

# iCentral™

Intelligent Central Systems

A DIVISION OF **NESS** CORPORATION



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## CENTRAL VACUUM SYSTEMS INSTALLATION & OPERATION MANUAL

For Valet & iCentral Central Vacuum Units

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Enjoy the peace of mind that comes with the generous Valet/iCentral Five Year Warranty



Return the warranty card or register your warranty online to get an extra year warranty for free

CENTRAL VACUUM POWER UNITS  
5 Years Warranty + 1 Year Bonus Warranty

VACUUM TOOLS, BRUSHES, ACCESSORIES  
1 Year Warranty + 1 Year Bonus Warranty

REPLACEMENT VACUUM MOTORS  
1 Year Warranty applies to either owner-installed or dealer-installed replacement motors

**iCentral**<sup>™</sup>  
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iCentral Central Vacuum Installation & Operation manual.  
Rev 4, Aug 2023

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# iCentral Vacuum Installer's Manual

This product is intended only for Household Use

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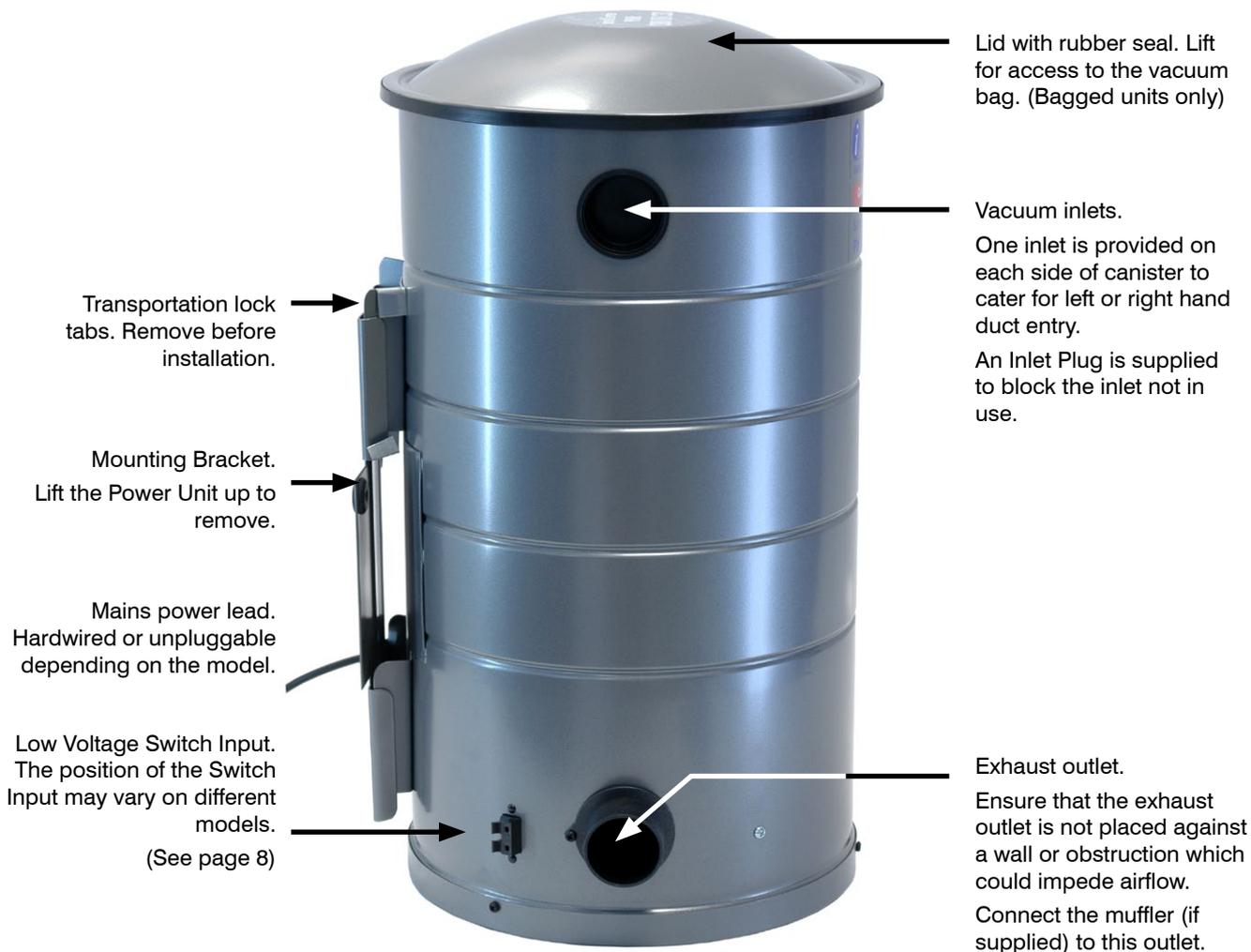
## **IMPORTANT SAFETY INSTRUCTIONS**

### **PLEASE READ THIS PAGE BEFORE INSTALLATION OR USE**

- Read the Installation Manual and ensure correct Installation
- Read the User Manual and ensure correct use of the product/s at all times
- Check and empty the dust bag or bin regularly
- Do not install outside unless proper weather protection is in place
- Do not connect to a non grounded supply or a non approved supply
- Do not service the Motor Unit unless it has been disconnected from the supply
- Do not use with a damaged electrical lead or plug
- Keep the electrical lead away from heated or sharp objects
- Keep inflammable objects or liquids away from the Motor Unit
- Do not place or store anything on top of the Motor Unit
- Do not place or store anything that may restrict the air flow of the Motor Unit
- Do not vent the Motor Unit into a wall, a ceiling, or any enclosed space
- Do not vacuum any wet surfaces
- Do not vacuum any liquids, including any fuels
- Do not vacuum anything that is hot, burning or smoking
- Do not vacuum any ash, even if it appears dormant
- Avoid vacuuming plaster dust or talcum powder, which can cause clogging and bursting of vacuum bags
- Do not obstruct, block or impede the hose or wall valve inlets
- Keep hair, all parts of the body and loose clothing away from the hose or wall inlets
- Do not use non recommended attachments or accessories
- Pay close attention to children while the system is being used
- Do not allow children to use the system as a toy

