



Repair services

America's repair specialists

SEARS KENMORE UPRIGHT VACUUM CLEANER

**MODEL: 721.35820500
721.35821500**

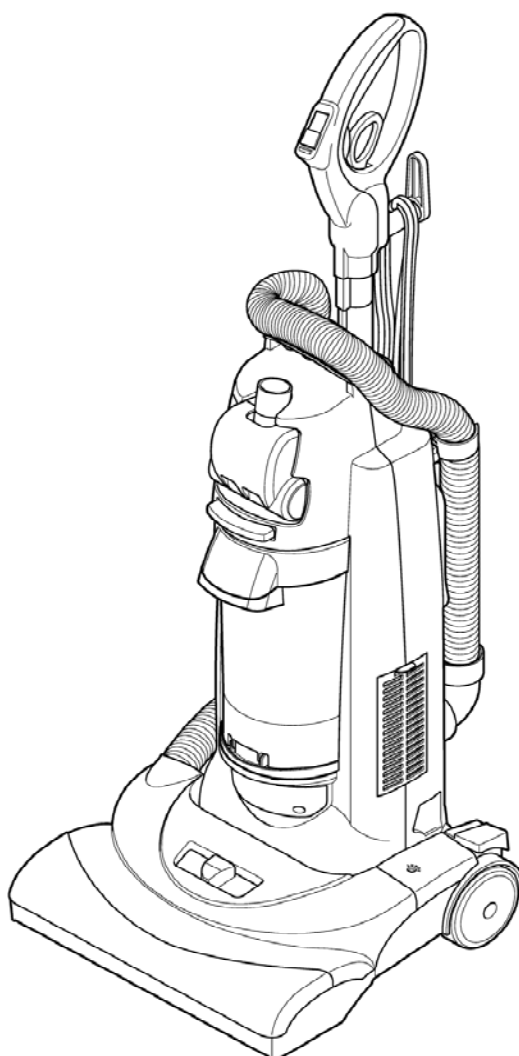


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PRECAUTION

Before operating this vacuum cleaner, read this service manual thoroughly, and consider each point carefully.



Look for this symbol to point out important safety precautions which means attention!!!, be alert !!!! your safety is involved.



WARNING

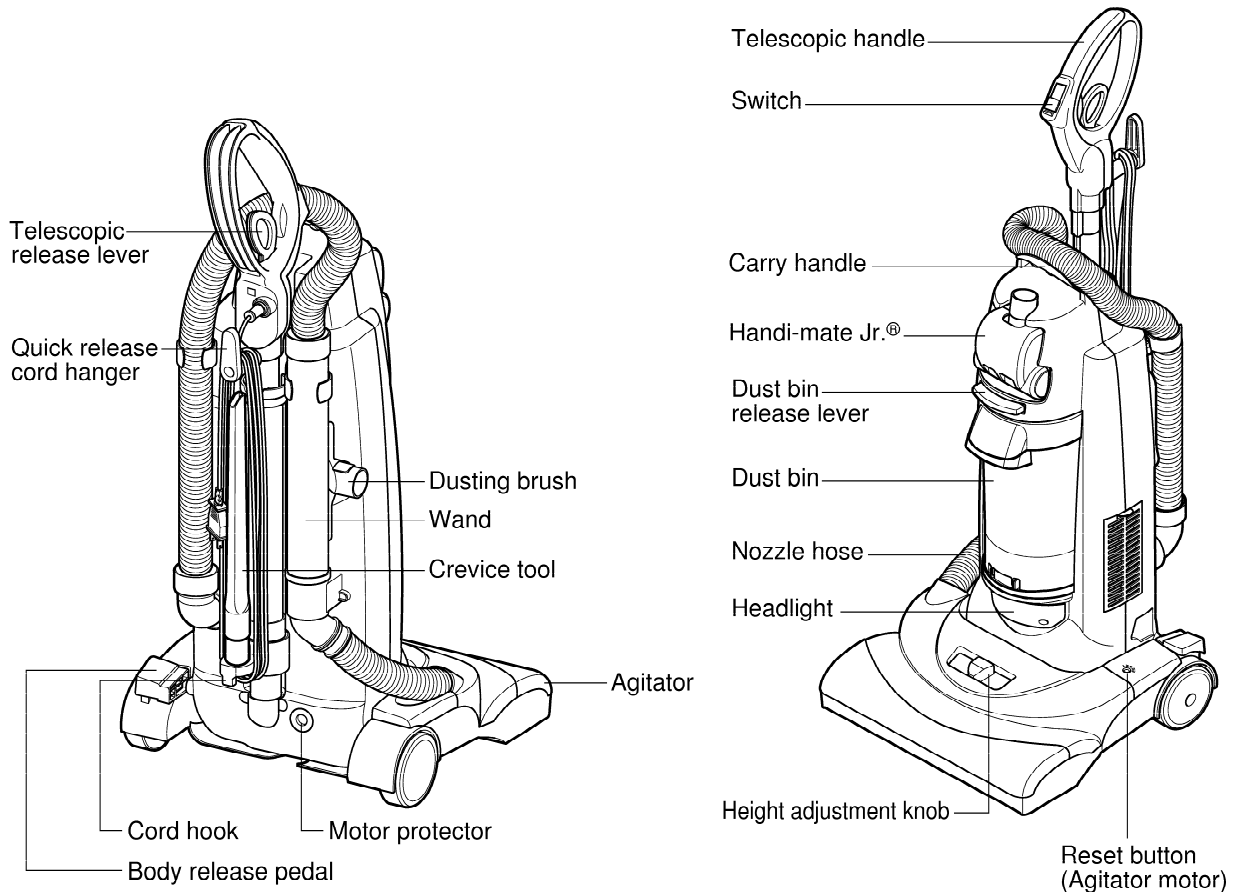
This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death

