



## Operating Instructions

### Vacuum Cleaner (Household use)

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Model No. **MC-CG524**  
**MC-CG522**



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Thank you for purchasing the Panasonic product.  
Before using, please read this Operating Instructions completely in  
order to use this product properly and ensure its lasting operation.  
After reading this Operating Instructions, store it safely.

## IMPORTANT SAFETY INSTRUCTIONS FOR THE USER

Before using the Vacuum Cleaner, please observe these basic safety instructions.

### Correct usage

- This appliance is for indoor use with domestic purpose only and is not specifically designed for allergy sufferers. Use the appliance only in accordance with the instructions in this manual. Any other usage or modification is dangerous. The manufacturer is not liable for damage due to improper use of the appliance.

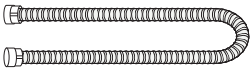
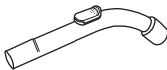

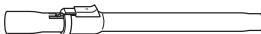
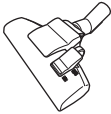







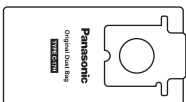


## WARNING

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

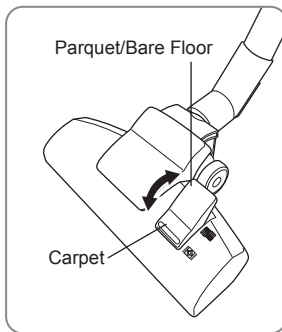
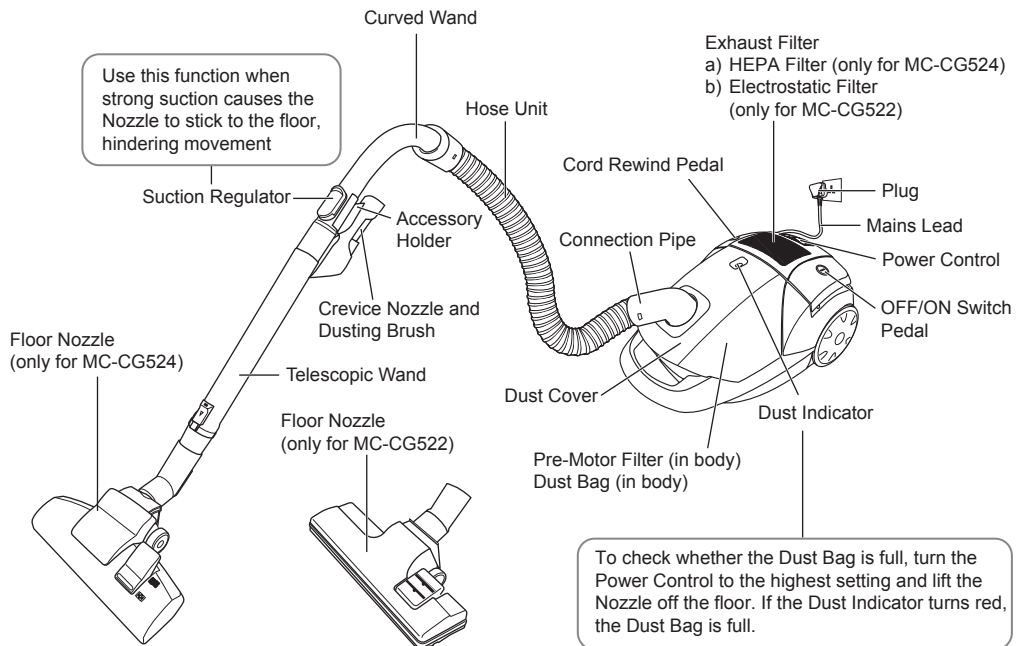
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Do not use the appliance if the Mains Lead or Plug is damaged or faulty.
- If the Mains Lead is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not damage the Mains Lead or the Plug.
- Clean the Plug regularly.
- Insert the Plug firmly.
- Unplug from the socket outlet when not in use and before cleaning the appliance or undertaking maintenance operations.
- Turn off the appliance before removing the Plug. Do not pull on the Mains Lead, always pull on the Plug body itself.
- Hold the Plug, when rewinding the Mains Lead.
- Do not handle Plug or the appliance with wet hands.
- Do not use the appliance on people or animals.
- Do not use Filters whilst wet after washing them, make sure they are completely dry to avoid damaging the appliance.
- Do not vacuum the followings
  - Hot ash or embers
  - Large or sharp objects
  - Water or other liquids
  - Explosive materials or gases
  - Flammable or combustible materials or gases
  - Toner dust, for example, those from printers and photocopiers
  - Conductive dusts from power tool
- Keep the appliance away from heat sources, for example, radiators, fires, direct sunlight, etc.
- Do not use the appliance in areas where flammable or combustible materials or gas may be present.
- This appliance is fitted with a Thermal Cut-out Device which automatically turns off the appliance to prevent overheating of the motor. When this happens, disconnect the appliance from the socket outlet and check the Dust Compartment and Filters as they may be full or clogged with fine dust. Check for any other obstructions in the Hose or Tube. After removing the obstruction, leave the appliance to cool down until the Thermal Cut-out resets after approximately 60 minutes.
- Do not use or store the appliance or the parts at head level to avoid the risk of injury.
- Do not sit on the appliance.
- Be careful when using the appliance on staircases as the appliance may fall.
- Use the appliance where the lighting is sufficient to avoid the risk of tripping.
- Use the appliance under the allowable rated voltage conditions.
- Do not use extension cord. If not, it may cause an electric shock or fire.