**WARNING**  
**IMPROPER USE MAY CAUSE FIRE,  
ELECTRIC SHOCK OR INJURY**

# YOUR POWER UNIT



## CARTON CONTENTS

Contents will vary from model to model



**BAG ADAPTOR** fits into the vacuum inlet on the canister. The bag adaptor mouth is aligned at 90° inside the bag.



**INLET PLUG** used to block the unused vacuum inlet on the canister.



**CLAMP COUPLING** used to connect the muffler to the Exhaust Outlet.



**90° ELBOW** for fitting the muffler. (Supplied with some models)



**12" MUFFLER** connects to the Exhaust Outlet. (Supplied with some models)



**BOTTOM BAFFLE** sits on the bottom of the canister. NOTE the correct way up (shown upside down in this photo)



A **VACUUM BAG** is supplied with each power unit. 1 x Max-Flo HEPA bag or 1 x iCentral/Valet Universal blue bag depending on the model

# CENTRAL VACUUM INSTALLATION GUIDE

## PLAN AHEAD

Planning is the key to a successful Central Vacuum installation. Essentially, the plan will come down to determining the best location for the wall inlet valves and the power unit.

From there, the pathway for the PVC ducting should, wherever possible follow the most direct and shortest run.

## POWER UNIT CHOICE

To select the correct the correct power unit for the premises, calculate the distance of PVC pipe required from the power unit to the last inlet valve and add 1m for each PVC fitting in that line.

## EASY STEPS TO INSTALLATION

### STEP 1

#### POWER UNIT LOCATION

The power unit can usually be installed in a garage, basement or utility room. If it needs to be located externally, proper weatherproofing is essential and the correct model must be used.

It is generally best to choose a location near an exterior wall to minimize the length of the exhaust run.

The power unit should not be boxed in or enclosed to allow the motor to freely draw fresh air and blow exhaust air.

Remember that the unit should be accessible for easy replacement of the bag or emptying the dust bin.

A 230 Volt mains electrical outlet is required within a metre of the power unit.

### STEP 2

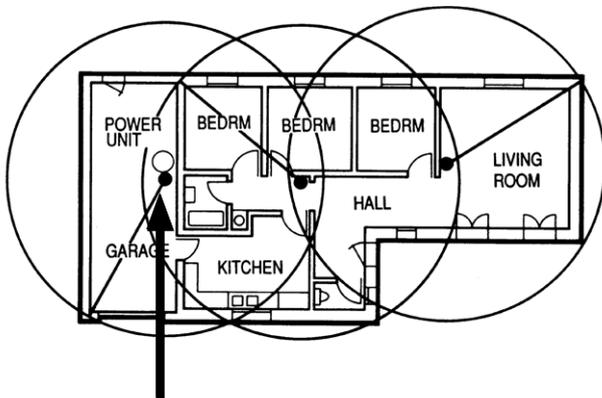
#### INLET VALVE LOCATIONS

Inlet valves are usually placed on interior walls, in hallways, near doorways or close to the bottom of stairways. Potential furniture placement should be considered when determining valve locations.

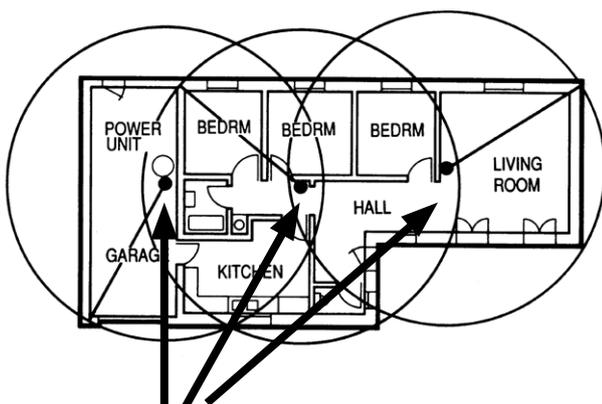
The objective is to use as few inlet valves as possible to achieve maximum use of the 9 metre hose, while providing whole house coverage.

Inlet valves can be situated between studs, clear of obstructions like plumbing, wiring, heating ducts, etc. They are typically positioned level with the height of electrical outlets.

In new home installations, the system should be installed at "frame" stage.