SPECIFICATIONS

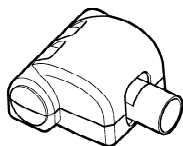
MODEL NO.	721.35820500	721.35821500
AMPS	12 AMP.	12 AMP.
VOLTS	120V	120V
HERTZ	60Hz	60Hz
POWER CORD LENGTH	25ft	30ft
DUST BIN CAPACITY	2L	2L
CLEANING WIDTH	14in	14in

PARTS AND FEATURES

It is important to know your vacuum cleaner's parts and features to assure its proper and safe service. Review these before service.



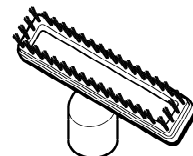
ACCESSORIES



Handi-mate Jr.®



Crevice tool



Dusting brush

NOZZLE REMOVAL / INSTALLATION

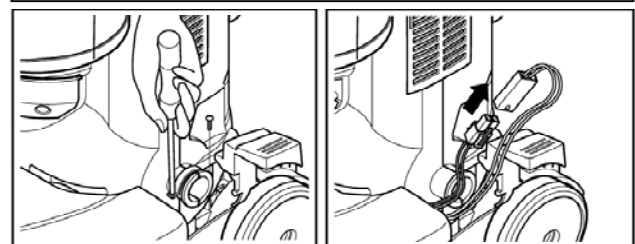
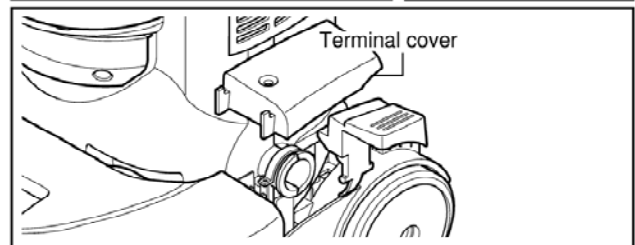
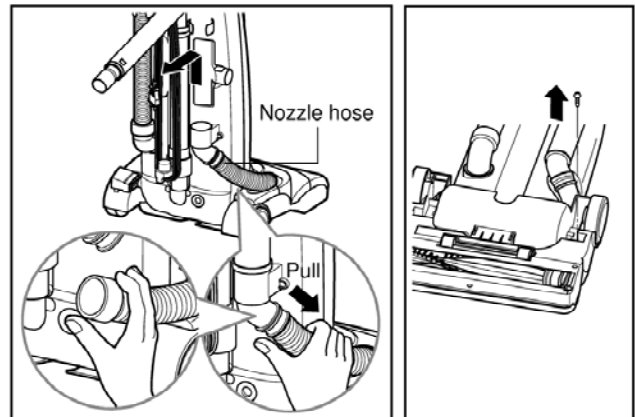
Remove nozzle hose as shown

Remove a screw and terminal cover as shown

Note: To protect the floor surface always place a paper under the cleaner anytime.

