# Familiarisation

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- ① Handle
- ② Display
- ③ On/Off switch 
- ④ Boost mode button 
- ⑤ Button for setting the power and wetting level (depending on the model) 
- ⑥ Display (battery charge status, power level, time left, fault messages)
- ⑦ HX-FSF-2 fine dust filter
- ⑧ Pre-filter
- ⑨ Dust container with **MAX** mark
- ⑩ Dust container flap
- ⑪ PowerUnit with a connection at the bottom for the electrobrush, AquaTwister mop attachment (depending on the model) and suction tube, and a connection at the top for the suction tube and the handle
- ⑫ Release buttons for battery (on both sides of the battery)
- ⑬ APO3/APO4 lithium-ion battery (HX-LA 10)
- ⑭ Charging socket (at the bottom of the battery)
- ⑮ Release buttons (on the handle at the back)
- ⑯ Connector
- ⑰ HX-AT 10 AquaTwister mop attachment, without suction function (depending on the model)
- ⑱ Release catch for removing the water container (depending on the model)
- ⑲ HX-APU AquaPads Universal cleaning cloths (depending on the model)
- ⑳ MultiFloor XXL electrobrush (with BrilliantLight lighting depending on the model)
- ㉑ Removable roller brush
- ㉒ Electrobrush cover
- ㉓ Release catch for opening the electrobrush
- ㉔ Suction tube

## 3 vacuum cleaner configuration options

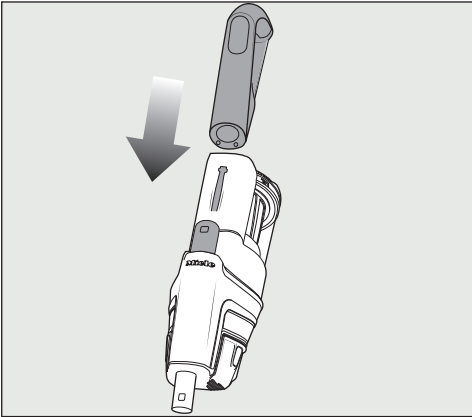
Advantages of placing the **PowerUnit at the bottom**, see “Appliance description”:

- Ergonomic (reduced strain on the wrist)
- Secure self-standing function possible
- Convenient for cleaning large areas

Advantages of placing the **PowerUnit at the top**, see “Appliance description”:

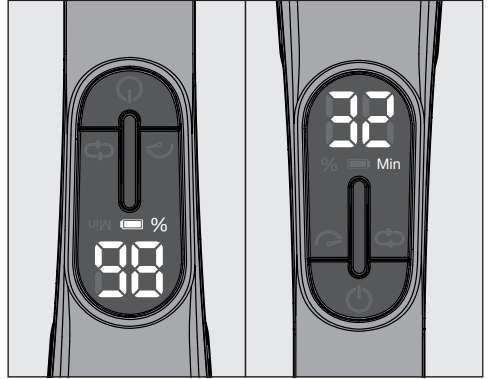
- Convenient for cleaning underneath low furniture
- Fast removal of the PowerUnit possible

Advantages of the **PowerUnit solo**:




- Fast and targeted vacuuming of crumbs or fluff
- Convenient use of the three-piece accessory set

## Function of the indicators in the display



During the charging process, the battery symbol flashes and the battery charge status is displayed as a percentage for 10 seconds.

If you then want to display the battery charge status again for 10 seconds, press the On/Off switch on the handle .

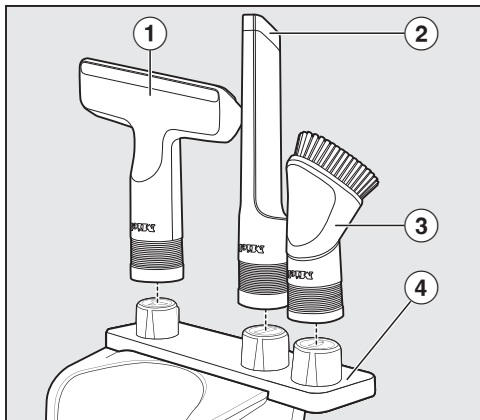
When the battery is fully charged, the battery symbol lights up for approx. 10 minutes. The display then switches off to save energy.

When the vacuum cleaner is in use, the selected power level **LO**, **EC** or **HI** is displayed for 5 seconds. After a short interruption, the time left at the selected power level is displayed in minutes. When a time left of 2 minutes is reached, the battery symbol also flashes.

If the battery has not been used for a long time and has run down, it will switch to safe mode. When charging the battery in the PowerUnit, the indicator in the display only responds after approx. 30–60 minutes.

# Familiarisation

## Accessories included



① **XL upholstery nozzle**

Accessory for cleaning upholstery, mattresses and cushions.

② **Crevice nozzle**

Accessory for cleaning in folds, crevices or corners.

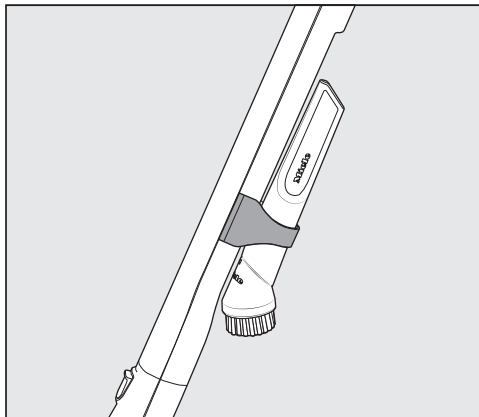
③ **Dusting brush**

Accessory for vacuuming skirting boards, carved furniture or ornaments.  
The head can be swivelled to adjust the angle.

④ **Accessory holder for fitting to wall bracket**

For storing the three-piece accessory set.  
You can fit the accessories holder to the wall bracket (see “Commissioning” – “Connecting the accessories holder”).

## Accessories holder for the suction tube



This accessories holder allows you to carry around 2 accessories while you vacuum.

