

## INSTRUCTION MANUAL



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Located in Orlando FL.

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# Litter-Vac™ Instruction Manual

PooVak® Pet Litter Vacuum: Litter-Vac™ Model

If you have questions or comments, contact us at  
[info@PooVak.com](mailto:info@PooVak.com)

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## Table 1 **Technical Data:**

The following technical data is deemed accurate, is for informational purposes only, and is subject to change.

Model: PooVak® Litter-Vac™ Manufactured by PooVak LLC

The Litter-Vac® Litter-Vac™ has not been certified by the UL, CE, CA or UKCA.

Inlet Air Speed: up to 50-60 MPH (speed will be reduced as the battery discharges, and as the canister fills with Pet Litter).

Canister Volume: 1.5 Gallons (5.67 Liters)

Total Empty Weight of Litter-Vac Model: 13 lbs (6 kg)

Package Dimensions: 26x13x8 (inches)

Package Weight (for Shipping): 20 Pounds (9kg)

# Litter-Vac™ Instruction Manual

## INTRODUCTION

Thank you for purchasing the patented PooVak® model Litter-Vac™ Pet Litter Vacuum. This instruction manual provides key information for the proper maintenance and operation of the Litter-Vac™ model herein referred to as the “Litter-Vac” which includes all accessories, the battery and charger that operate separately or together as the “system”.

PooVak LLC, its members, suppliers, distributors, retailers assume no liability for the misuse of the system or any of the individual components including: using the system or individual components for unintended applications, using the system or individual components for applications that do not follow Restricted Applications, the failure to follow the operating and maintenance requirements contained in this Instruction Manual.

## QUESTIONS OR PROBLEMS:

If you have any questions or encounter any problems with the operation or maintenance of the Litter-Vac that is not included in this instruction manual, then Immediately disconnect the battery and contact us a [info@poovak.com](mailto:info@poovak.com) with your questions.

## SAFETY INFORMATION:

**Before operating the Litter-Vac, please read and observe all warnings and instructions in this instruction manual, and observe all warnings and instructions that are labeled on the Litter-Vac.**

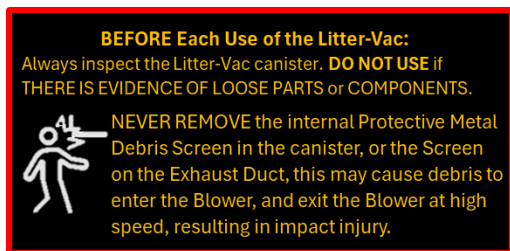
**RESTRICTED APPLICATIONS:**

Even though the Litter-Vac™ was designed to collect pet and animal litter, it can also be used for a variety of applications, such as vacuuming up small debris. It is not designed to be a stationary vacuum such as a car vacuum or a wet-dry vacuum. **The Litter-Vac™ should not be used to vacuum flammable or combustible materials, liquids of any type, bio-hazardous materials, or materials that are harmful or fatal.** We hope that you can find many uses for the Litter-Vac, therefore if you plan to use the Litter-Vac for applications other than vacuuming pet or animal litter, then contact us at [info@poovak.com](mailto:info@poovak.com) to ask about the application so we can provide guidance and approval.



*Figure 1 Restricted Applications*

**BEFORE Each Use of the Litter-Vac:**



*Figure 2 Before each use of the Litter-Vac*

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### Safety Equipment:

The Litter-Vac comes with Operator Worn Safety Equipment such as a dust mask, and eye protection. It is important that you inspect the Operator Worn Safety Equipment and use them when operating the Litter-Vac. If the Operator Worn Safety Equipment shows damage or wear, it should be replaced prior to usage of the Litter-Vac. The Litter-Vac should not be operated by children under the age of 12, and children between the ages of 12 and 18 should be supervised by an adult.

The most important piece of safety equipment is “You”. Please use the Litter-Vac responsibly.



Figure 3 Safety Equipment

### Pet Litter Disposal:

In some regions pet and animal litter cannot be disposed of in ordinary household trash. Please consult your local city, county, provincial authorities for guidance on the proper disposal of pet and animal litter.



Figure 4 Disposal of Animal and Pet Litter



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### SAFETY RULES and REQUIREMENTS:

1. When not in use, disconnect the battery and store it in a moisture free room temperature environment.
2. Never Disassemble the battery or modify the battery or battery adapter, or use a battery that is not designed for the battery adapter.
3. When handling the Litter-Vac™ and disposing of the Litter-Vac™ bags, it is important that the user keep their hands from contacting the Pet or animal Litter. The user must ensure never to get animal Litter on their face or eyes, or open skin wounds such as skin scratches **as this may cause an infection**. Pet and Animal Litter may contain pathogens that can cause an infection. **The user must be vigilant in ensuring they take proper precautions to keep their hands clean when using the Litter-Vac**. Wearing of surgical gloves (not provided) is recommended as the best way to ensure that Pet Litter does not make contact their skin.
4. If the optional HEPA filter is not attached then the Litter-Vac should only be used in outdoor well ventilated areas. The HEPA filter may be ordered at [www.poovak.com](http://www.poovak.com).
5. Never use the Litter-Vac to vacuum flammable or combustible materials.
6. Never use the Litter-Vac to vacuum general Bio-Hazardous Materials or general materials that could be harmful or fatal.
7. Never allow water or liquids to enter the rear section of the Litter-Vac, this is the location of the electronics, and having water or liquids enter this area could cause damage to the internal electrical system.
8. There are air ventilation holes on the rear cap and these ventilation holes should be kept free of debris in order for the electrical system to properly cool itself during operation.
9. Never use the Litter-Vac to vacuum water or liquids of ANY type, this may cause electrical shock.