Remove 2 screws and disconnect receptacle with 2 pins as shown

Remove the nozzle from the cleaner.



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

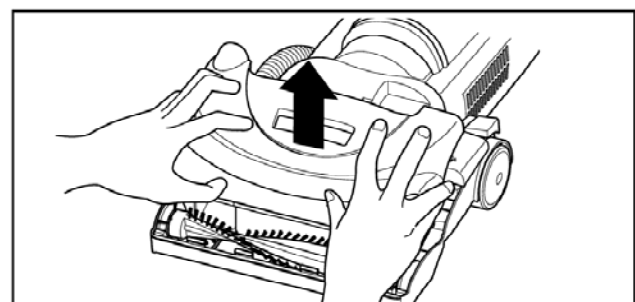
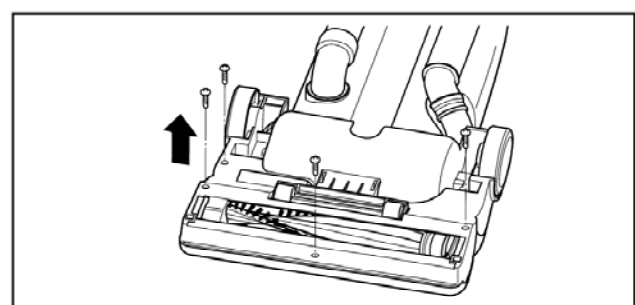
NOZZLE COVER REMOVAL / INSTALLATION

Disconnect electrical supply, press body release pedal, rotate body down, so the cleaner is laying flat on the floor.

Note: To protect the floor surface always place paper under the cleaner anytime,

Remove 4 screws on bottom as shown.
Take cover off.

To replace nozzle cover, Hook the front of the nozzle cover onto the nozzle base.
Reinstall 4 screws previously removed.



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

AGITATOR REMOVAL / INSTALLATION



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

Remove the nozzle cover by following the instructions in the NOZZLE COVER REMOVAL / INSTALLATION section.

Note: To protect the floor surface always place a paper under the cleaner anytime,

Position hands on the agitator. If the belt is still attached to the agitator, there will be tension on it.

Carefully lift the right end of the agitator and then lift the left end.

Remove the belt, agitator from the motor drive shaft
To replace the belt and agitator, place the belt around the motor shaft.

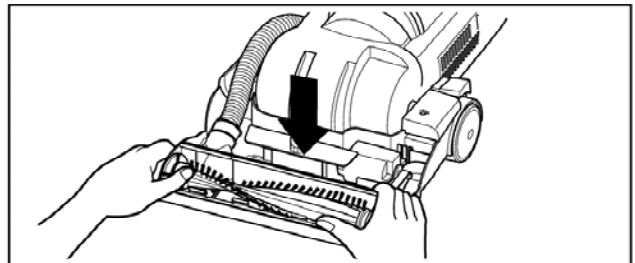
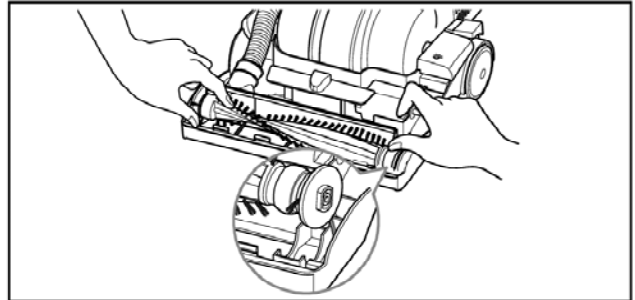
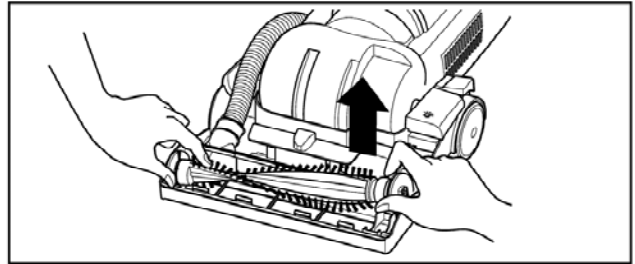
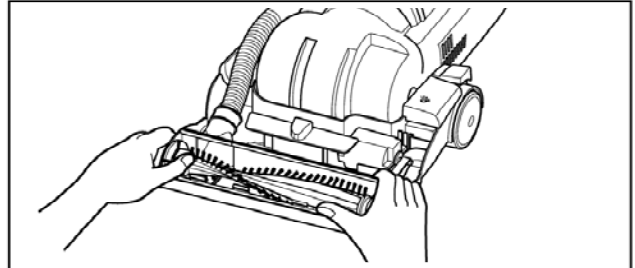
Loop the other end of the belt over the belt pulley on the agitator.

