



Sanitaire EON Upright Series (SC5500–SC5505) Maintenance Guide

To keep your vacuum performing properly, focus on these three areas. Most issues come back to one of them.

Maintain bags and filters

- Loss of suction is most often related to the bag or filters.
- Replace the dust bag regularly and ensure it is properly installed and sealed.
- Check the pre-motor filter each time the bag is changed and clean or replace as needed.
- The HEPA filter should also be cleaned or replaced regularly.
- If washing filters, always ensure they are completely dry before reinstalling.

Keep airflow clear

- Check the hose, wand, and air path for blockages.
- If suction drops, inspect the vacuum for clogs and clear any obstructions.
- This unit has an air path clean-out access point to help remove debris quickly.
- Even small blockages can reduce airflow and performance.

Check the brush roll

- If the vacuum is running but not cleaning, check the brush roll.
- Remove any hair or debris and ensure it spins freely.
- If the unit shuts off or shows a warning light, this is often caused by a blockage, full bag, or jammed brush roll.

Additional quick checks

- Inspect the power cord for damage.
- Set the correct height for the floor type to ensure proper contact.
- Store the vacuum in a clean, dry area.
- Avoid vacuuming salt—it can corrode internal parts over time.
- Avoid vacuuming water or wet mats—it can damage the motor and cause internal corrosion.

Need Additional Help?

If you're still experiencing problems or have questions about maintaining your vacuum, Tennier Sanitation is here to help.

For expert advice, troubleshooting, or product support, please reach out anytime.

Contact Us:

Phone: 905-522-5756

Email: email@tennier.ca

We're here to help you keep your equipment running at its best.