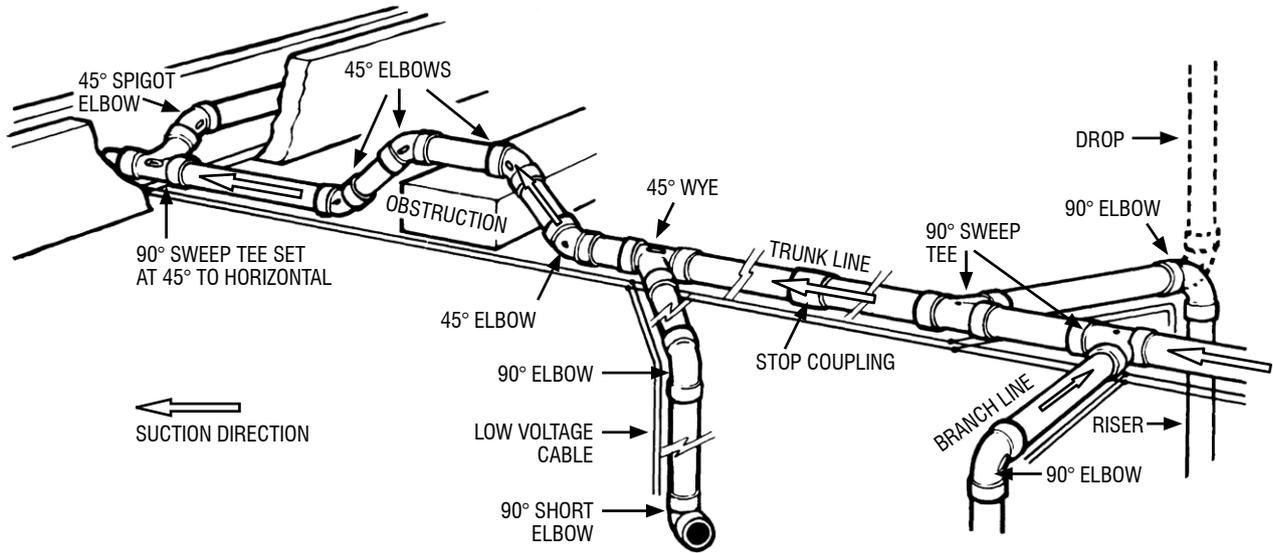


Power unit in the garage



Three inlet example

**i** Lay out your inlet locations on a plan of the premises.



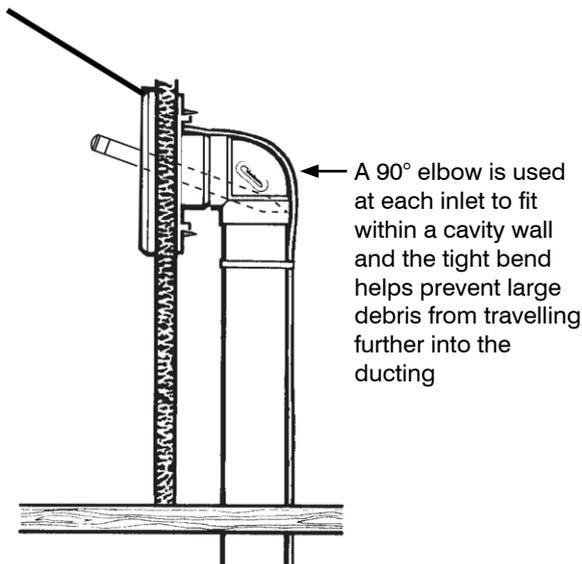
### STEP 3

#### PVC DUCTING

Ducting and low voltage wiring are run together from the Power Unit to each valve location, in the most direct line possible. The wiring can be looped or terminated at each inlet valve

The amount of airflow that is achieved at the hose is dependent on the efficiency of the layout of the PVC ducting.

Keep the line as straight as possible and avoid using tight 90° fittings (except at each inlet) and try to use 90° sweeps wherever possible.



#### LOW VOLTAGE WIRING

Figure 8 low voltage wiring/cable is readily available throughout Australia, generally in 14/0.20 or 24/0.20 gauges.

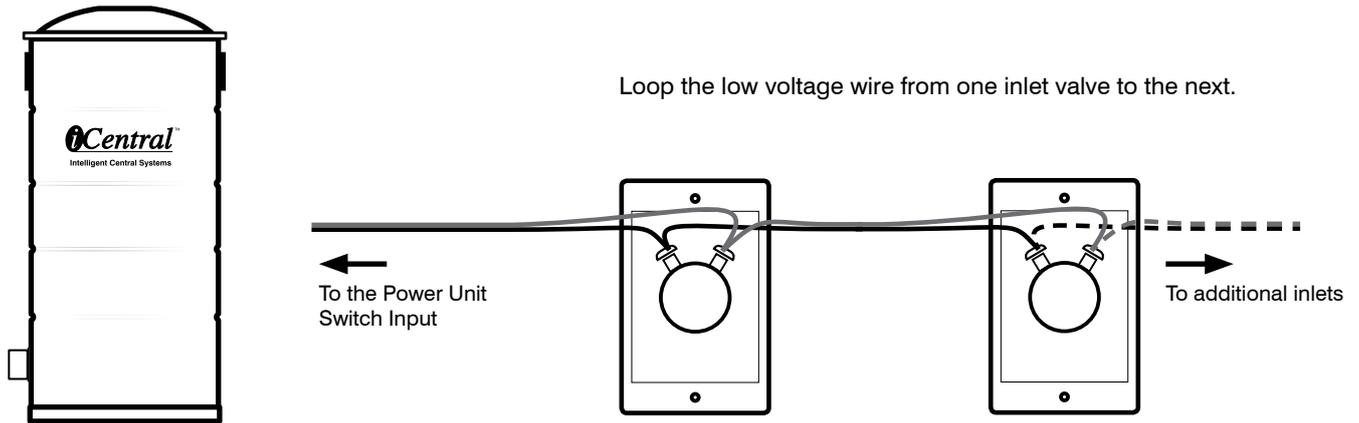
It is recommended that you always use good quality cable, and be careful to run and secure the cable in a manner that will provide the best protection from future damage. The cable is usually best run together with the PVC ducting, and can usually be strapped to the ducting.

The cable will run from the motor to the first inlet valve and then loops to the next inlet valve and so on. It is recommended that the connections are made at the inlet valves so they are accessible in the future, rather than join the cable at PVC junctions that may be difficult to access and to service in the future.

Leave a certain amount of cable slack - Too little can be a problem with not enough cable to work with or not enough for future rework of the connection but also too much can be difficult to push back into the wall.

Damaged or faulty cable, which is rare, can be substituted by wireless switching devices if absolutely necessary. Ask your iCentral dealer about the VAC-292 Wireless Hose Kit.

## LOW VOLTAGE WIRING TO INLET VALVES



## CONNECTING THE SWITCH INPUT

Your power unit may have one of several types of Switch Input for connection to the low voltage wiring. The purpose of the Switch Input is the same in all cases - to connect the low voltage wiring to the power unit.



Power Units fitted with the Smart Control Board.

Connect the low voltage wiring to the Switch Input using the mini plug-in terminal block provided.