## VACUUM CLEANER CONSUMABLES / ACCESSORIES

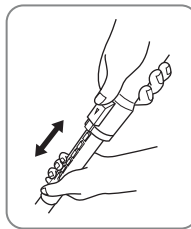
Description		MC-CG524	MC-CG522
	Hose Unit	1 PC	
	Curved Wand Set	1 PC	
	Connection Wand	1 PC	
	Telescopic Wand	1 PC	
	Floor Nozzle	1 PC	–
		–	1 PC
	Accessory Holder	1 PC	
	Crevice Nozzle	1 PC	
	Dusting Brush Unit	1 PC	
	Exhaust Filter (HEPA Filter) YMV72K95000	1 PC	–
	Exhaust Filter (Electrostatic Filter) YMV30KDN100-P	–	1 PC
	Pre-Motor Filter	1 PC	
	Dust Bag TYPE C-17H	1 PC	

\* Specifications are subject to change without notice.

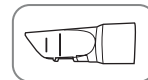
## IDENTIFICATION OF MAIN PARTS



### TELESCOPIC WAND



### CREVICE NOZZLE



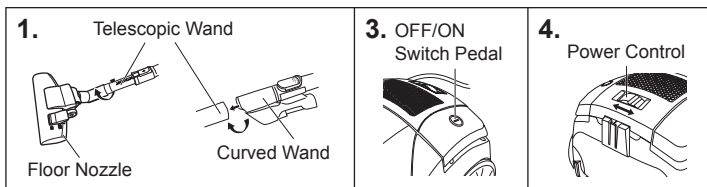
### DUSTING BRUSH



## USING THE APPLIANCE

### Operating the appliance

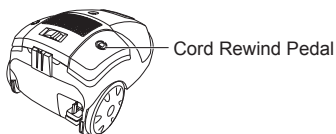
1. Assemble the Curved Wand, Telescopic Wand and Floor Nozzle together.  
Connect the Curved Wand and the Floor Nozzle to the Telescopic Wand by inserting and twisting one another. To disconnect them, twist and pull them off from each other.
2. Pull out the Mains Lead and insert the Plug into the socket outlet.
3. Press the OFF/ON Switch Pedal to turn on the appliance.  
Press on the ① mark not the edge of the OFF/ON Switch Pedal.
4. Adjust power by rotating the Power Control.



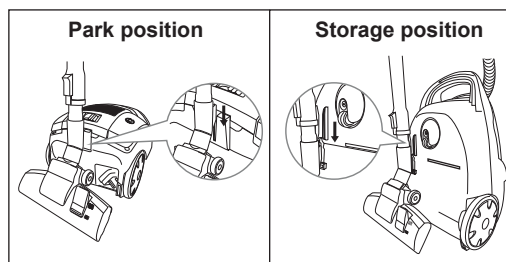
### Parking and storing

Perform the following before storing.