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10. Avoid using the Litter-Vac if the Grass is Wet or covered in snow, this may cause electrical shock.
11. Disconnect the battery from the Litter-Vac™ when not in use, and store in a moisture free environment that does not get too cold or too hot (temperature is above 40 degrees Fahrenheit and below 110 degrees Fahrenheit), and is out of direct sunlight.
12. Only use the supplied charger that goes with the battery, and follow the manufacturer's instructions for charging and storing the battery.
13. Always inspect the Litter-Vac canister and components before each use, and do not use if there is evidence of loose parts or components.
14. Never remove the internal protective metal debris screen that is in the Litter-Vac canister, located at the rear, as this may cause debris to enter the blower and exit the blower at high speed, resulting in impact injury and damage the blower.
15. Never point the Litter-Vac at any persons or animals when in use.
16. Immediately turn off and disconnect the Litter-Vac if debris gets trapped in the blower housing.
17. User must wear eye protection when using the Litter-Vac.
18. User must wear a dust mask when using the Litter-Vac, and ensure any persons nearby wear a dust mask.
19. The Litter-Vac is not recommended for children under 12 years of age, and children should be supervised by an adult when using the Litter-Vac.

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### Protective Debris Screen:

There is a metal debris screen located within the Litter-Vac canister. Never remove the protective debris screen, as it prevents debris from entering the inlet of the blower. Debris entering the blower may cause damage to the blower, and could result in impact injury.



*Figure 5 Protective Debris Screen inside the Litter-Vac canister.*

### Plastic Mesh Particulate Filter:

Located in front of the Protective Debris Screen, there is a plastic Mesh Particulate Filter. The Particulate Filter **MUST** be used if the Litter-Vac is used without Litter-Vac Bags, and it is recommended to always use the Plastic Mesh Particulate Filter even with Litter-Vac bags to keep the Protective Metal Screen clean and free of debris.



*Figure 6: Plastic Mesh Particulate Filter located in front of the Protective Debris Screen.*

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## Initial Setup Instructions:

### Charging the External Battery:

Please refer to the website below for the Lithion-Ion Battery Hazards and Best Practices.

<https://melsafetyinstitute.org/wp-content/uploads/2024/01/MSI-SD-Bulletin-Lithium-Ion-Batteries-Hazards-Best-Practices-Jan-2024.pdf>

It is recommended that Lithium-Ion batteries are charged to 80% of full capacity before each use to extend the life of the battery.

**If the standard 21V battery was ordered, only use the supplied charger to charge the battery.** The supplied battery charger has the proper voltage output for charging the battery.



*Figure 7: Standard 21V Charger and Battery*

### For Any Lithium-Ion Battery:

**Charging the battery should only be performed in a well ventilated location that is safely located away from any combustibile materials, free of moisture and excessive heat, and away from people or pets. Charging the battery should not be casually performed, and the user must take precautions to**

**only charge the battery in a location that is dedicated to that purpose. For more information on the best practices please review the information at the link above.**

Before charging, remove the external battery from the system and follow the manufacturer's instructions for properly charging the external battery.

#### Attaching Tail Hook.

The tail hook is intended to provide a stable contact point with the ground when the Litter-Vac is positioned for removing and inserting the bag, as shown in the figure below.



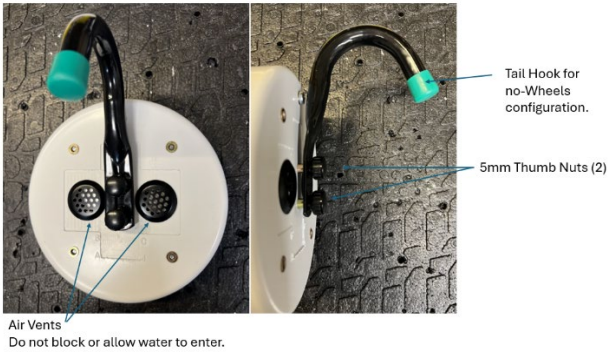
*Figure 8 Position of the Litter-Vac for removing, and inserting the bag.*

There are two tail hook sizes, a smaller one for the no-wheel configuration, and an extended one for the with wheels configuration.

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## Tail Hook Installation for no-Wheels Configuration

The tail hook installs on the studs with supplied thumb-nuts. Tighten the thumb-nuts so the tail hook is securely fastened. If you ordered the Wheel Kit, then the tail hook is extended in length.



