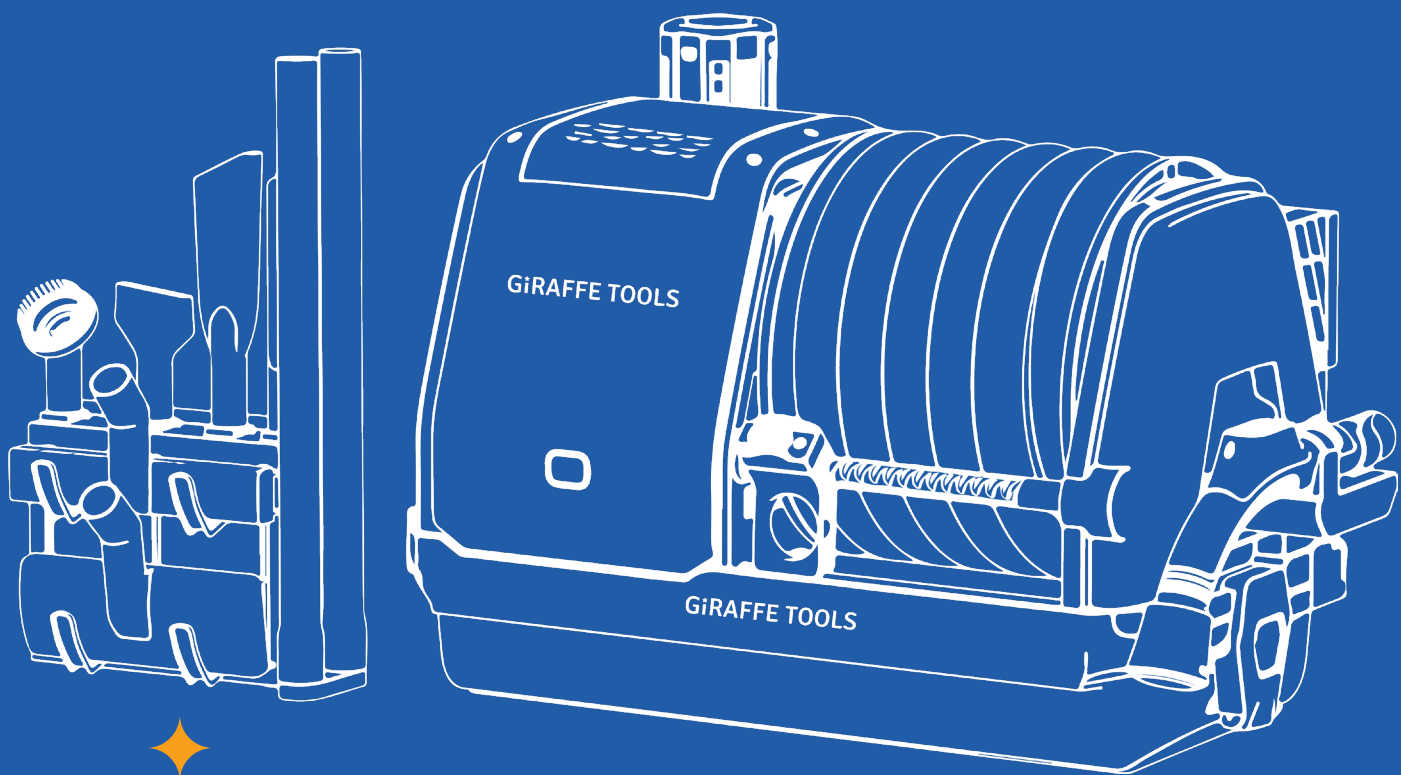


WALL MOUNTED VACUUM

Model SGV-W18A8M
SGV-W18AR11M



◆ Read before use & keep for future reference. ◆

For more information visit giraffetools.com or contact our customer service by sending an email to contact@giraffetools.com



GIRAFFE TOOLS

MANUAL CONTENTS

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IMPORTANT SAFETY INSTRUCTIONS

✦ **Read all instructions before using your Wall-Mounted Vacuum** ✦

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

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

WARNING: To reduce the risk of fire, electric shock, or injury: Do not modify the polarized plug to fit a non-polarized outlet or extension cord.

