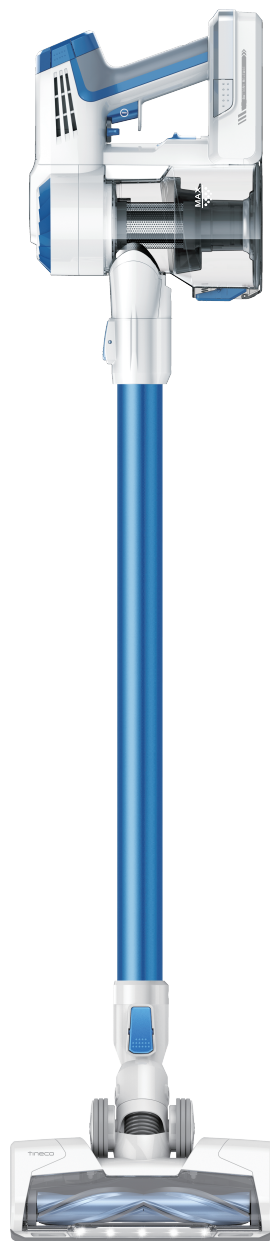


BC

# tineco

## Instruction Manual Mode d'Emploi

Stick Vacuum Cleaner  
A10 HERO / MASTER



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# Important Safety Instructions

## SAVE THESE INSTRUCTIONS

### Household use only.

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE), Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

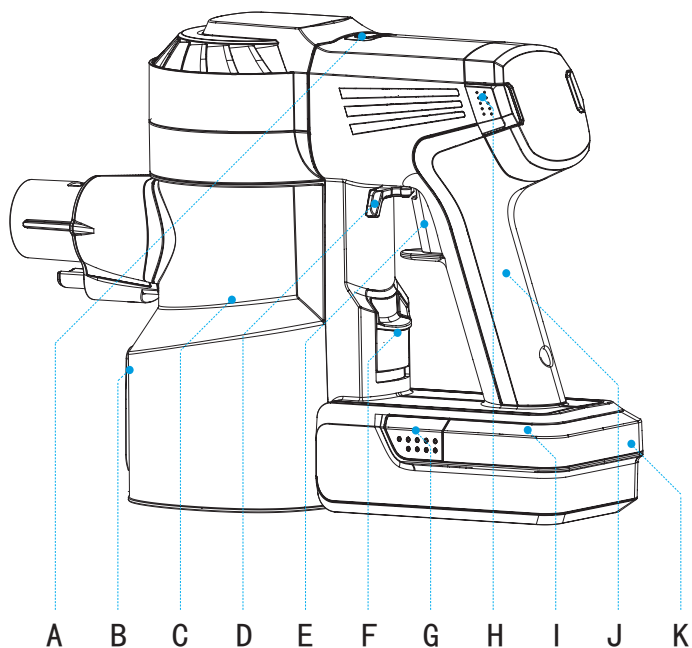
**WARNING**—To reduce the risk of fire, electric shock, or injury:

1. Do not use outdoors or on wet surfaces.
2. Do not allow to be used as a toy. Close attention is necessary when used by or near children, pets or plants.
3. Use only as described in this manual. Use only manufacturer's recommended attachments.
4. Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
5. Do not handle charger, including charger plug, and charger terminals with wet hands.
6. Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
7. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
8. Use extra care when cleaning on stairs.
9. Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
10. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
11. Do not use without filter.
12. Prevent unintentional starting. Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.

13. Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
14. Recharge only with the charger specified by TINECO. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
15. Use appliances only with specifically designated TINECO battery packs. Use of any other battery packs may create a risk of injury and fire.
16. When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
17. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
18. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
19. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°C ( 266°F ) may cause explosion.
20. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
21. Have servicing performed by a qualified repair person using only identical replacement parts. This will ensure that the safety of the product is maintained.
22. Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.
23. Always turn off this appliance before connecting or disconnecting motorized nozzle.
24. Do not charge or store the appliance outdoors or inside the car. Only charge, store or use the battery in a dry indoor area where the temperature is higher than 4°C (39.2°F) but lower than 40°C ( 104°F ). The charger is for indoor use only.