Insert the agitator by seating right end of agitator down into the slots in the nozzle base.

Press firmly, checking to see that each end is completely inserted

Check to see that the belt is centered on the belt pulley and that the agitator turns freely.

Reinstall the nozzle cover by following the instructions in the NOZZLE COVER REMOVAL / INSTALLATION section



BELT REPLACEMENT

To replace the belt, remove the agitator by following the AGITATOR REMOVAL / INSTALLATION section

Remove the old belt .

Place the new belt by following the AGITATOR REMOVAL / INSTALLATION section.



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

HEADLIGHT BULB REPLACEMENT

Remove 2 screws and light cover.

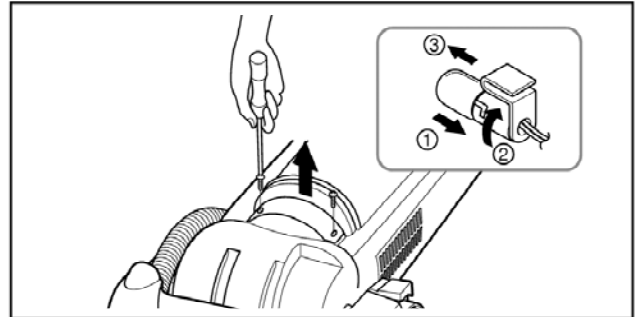
Replace the bulb as shown.



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.



HANDLE COVER REMOVAL / INSTALLATION

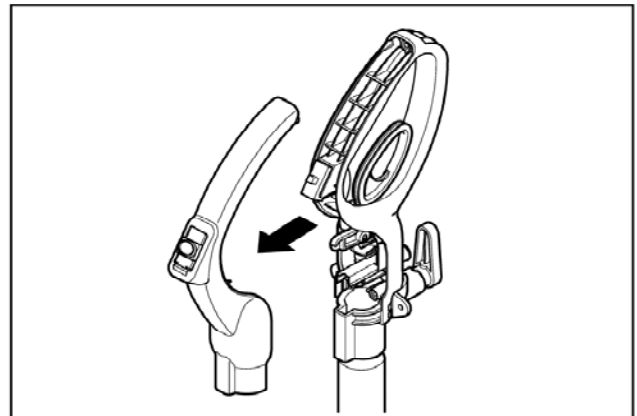
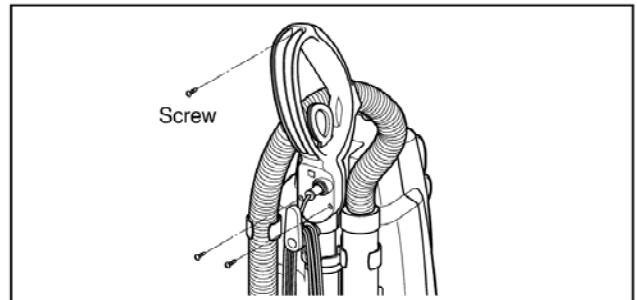


WARNING

Personal Injury Hazard

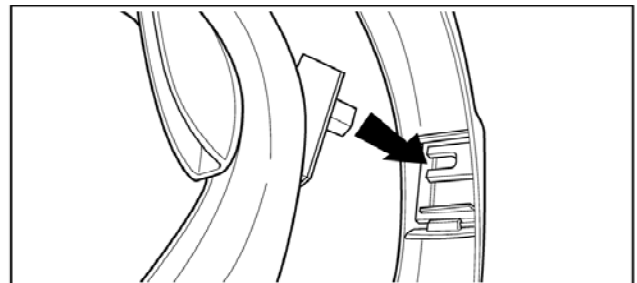
To avoid personal injury, switch off and disconnect the power cord.