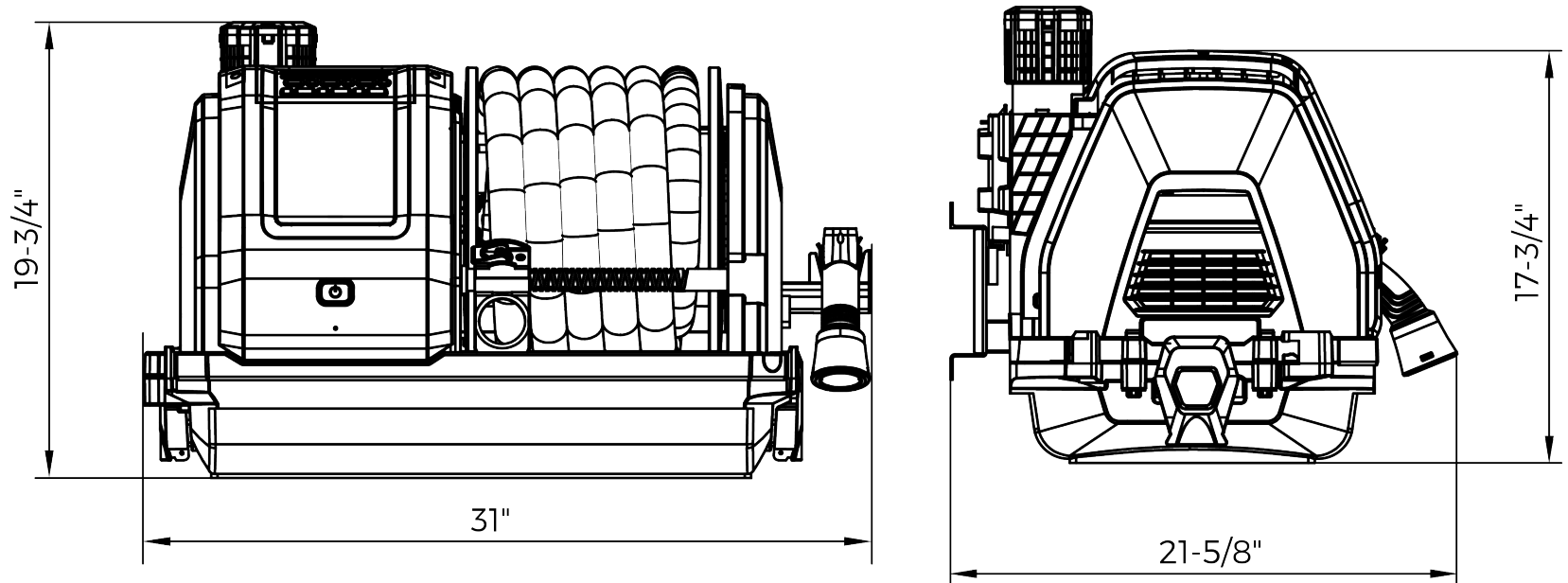
1. Do not leave vacuum cleaner unattended when it is plugged in.
2. Unplug from outlet when not in use and before servicing.
3. Use indoors only.
4. Do not allow children to operate vacuum cleaner or use as a toy.
5. Close attention is necessary when used by or near children.
6. Do not use for any purpose other than described in this user's guide.
7. Use only manufacturer's recommended attachments.
8. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, please contact Giraffe Tools customer service.
9. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
10. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
11. Do not handle vacuum cleaner or plug with wet hands.
12. Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
13. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
14. Turn off all controls before plugging or unplugging vacuum cleaner.
15. Do not pick up flammable materials (lighter fluid, gasoline, kerosene, wood shavings, etc.) or use in the presence of explosive liquids or vapors.
16. Check whether the wires are intact before use.

- 17.** When using a vacuum cleaner, please be careful not to block the suction inlet for a long time, otherwise it will cause overload of the motor and damage the motor.
- 18.** When using a vacuum cleaner, please be sure to install the filter to prevent dust from entering the motor room.
- 19.** Please do not use a vacuum cleaner to absorb tiny particles such as cement, gypsum powder, and wall powder. Otherwise, it may cause the dust bag or filter of the vacuum cleaner to become clogged, the motor to burn out, and other malfunctions.
- 20.** When cleaning the vacuum cleaner, please use a wet rag containing water or neutral detergent. Do not use gasoline, banana water, etc., otherwise the shell will crack or fade.
- 21.** Please do not use the vacuum cleaner to suck detergent, coal, oil, glass, needles, soot, water-wet dust, sewage, matches and other items.
- 22.** Please do not put the vacuum cleaner too close to fire sources and other high-temperature places.
- 23.** When there is a lot of garbage accumulated in the dust chamber, it should be cleaned in time to keep the ventilation path open and avoid blockage, which will cause the suction to decrease, the motor to heat up and the service life of the vacuum cleaner to decrease.
- 24.** Protect the hose, keep away from sharp objects, and do not stretch or bend excessively, otherwise the hose will be damaged.
- 25.** If the host becomes hot, emits a burnt smell, or makes abnormal vibrations and noises, please contact Giraffe Tools customer service in time and do not use it reluctantly.
- 26.** After using the vacuum cleaner, it should be stored in a dry place. Humid places will affect the insulation and service life of the appliance.