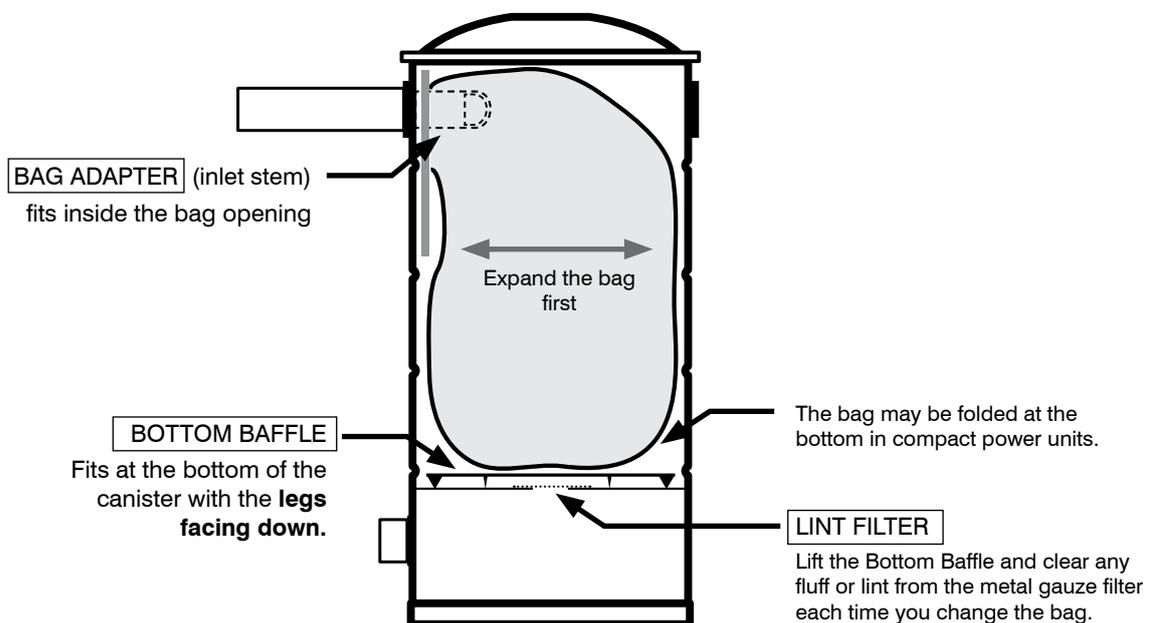
Some Power Units have a pair of spring-loaded terminals for the Switch Input.

Other types may have push-on spade terminals.

## FITTING THE FILTER BAG (BAGGED MODELS)

Your power unit (bagged type) is compatible with iCentral and Valet Max-Flo™ White bags and iCentral and Valet Universal Blue vacuum bags. Installation of both bag types is identical.

1. Expand the bag's pleats by hand. 2. Fit the bag's rubber cuff seal over the bag adaptor 3. The vacuum bags are suitable for both Compact and Full height power unit canisters.



# GOOD INSTALLATION STANDARDS

✓ **Correct**

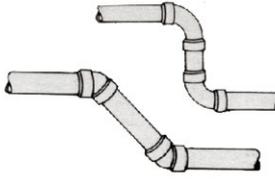


Tube cutter options  
 VAC-098 Clean Cut PVC Pipe Cutter metal  
 VAC-385 PVC Pipe Cutter plastic

Be sure to cut the end square

Cut the PVC pipe with a Tube Cutter. If cutting with a saw the cut ends must be de-burred with sandpaper or a de-burring tool.

✓ **Correct**



Use the correct bends for efficient air flow.

✗ **Incorrect**



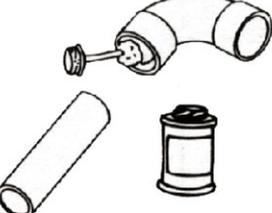
Poor air flow.

✓ **Correct**



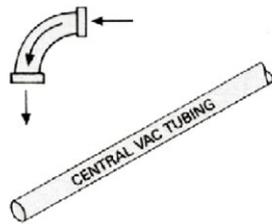
Apply glue to the outside of pipe only.

✗ **Incorrect**



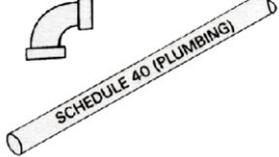
Glue applied to the inside may accumulate and cause blockages.

✓ **Correct**



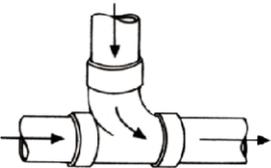
Only use approved Vacuum PVC.

✗ **Incorrect**



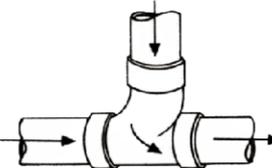
Plumbing fittings are not designed for efficient air flow.

✓ **Correct**



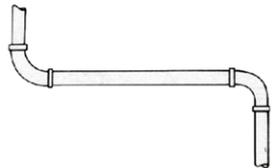
TY in the right direction.

✗ **Incorrect**



TY in the Incorrect direction.

✓ **Correct**



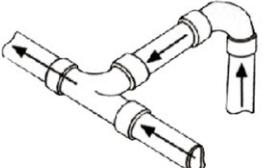
90° sweeps provide best efficiency.

✗ **Incorrect**



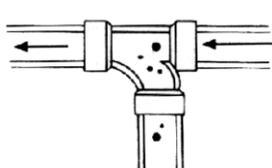
90° short elbows reduce efficiency.

✓ **Correct**



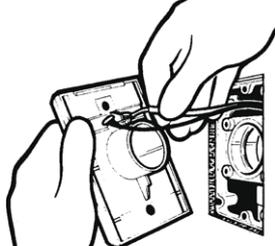
Dirt should flow from the side or top of PVC ducting.

✗ **Incorrect**



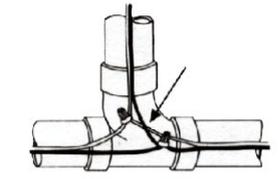
Gravity can cause dirt to fall down the wrong line.

✓ **Correct**



Loop the wire at inlet points so the connection is easily accessible for service.

✗ **Incorrect**



Connections joined at junctions may be difficult to access later for service.

# INSTALLATION

No doubt you will have planned the Installation, understood the Good Installation Standards, and are prepared for a smooth Installation.

Check that you have the correct material and proper tools to complete the job without disruption.

Ideally, you will have already completed some training or at least been involved with another Central Vacuum Installation, so you will have picked up some valuable knowledge.

In any event, the following tips may help you:



## PVC DUCTING

The international standard size for PVC Ducting is 2 Inches OD (50.8mm), so in Australia, the ducting is generally only available from dedicated Central Vacuum suppliers and installers.

As quality will vary, it is recommended that you avoid poor quality PVC which may frustrate you with too loose or too tight assembly with the fittings.