## MultiFloor XXL electrobrush

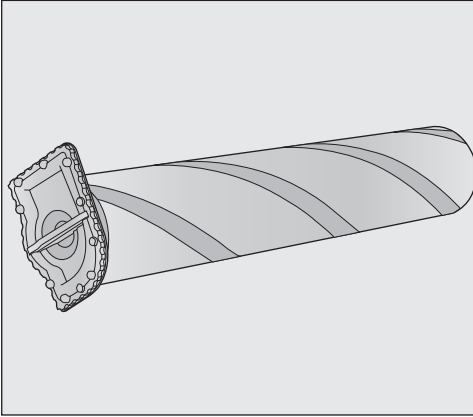
(see “Appliance description”)

⚠ 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 or stones.

In conjunction with the electrobrush, the vacuum cleaner can be used for daily cleaning of carpets, rugs and hard flooring which is not susceptible to scratching.

### HX-HC 10 Hardfloor Care Tool (depending on the model)



When fitted with the Hardfloor Care soft roller, the electrobrush can be used to clean delicate hard floors.

When you use the Hardfloor Care soft roller, the Electrobrush power rating is automatically set to the optimum level – this can lead to a change in the operating noise.

### HX-AT 10 AquaTwister mop attachment (depending on the model)

(see “Appliance description”)

The AquaTwister mop attachment is purely a mopping tool.

The AquaTwister mop attachment is not suitable for picking up coarse dirt.

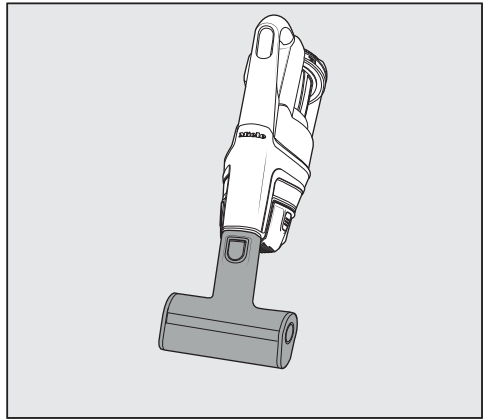
In conjunction with the AquaTwister mop attachment, the vacuum cleaner can be used for daily wet mopping of hard floors.

It is supplied with 2 HX-APU AquaPads Universal cleaning cloths, a bottle of FloorClean floor cleaner and a drip tray for storing the mop attachment.

### HX-EC 10 Electro Compact handheld brush (depending on the model)

⚠ 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 or stones.



In conjunction with the handheld brush, the vacuum cleaner is particularly suitable for intensive cleaning of car seats and carpeted stairs.

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

### Additional HX-LA 10 battery (depending on the model)

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

## Familiarisation

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### 3D4U

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

### Optional accessories

We recommend using only accessories bearing the Miele logo on the packaging. Only these will guarantee the optimum suction power 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.

These and many other products can be ordered from the Miele online shop, the Miele Customer Service Department or your Miele dealer.

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

### FloorClean floor cleaner

Floor cleaner for use in the AquaTwister mop attachment.

### Universal brush (HX-UB)

For gentle vacuuming of books, shelves or similar.

### Crevice nozzle, 21 cm (HX-CN)

Extra long crevice nozzle for cleaning in folds, crevices, and corners.

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

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

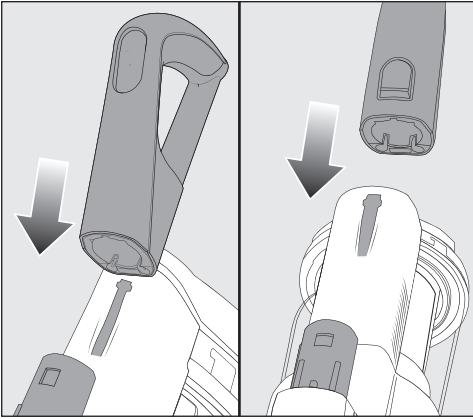
### Hose extension (HX-FSH 10)

For increasing the vacuuming radius by maximum 120 cm.

## Assembling the vacuum cleaner

Take care to assemble the vacuum cleaner exactly as specified in the appliance description until it clearly clicks into place (see “Familiarisation” – “Appliance description”).

If you position the handle or the suction tube on top of the PowerUnit, make sure to fit these parts **along the guide** onto the PowerUnit connector.



## Separating components

- If you want to separate components from each other, press the corresponding release button (see “Familiarisation” – “Appliance description”).

## General battery information

The rechargeable battery is supplied not fully charged.

Charge the battery completely before using it for the first time. Allow approximately 4 hours for this.

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

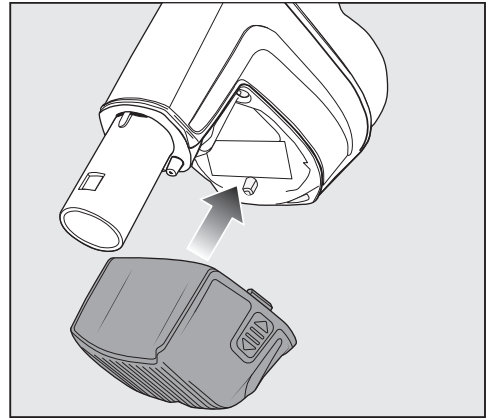
You can use the vacuum cleaner for up to 15 minutes if you are using it in its fully assembled state at the maximum power level.

If, however, you are using the PowerUnit solo on its own and select the lowest power level, you can vacuum for up to 70 minutes.

To benefit from the battery’s full capacity, we recommend running it down completely before recharging.

Only carry out the charging process in enclosed, dry and well-ventilated spaces. The battery and charger must not come into contact with liquids or soiling.

## Inserting the battery



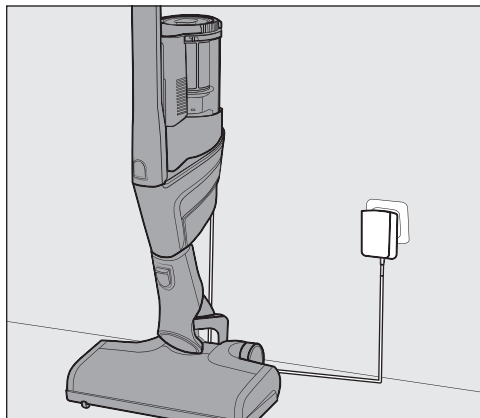
- Push the battery along the guide lines until it audibly clicks into place in the PowerUnit.