1. Turn off the appliance, and then remove the Plug from the socket outlet.
2. Press the Cord Rewind Pedal to rewind the Mains Lead. Hold the Plug to ensure the Mains Lead does not jump.  
Press on the ② mark not the edge of the Cord Rewind Pedal.



3. Store the supplied Nozzles.



### Replacing the Dust Bag

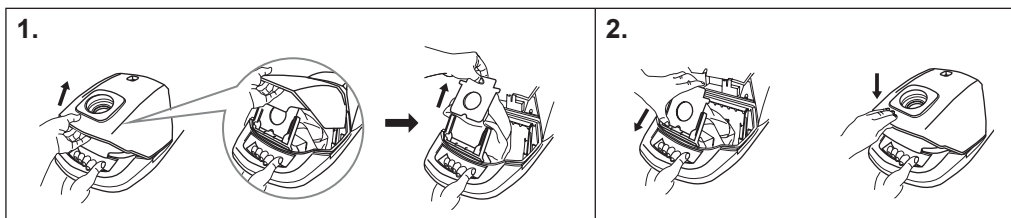
Replace the Dust Bag to the new one in the following cases:

- When the Dust Bag is full. For more details on the Dust Indicator, see identification of main parts.
- When suction power has dropped.

1. Open the Dust Cover, and then pull out the Dust Bag.
2. Place a new Dust Bag, and then close the Dust Cover.

If the Dust Bag is not properly installed, the Dust Cover cannot be closed.

If suction power does not return, check for blockages in Hose, Telescopic Wand, Nozzles and Pre-Motor Filter.



## MAINTENANCE



### WARNING

– Remove the Plug from the socket outlet before cleaning or maintaining the appliance.



### CAUTION

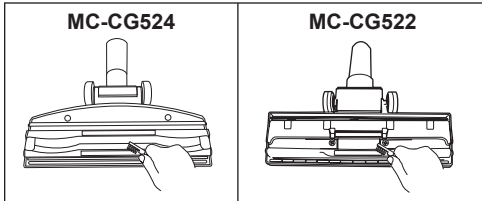
– Do not use detergent or any other cleaning liquids.

#### Cleaning the outside of the appliance

Clean the outside of the appliance with a soft cloth.

#### Cleaning the Floor Nozzle

Use an old tooth brush or similar tool to clean any dirt or lint from the brush.

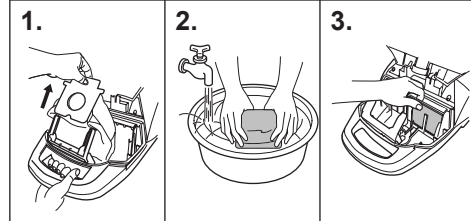


### CAUTION

Do not wash the Floor Nozzle with water.

#### Maintaining the Pre-Motor Filter

1. Remove the Dust Bag. (see replacing the Dust Bag)
2. Remove Pre-Motor Filter from its slot, wash gently with water and then allow it to dry in shaded area.
3. Replace all parts to their original positions. If the Dust Bag is not properly installed, the Dust Cover cannot be closed.



### CAUTION

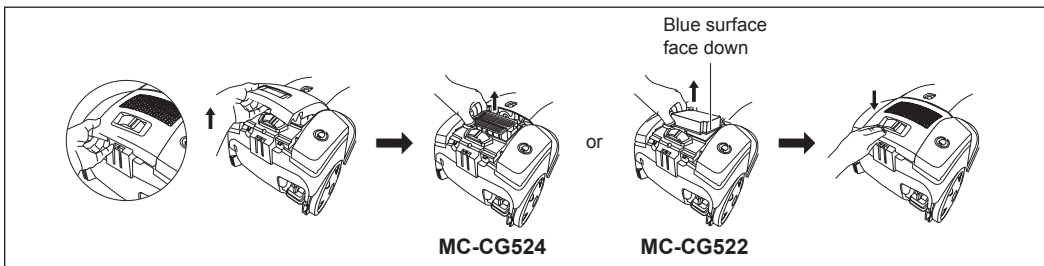
Attach the Pre-Motor Filter correctly to avoid damaging motor.

#### Replacing the Exhaust Filter

Replace the Exhaust Filter once a year.