PRODUCT INFORMATION

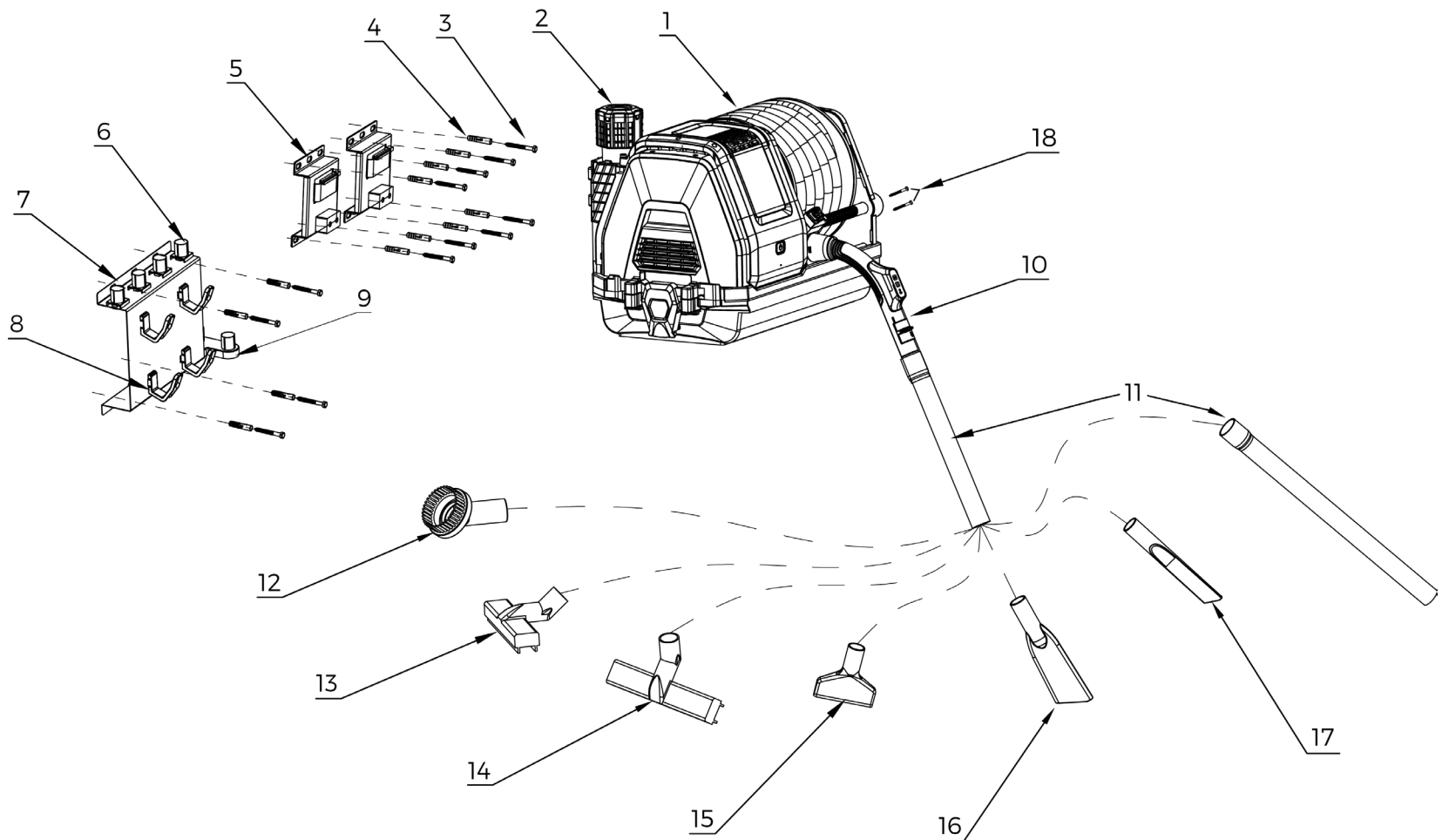
Thank you for choosing the Giraffe Tools wall mounted vacuum.

Before using the vacuum, please read the following installation instructions and refer to them when necessary.