Initial activation of the battery in the PowerUnit is a mandatory requirement before using the vacuum cleaner for the first time.

# Commissioning

## Storing and charging the battery upright

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

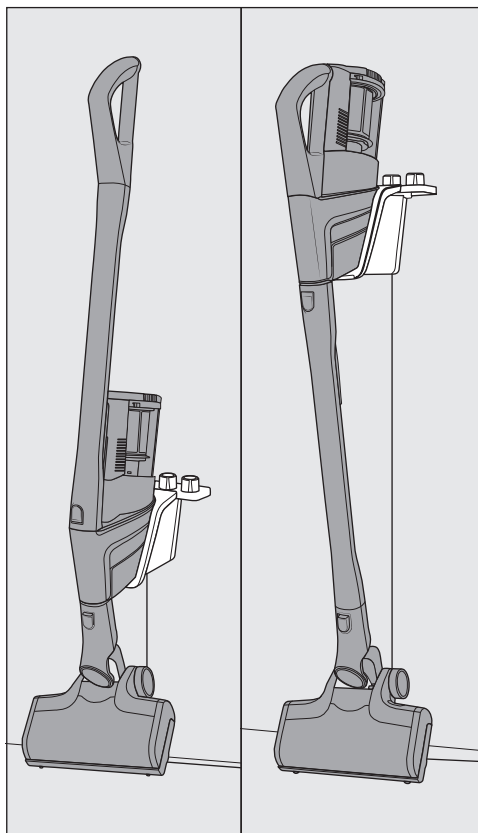


- Select the **PowerUnit at the bottom** configuration option.
- To secure the vacuum cleaner in the upright position, swing it forwards until the electrobrush connector audibly clicks into place.
- Plug the charging plug of the supplied charging cable into the charging socket on the bottom of the battery.
- Plug the charger into a power socket.

Charging starts and the battery symbol flashes.

## Storing and charging the battery in the wall bracket

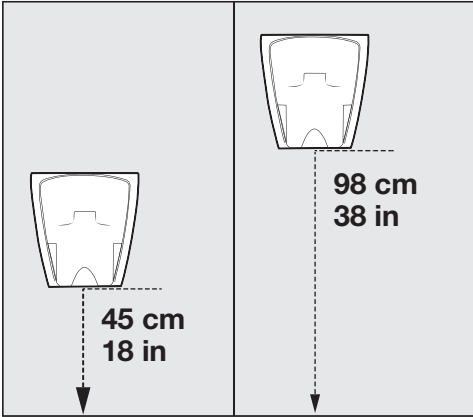
Before charging the battery for the first time, you must read the information in “General battery information”.



## Selecting a location

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

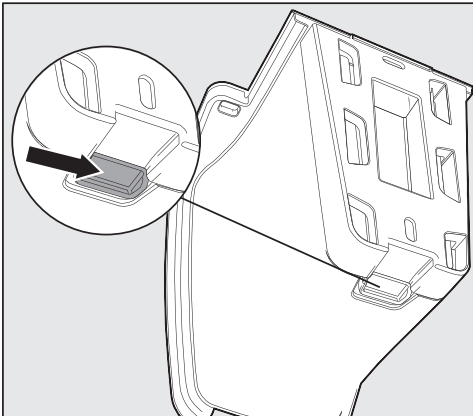
Depending on how you decide to configure your vacuum cleaner, select a distance of 45 cm or 98 cm between the bottom edge of the mounting plate and the floor.



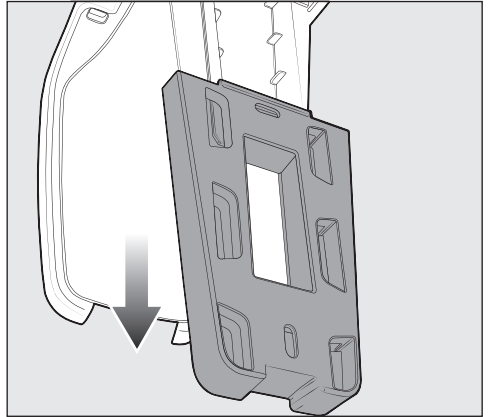
Be careful not to damage any cables laid in the wall.

## Wall mounting

The wall bracket included has a mounting plate with a bag of screws attached to the back.



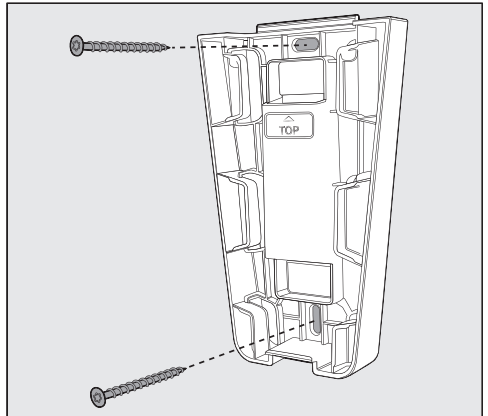
- Remove the bag of screws.
- Press the release button at the bottom of the wall bracket.



- Remove the mounting plate by sliding it downwards.

## Attaching the mounting plate to the wall

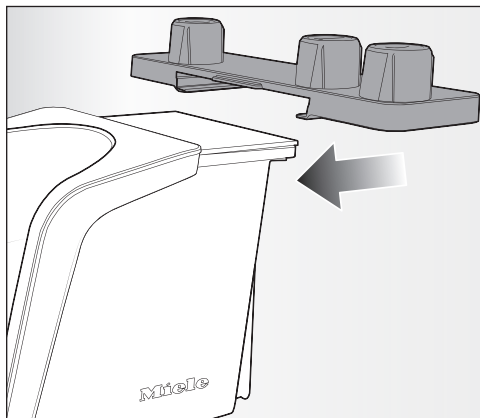
2 plugs and 2 T20 TORX screws are supplied in the screw bag. You will also need a battery-operated screwdriver or a drill (with a drilling diameter of 6 mm).