# Overview



A. MAX mode

B. Dust empty release button

C. Dustbin

D. Switch lock

E. Switch button

F. Dustbin release button

G. Battery release button

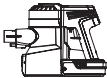







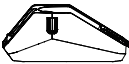



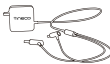
H. HEPA release button

I. Indicator light

J. Rubber handle

K. Battery pack

# Product Components

	Item	A10 Hero	A10 Master
	Main body	<input type="radio"/>	<input type="radio"/>
	Tube	<input type="radio"/>	<input type="radio"/>
	Full-size LED Multi-tasker Power Brush	<input type="radio"/>	<input type="radio"/>
	Mini power brush	<input type="radio"/>	<input type="radio"/>
	2-in-1 Dusting brush	<input type="radio"/>	<input type="radio"/>
	Crevice tool	<input type="radio"/>	<input type="radio"/>
	Full-size LED Soft-roller Power Brush		<input type="radio"/>
	Extra battery		<input type="radio"/>
	Storehouse	<input type="radio"/>	<input type="radio"/>
	Pre filter cleaning tool & extra pre filter	<input type="radio"/>	<input type="radio"/>
	Hair cleaning tool	<input type="radio"/>	<input type="radio"/>
	Adaptor	<input type="radio"/>	
	Dual adaptor		<input type="radio"/>

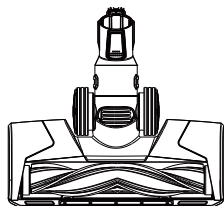
**\*Actual accessories may vary from shown or change without notice.**

Available accessories may vary by market.

# Accessory Instructions

## Note:

- Test an inconspicuous area of a sensitive surface before using an accessory on it.
- All accessories can be directly connected to the main body or to the tube.



### Full-size LED Multi-tasker Power Brush

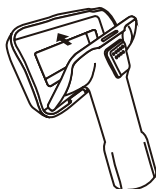
Very effective for agitating dirt embedded in the carpet.



### Mini power brush

For vacuuming upholstered furniture, mattresses etc.

Vacuums pet hair and removes ingrained dirt.



### 2-in-1 Dusting brush

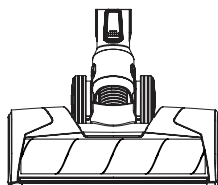
The frame with the bristles can be removed by pressing the release button.

Vacuum hard surface furniture with bristles; remove the bristles to vacuum upholstered furniture, curtain, etc



### Crevice tool

For corners, niches and other hard-to-reach places.

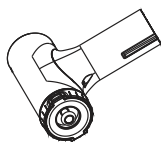


### Full-size LED Soft-roller Power Brush

Perfect for hard floors, especially sensitive wood floor.

Picks up coarse and fine dirt at the same time.

# Accessory Instructions



## Pre filter cleaning tool

Dirty filter is a main cause of suction loss, this tool is design for a deeper & easier cleaning solution with no suction loss. Take out the dirty pre filter from the mesh filter-holder, and replace a clean one. Open the cover of the cleaning tool, put inside the dirty pre filter and cover it. Connect the tool to the main body. Activate the appliance on MAX mode, and rotate the side cover.



## Hair cleaning tool

Use the end with small blade to remove the hair and debris wrapped around the roller.

Use the end with little brush to clean the brush window, also can be used to clean the dustbin.

## Optional accessories (please purchase separately)

\* **Note:** You can purchase additional accessories from TINECO.



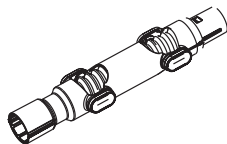
## Soft dusting brush

Angled bristles on slender, oval shape provide anti-static cushioned contact. Suitable for dusting shelves, lighting, delicate surfaces, electronics, and more.



## Long soft crevice tool

24.2 inches long, soft and easy to bend, easily gets into the tight spots. Suitable for cleaning dust beneath furniture, along side the refrigerator, around radiators or vents, and more.



## Flexible multi-angle tube

Two articulated joints make it adjustable, move from high to low place with flexibility.

Use with TINECO accessories, except motorized brush.



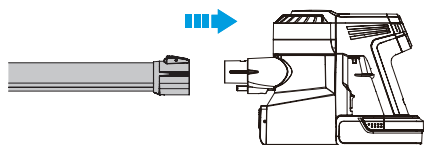
## Flexible extension hose

Excellent extension and flexibility to get into hard-to-reach spaces, great for in-car usage.

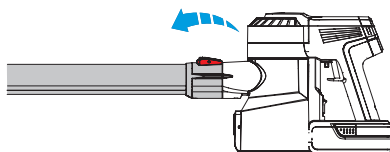
Use with TINECO accessories, except motorized brush.