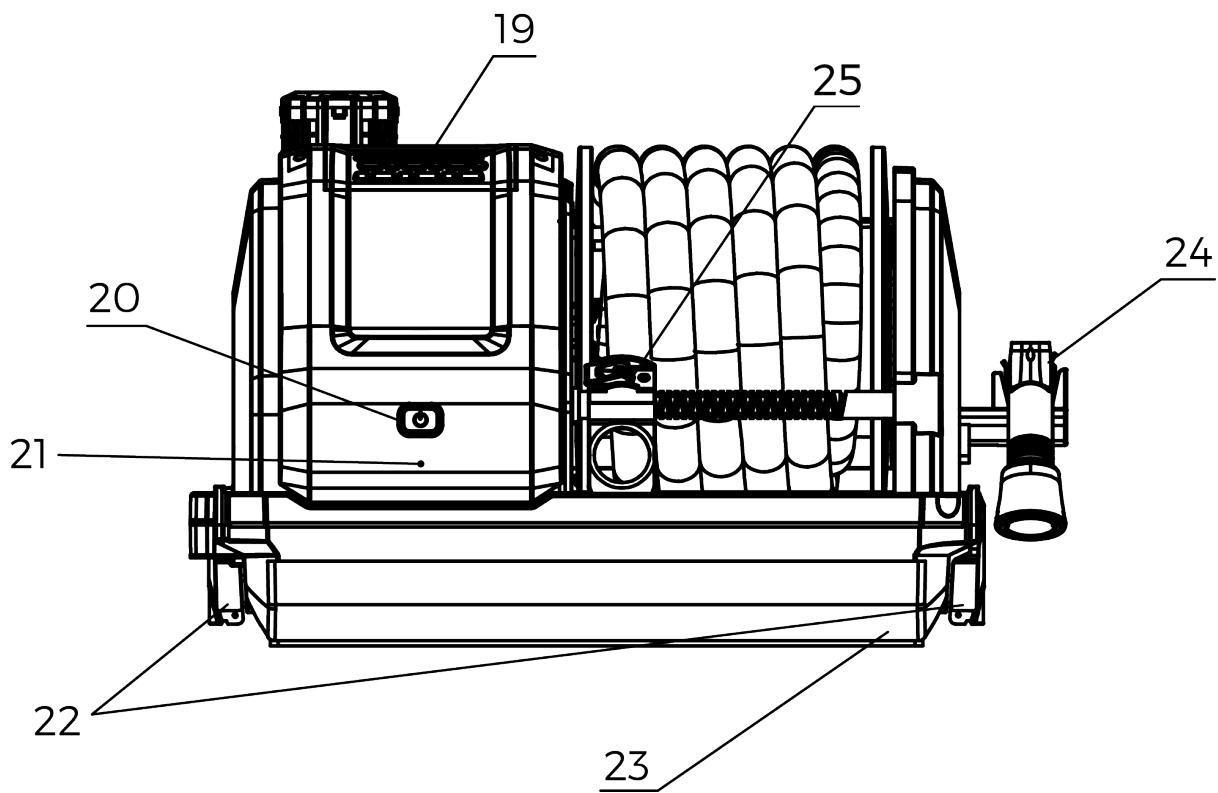
| | |
|---------------------------|------------------------|
| Voltage | 120V |
| Drill Size | 12mm |
| Flexible Crush Proof Hose | 30ft |
| Rated Inlet Power | 1200W |
| Current | 10A |
| Max Air Flow | 0.9m ³ /min |
| Protection Class | IPX4 |
| Motor Winding Materials | Aluminum |
| Power Cord Length | 2 -1/4 inch |

WHAT'S INSIDE THE BOX



- | | |
|--|---|
| 1. 30ft Flexible Crush Proof Hose | 10. Wand |
| 2. Silencer | 11. 2 x Extension Wands |
| 3. 12 x Ribbed Plastic Anchor: $\Phi 12*50$ | 12. Circle Floor Brush |
| 4. 12 x Screw : $\Phi 8*70$ | 13. Wet Pickup Squeegee Floor Nozzle |
| 5. Bracket for Vacuum | 14. Floor Nozzle |
| 6. 4 x Black Cylinder | 15. Flat Crevice Nozzle |
| 7. Bracket for Accessory | 16. Crevice Tool |
| 8. 4 x Black Hooks | 17. Long Crevice Tool |
| 9. Black "L" Shape Holder | 18. 2 x Screws |

Please note only the model SGV-W18AR11M has remote control wand.



- 19. Air Outlet
- 20. Switch
- 21. Indicator Light
- 22. Dirt Tank Handles
- 23. Dirt Tank
- 24. Wand and Wand Holder
- 25. Guide System

Note: Accessories NO.13/14 need to install the NO.11 extension wand first.

OPEN-BOX CHECK

1. Confirm that the above parts are included in your package.
2. Check for any scratches or damage done to the product.

If you have any of these issues, please contact the Giraffe Tools customer service team right away.

TOOLS REQUIREMENT

Electric drill (12mm)

Hammer

Wrench

Screwdriver

START TO INSTALL

✦ **Choose a place** ✦

All the accessories are in the Dirt Tank.

As a matter of convenience, please install the vacuum close to the power source. Make sure the cord can reach the power source prior to mounting the vacuum.

Note: Please install the vacuum at a height of approximately 47 in above the ground to maximize the function of auto-retraction.

Due to the weight of the vacuum and the pulling force during use, the bracket must be installed on a solid surface. The surface needs to be able to withstand 30kg of force.