Remove 3 screws on the bottom of handle as shown.
Remove handle cover.



To reinstall the cover, make sure that switch knob is put into the hole as shown.

Reinstall 3 screws previously removed.



SWITCH REPLACEMENT



WARNING

Personal Injury Hazard

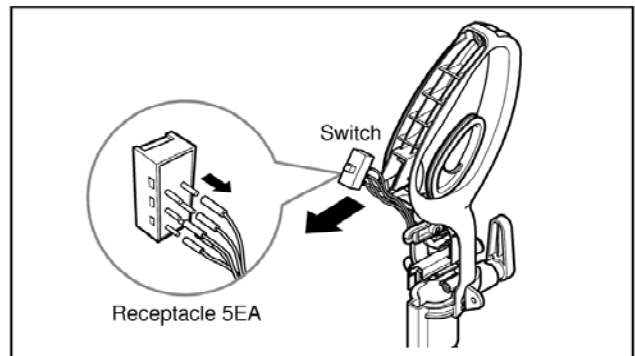
To avoid personal injury, switch off and disconnect the power cord.

Remove handle cover by following the instruction in the HANDLE COVER REMOVAL / INSTALLATION

Remove the switch as shown.

Replace the old switch to the new one.

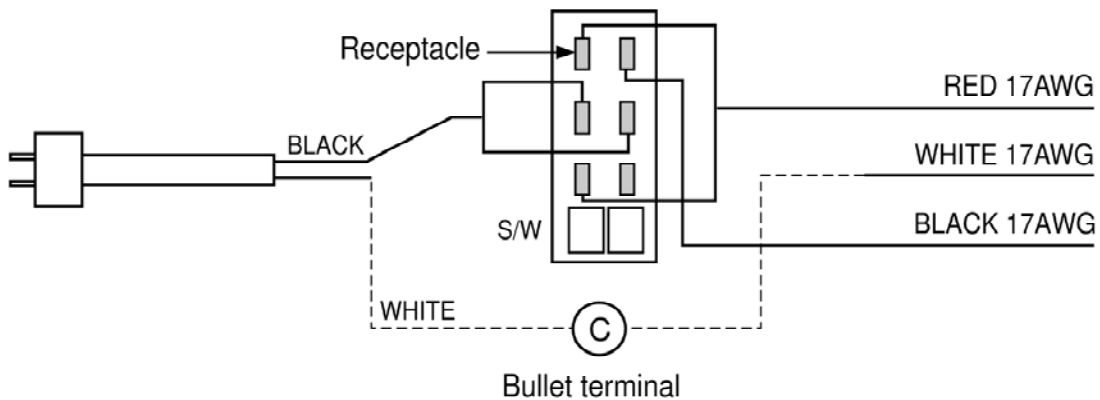
Reinstall the handle cover previously removed.



CAUTION

Make sure that all receptacles and bullet terminal should be in its places when changing switch. Failure to do so could cause to cleaner permanent damage. Refer to SCHEMATIC DIAGRAM.