Accurate cutting, proper cleaning, and gluing is critical to avoid leaks and possible future blockages.

Care is required when installing in new home constructions so that the ducting is not damaged or fixed in locations that may interfere with other trades. Any resulting leak after the ducting is covered by a wall may prove difficult to repair.

Do not install PVC Ducting within concrete slabs.



## PVC FITTINGS

As per the PVC Ducting, the international standard size for PVC fittings is 2 inches ID (50.8mm), and are generally only available from dedicated Central Vacuum Suppliers and Installers.

Poor quality fittings should absolutely be avoided. Loose fittings may leak and tight fittings will slow down the installation time, and will have a tendency to crack.

Always use the most appropriate fitting that will provide the most efficiency in air flow, rather than use the fitting that you may be on hand at that time.

Do not apply glue to the fitting, as glue applied to the inside of a fitting may be pushed ahead and create a rough bead which will reduce airflow and may cause a blockage.

The ducting should be inserted all the way into the fitting and turned a quarter of a turn to distribute the glue evenly.

## INLET VALVES

Inlet valves are available in a variety of models for different applications.

Standard Series valves are the most common and will fit most existing wall valve openings. The iStyle designer series offers a choice of attractive colours and finishes to complement any decor.



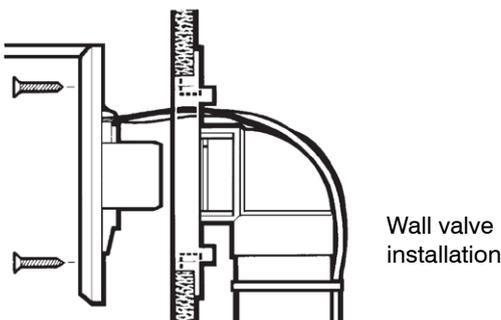
iStyle designer series inlet valves in a variety of colours.

The valves are generally available with either a “pin jack” arrangement, where, on inserting the hose, the pins are shorted and the Vac is switched on (Standard Series and iStyle), or will have a micro switch in the valve which is activated by the hose cuff (Utility valve).

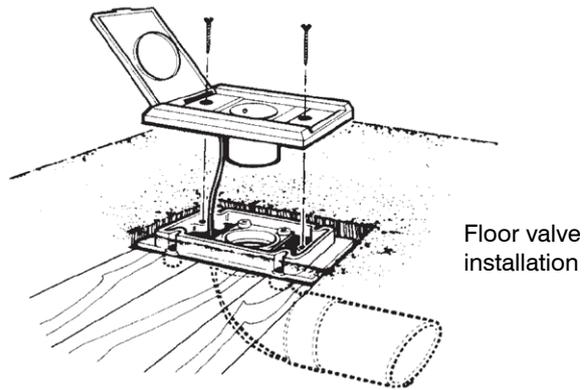
Most wall valves are internationally compatible with most hoses although there may be exceptions.

For best fit and ease of installation please use the recommended back plate for wall valves.

Wall valves are usually mounted on internal walls and generally at the same height as power points for consistency, however you can choose your own height if needed. You can also consider installing a power point next to the valve if you are planning to use a high voltage hose and turbo style cleaning head.



In some cases, you may need to mount the Wall Valve on the floor, particularly in homes that are already built and access to the wall space is difficult.



Take time and pay attention to finding the best location for the wall valves so that they cover the greatest area of cleaning, reducing the need to move the hose too often from valve to valve. A standard hose is 9 metres and is a good manageable size, however, if absolutely necessary, longer hoses are available.

## GLUE

The PVC glue is actually a solvent which melts the pipe and fitting together. There are different qualities of glue and different glues dependant on the application.



- Clean surfaces before gluing.
- Apply glue to pipe not fittings.

In Australia, you should use the Blue PVC glue. Green (which has greater strength) may be used if Blue is not available. Do not use Clear glue which is made for non pressure applications.

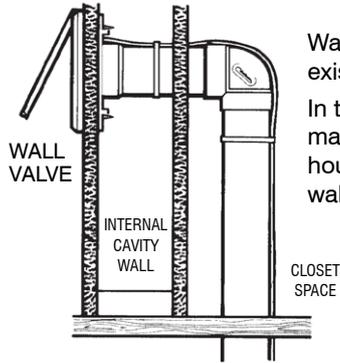
Ensure that the ducting and fittings are free of dirt, grime and burrs. Always wipe both surfaces with a clean cloth and if there is excess grime or foreign matter you should clean the areas with a pink PVC primer before applying the glue.

Only apply the glue to the ducting, as glue applied to the inside of a fitting may be pushed ahead and create a rough bead which will reduce airflow and may cause a blockage. The ducting should be inserted all the way into the fitting and turned a quarter of a turn to distribute the glue evenly.

## EXISTING HOMES

Installation of a central vacuum system in existing constructions is not only possible but in most cases is quite simple.

While there can be extra challenges to installing in some existing houses, often the installation is much easier than anticipated.



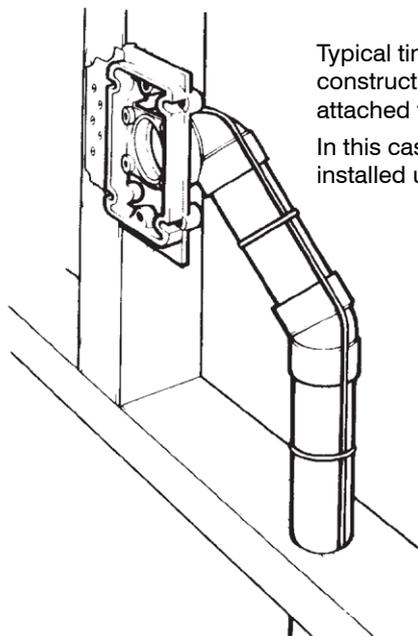
Wall valve installed in an existing home. In this case, installation is made easy from under the house and through a closet wall.

Many houses may only require two or three wall valves, and access to these may sometimes be made underfloor, or through a cupboard as an example.

## NEW INSTALLATIONS

Double brick or concrete constructions will require greater planning and expertise, and often may involve the assistance of the builder. This guide is not intended to address those types of installations or applications.