✦ Installing the vacuum ✦

1. Install the accessory bracket.

1.1 Press the 4 hooks into the bracket.

1.2 Press the 4 cylinders into the top of the bracket.

1.3 Press the “L” shape thing into the side of the bracket.

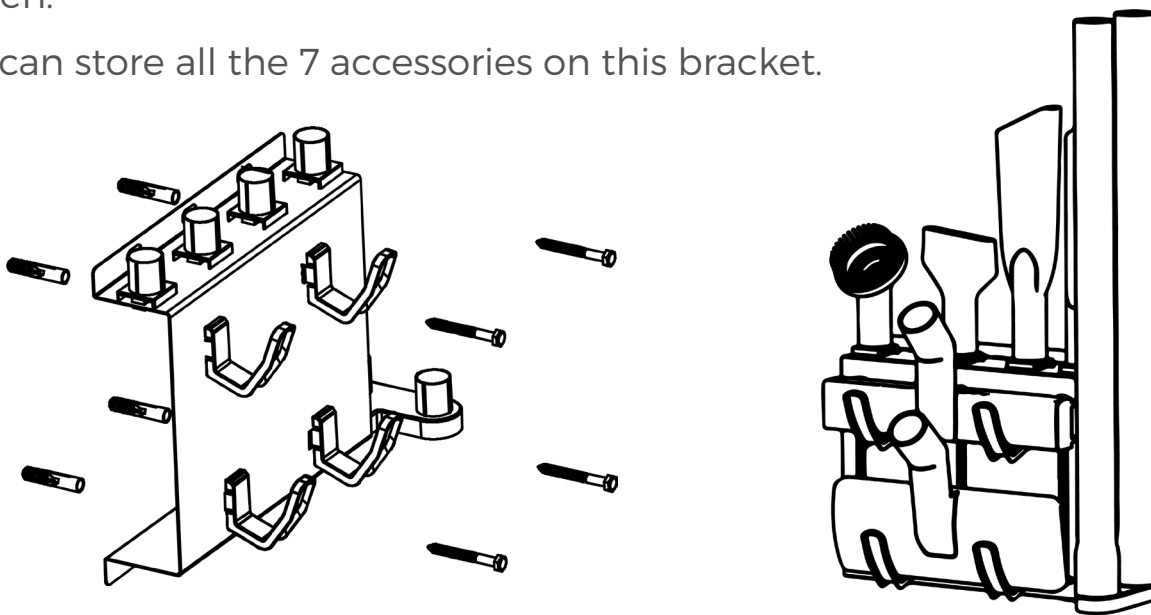
1.4 The bracket for accessories is complete.

1.5 Use the 12mm drill to drill 3-1/8” / 80 mm deep holes.

1.6 Hammer wall anchors into the 4 holes.

1.7 Hold the bracket in place, then put the screws in, and use a socket set or a wrench to tighten.

1.8 You can store all the 7 accessories on this bracket.



2. Install the vacuum bracket on the wall.

2.1 Install one bracket.

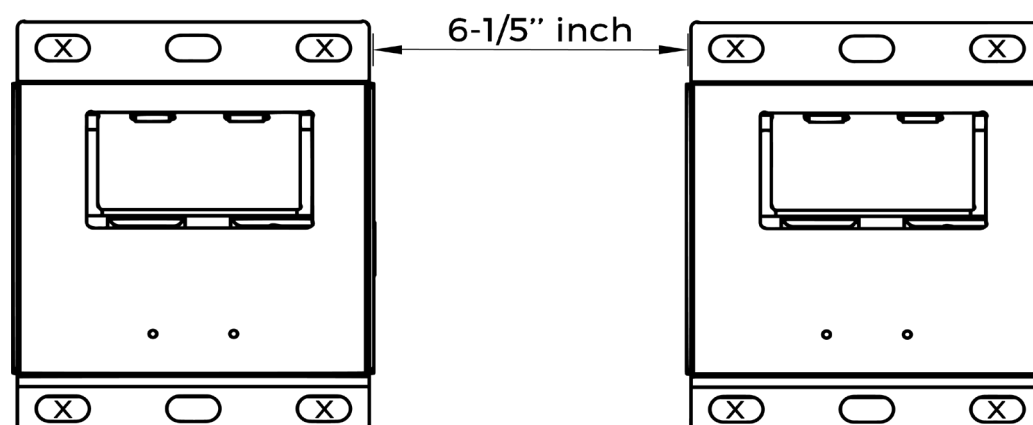
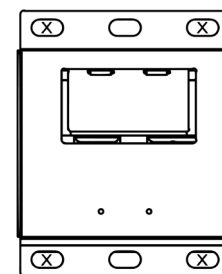
2.2 Use the 12mm drill to drill 3-1/8” / 80 mm deep 4 holes.

2.3 Hammer wall anchors into the 4 holes.

2.4 Hold the bracket in place, then put the screws in, and use a socket set or a wrench to tighten.

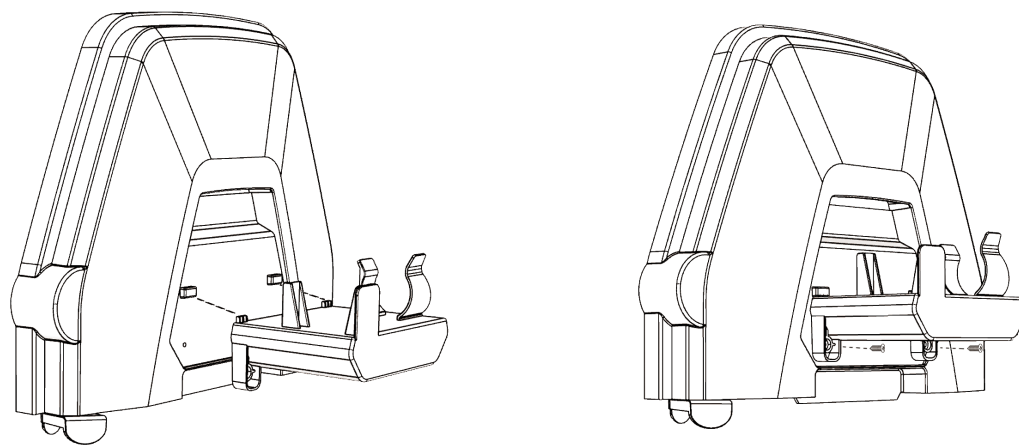
2.5 The first bracket is installed. Then mark about 6 inch install the other bracket, same process.