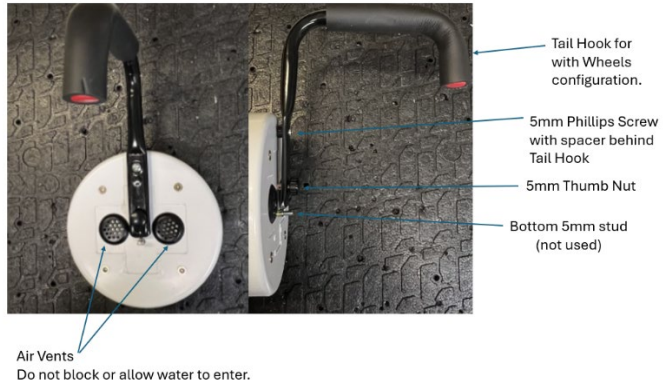
*Figure 9 Tail Hook for No Wheels configuration.*

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### Tail Hook Installation for with-Wheels Configuration

If you ordered the Wheel Kit, then the tail hook is extended in length.

The extended tail hook installs on the upper 5mm stud and uses the upper 5mm Phillips screw hole. There is a .25" thick spacer that is in between the cap and the upper hole, with the 5mm Phillips screw going through the hole and spacer into the threaded hole. Tighten the thumb-nut and the Phillips screw so the tail hook is securely fastened. The lower 5mm stud is not used in this configuration, but retain the thumb nut for later use.

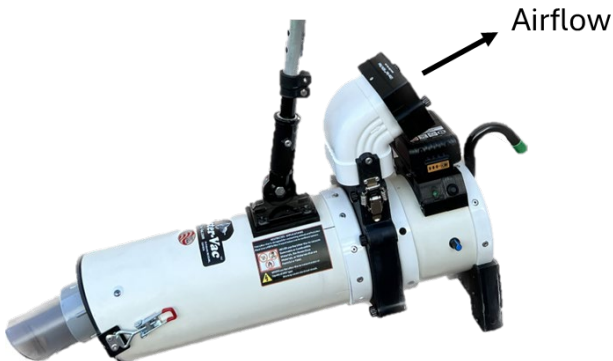


*Figure 10 Extended Tail Hook for with Wheels configuration.*

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### Attaching the Rear Exhaust Screen

The Litter-Vac will not operate unless the Rear Exhaust Screen is securely fastened (with the side latches) to the blower housing in the correct orientation (with the exhaust screen facing the rear). You should never modify or remove the Rear Exhaust screen, or attempt to operate the Litter-Vac without the Rear Exhaust screen securely attached. If the Rear Exhaust Screen becomes damaged, then Immediately disconnect the battery, and contact us for service at [info@poovak.com](mailto:info@poovak.com).



*Figure 11 Proper orientation of Rear Exhaust screen*



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## Handle Base Orientations for the Standard Handle:

The best handle orientation depends on if you use the system with wheels or without wheels.

If you order the system with or without the wheel kit, then the handle base will be correctly positioned. However, if you order the wheel kit later, then the handle orientation should be pointing forward for maximum ergonomic comfort. To change the handle orientation, it is required to re-mount the handle base. In the figure below, the correct handle base orientation. Note the handle base either shows the teeth facing the right side of the canister (for wheels), or the smooth surface facing the left side of the canister. To reposition the handle base, loosen the 4 phillips head screws that fasten the handle base, rotate it to the correct orientation and refasten the screws. The tightness of the screws should be snug, do not overtighten, as this could stress the plastic parts.

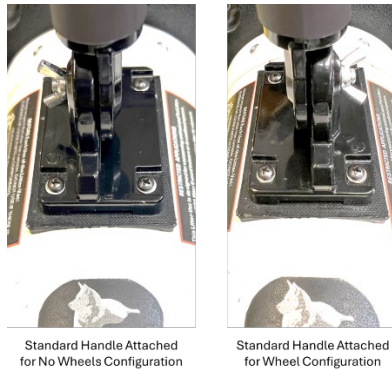


*Figure 12 The Correct orientation of the handle base (without wheels, Left) and (with wheels, right).*

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## Attaching the Standard Handle

With the Handle Base properly oriented, the standard handle can now be attached by coupling the handle to the base, and tightening the wing nut. It is best to start out with the handle pointing perpendicular to the canister, however you may find that tilting it back or forward by one notch may be more comfortable to use.



*Figure 13 The Handle attached to the handle base (without wheels, left) and (with Wheels, right).*

### Handle Installed for the No Wheels Configuration:

If No Wheels are attached, the handle should be attached in the orientation in the figure below. It is best to position the handle pole so that it is vertical to the canister (not leaning back or forward).

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*Figure 14 Handle installed for the no-wheels configuration.*

Handle Installed for the with Wheels Configuration:

If Wheels are attached, the handle should be attached in the orientation in the figure below. It is best to position the handle pole so that it is 1 notch leaning back from being vertical to the canister.