- Attach the mounting plate to the wall.

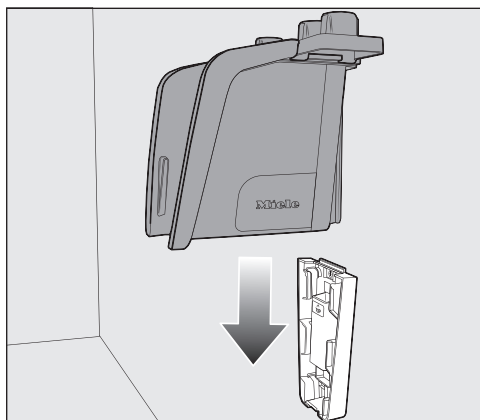
# Commissioning

## Connecting the accessories holder (if required)

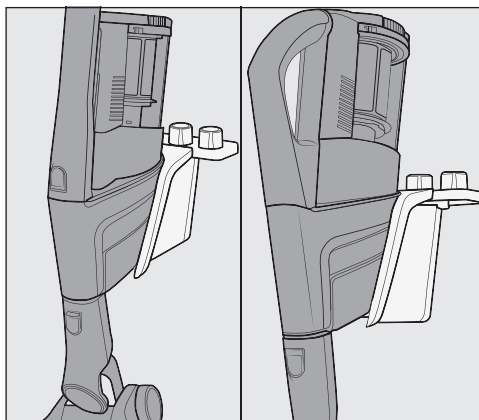


- Push the accessories holder onto the wall bracket as far as it will go.

## Connecting the wall bracket



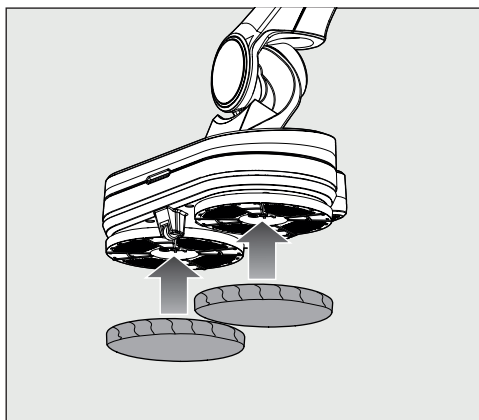
- Slide the wall bracket down into the mounting plate from above until it audibly clicks into place.



- Insert the fully assembled vacuum cleaner, with the battery inserted, down into the wall bracket from above.
- Plug the charging plug of the supplied charging cable into the charging socket on the bottom of the battery.
- Plug the charger into the power socket.

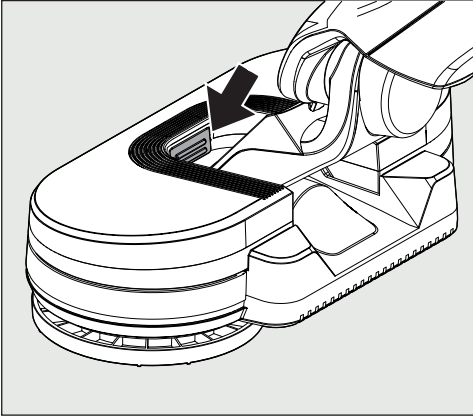
Charging starts and the battery symbol flashes.

## Attaching cleaning cloths to the AquaTwister mop attachment (depending on the model)

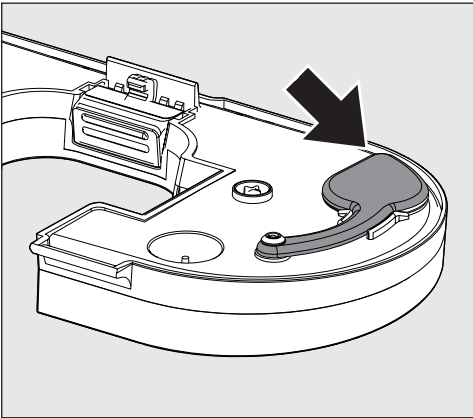


- Press the included cleaning cloths firmly and carefully onto the underside of the AquaTwister mop attachment.

## Fill the water container of the AquaTwister mop attachment (depending on the model)



- Press the release button on the inside of the AquaTwister mop attachment and remove the water container.

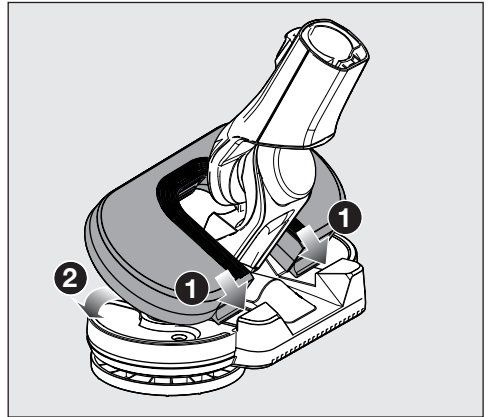


- Place the water container upside down on a level, clean surface.

- Open the rubber stopper and fill the water container with 20 ml of floor cleaner first, followed by a maximum of 260 ml of water.

**Tip:** There is a dispensing aid for 20 ml quantities in the cap of the FloorClean floor cleaner.

- Close the water container and press the rubber stopper firmly into place all the way round.



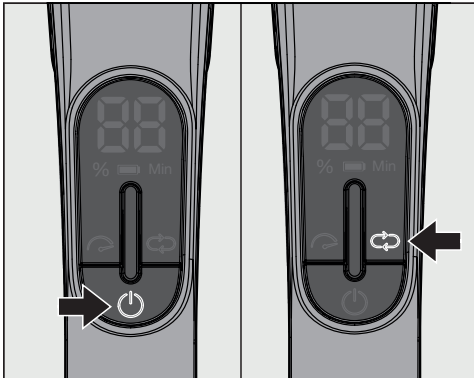
- Position the hinges of the water container at an angle on the AquaTwister mop attachment and press down until the water container clicks into place.


