

All★Star

Cleaning Services

Oreck Upright Vacuum Troubleshooting



Problem: Vacuum won't turn on.

If it turns on & off sporadically, depending on squeezing/smacking the handle, stays on at all times when plugged in, or if you know that other devices work from the same plug, skip to Solution 2.

Solution 1: Plug into an outlet on a different circuit breaker.

Try a plug on a different floor, or one from a kitchen, bathroom or laundry room.

These typically have different circuit breakers. If the vacuum works now, notify the client and team leader/manager that a breaker has accidentally been tripped and needs to be reset.

You can usually find the breaker box in the garage, basement, or utility room. The tripped breaker will be the one with a small amount of orange showing in the window, though you should try to verify that it is the correct one on the key printed on the inside of the breaker box door.

Solution 2: The on/off switch has become disconnected.

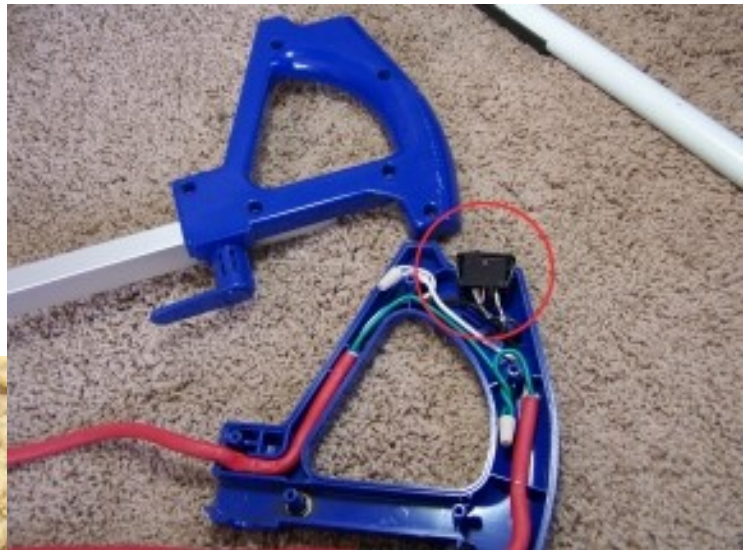
UNPLUG THE VACUUM IMMEDIATELY.



Lay the vacuum on its side, with the handle screws facing up
<-----like this:

Remove the screws, and gently pull the handle apart, keeping the metal part of the handle with the top section.

Examine the two metal spades attached to the black wires. Has one of them come disconnected from the switch?



<-----Like this?
If not, you will need to call the
office for a new machine.
Replace it like this:

Make sure it is firmly
attached! If you have a
pair of needlenose pliers,
squeeze the spade just
slightly to make the fit
tighter.



Making sure that all of the wires are in their proper channels,
nooks and crannies, carefully place the top half of the handle
back on the bottom half, as in the next picture.



Make sure that this peg lines up with the hole on top! Replace that screw first, as it is the one that holds the metal bar in place, then replace the other screws. Make sure the switch is turned off, and plug the machine back in and make sure it works.

This vacuum issue is usually the result of the machine falling over backwards or otherwise rough treatment. Beware of pulling the wire too far and knocking it over, setting it on an uneven surface, or knocking it around during loading/unloading.

Problem: Vacuum Smells Like Burning!

UNPLUG THE VACUUM IMMEDIATELY

Try to determine if it smells like burning rubber, or burning hair.

For both solutions, first check to make sure the bag is not too full. The full line is halfway up the bag, though sometimes it must be changed even before that!

Burning Rubber

A burning rubber/melting plastic smell is always related to the belt that turns the brush bar. There are several reasons a belt may be burning.

First, the bag may be too full.

Replace the bag with a fresh one from your briefcase.

Second, the carpet may be too thick.

Place the thick carpet attachment on the bottom of the machine.

Third, the belt may need to be replaced.

To check the belt, locate the belt cover on the left hand side, here:

Unscrew the one screw and pull the bumper off slightly towards the bottom of the vacuum.



The cover slides off towards the front of the vacuum,
<-----like this



This is how the belt should appear. Check to see that it does not have a cracked or stretched appearance. Move it back and forth to make sure it is turning the brush bar with ease.

Remove the belt. Does it have a particularly oblong shape, with one spot in particular that is pointier than the rest? This is the spot where the motor pulley was rubbing against the belt.



This is the most common belt problem and is caused by thick carpet, full bags, or dirty bearings on the beater bar. Replace the belt and move on to burning hair symptoms.

Burning Hair

A burning hair smell is the result of too much hair caught in the beater brush bearings. These should be cleaned out on a regular basis (see Regular Maintenance Section.)

Remove the five screws on the bottom plate of the vacuum, shown here with red arrows.





Gently remove the bottom plate, keeping track of the 5 screws.

Note the orientation of the two brackets that hold the bar in place, circled in red to the left. These will have to be replaced in the same orientation as they came out.

Pull the brush bar straight out, removing the belt as it comes out.

Remove the brush belt pulley. It is **reverse threaded**, so to unscrew it must be turned clockwise, as in the picture to the right. Righty-Loosey, Lefty-Tighty. Remove the two plastic brackets by pulling them straight off.



Use a pair of pliers, razor blade, or knife to remove as much hair out from underneath the bearings as possible. If necessary, the bearings can be removed by carefully prying them straight out from the brush.



Replace the plastic brackets and screw the pulley back on (counter-clockwise!) Replace the brush with the brackets in the same position and put the belt back. Turn the brush a few times to straighten the belt, and replace the bottom plate.

Problem: Vacuum Doesn't Suck!

There are several reasons why the Oreck may lose suction or suffer poor performance.

First, check that the bag is not too full.

If so, change the bag.

Second, check that the brush is spinning.

If not, refer to changing the belt on page 6-7.

Third, make sure the bag inflates and quickly springs back when squeezed.

If it does not, then follow these instructions for clearing a clog.

Unplug the Vacuum

Remove the bottom plate and brush bar following the instructions on page 7-8.

The first place to check is the intake funnel, circled in the picture to the right. Sometimes a piece of paper will completely block this part. If nothing is visible, try to peer in to see if it has gone deeper.

If this is not the location of the clog, it is in the handle tube.

To clear this clog, first the filter bag must be removed. Remove the dust bag.



Squeeze the hinge of the dock together to remove the bag attachment.

Then, push the two prongs apart to remove the fixed piece of the dock.

After removing the spring clip at the bottom of the filter bag, gently pull the bag off the handle:



Next, unscrew the tube lock:



And gently pull the tube straight up from the base of the vacuum:



Locate the clog, either in the tube or in the base of the vacuum, and clear it out. Replace the tube, filter bag, dock, and dust bag. As long as it is taken apart, you might as well take the filter (cloth) bag outside and clean it according to the regular maintenance section later in this manual.