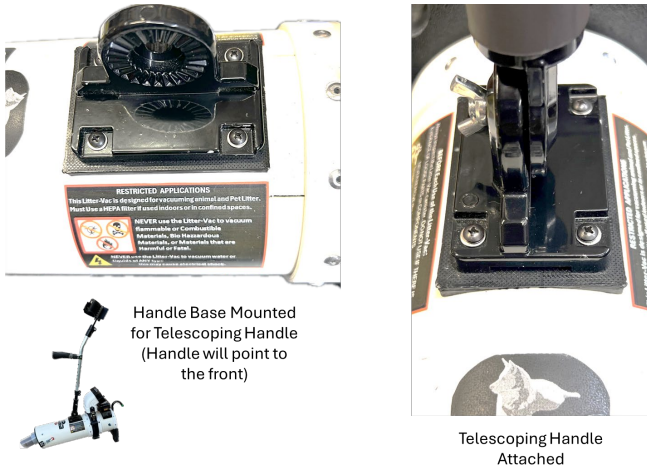


*Figure 15 Handle installed for the with Wheels configuration.*

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## Attaching the Telescoping Handle with Arm Brace:

The orientation of the handle base and handle only has one option, with the handle pointing forward. However, the tilt angle of the handle pole should be tilted back by 1 notch in order to achieve maximum comfort.



*Figure 16 Installation orientation of the Telescoping Handle with Arm Brace.*

## Telescoping Handle Adjustments

The telescoping handle with arm brace is equipped with two adjustments. As depicted in the Figure below, the Handle can be raised or lowered to the most comfortable position by first loosening the bottom Telescoping Handle Clamp then depressing the Locking pin and raising or lowering the handle. When the most comfortable position is achieved, the handle clamp should be tightened. The Arm brace can be raised or lowered by first loosening the arm brace clamp and positioning the arm brace to just below the elbow by a few inches, and then tightening the arm brace clamp.

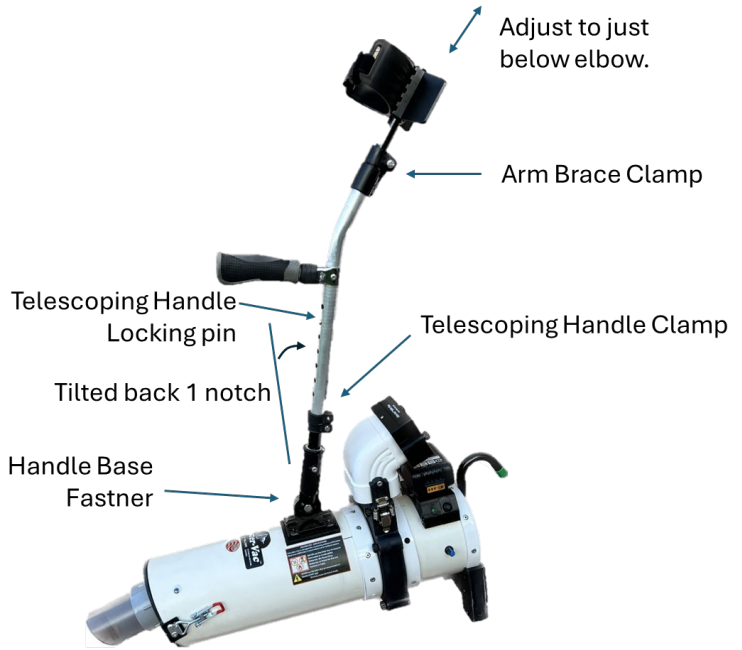


Figure 17 Telescoping Handle Adjustments

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## Attaching the Wheels

If you ordered the Wheel Kit, then installation can be accomplished without tools. First insert the aluminum axel rod into the holes at the bottom rear of the system. Then on each side, slide in the plastic spacer, followed by a metal washer. Then slide each wheel over the axel, then add another metal washer on the outer hub of the wheel and secure with the locking pins by inserting them into the hole at the end of the axel.

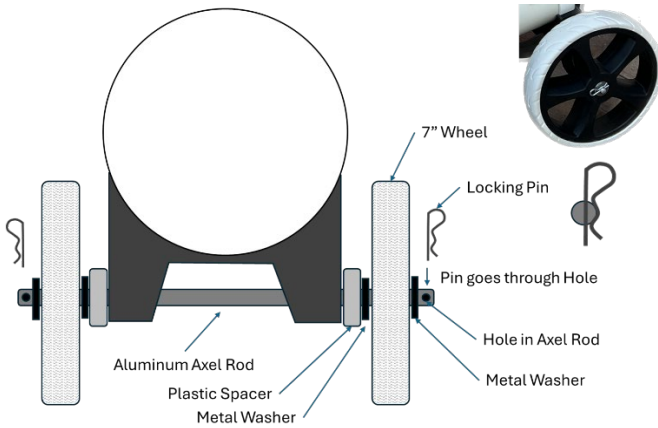
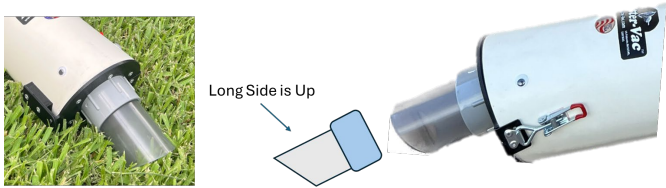


Figure 18 Attaching the wheels.