# Operation

## Starting vacuuming


- Pull the charging plug out of the charging socket on the bottom of the battery.
- If you have been keeping the battery in the wall bracket, take the vacuum cleaner out of the wall bracket.

**Tip:** For the best possible cleaning results, always run the ComfortClean self-cleaning function before switching on the vacuum cleaner (see “Cleaning and care” – “Using the ComfortClean self-cleaning function”).




- Press the On/Off switch on the handle .

If the battery is charged, the vacuum cleaner will switch on at the medium power level (**EC** in the display).

- Select a different power level if required .

- LO** Low-Mode – lowest power level for light soiling
- EC** Eco-Mode – medium power level for normal soiling
- HI** High-Mode – highest power level for heavy soiling

You can select the Boost mode function  for 10 seconds to increase the suction power briefly. After cooling down for 5 seconds, power boost can be selected again.

Reducing the suction power reduces the amount of effort required to manoeuvre the electrobrush.

The flooring detection is activated at every power level.

The electrobrush power rating is automatically set to the optimum level based on the type of flooring and roller used – this can lead to a change in the operating noise.

## Good to know


### Cleaning tips

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

**Tip:** Do not use the electrobrush when vacuuming ceilings.

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

## Self-standing function for short pauses in vacuuming

 Risk of injury caused by vacuum cleaner falling over.

Only use the self-standing function when the PowerUnit is fitted at the bottom of the vacuum cleaner.

Do not use the self-standing function if the vacuum cleaner is on a sloping surface, e.g. a ramp.

- Swing the vacuum cleaner forwards until the electrobrush connector audibly clicks into place.


The vacuum cleaner stays securely upright, the electrobrush switches itself off and the battery is conserved.

If you then unlock the connector on the electrobrush, the electrobrush will switch on again.

# Operation

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## Starting the mopping process with the AquaTwister mop attachment (depending on the model)

- Remove coarse dirt from the floor before mopping.
- With the vacuum cleaner switched off, connect the filled AquaTwister mop attachment with cleaning cloths attached.
- Press the On/Off switch on the handle .

The AquaTwister mop attachment is detected and the two cleaning cloths start to rotate. The display shows **1**, and the floor is wetted slightly.


- Select a wetting level .

For tough levels of dirt, select level 2.

**Level 0** No wetting


**Level 1** Light wetting

**Level 2** Heavy wetting

For intense wetting for a duration of 30 seconds, select the Boost mode function .

Progress is tracked in the display. You can stop wetting manually at any time by pressing the switch again.

## Caring for the vacuum cleaner and accessories

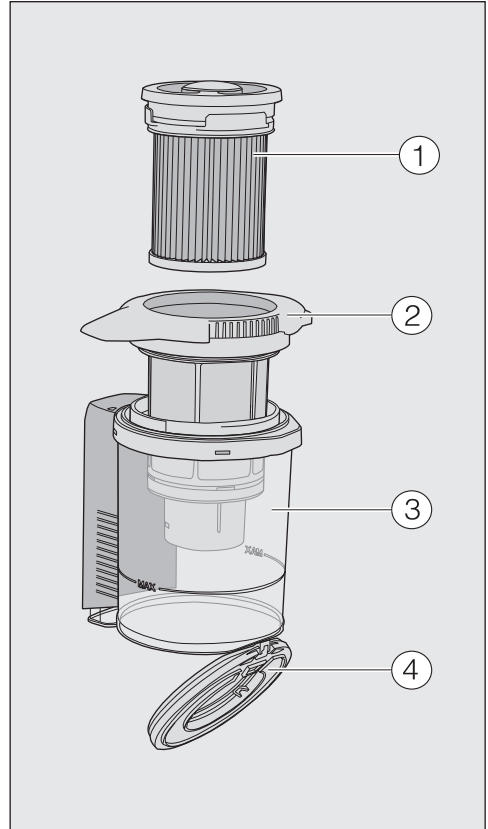
**⚠ Risk of injury caused by rotating roller brush.**  
You can injure yourself on the rotating roller brush.  
Always switch the vacuum cleaner off before caring for it. To do this, press the On/Off switch on the handle .

**⚠ 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.

- 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.

## Filter system



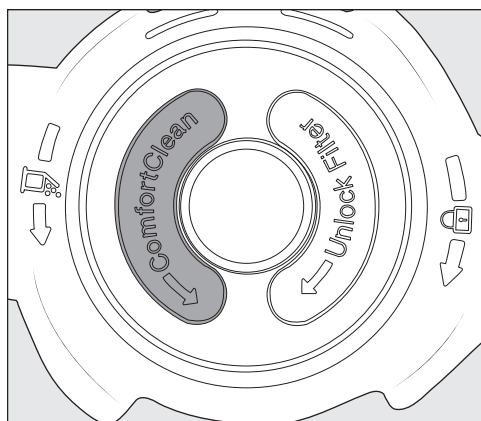
- ① Fine dust filter (HX-FSF-2)
- ② Pre-filter
- ③ Dust container
- ④ Dust container flap

## Using 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.

## Cleaning and care

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

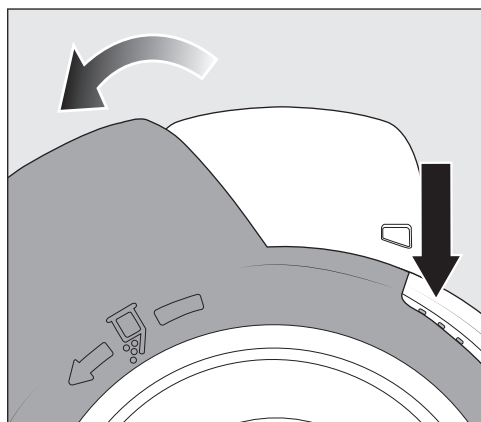


- The fine dust filter is located in the lid of the dust container. Twist it anti-clockwise by 3 180° turns. Use the recesses to help you.