Detach two tabs of Body Cover from the rear side and replace the Filter with a new one.

Put the Body Cover back to the main body.



## TROUBLESHOOTING

Please check the following first if you have any problems.

Problem	Solution
The appliance does not switch on.	<ul style="list-style-type: none"> <li>– Check if the Plug is connected firmly and the socket outlet is working normally.</li> <li>– If a Thermal Cut-out Device has activated, wait approximately 60 minutes until it has reset.</li> </ul>
The Mains Lead does not come out.	<ul style="list-style-type: none"> <li>– Rewind and pull out the Mains Lead repeatedly while pressing the Cord Rewind Pedal without using excessive power.</li> </ul>
The Mains Lead does not fully rewind.	<ul style="list-style-type: none"> <li>– Pull the Mains Lead out 2 m to 3 m and then press the Cord Rewind Pedal to rewind the Mains Lead while holding the Plug.</li> </ul>
Suction power has decreased.	<ul style="list-style-type: none"> <li>– Check if the Dust Bag is full.</li> <li>– Check for blockages in Hose, Telescopic Wand, Nozzles and Pre-Motor Filter. Then clean those parts as necessary.</li> </ul>

If the problem cannot be solved, please contact your local customer service centre. The contacts can be found in “Panasonic Warranty” at page 8.

## SPECIFICATIONS

Specifications	MC-CG524	MC-CG522
Power Source	230 - 240 V ~ 50 Hz	
Max Input	1400 W	1300 W
Nominal Input	1250 - 1300 W	1200 - 1250 W
Dimensions (W x L x H)	304 mm x 450 mm x 240 mm	
Net Weight	4.5 kg	
Extension Wands	Telescopic	
Floor Nozzle	√	
Crevice Nozzle	√	
Dusting Brush	√	

\* Class with respect to protection against electric shock: ☐

# Panasonic Warranty

## Built In Kitchen Appliance 24 Month from Date of Purchase Home Appliance 24 Month Warranty from Date of Purchase

1. Subject to the conditions of this warranty Panasonic or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour, if in the opinion of Panasonic, the product is found to be faulty within the warranty period. For Line Communications products (i.e. Cordless Phones, etc.) the genuine battery(s) has a 3 month warranty.
2. This warranty only applies to Panasonic products purchased in New Zealand and sold by Panasonic New Zealand or its authorised Distributors or Dealers and only where the products are used and serviced within New Zealand or its territories. Warranty cover only applies to service carried out by a Panasonic Authorised Service and only if valid proof of purchase is presented when warranty service is requested.
3. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of Panasonic). The warranty covers normal domestic use only (also Clip & Trim Professional use) and does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
4. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
  - (a) Cabinet Parts
  - (b) Microwave Oven cook plates
  - (c) User replaceable Batteries from wear and tear in normal use
  - (d) Kneader mounting shaft unit and Heads, Cutters, Foils, Blades and other accessories
  - (e) Noise or vibration that is considered normal
  - (f) Correcting the installation (e.g. removal of transit bolts, levelling and locking feet)
  - (g) Damage caused by water pressure exceeding 1MPa
  - (h) Water on floor due to incorrect loading, excessive suds, foreign matter on door seals
  - (i) Blocked pumps and removal filters, removal of foreign objects from the machine (e.g. bra wires, bread tags, nails, screws, coins, grit etc.)
  - (j) Replaceable lint filters
  - (k) Damage to surfaces caused by liquid or solid spillages, impact or lack of maintenance & cleaning products other than that recommended in the operating instructions
  - (l) Consumables (light bulbs, filters)
5. To claim warranty service, when required, you should:
  - Telephone Panasonic's Customer Care Centre on 09 272 0178 or visit our website referred to below and use the Service Centre Locator for the name/address of the nearest Authorised Service Centre.
  - Send or take the product to a Panasonic Authorised Service Centre together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and / or from your nearest Authorised Service Centre must be arranged by you.
6. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), delivery, handling, freighting, transportation, or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by any reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of New Zealand, however, coverage will vary dependant on product. For advice on exact Authorised Service Centre locations for your product, please telephone our customer Care Centre on 09 272 0178 or visit our website and use the Service Centre locator.