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## Inserting the Nozzle

The clear nozzle should be inserted into the lid with so that it is angled towards the ground, with the long side facing up. Fully insert the nozzle into the nozzle interface.



*Figure 19 Proper Insertion of Nozzle*

## Installing the Litter-Vac Bags:

It is **NOT** recommended to use the Litter-Vac without Litter-Vac bags securely inserted into the canister. The Litter-Vac comes with 10 specially chosen breathable and moisture absorbent bags, that serve the purpose of collecting Pet or Animal Litter within the bag. Litter-Vac bags help keep the inside of the Litter-Vac canister cleaner, and also traps debris. Litter-Vac bags are not bio-degradable.

As shown in Figure 19, the Litter-Vac bags are inserted into the canister, folded over at the canister opening and secured with the lid. Standard plastic bags **WILL NOT WORK** with the Litter-Vac, because they do not allow air to freely pass through them. Litter-Vac bags are constructed of non-biodegradable materials and they let air freely pass through them. After the Litter-Vac bag is full, the user should remove them and dispose of the bag and collected Pet Litter in a manner that is consistent with local regulations. Additional Litter-Vac bags can be ordered in quantities at [www.PooVak.com](http://www.PooVak.com).



*Figure 20: Litter-Vac Bag and Dimensions*



*Figure 21: Litter-Vac Bag inserted into canister opening and folded over.*



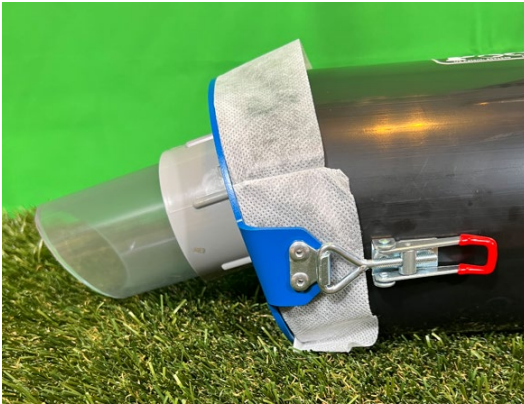


*Figure 22: Litter-Vac Bag inserted and secured with the lid. Note that the tab on the lid is inserted into the slot on the left side of the canister body, and that the latch on the right side is secured.*

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### Nozzle Insertion and Orientation:

The Litter-Vac comes with a clear 2.5" diameter clear PVC Inlet Nozzle. The Inlet Nozzle should be inserted into the grey adapter and oriented so that the nozzle opening is angled towards the ground, with the long side facing up as shown in the figure.



*Figure 23: Inlet Nozzle inserted and properly oriented.*

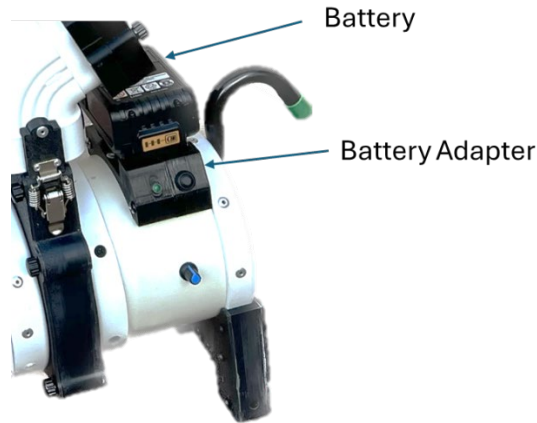
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### Attaching the Battery

Insert the battery into the battery adapter until it clicks into place and will not easily slip out of the battery adapter. **It is important to fully insert the battery into the adapter. The battery should be disconnected when cleaning the Litter-Vac.** Do not use any battery other than the battery rated for the specific model the battery adapter is designed for. Do not allow moisture (rain or water, or liquids) to come into contact with the battery or the battery adapter.

When not in use, disconnect the battery and store it in a moisture free room temperature environment.

Never Disassemble the battery or modify the battery or battery adapter, or use a battery that is not designed for the battery adapter.

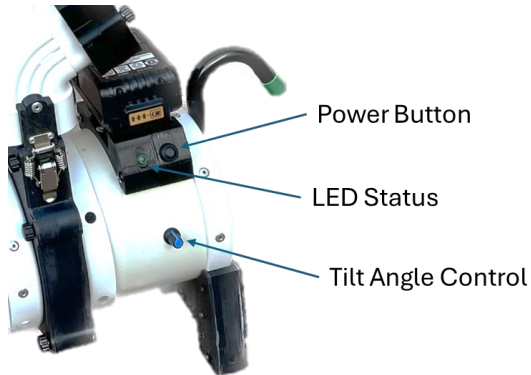


*Figure 24 Attaching the Battery*

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### User Controls and Operation:

The Litter-Vac™ designed to provide the user with necessary control and status indicators, to make the system easy to operate.