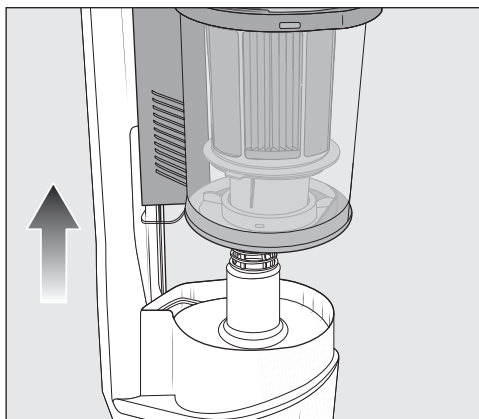
When turning the cap, you will hear a noise, which is a normal part of how the ComfortClean self-cleaning function works.

### Emptying the dust container

Always empty the dust container before the dust reaches the **MAX** mark.



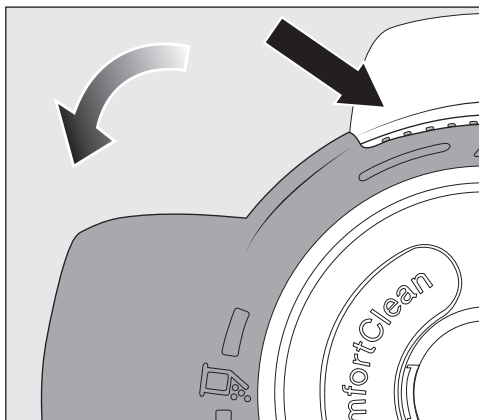
- Turn the pre-filter in the direction of the arrow to the first stop. Use the grey gripping surfaces to help you do this.



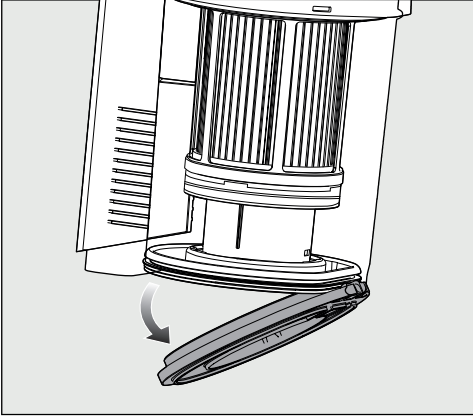
- Lift the dust container up and off the PowerUnit.

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.



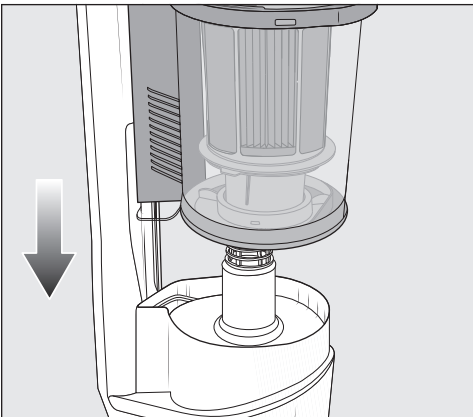
- Turn the pre-filter in the direction of the arrow to the next stop. Use the grey gripping surfaces to help you do this.



The dust container 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 up and out (see “Cleaning the fine dust filter and pre-filter” below).

- Turn the pre-filter back to its original position.
- Close the dust container flap, making sure it clicks into place.



- Slide the dust container carefully along the guide and down onto the PowerUnit connector from above until it audibly clicks into place.

### Cleaning the dust container (when required)

- Clean the dust container using water and mild washing-up liquid.
- Dry the dust container thoroughly.

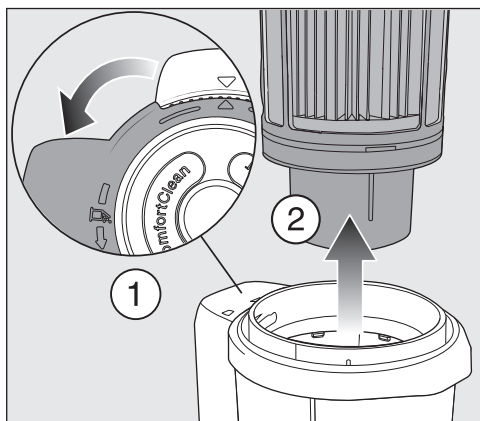
# Cleaning and care

## Cleaning the fine dust filter and pre-filter

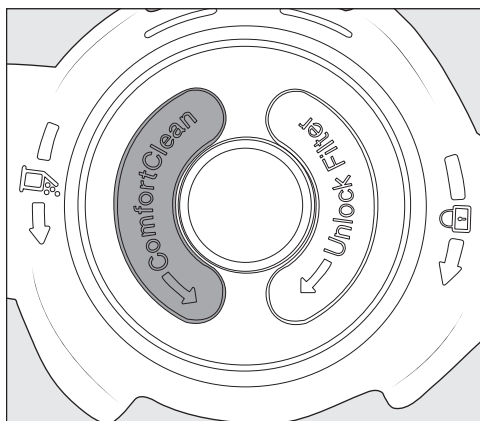
Clean both filters thoroughly at least once every 3 months.

When cleaning them, it is essential to follow the steps in the order described.

- Remove and empty the dust container.

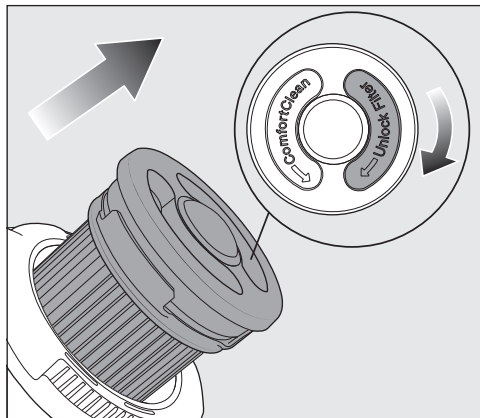


- Turn the pre-filter beyond the stop until the arrow tips are aligned at the top ①.
- Lift the pre-filter up and out of the dust container ②.



- Twist the fine dust filter anti-clockwise by 10 180° turns. Use the recesses to help you.

You will hear an operating noise, which is a normal part of how the ComfortClean function works.