2.6 The vacuum brackets are completed.



3. Install the wand holder.

Put the wand holder on the side of the vacuum, and then use the screw to tighten it.



4. Setting up the vacuum.

4.1 Connect the silencer on the top of the vacuum.

4.2 Lift the vacuum and slide it into the bracket holes.

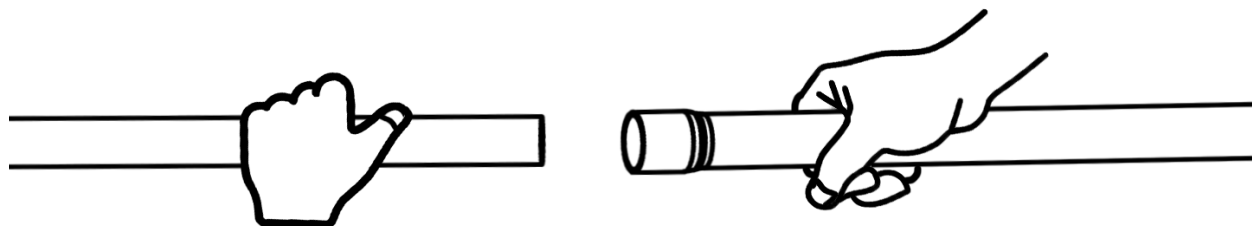
4.3 Connect the wand to the hose.

4.4 Please remove the small white insulating paper on the wand first and then use it.

(Model: SGV-W18AR11M only)

4.5 Choose one of the accessory to install.

4.6 Connect the power source.



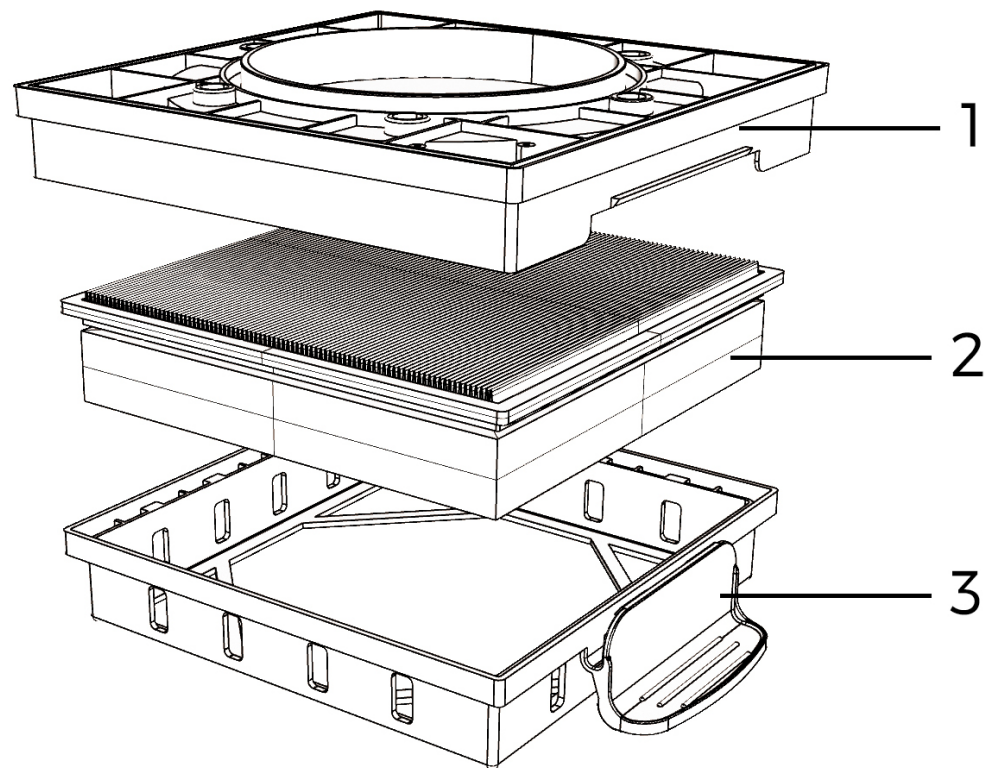
Your vacuum is now installed and ready to use!

HOW TO

✦ How to replace the HEPA ✦

The filter should be checked every 15-30 days and washed as needed to maintain performance.