SCHEMATIC DIAGRAM



POWER CORD REPLACEMENT



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

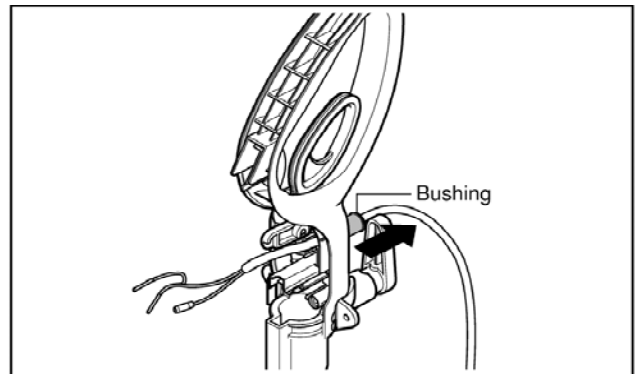
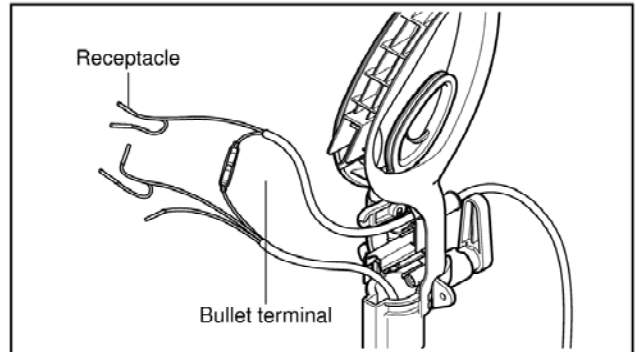
Remove handle cover by following the instruction in the HANDLE COVER REMOVAL / INSTALLATION

Remove bullet terminal and 2 receptacles as shown

Remove power cord through the cord bushing as shown

Note: When removing power cord, you need to remove 2 receptacles through the bushing first.

Replace the power cord, reinstall things previously removed.



TELESCOPIC HANDLE REPLACEMENT

Remove each 2 screws on pipe holder and holder connector as shown.

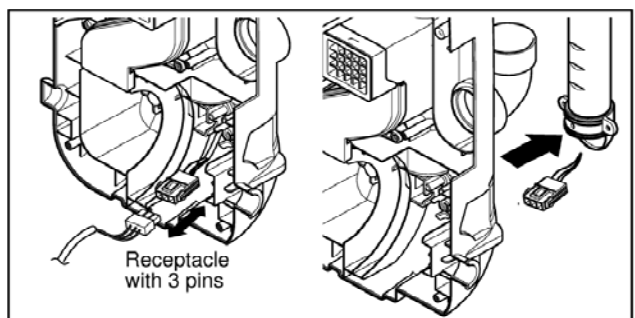
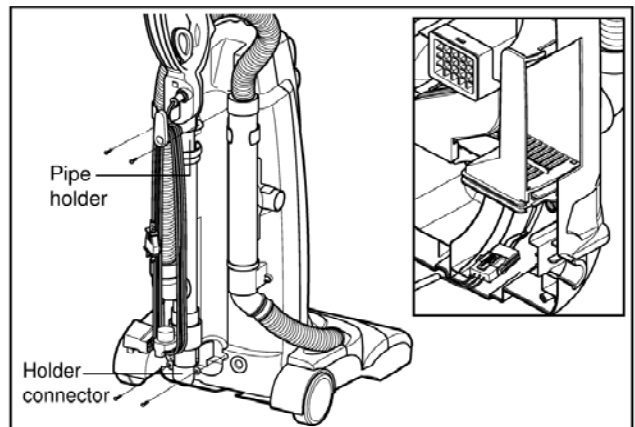
Remove body cover by following the MOTOR REPLACEMENT instruction.

Note: To protect the floor surface always place a paper under the cleaner

Remove the motor by following MOTOR REPLACEMENT instruction.

Disconnect receptacle with 3 pins as shown

Replace the telescopic handle, reinstall things removed



WARNING

Personal Injury Hazard

To avoid personal injury, switch off and disconnect the power cord.