*Figure 25 User Controls*

**Power Button:** Used to turn on or turn off the system.

**Beeper and LED Indicators:** The LED will illuminate to a steady on when the system is operation. It will also indicate when there is a problem with the system by flashing.

If the electronics get too Hot: The LED will flash rapidly (several times per second), and the internal beeper will sound with the LED flashing. In this situation, the system will run at the idle mode speed until the temperature cools down. It may take several minutes for this to occur, and therefore the system may automatically shutoff if it takes more than 2 minutes. If this frequently occurs, and the outdoor temperature is below 105 degrees Fahrenheit, then there may be a fault in the electronics, and the system will need

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warranty service. In this case, Immediately disconnect the battery and then contact us at [info@poovak.com](mailto:info@poovak.com) with subject: Unit is Overheating, and we will discuss next steps.

**Battery Low on Charge Warning:** As the system is used, the battery will naturally discharge. When the battery capacity reaches approximately 20% of fully charged capacity, the system will indicate a warning to the user by flashing the LED and sounding the beeper at 1 beep and flash per second. The system will run at the idle mode speed to allow the battery to return to low power consumption, and then the system will resume normal operation if the battery voltage recovers to recommended levels. However, if the battery warning occurs 5 times, the system will power off, and the user will need to recharge or replace the battery. **If this warning occurs with a fully charged battery, then it is likely that the battery life has been expended, and the battery will need to be replaced. In this case, Immediately disconnect the battery and then replace the battery with a newer one that is fully charged.**

**Auto Shut-off:** The system will automatically shut down under the following conditions:

1. When the system is Tilted-Back (for instance when you empty the canister by removing the bag).
2. If the system Falls Over on its left or right side.
3. After Two Minutes of Non Use.
4. If the battery low warning occurs 5 times.
5. If the battery voltage is too low to operate.
6. If the temperature does not return to normal levels after 2 minutes.
7. If the electronics senses heavy battery load, beyond normal levels.

### **To Turn ON the System:**

Press and hold the power button for 2 seconds. The system will not operate if the button is pressed briefly or bumped. If the power button is pressed for more than 3

seconds, the unit will power off. This is an intended function to prevent the system from activating from an accidental button push.

### **To Turn OFF the System:**

Momentarily press the power button (this can be a brief button push).

### **Automatic Power ON Sequence of the System:**

After pressing the power button, the system will beep several times, the LED will FLASH, and the fan motor will briefly spin up and then rotate at the idle speed, and the LED will remain illuminated. This takes a total of 5 seconds. The system is ready to use if the LED is illuminated.

### **Tilt Angle Control:**

The system is designed to automatically respond to the tilt angle of the canister. When the canister is level with the ground or horizontal, the system will remain or return to "idle mode". In idle mode, the fan motor rotates at a low speed, with only a 5-10 mile per hour inlet air speed. The idle mode is intended to allow the system to remain active while conserving battery power. When the user tilts the canister towards the ground, the system will automatically respond activating "suction mode" by increasing the speed of the fan motor creating suction. When the user returns the tilt angle back to horizontal, the fan motor speed will return to idle mode. This provides the user with a more ergonomic method to operate the system, not requiring the user depress a trigger or on/off switch.

The maximum time the fan motor operates in suction mode is 5 seconds, then the motor speed will be automatically reduced to a lower speed still providing reduced suction. This "sustained suction mode" lasts for up to 2 minutes for situations requiring more time to collect. If more suction is required to finish the collection, then the user can return the canister back to

a horizontal position to return to idle mode, and then tilt the canister back towards the ground to resume suction mode.

It is recommended that the user return the canister to a horizontal position after each collection.

### Adjusting the Tilt Angle

Because the system can have wheels or a shoulder strap attached, and because some users may prefer to adjust the tilt angle that activates the suction mode, there is a “Activation Tilt Angle” adjustment knob. The knob can be freely adjusted based on user preference. After a few attempts, the user should be able to determine a position that provides maximum comfort and useability.

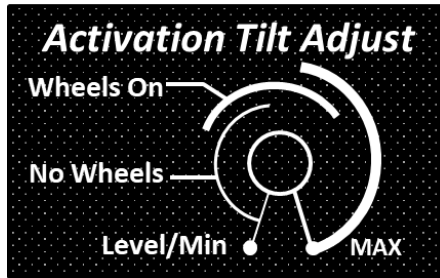


Figure 26: Tilt Angle Adjust Settings

**Level/Min:** For instance, positioning the knob towards the Level/Min position will cause the system to enter suction mode when the canister is only slightly tilted towards the ground. Rotating the knob clockwise will increase the required tilt angle for the system to enter suction mode.

**MAX Setting:** This knob position will delay activation until the canister is tilted approximately 15-20 degrees towards the ground.