- Twist the fine dust filter clockwise. Use the recesses to help you.
- Remove the fine dust filter.

**⚠ 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 for cleaning. Do not brush the fine dust filter.

- Hold the fine dust filter over a bin.
- Empty the fine dust filter by carefully tapping the rubberised lower edge.
- Turn the fine dust filter slightly while you do this to free the dirt from all of the crevices.

## Cleaning and care

 Risk of damage caused by incorrect cleaning.

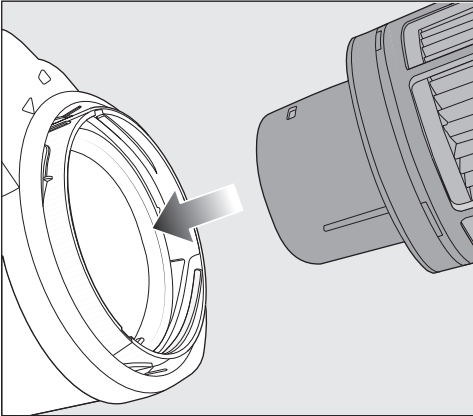
The pre-filter can become damaged and be less effective as a result.

Do not clean the pre-filter with water.

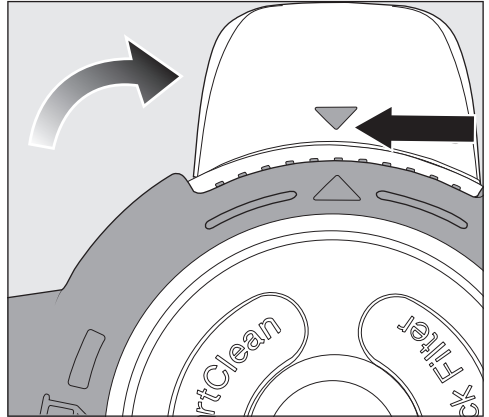
Do not use pointed or sharp-edged objects to clean the filter.

- Clean the pre-filter with the dusting brush supplied or with a dry cloth.
- Insert the fine dust filter into the pre-filter and press the round cap on the fine dust filter down as far as it will go.

To continue achieving the best possible cleaning results, replace the fine dust filter (HX-FSF-2) with a new one after approx. 3 years.



- Reinsert the pre-filter into the dust container.



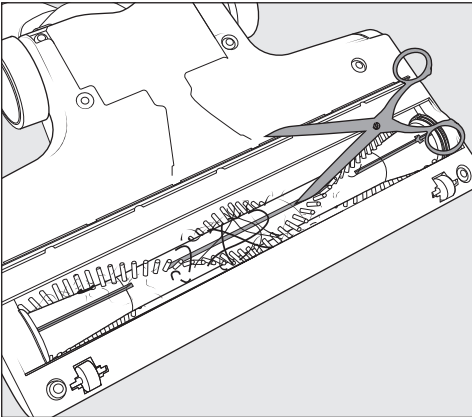
- Line up the two arrows and lock the pre-filter in its original position.
- Close the flap and reattach the dust container to the PowerUnit connector.

## Cleaning and care

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### 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.



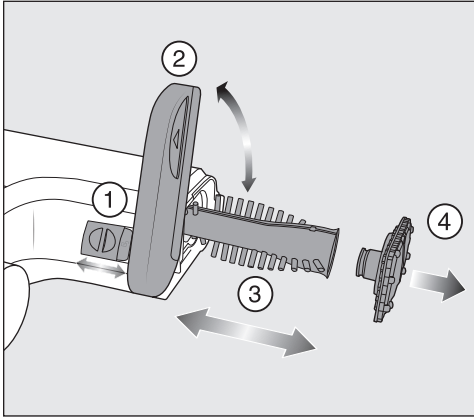
- Cut any threads or hairs with a pair of scissors. To guide the scissors, move along the guide track on the roller brush.


The cut threads and hair will be vacuumed up the next time the vacuum cleaner is used.

If the small running wheels of the electrobrush are very heavily soiled or blocked, you can remove them for cleaning. To remove them, use a flat-head screwdriver.

## Removing the roller brush from the electrobrush / Inserting the Hardfloor Care Tool (depending on the model)

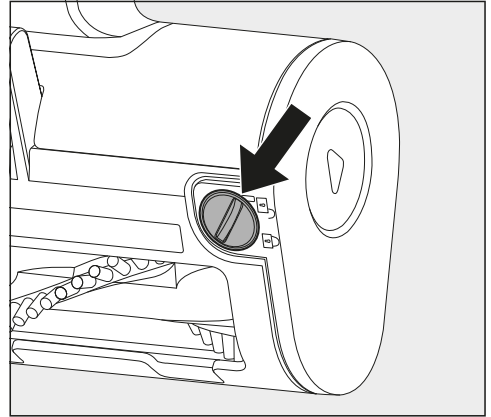
You can take the roller brush out of the electrobrush in order to remove stubborn soiling and clean the inside of the electrobrush or Hardfloor Care Tool.



- Unlock the flap so that the  symbol becomes visible ①.
- Swivel the flap upwards as far as it will go ②.
- Remove the roller brush ③.
- Remove the roller brush handle if you identify heavy soiling there ④.
- Clean the roller brush and the roller brush handle, and remove any stubborn soiling inside the Electrobrush.
- Reassemble the electrobrush in reverse order.

## 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.



- Unlock the roller brush underneath with a coin and swivel the side flap forwards.
- Remove the flap with 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 rechargeable battery

An original Miele AP03/AP04 lithium-ion battery (HX-LA 10) 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”).

## Cleaning and care

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### **Cleaning the water container of the AquaTwister mop attachment (depending on the model)**

Always empty the water container after floor cleaning. Clean the container whenever necessary.

- Clean the container with water and mild washing-up liquid.
- Dry it carefully.

### **Cleaning the cleaning cloths for the AquaTwister mop attachment (depending on the model)**

- Clean the cleaning cloths as specified on the care label.


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

You have 2 options for finding information about troubleshooting:


1. Scan the **QR code on the front page** for information about how to remedy faults affecting your cordless vacuum cleaner.