# Assembly

## Install the Tube

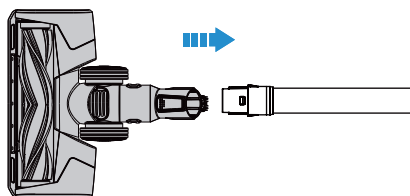


Insert tube.

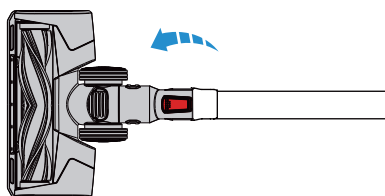


Press the release button and remove tube.

## Install the Brush



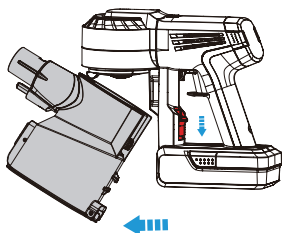
Insert power brush.



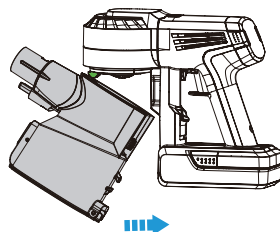
Press the release button and remove power brush.

# Assembly

## Install the Dustbin

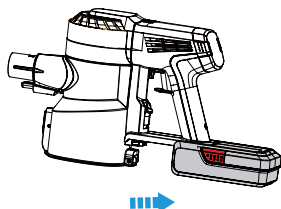


Press the dustbin release button and pull out.

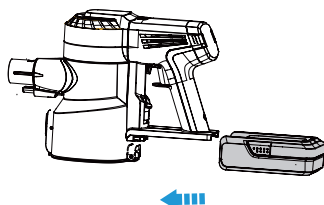


Incline the dustbin, the slot on the dustbin towards the hook on the main body. Push upward until the hook fixed into the slot. A 'click' sound will be heard when it has been successfully accomplished.

## Install the Battery



Press the battery release button, then pull the battery out.



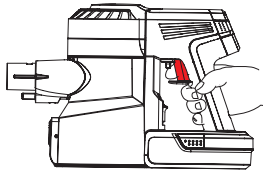
Slide the battery into the bottom of the main body. The battery will click into position when correctly fitted.

# Product Operation

## Start to Work

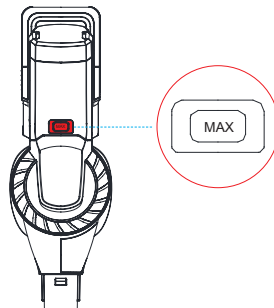
### Note:

- Before the first use, please charge the appliance (see "Charging the battery" ) for 3-4 hours in an area where the temperature is higher than 4°C(39.2°F) but lower than 40°C(104°F ), and the above charging time based on the condition that the battery is cooled.
- Select the accessories according to needs (see "Accessory Instructions" ).

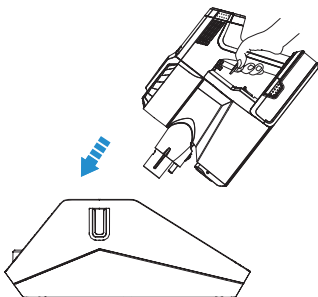


Press the switch button, the machine will start to work.

Lock the switch button for continuous power mode.



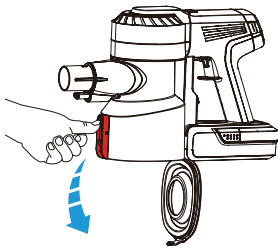
Press the MAX button to go between regular mode (regular power) and MAX mode (max power).



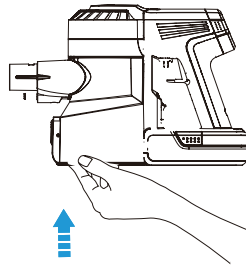
When finished, place the appliance on the storehouse.

# Product Operation

## Empty the Dustbin

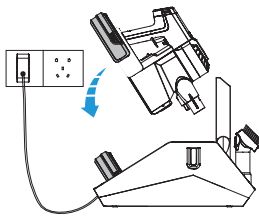


When finished, press the release button on the side of the dustbin and empty the contents.



Reattach the dustbin's bottom cover.