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For operation without wheels or a shoulder strap, the recommended position of the knob is in the “No Wheels” region indicated on the label

For operation with wheels attached, the recommended position of the knob should be rotated more clockwise to the “Wheels ON” region indicated on the label. This is because the wheels naturally increase the tilt angle, and the knob can be adjusted to provide a setting that activates idle mode when the user tilts the canister towards the ground without having to lift the rear section of the canister off the ground.

For operation with a shoulder strap, the recommended position of the knob should be rotated more towards the region indicated by MAX.

Note: These are the recommended Activation Tilt Adjust settings. Your preference may be different depending on your particular environment.



## Litter-Vac™ Instruction Manual

### Cleaning and Maintenance

The Litter-Vac canister, lid, and nozzle are designed for easy periodic cleaning. The cleaning interval depends on the usage frequency and the environment that the Litter-Vac is used in. It is recommended that ordinary water, or a mild cleaning solution be used to clean and maintain the Litter-Vac canister and components. Never use toxic cleaners, or cleaners or solvents that are corrosive. When performing cleaning or maintenance, the external battery should be removed, and stored in an appropriate location that is free of moisture.

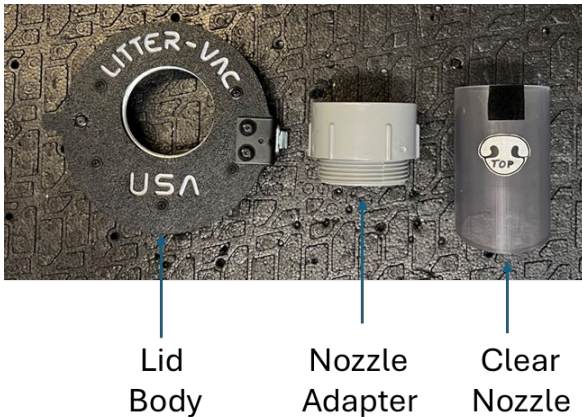
### To Clean the front Nozzle and Lid

The Litter-Vac Canister Lid and Nozzle can be fully disassembled without tools for a thorough cleaning. Never remove the plastic guide that is fastened to the lid body, this part must always be attached to the lid body.

First, remove the lid from the front of the canister. Then wash it out thoroughly with a hose or use a damp cloth, allow it to dry and reattach to the front of the canister.

The front nozzle and lid assembly can also be partially disassembled for a more thorough cleaning. First remove the lid from the front of the canister, then remove the clear nozzle from the grey nozzle adapter, and then unscrew the grey nozzle adapter from the lid body. When reassembling the Nozzle adapter, ensure that it is tightly connected to the lid body.

You can also just remove the clear nozzle from the nozzle adapter. First remove the lid from the canister, then simply grasp the nozzle and gently twisting it while pulling it out of the nozzle adapter.



*Figure 27 Lid and Nozzle Assembly*

#### To Clean the Canister

The recommended method is to use a damp cloth to wipe the inside clean. If you desire to “hose-out” the canister, then it is required to detach the canister from the blower housing first (see below instructions for cleaning the inside of the blower), then wash it out thoroughly, allow it to dry, then reattach the canister to the blower housing using the 7 thumb screws. Don’t forget to reattach the Rear Exhaust and latch it in place.

#### To Clean the inside of the Blower:

First, remove the battery and store it in an appropriate location free of moisture. Then remove the Rear Exhaust duct by unlatching the side latches and pulling up on the Rear Exhaust duct.

If you need to clean out the inside of the blower housing, or replace the blade, then there are 7 thumb screws that will allow you to detach the front assembly from the blower housing. Exercise caution when removing the screws, store them in a secured area (don’t lose them, they are 4mm metric threads, and cannot be easily purchased at a local hardware store).

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When the front assembly is detached, be careful not to damage or impact the blade. To clean the inside of the blower housing do not wash it out with a hose, as this may result in water seeping into the motor or electronics compartment. Simply use a soft brush, or a damp cloth to wipe the inside clean.

If the blade happens to be damaged, the unit will vibrate excessively when in use. In this case, Immediately disconnect the battery, and send an email to [info@poovak.com](mailto:info@poovak.com), Subject: Need Replacement Blade, and we will ship a new blade with instructions to install free of charge.

### Troubleshooting Guide:

The items listed below are the anticipated problems. If you do not see your problem listed, then please contact us at [info@poovak.com](mailto:info@poovak.com) to describe your problem, and get advice on the next steps.