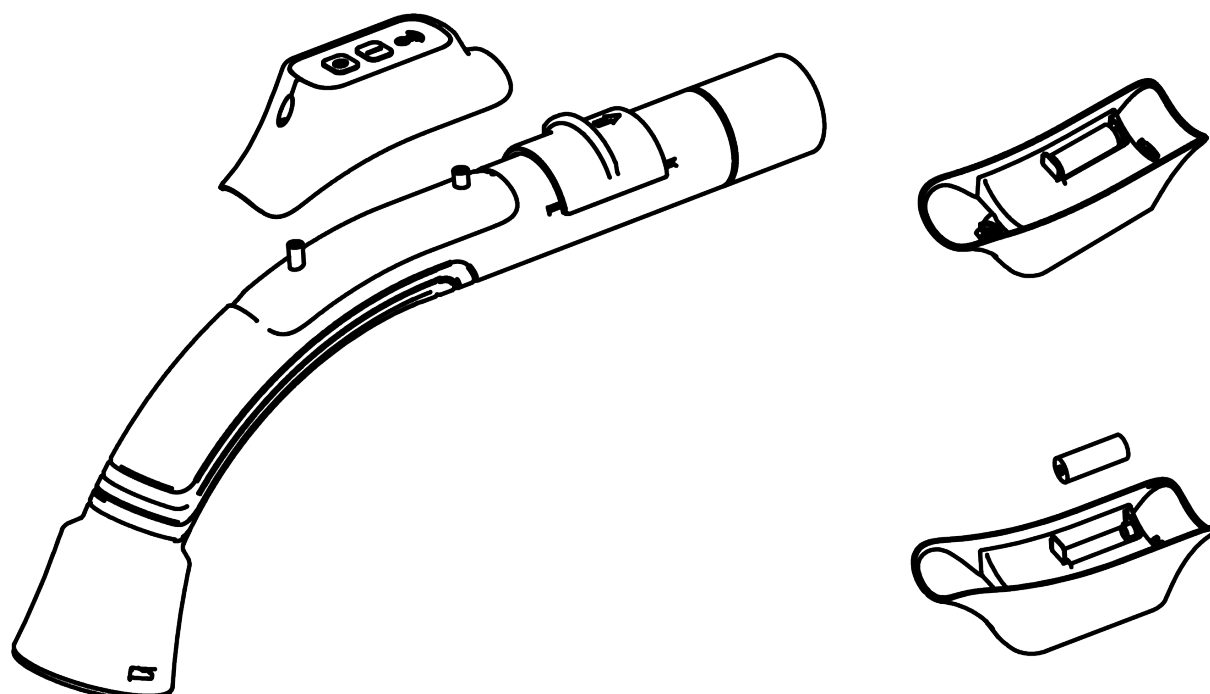
Frequency of cleaning will be based on individual use. If you want to use the wet mode, please replace the part2 to the black sponge. The preinstalled filter is only for dry mode. The filter is located inside the top portion of the vacuum, remove the dirt tank first, and you will see the filter. Empty the dirt tank if you change the wet/dry mode.



◆ How to change the wand battery ◆

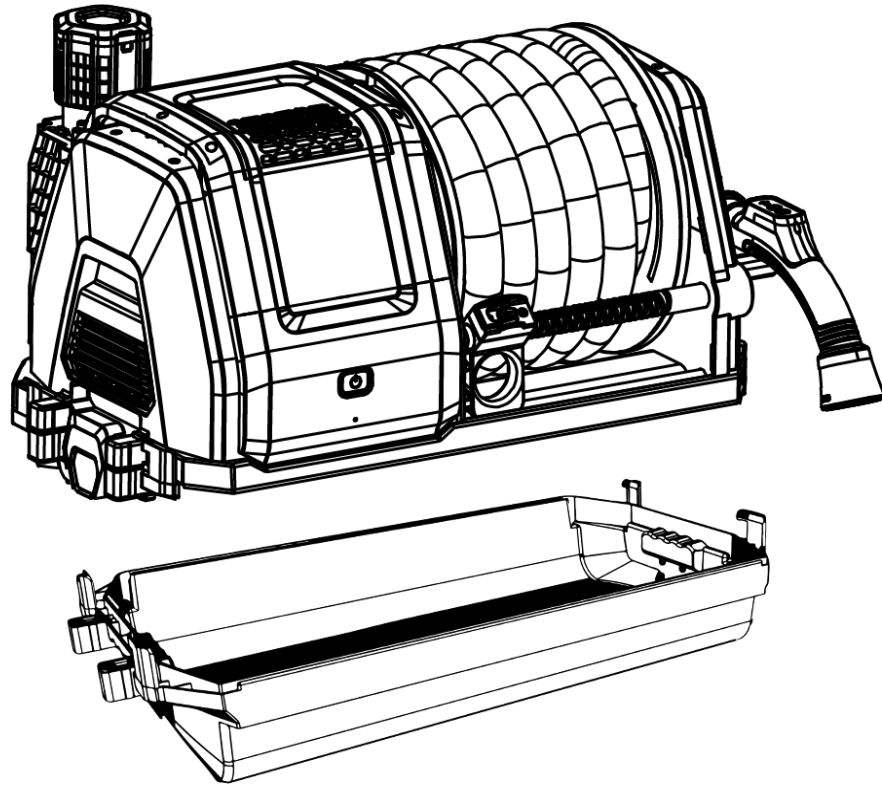
Remove the top of the wand, and the battery is on the top it. When the battery dies, please replace it.