2. More information to help you remedy faults yourself can be found at [www.miele.co.uk/support/customer-assistance](http://www.miele.co.uk/support/customer-assistance). Alternatively, scan the QR code.



 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. To do this, press the On/Off switch on the handle .

Problem	Cause and remedy
<b>Rapid flashing of the battery symbol</b>	The rechargeable battery is not sufficiently charged. <ul style="list-style-type: none"> <li>■ Charge the battery exactly as described in these operating instructions.</li> </ul>
<b>Two symbols appearing alternately in the display</b>	“Suction duct blocked” fault <ul style="list-style-type: none"> <li>■ Select a lower power level.</li> <li>■ Check and clean all airways.</li> </ul>
<b>F1</b>	“Handle not recognised” fault <ul style="list-style-type: none"> <li>■ Remove the handle and refit it until it clicks into place.</li> <li>■ Remove the battery, wait for 10 seconds and reinsert it.</li> </ul>
<b>F2</b>	“Motor overheating” fault <ul style="list-style-type: none"> <li>■ Empty and clean the dust container, pre-filter and fine dust filter.</li> <li>■ Remove the battery, wait for 10 seconds and reinsert it.</li> <li>■ Wait for approximately 30 minutes before switching the vacuum cleaner back on again.</li> </ul>

# Troubleshooting

Problem	Cause and remedy
<b>F4</b>	<p>“Battery overheating” or “Battery not recognised” fault</p> <ul style="list-style-type: none"> <li>■ Wait for approximately 30 minutes before switching the vacuum cleaner back on again.</li> <li>■ Insert an original Miele APO3/APO4 lithium-ion rechargeable battery (HX-LA 10).</li> </ul>
<b>F 5</b>	<p>Internal system error</p> <ul style="list-style-type: none"> <li>■ Remove the battery, wait for 10 seconds, reinsert it and charge it.</li> </ul>
	<p>“Electrobrush blocked” fault</p> <ul style="list-style-type: none"> <li>■ Select a lower power level.</li> <li>■ Clean the electrobrush.</li> <li>■ For stubborn soiling, remove the roller brush from the electrobrush. Clean the roller brush and the inside of the electrobrush.</li> </ul>
	<p>“AquaTwister mop attachment blocked” fault (depending on the model)</p> <ul style="list-style-type: none"> <li>■ Apply less pressure when mopping.</li> <li>■ Clean the cleaning cloths.</li> </ul>

Problem	Cause and remedy
<b>The vacuum cleaner does not start when it is switched on.</b>	<p>There is no battery inserted or the battery has been inserted incorrectly.</p> <ul style="list-style-type: none"> <li>■ Insert the battery or check that the battery is seated correctly.</li> </ul>
	<p>The battery is in safety mode.</p> <ul style="list-style-type: none"> <li>■ Start a charging process.</li> </ul>
	<p>The rechargeable battery is not sufficiently charged.</p> <ul style="list-style-type: none"> <li>■ Charge the battery exactly as described in these operating instructions.</li> </ul>
	<p>An original Miele battery has not been inserted.</p> <ul style="list-style-type: none"> <li>■ Insert an original Miele APO3/APO4 lithium-ion rechargeable battery (HX-LA 10).</li> </ul>
	<p>The battery was not placed in the PowerUnit when charging it for the first time.</p>

## Troubleshooting

Problem	Cause and remedy
	<ul style="list-style-type: none"> <li>■ To activate the battery, it is essential to place it in the PowerUnit when charging it for the first time.</li> </ul> <p>The charging plug is still plugged in.</p> <ul style="list-style-type: none"> <li>■ Pull the charging plug out of the charging socket on the bottom of the battery.</li> </ul>
<b>The roller brush is not rotating.</b>	<p>The electrobrush/roller brush is dirty.</p> <ul style="list-style-type: none"> <li>■ Remove threads and hair with scissors and remove the roller brush to remove stubborn soiling.</li> </ul>
<b>Cleaning performance is reduced.</b>	<p>The fine dust filter/pre-filter is soiled.</p> <ul style="list-style-type: none"> <li>■ Use the ComfortClean self-cleaning function.</li> <li>■ Clean both filters thoroughly.</li> </ul> <p>The fine dust filter is worn.</p> <ul style="list-style-type: none"> <li>■ Insert a new HX FSF-2 fine dust filter.</li> </ul>
<b>The electrobrush switches itself off.</b>	<p>The electrobrush is overloaded – this can happen on surfaces like deep-pile carpet.</p> <ul style="list-style-type: none"> <li>■ Switch the vacuum cleaner off and switch it on again at a reduced suction power level.</li> </ul> <p>The self-standing function has been selected with the <b>PowerUnit at the bottom</b> configuration.</p> <ul style="list-style-type: none"> <li>■ Unlock the electrobrush connector.</li> </ul>
<b>The vacuum cleaner switches off automatically.</b>	<p>The vacuum cleaner is overloaded.</p> <ul style="list-style-type: none"> <li>■ Switch the vacuum cleaner back on.</li> </ul>
<b>The operating noise is changing during vacuuming.</b>	<p>The Electrobrush power rating is automatically set to the optimum level based on the type of flooring and roller brush used.</p> <ul style="list-style-type: none"> <li>■ The noise is not unusual – the vacuum cleaner is functioning normally.</li> </ul> <p>The Boost mode function has been selected.</p> <ul style="list-style-type: none"> <li>■ The noise is part of the normal functioning of Boost mode.</li> </ul>
<b>The vacuum cleaner keeps falling over.</b>	<p><b>PowerUnit at the top</b> has been selected.</p> <ul style="list-style-type: none"> <li>■ Select <b>PowerUnit at the bottom</b>.</li> </ul>
<b>The AquaTwister mop attachment (depending on the model) is rotating unevenly.</b>	<p>The cleaning cloths have not been attached evenly.</p> <ul style="list-style-type: none"> <li>■ Press on the cleaning cloths firmly and carefully.</li> </ul>

# Troubleshooting

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## Customer Service Department

### 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).



## United Kingdom

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