In relation to the standard timber frame construction, the PVC ducting will be installed at "frame stage".



Typical timber or steel frame construction. Mounting plate attached to a stud. In this case the PVC pipe is installed underfloor.

Once the Inlet Valve location has been decided, the mounting plate can be fixed to the stud with nails or screws. Ensure you have chosen the best height,

which may often be at the same height as power points for consistency.

The PVC duct, together with the low voltage wiring will run through to the bottom plate, or up through the nogging and top plate.

Once the home is completed, the inlet valves can be installed, preferably after the walls have been painted. The two lugs on the wall valve will be connected to the cable, or 2 cables if the wiring at that valve is looped to the next wall valve.

Hold the wall valve with the hinge at the bottom, and with a twisting motion, slide the rear of the valve into the mounting plate. Do not use glue as the gasket in the mounting plate will provide a positive seal. If the valve does not reach the mounting plate an inlet valve extension can be used.

Flaps up or down? Many people prefer to install wall valves with the flap hinging downwards for easy access to the inlet. There is no correct way - hinge up or hinge down is up to your personal preference.



Simply screw the wall valve to the mounting plate to complete the task. If the PVC ducting is directly behind the screw locations be sure to use short screws that will not reach and puncture the duct.

## VACUUM HOSES



Standard Hose. Plug in to the inlet valve to turn on the power unit.

Available in 9m, 10m & 12m lengths.

Switch Hose with the convenience of an On/Off switch on the handle.

Available in 9m, 10.5m & 12m lengths.

Also available:

Hose extenders in 3m, 5m & 6m.

Quick Care Stretch Hose extends to 9m and collapses down to a convenient 3m.

9m Speed Control Hose with On/Off and variable speed slider switch for use with compatible power units.

A variety of vacuum hoses are available including, standard hose, switched hose, speed control hose, wireless switched hose and high voltage hose.

Generally these are interchangeable, although it is always best to decide which hose is to be used in advance of the installation process.

Importantly, the standard hose length of 9 metres is a good manageable size, however, if absolutely necessary, longer hoses and hose extensions are available.

## CLEANING TOOLS & ACCESSORIES



A wide variety of floor tools and brushes are available from your iCentral dealer or installer.

You will need at least a hose, a telescopic wand and a floor tool (the Combination Tool being the most versatile and popular choice).

## SPECIAL APPLICATIONS

There will be many special applications that may require greater knowledge, expertise or assistance. It is not recommended that you attempt difficult installations without seeking advice or assistance which is readily available.

For example, homes with flat roofs and slab floors may require external ducting, or ducting that may be best trenched around the home.

Similarly, double brick or concrete constructions will require greater planning and often may involve the builder. This guide is not intended to address those type of installations or applications.



# OPERATION AND CARE

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## OPERATING YOUR CENTRAL VACUUM SYSTEM

Your central vacuum system has been engineered for a long, trouble-free service life and is covered by our generous 5 year factory limited warranty.

If your product came with a warranty card, fill it out and mail it within ten (10) days of installation. Return the card to the free post address on the card or register your warranty online. Remember, your warranty does not cover abuse or misuse of the equipment.

Register your warranty online at:  
[www.icentralsystems.com.au/page/shop/warranty](http://www.icentralsystems.com.au/page/shop/warranty)  
or  
[www.valet.com.au/warranty](http://www.valet.com.au/warranty)

## HOSES AND CLEANING TOOLS



It is very important to utilise the tool that is designed for a particular cleaning job in order to obtain full efficiency from your system. There are also a range of other special carpet & flooring tools available, which are not included as part of the normal tool kits. For example, these include, a vibrating upholstery tool, a pet grooming tool, and a hand held air turbine. In addition, there are accessories designed to allow you to safely pick up liquids with your cleaning system such as the Wet Pick-Up. Each of these tools is available for purchase from your local dealer.

## VACUUM INLETS



When opening the door of the vacuum inlet valve to insert the hose, care should be taken not to distort the door by forcing it too far open. Do not try to open the door of another inlet while the power unit is running as the suction may pull the rubber gasket from the door.

If using a standard hose hold the inlet valve's door open for a few seconds after removing the hose until the suction stops. Do not let the flap slam shut with the motor still running as this may damage the motor or the inlet valve.

If the power unit continues to run after the hose is removed from the inlet, disconnect the electrical supply to the power unit and notify your local dealer or serviceman.

## POWER UNIT MOTOR

Your Power Unit motor uses sealed bearings which require no oil or other maintenance.

The Power Unit, depending on the model, may have a thermal switch, circuit breaker or fuse which acts to turn off the unit in the event of a power surge or overheating.

If your unit stops working please consult the Troubleshooting guide on pages 18-21 or call your iCentral/Valet service dealer.





## SEALED PAPER BAG SYSTEMS

Sealed Bag units either use the blue iCentral or Valet universal two layer paper bag, or the white iCentral or Valet Max-Flo™ HEPA multi layer synthetic bag that offers greater efficiency. Both provide superior filtration, are low cost and easily disposable.

The bag is a convenient and reliable storage method to collect all of the dirt and debris when vacuuming with your central system.

Always use genuine Valet vacuum bags.

### HOW TO CHANGE THE FILTER BAG



① Remove the lid off the canister by lifting up. There are no hinges or clamps on most power units.



② Remove the full bag by sliding the bag's rubber cuff and collar off the plastic inlet stem (bag adaptor) inside the canister. Once the bag is off the inlet stem, seal the dirt in using the self-adhesive tab provided on the bag's collar. Then lift the paper bag from the dirt canister and dispose in your normal household rubbish bin.



③ Take a new bag of your choice, blue or white. For best performance the bag should be expanded before installation by simply pulling on opposite sites of the bag.



④ Insert the bag in the canister and slide the bag's rubber gasket onto the inlet stem until it seals in the inlet stem's groove.

⑤ Replace the lid on the dirt canister ensuring that the rubber seal is seated on the rim of the canister.

NOTE: The Lint Filter inside the canister should be inspected and cleaned each time you change the bag, especially if you notice a large amount of dust inside the canister which could indicate that the bag has burst or fallen off the inlet stem. See Cleaning The Lint Filter.