Tip: Only the model: SGV-W18AR11M need to change the battery.



✦ How to remove the dirt tank ✦

There are 2 dirt tank handles on the side the vacuum, remove the dirt tank by pulling up on both handles to unlatch. Lift upper half of unit to remove.



✦ How to lock or extend the hose ✦

1. Pull the hose to the desired length and stop, the hose will lock.
2. To extend the hose to a longer length, pull the hose once more and stop at the new desired length.

✦ How to retract or shorten the hose ✦

1. To unlock the hose, give the hose a small tug and release the force, the hose will start retraction.
2. To shorten the hose, let the hose retract to the new desired length, pull the hose out a little more, and then stop.

Tips: Hose can only be locked during pulling out process, and can not be locked during retraction. Always gently retract the hose. If this is not done with caution, the hose and nozzle might get damaged. When walking backwards at a steady speed, the self-segmenting mechanism inserts the hose and weaves neatly into the reel, to ensure that it is free from kinks and tangles.

TROUBLESHOOTING

| PROBLEM | PROBABLE CAUSE | SOLUTION |
|--|---|--------------------------|
| The appliance is not powered on | Check whether the power supply has power | Provide power supply |
| | Check whether the plug is plugged in properly | Insert the plug |
| | Check if the power switch is on | Turn on the power switch |
| The machine has no suction power or the suction power becomes weak | Check if the filter is clogged | Clean the filter |
| | Check if the power supply is insufficient | Provide power supply |
| | Check whether there is any foreign matter blocking the hose | Clear blockages promptly |
| Remote control cannot be used | Check if the battery is charged | Replace the battery |

MAINTENANCE

1. The dust in the dirt tank must be cleaned in time.
2. The dust on the filter needs to be cleaned in time.
3. After using the vacuum cleaner, it should be stored in a dry place.

WARRANTY

At Giraffe Tools, we conduct rigorous testing on every machine before it leaves the factory and perform a lifetime test on every thousand machines to ensure they will withstand many years of use beyond the warranty period.

In addition to our thorough testing, we offer a **24-month warranty** on all original Giraffe Tools new products. The following specifics apply:

1. Giraffe Tools warrants its products against defects in parts and materials for a period of 24 months from the original purchase date. Please note that this warranty does not apply to **products acquired second hand**.
2. All warranty periods commence on the date of purchase and are non-transferable.
3. The warranty is limited to the provision of a replacement or refund free of charge within the specified period, provided that the above conditions are met, and the original proof of purchase is presented.
4. For quality-related warranty claims, items will be replaced with a new item of equal value when available. In situations where a replacement is not available or preferred, Giraffe Tools will offer a full refund.
5. Warranties on all replacements follow the same 24-month warranty time frame as the original defective item. Warranties on fully refunded products will be voided after the refund is released.

Process:

- Buyers must provide sufficient proof of purchase.
- Giraffe Tools must document what happens when buyers troubleshoot the product.
- Visible proof depicting the defect, such as pictures or videos, is required.
- It may be necessary to return an item for quality inspection.
- For defective items that Giraffe Tools needs to have returned, warranty on those replacements are voided if the wrong item is returned to Giraffe Tools or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Giraffe Tools or Giraffe Tools's authorized resellers.
- Sales invoice that shows a description of the product along with its price.

Not Covered Under Warranty:

- Purchases from unauthorized resellers.
- Alterations not carried out or authorized by Giraffe Tools authorized resellers.
- Products without sufficient proof of purchase.
- Second-hand products.
- Items that have expired their warranty period.
- Damage from misuse of products, including, but not limited to, improper storage, falls, extreme temperatures, water, and improper operation of devices.

RECOMMENDED PRODUCTS



5/8" Retractable Hose Reel, 60-115ft



1/2" Retractable Hose Reel, 78-155ft



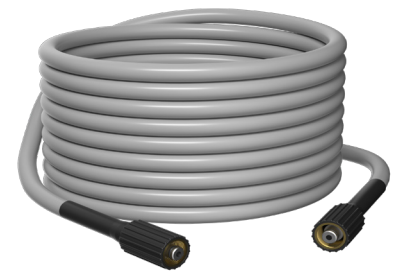
Retractable Air Hose Reel



Grandfalls Pressure Washer



Grandfalls Pressure Washer, 65ft



Pressure Hoses 25-100ft



Hose Reel Cart 150-250ft



Hybrid Hose with Swivel Grip 2.5-100ft



Customized Garden Hose 6-100ft



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