1. System Does not respond when pushing the power button: Ensure the Exhaust duct is fastened, and oriented so that the exhaust air flow goes to the rear (Figure 11). If this does not fix the problem, then it may be that the internal fuse is blown, and in this case the system will need warranty service. If the fuse blows, then there is a problem with the electrical system, and replacing the fuse will not resolve the issue. In this case Immediately disconnect the battery, and contact us for warranty service.
2. Rapid LED Flash and Beep: System is over normal operating temperatures. It is important to consider the outside temperature and whether or not the system has been standing in the open sun for extended periods. Heat generated from sitting in the sun can elevate the temperature of the system, and may result in over temperature conditions. If this warning occurs, first wait a few minutes for the system to cool down. Then check the rear ventilation ports to ensure they are not blocked. If this occurs frequently and the environment temperature is below 100 degrees Fahrenheit, then the system may need warranty service. In this case Immediately disconnect the battery, and contact us for warranty service.
3. Slow LED Flash and Beep (once per second): The Battery is low, and needs to be charged or replaced.
4. System is running but won't activate the Vacuum when Tilting Forward: Adjust the Tilt Angle Adjust Knob. If this does not fix the problem, then your system will need warranty service. In this case

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Immediately disconnect the battery, and contact us for warranty service.

5. System starts then shuts down without any warning: If this occurs when you are trying to use the system to vacuum, then this is an indication that the electrical system is not functioning, and your system will require warranty service. In this case immediately disconnect the battery, and contact us for warranty service.
6. System shuts down when I leave it alone for 2 minutes: This is the normal auto-shutoff feature. Simply restart the system by powering it on.
7. Excessive vibration when the vacuum activates: This means that the blade is damaged or is not securely fastened. In this case immediately disconnect the battery, and contact us for warranty service.
8. Handle is floppy: Tighten the 4 screws on the handle base.
9. Cannot get the system to shut off when I press the power button: Your system will need warranty service. In this case immediately disconnect the battery, and contact us for warranty service.

If your system needs warranty service, then immediately disconnect the battery, and email us at [info@poovak.com](mailto:info@poovak.com), and put "Need Warranty service" in the subject line and describe your problem as thoroughly as possible, and provide the model serial number on the label on the bottom rear of the canister.

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## Limited Warranty:

The Litter-Vac canister and hose assembly come with a 2 year limited warranty, restrictions apply.

## Warranty Restrictions:

1. Warranty applies to the original purchaser, and is not transferable.
2. Warranty is void if any of the labels are removed, altered or obscured, or if any of the components of the system are removed or altered.
3. Repairs during the Warranty period are free of charge with shipping charges paid by the manufacturer.
4. The Manufacturer of the Litter-Vac system is not responsible for any lost income due to warranty repairs.
5. The warranty period is 2 years from the date of delivery of the Litter-Vac, and submission of the Warranty Form, whichever occurs first.
6. The Customer must print, and completely fill out and email the completed Warranty Form to the original seller within 30 days of receiving the Litter-Vac system in order for the warranty to be in effect.

## Instructions For Warranty Service:

Sometimes things don't work as expected. If you encounter a problem that may require warranty service then please follow the process described here.

1. Send us an email notification of a problem that requires warranty service (send email to [info@poovak.com](mailto:info@poovak.com)), subject Warranty Service. Please describe the problem as thoroughly as possible, what was happening just prior to the problem (how the system was used, temperature, operating environment (rain, dust, etc), and your thoughts on what may be the cause of the problem.  
**Please include your phone number and best time to call.**
2. We will contact you over the phone to briefly discuss the issue to see if it can be resolved without returning the system, sometimes a minor adjustment or shipping a replacement part can quickly resolve the issue.
3. However, if the problem cannot be resolved in this manner, then we will email you a UPS shipping label with information on the approximate box dimensions (26x13x8) inches.
4. Please pack the system (**with the battery in separate packaging or wrapped and placed inside the main canister, but not attached to the unit**). Please use lots of padding to help prevent damage during shipping. We ask that you supply the battery that you are using because sometimes the problem is because of the battery (low on charge, or needs to be replaced due to age).
5. Then securely affix the shipping label and the Lithium-Ion battery label to the box, please cover up or black out any prior shipping labels.

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6. Drop off the package at a UPS store. Shipping will be UPS ground, and will take 4-5 business days.
7. Email us the UPS tracking number.
8. Once we receive the system, we will determine a resolution to resolve the problem. This may require replacing components, and in some cases the resolution may require a replacement of the system. We will determine the most appropriate solution so that you can get your system back and continue to use it.
9. The unit will then be returned to you with shipping by UPS ground to the address it was shipped from for warranty service unless you state otherwise and the address is in the US. Shipping fees for warranty service is covered by the warranty.

### Warranty Form:

For the warranty to take effect: All items in the form below must be completed and electronically submitted [info@poovak.com](mailto:info@poovak.com).

<b>Product Information</b>	
<b>Order ID:</b>	
<b>Date of Order:</b>	
<b>Date of Delivery:</b>	
<b>Serial Number:</b>	
<b>Product Name/Model:</b>	
<b>Place or Method of Purchase: (seller information)</b>	
<b>Email of Seller:</b>	
<b>Customer Information</b>	
<b>Customer Name:</b>	
<b>Business Name:</b>	
<b>Address line 1:</b>	
<b>Address line 2:</b>	
<b>Address line 3:</b>	
<b>Telephone Number:</b>	
<b>Email:</b>	
<b>Intended Use (private or commercial)</b>	