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the Consumer Guarantees Act of New Zealand and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations and liabilities.

### THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE) SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES

If you require assistance regarding warranty conditions or any other enquiries, please visit the **Panasonic New Zealand** website [www.panasonic.com/nz](http://www.panasonic.com/nz) or contact by phone on **09 272 0178**  
*If phoning in, please ensure you have your operating instructions available.*

#### PANASONIC NEW ZEALAND CUSTOMER CARE CENTRE

Phone: 09 272 0178

Fax: 09 272 0129

Email: [customerservice@nz.panasonic.com](mailto:customerservice@nz.panasonic.com)

Website: [www.panasonic.com/nz/support](http://www.panasonic.com/nz/support)



# Panasonic Warranty

## Small Home Appliances 24 Month Warranty from Date of Purchase ("Warranty Period")

Irons, Steam Generators, Vacuum Cleaners and Air Purifiers.

1. This warranty does not exclude, restrict or modify in any way other rights and remedies under the law which relates to the product, including any non-excludable statutory guarantees in Australia.
2. Subject to the conditions of this warranty and during the Warranty Period, Panasonic or its Authorised Service Centre will perform the necessary service on the product without charge for parts or labour, if in the opinion of Panasonic, the product is found to be faulty within the Warranty Period.
3. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia or its Authorised Distributors or Dealers and only where the products are used and serviced within Australia or its territories. Warranty cover only applies to service carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when warranty service is requested.
4. This warranty only applies if the product has been used in accordance with the manufacturer's recommendations (as noted in the Operating Instructions) under normal use and reasonable care (in the opinion of Panasonic). The warranty covers normal domestic use only and does not cover damage, malfunction or failure resulting from:
  - (a) misuse, abuse, neglect, accidental damage or modifications;
  - (b) infestation by insects or vermin;
  - (c) incorrect installation, assembly, improper voltage, or mains supply problems;
  - (d) natural disaster or acts of God (e.g. lightning, flood, fire, earthquakes etc);
  - (e) rust or damage caused by exposure to abnormally corrosive conditions;
  - (f) an accessory, component or other equipment not supplied by Panasonic Australia;
  - (g) improper maintenance by the customer (refer to the maintenance section of the Operating Instructions) which includes but is not limited to the failure to undertake the following actions:
    - (i) regular cleaning; and
    - (ii) where filters are included, regular cleaning and replacement of filters where necessary, ensuring the air inlet and outlet panel is kept clear of any obstructions and dirt, and
    - (iii) operation of the product when the filter(s) is removed and not replaced or incorrectly replaced.
  - (h) incorrect operation of the product; and
  - (i) where no actual fault of the product is determined to have occurred, during a customer-initiated service call, and where the perceived problem is explained within the Operating Instructions (including the troubleshooting section) warranty service is not applicable.
5. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
  - (a) Casing Parts
  - (b) Noise or vibration that is considered normal
  - (c) User replaceable Batteries
  - (d) Filters and bags
6. You will be responsible for costs associated with making the warranty claim where there are costs associated with shipping or handling or travelling outside of the area normally serviced by Panasonic or any repair agent authorised by Panasonic.
7. To the extent permitted by law and subject to your non-excludable statutory rights and guarantees, Panasonic excludes all warranties and liabilities (other than those contained in this warranty) including any liability for loss or damage whether direct or indirect arising from your purchase, use or non-use of the product.
8. In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are also entitled to have the product repaired or replaced if the product fails to be of an acceptable quality and the failure does not amount to a major failure.
9. To claim warranty service, when required, you should:
  - Contact Panasonic's Customer Care Centre on 132 600 for Authorised Service Centre information
  - Send or take the product to a Panasonic Authorised Service Centre together with your purchase receipt as a proof of purchase date.

**THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE)  
SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES**

If you require assistance regarding warranty conditions or any other enquiries, please visit the **Panasonic Australia** website **[www.panasonic.com.au](http://www.panasonic.com.au)** or contact by phone on **132 600**  
*If phoning in, please ensure you have your operating instructions available.*

**Panasonic Australia Pty. Limited**

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[www.panasonic.com.au](http://www.panasonic.com.au)

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MEMO

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