## Charging the Battery

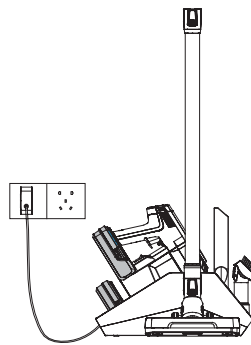


Connect the adaptor to the battery pack.

Charge the battery installed on the main body, or charge the battery separately.

Dual adaptor can charge two battery packs at the same time.

To avoid being tripped accidentally, please put away the appliance on the storehouse near wall during charging.



**Note:** A10 MASTER is equipped with dual adaptor and two battery packs.



# Product Operation

## Working Time

- Working time last about 25 min. on regular mode, about 10 min. on MAX mode.
- Data is obtained by Tineco laboratory using one battery and non-motorized accessories.

## Charging Time

- Charging time takes about 3-4 hours.
- Based on results from Tineco lab tests. Lab test environment: temperature between 4 °C (39.2°F) to 40 °C (104°F).

## Indicator Light

### On Work



Three solid blue lights: Full power.



Two solid blue lights: Medium power.



One solid blue light: Low power.



One blinking red light: Out of power, or the appliance is blocked, or the battery is overheated.



One blinking pink light: The filters or the suction mouth is blocked.

### During Charging



Three blue lights blinking successively: Charging.



Lights off: Charging complete.



One blinking red light during charging: Fault, check Trouble Shooting.

### Tips:

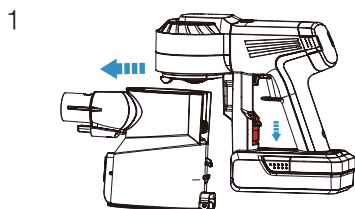
- Charge the battery only with the adaptor provided by TINECO .
- When you won't use the battery for a long time, please store in a cool dry place. In this situation, please insure that the battery has been at least half charged (2 blue lights of battery glow on regular mode)
- If you need an additional battery, please purchase from TINECO.

# Daily Maintenance

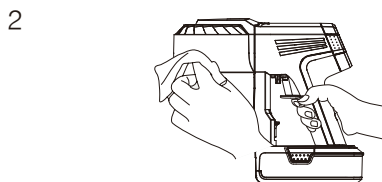
In order to maintain machine performance, it is recommended that you clean the components periodically.  
Note:

- Clean the dustbin and filters every time after use, and wash them under cold running water once a month.
- The HEPA and Pre filter are consumable. Replace them with new ones when the suction performance cannot get back to normal after cleaning.

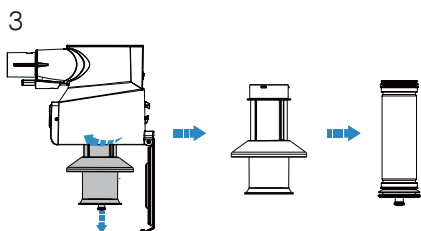
## Dustbin and Filters (pre filter, mesh filter and HEPA filter)



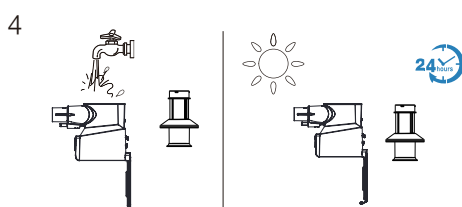
Press the dustbin release button, pull out the dustbin as indicated in the above image.



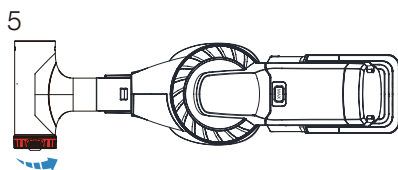
Clean with wet cloth.  
Do not allow water to enter the appliance, especially not into motor and battery.



Twist clockwise and remove the filters.

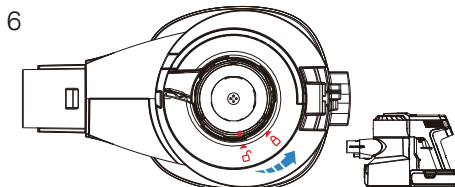


Clean the dustbin and mesh filter under cold, running water. The dustbin and mesh filter should be air dried completely before reinstalling.



Clean the pre filter with Tineco Pre Filter Cleaning Tool.

Take out the dirty pre filter from the mesh filter-holder, and replace a clean one. Open the cover of the cleaning tool, put inside the dirty pre filter and cover it. Connect the tool to the main body. Activate the appliance on MAX mode, and rotate the side cover.