### HOW OFTEN SHOULD I CHECK OR EMPTY THE FILTER BAG?

The filter bag should be changed when it has accumulated 100–150mm of dirt or any time there is a noticeable reduction of air flow at the cleaning tool. Initially, the bag should be checked or emptied monthly until you have an idea as to how long it takes to half fill the bag under your normal cleaning routine.

All vacuum systems will function more effectively if they are emptied frequently. You should not allow your bag to become more than 3/4 full before emptying.

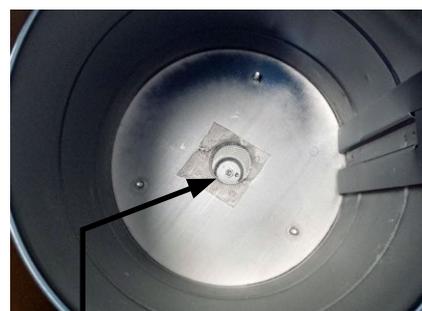
Note: The bag will fill more rapidly when cleaning new carpets and it may take several months before all of the loose fibres are removed from new carpets.

## CLEANING THE LINT FILTER

Clear any fluff or lint from the metal gauze lint filter each time you change the bag.

### INSIDE THE CANISTER

Remove the bag then lift up the Bottom Baffle to reveal the Lint Filter.



Remove any fluff or lint from the Lint Filter then replace the Bottom Baffle.

## TROUBLESHOOTING GUIDE

Your iCentral Vacuum System has been engineered and manufactured to provide many years of carefree service. Should your system fail for any reason, the following chart and instructions will assist you to restore good working order.

CAUSE	SYMPTOM				
	NO AIRFLOW	LOW AIRFLOW	POWER UNIT DOES NOT RUN	POWER UNIT CONTINUES TO RUN	POWER UNIT CYCLES ON & OFF
See the list of probable causes on the following pages.					
1. Power Cord	•		•		•
2. Unit Circuit Breaker or Fuse	•		•		
3. Home Circuit Breaker	•		•		
4. Unit Thermal Switch (some models)			•		
5. Electrical power point	•		•		•
6. Wall Inlet switch stuck off			•		
7. Wall Inlet switch stuck on				•	
8. Low voltage wire broken	•		•		•
9. Low voltage wire shorted				•	•
10. Flexible hose blocked	•	•			
11. PVC ducting blocked	•	•			
12. Dirt canister overflow		•			
13. Filter bag clogged		•			
14. Dirt canister lid is off or not seated	•	•			
15. Dirt canister gasket loose		•			
16. Outside exhaust blocked	•	•			
17. Dirt canister not latched		•			
18. Wall inlet valve door open		•			
19. Lint filter clogged	•	•			
20. Relay stuck on				•	
21. Relay stuck off	•		•		
22. Control PCB Faulty	•		•		
23. Loose internal connection in unit	•		•		•
24. Hose plugged into another valve				•	
25. LED Light is off			•		
26. Cannot turn off using switch hose				•	

## TROUBLESHOOTING GUIDE

### POSSIBLE CAUSE DESCRIPTIONS

#### 1. Power Cord

Make sure that the power cord is plugged into the power point and that the power point is working and is turned on.

#### 2. Unit Circuit Breaker or Fuse

If your unit has a circuit breaker, it may have tripped (popped out) due to overheating or a power spike. Check the button and push to reset. If the button pops out again call your service technician. On units with fuses, check and replace with correct fuse. If the fuse blows again, call for service.

#### 3. Home Circuit Breaker

Check your home electrical fuse/breaker board. If the fuse has blown or circuit breaker tripped, there may be too many electrical appliances on the same circuit. You may need to unplug some of these or move some to another circuit. If the problem continues you may need to call your electrician.

#### 4. Unit Thermal Switch (some models)

Some Vacuum models have an internal thermal switch that when overheated will stop the unit running. It may require a period of 10 to 20 minutes to cool before it will automatically reset.

#### 5. Electrical power point

Check that the power point is working by plugging a lamp or other electrical device into the point. If faulty, the Vacuum can be plugged into another power point if available nearby while you have your electrician rectify the fault.

#### 6. Wall Inlet switch stuck off

To check, plug your flexible hose into another wall valve. If that works, the inoperative wall valve may have a loose or faulty micro switch, or the hose metal band may not be making contact with pin jacks on the valve. The cable fixed to the rear of the valve may have become dislodged. If the switch can't be tightened or if the problem is not obvious you will need to call your service technician.

#### 7. Wall Inlet switch stuck on

If your wall valve has a micro switch (older models and utility valves only), check that the steel ball located at the neck of the valve inlet is not stuck. Rolling the ball with your finger may loosen any

foreign material lodged there that may have trapped the ball. If the Vacuum continues to run, turn the Power unit off at the power point and call your service technician.

If your wall valve has two pins inside the neck (most modern models) check that the pins are not broken off and can retract freely when pushed in.

#### 8. Low voltage wire broken

Usually, if more than one wall valve is inoperative the problem may be caused by a fault in the low voltage cable. If the cable is only terminated behind each valve and at the Power unit, a visual inspection may locate the problem. If the cable is faulty behind a wall, your service technician will likely be required. In the even that a broken cable exists in an inaccessible location, the addition of a wireless switching device may be required to rectify the problem.

#### 9. Low voltage wire shorted

Unplug the low voltage wiring at the Power Unit. If that stops the unit running, there will be a short circuit in the wiring or a wall valve may have a stuck switch, as outlined in "7" above. If the unit does not stop, there will be a fault inside the unit as outlined in "20" below, and will require your service technician to carry out any repairs.

#### 10. Flexible hose blocked

If airflow through the hose is poor, remove the hose from the wall valve, and start the Power unit by pushing the metal ball in the valve or by shorting out the two pins. If the airflow at the valve is good, there will likely be a blockage in the hose or wand.

If the blockage is in the wand, it can be disassembled and cleaned.

If the blockage is in the hose, lay the hose out straight, then with the hose plugged into the wall valve and the Power unit running, gently stretch the hose starting at the furthest end from the valve, working towards the valve. If this is not successful, reverse the hose by unscrewing the handle and hose cuff and swapping them to opposite ends of the hose (depending on the type of hose and if the hose ends can be unscrewed) and run the vacuum by plugging the reversed hose it into the wall.

If that does not clear the blockage, there are additional options that may help, including:

- Pushing a long PVC conduit through the hose

- Running a screwdriver with a handle diameter of at least 20mm through the hose, handle first.
- Hold one end of a 10 to 12 metre length of string and vacuum the other end through the hose. Switch off the Power unit, and attach a brush or other similar object to one end of the string, pulling the string and object through the hose.

#### 11. PVC ducting blocked

Check the airflow at the Power unit. If there is good flow there but not at all wall the valves, the PVC ducting behind the wall may be cracked, broken or blocked. You may need to call your service technician.

If you prop open furthest wall valve and run the Power unit by shorting out its low voltage pins, you may determine if you have a blockage or a break.

If there is little air flowing out of the Power unit exhaust, there is likely to be an obstruction in the ducting rather than a break. You could try plugging in the nozzle of a portable vacuum unit into a wall valve which may suck out the obstruction.

#### 12. Dirt canister overflow

If you have a bagless Cyclonic Power Unit, a full or overflowing dust bin will impede the efficiency of your unit resulting in poor performance.

While your system newly installed it is advisable to check the dust bin regularly until you develop a sense of how long it takes to fill the bin.

#### 13. Filter bag clogged

If you have a paper or cloth bag Power Unit, a full bag will impede the efficiency of your unit resulting in poor performance.

While your system newly installed it is advisable to check the bag regularly until you develop a sense of how long it takes to fill the bag.

Very fine material such as concrete dust can clog a bag very quickly. Vacuuming such materials is not recommended.

If vacuuming of fine material is unavoidable, the bag should be replaced immediately after the cleanup is completed or during the cleanup if there is a loss in performance while vacuuming.

#### 14. Dirt canister lid off

If your Vacuum Power unit has a lid, the lid must be placed squarely on the top of the dirt canister, otherwise the vacuum will leak causing a reduction or complete loss of suction.

#### 15. Dirt canister gasket loose

If the dirt canister gasket has been dislodged or is loose, there will be a vacuum leak which will also significantly reduce any performance. The seal may need to be glued back into position.

#### 16. Outside exhaust blocked

If there is poor air flow at the end of the exhaust line, but the air flow is better at the exhaust on the power unit with the exhaust line removed, there will be a blockage in that section of PVC ducting.

You may need to call your service technician.

#### 17. Dirt canister not latched

If your Power unit has a latching clips on the lid or dirt canister, ensure it is properly closed or latched, as any leak will greatly reduce performance.

#### 18. Wall inlet valve door open

Only one inlet wall valve should be opened for use at any one time. A slight opening or leak in any valve other than the one you are using will greatly reduce performance.

#### 19. Lint Filter clogged

The lint filter located under the bottom baffle may clog, causing poor performance, if the dirt canister is overflowing or the bag has burst. This metal gauze lint filter is easily accessible under the bottom baffle and should be checked each time the bag is changed. See Page 17. Cleaning The Lint Filter

#### 20. Relay stuck on

Some Power units may have an internal relay, rather than a solid state control board to switch the unit.

As mentioned in "9" above, if you have unplugged the low voltage wiring, and the Power unit still runs, then you will need to switch the Power unit off at the power point.

Internal service to the Power unit should only be carried out by qualified persons. Please call your service technician.

### **21. Relay stuck off**

Some Power units may have an internal relay, rather than a solid state control board to switch the unit.

If the procedures described in 1, 2, 3, 4, 5, 6, or 7 do not correct the problem whereby the unit won't start, there could be a fault in the relay, the internal transformer, or a loose connection in the Power unit.

Internal service to the Power unit should only be carried out by qualified persons. Please call your service technician.

### **22. Control PCB Faulty**

Some Power units have a solid state control board instead of a relay.

If the procedures described in 1, 2, 3, 4, 5, 6, or 7 do not correct the problem whereby the unit won't start, there could be a fault in the Control PCB, or a loose connection in the Power unit.

Internal service to the Power unit should only be carried out by qualified persons. Please call your service technician.

### **23. Loose internal connection in unit**

Refer to "21" and "22" above.

### **24. Hose plugged into another wall valve**

Refer to "18" above.

### **25. LED Light**

Some Power units have an LED light on the side of the canister to tell you there is power at the unit. If the light is not on, refer to "5" above.

### **26. Cannot turn on or turn off using a switch hose**

Ensure the hose is plugged into the inlet valve with the hose cuff locating lug in the correct position. Rotate the hose cuff so the lug sits between the two locators correctly.



## PRODUCT WARRANTY

This Ness Corporation product warranty offers the customer peace of mind and protection and is in addition to other rights and remedies of the consumer under a law relating to goods of the type covered by this warranty.

Unless otherwise specified, the warranty period on parts only (excluding labour) is:

- For Valet and iCentral power units: Five years
- For Valet and iCentral intercom and security products: Three years
- For Valet and iCentral central vacuum replacement motors: One year
- For Valet and iCentral central vacuum parts including hoses, floor tools, brushes and accessories: One year

This warranty is for reasonable domestic use only and excludes operation in commercial environments.

To make a warranty claim, the product should be returned to Ness Corporation / iCentral Division; details of which appear below. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product serial number/s (if any), the original invoice number and a detailed fault description.

The product can be returned in person, by mail or by courier at the customer's expense. Ness Corporation will not be liable for the cost of removal, re-installation or transportation.

Products deemed faulty will be repaired or replaced at Ness Corporation's discretion but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs. A specific exception to our product warranty relates to damage caused by lightning strike or power surge to equipment connected directly to phone lines. Repair or replacement charges will apply in respect of such damage.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### ONLINE WARRANTY REGISTRATION

[www.icentralsystems.com.au/page/shop/warranty](http://www.icentralsystems.com.au/page/shop/warranty)

or

[www.valet.com.au/warranty](http://www.valet.com.au/warranty)

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