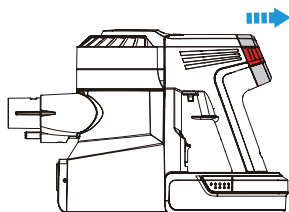


After cleaning, insert the clean filters into dustbin, the red line on mesh filter-holder towards the unlocked mark, twist it towards the locked mark, and install the filters correctly.

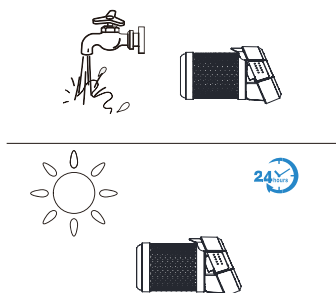
Install the dustbin and filters back into the main body, then reattach the dustbin cover.

# Daily Maintenance

## HEPA filter

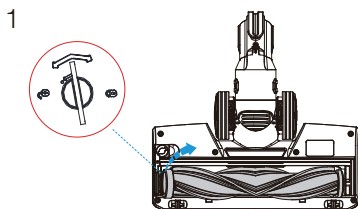


Press the HEPA release button on both sides of the windshield and gently pull out the HEPA. Please detach the battery pack before pulling out the HEPA to prevent the battery from contaminating.

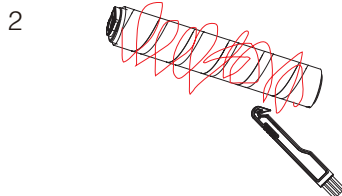


The HEPA can be washed under running water if necessary, and should be dried completely before reinstalling.

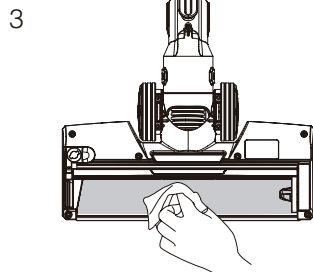
## Brush



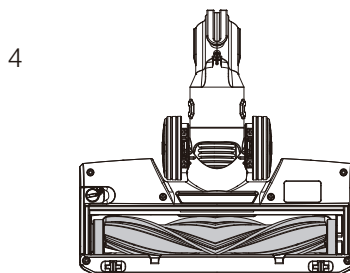
Use a coin or other tool to unlock the brush roller, then remove the brush roller from the brush window as indicated in the above image.



Remove the hair and fibers wrapped around the roller with hair cleaning tool.



Gently clean the transparent brush window.



After the cleaning , install the brush roller back.

# Specification

Model	A10 Series
Voltage	21.6V
Rated Power	350W
Dustbin Capacity	0.4L
Charging Time	3-4 hrs
Charging Input	100-120V
Running Time	25 min. (MAX mode: 10 min.)

(\*A10 Master is equipped with two batteries, the running time will be double.)

# Trouble Shooting

Problem	Possible cause	Solution
The appliance doesn't work	No power	Charge the battery
	The suction mouth is blocked	Check and remove blockages
	The battery is still connected to the adaptor	Disconnect the battery from the adaptor
Weak suction power	Dustbin and filters are full of dust	Clean the dustbin and filters
	The brush roller is wrapped by hairs or fibers	Clean the brush roller
	The pre filter is not installed	Install the pre filter
	The appliance is blocked (such as tube, suction mouth or some other part)	Remove blockages
Abnormal motor sounds	The appliance is blocked (such as tube, suction mouth or some other part)	Remove blockages
Battery can not be charged	The adaptor is not correctly inserted or the adaptor is not designed for Tineco A10	Remove the adaptor and insert correct adaptor again
Red light blinking	The appliance is blocked or the brush roller is wrapped by hairs or fibers	Stop the appliance, remove blockages or clean the brush roller
	The battery is out of power or overheated	Charge the battery or let it cool down
Pink light blinking	The filters or the suction mouth is blocked	Clean filters or remove blockages

## Note:

In any other case or if the solution explained above did not solve the problem, please contact us at [support@tineco.com](mailto:support@tineco.com) or visit our website [www.tineco.com](http://www.tineco.com) for further support.

tineco

Live Easy  
Enjoy Life



tinecoglobal



Web: [www.tineco.com](http://www.tineco.com)

Email: [support@tineco.com](mailto:support@tineco.com)

US Service Call: +1 (855) 292-8864

Service Hours: Mon. – Fri. 9am - 6pm (CST)

Contact us - We'll get back to you within 1 business day.