MOTOR REPLACEMENT

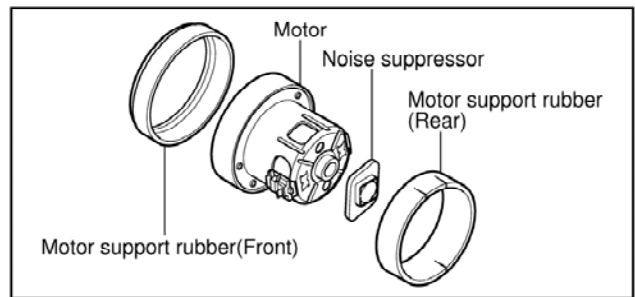
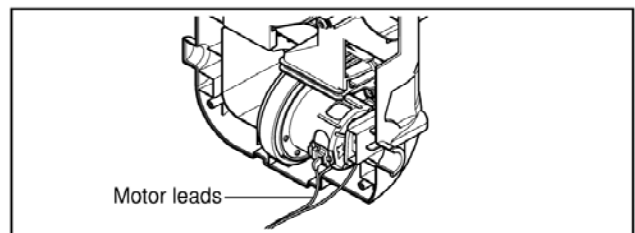
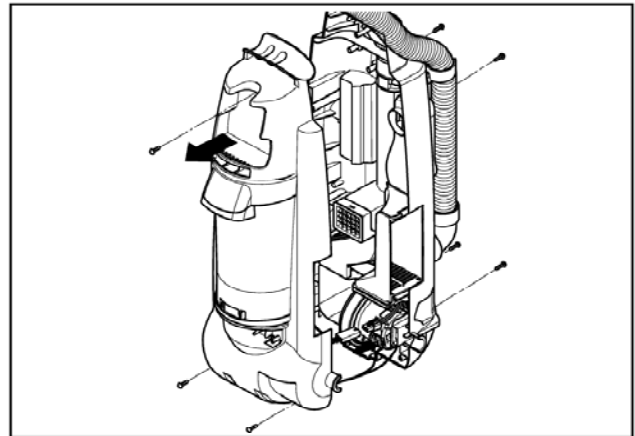
Remove nozzle by following NOZZLE REMOVAL / INSTALLATION

Remove the body cover by removing 3 screws upside and 4 on downside and disconnect receptacle with 2 pins to headlight.

Disconnect the motor leads and remove the motor and the motor support rubber(rear), noise suppressor, and the motor support rubber(front).

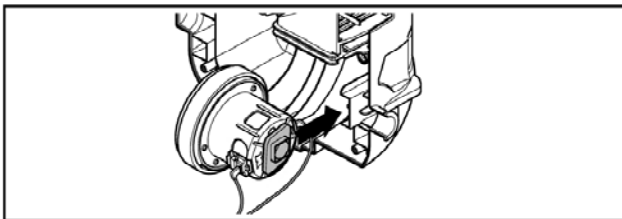
To replace the motor, reinstall things removed and the motor should be positioned as shown.

Note: To protect the floor surface always place a paper under the cleaner anytime.

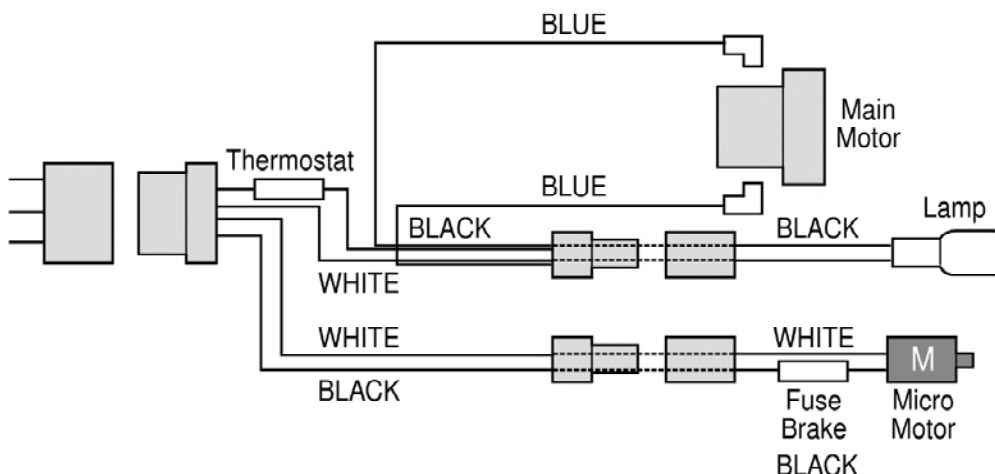


CAUTION

Make sure that all receptacles and pin terminal should be in its places when changing the motor. Failure to do so could cause to cleaner permanent damage. Refer to schematic diagram when changing the motor.



SCHEMATIC DIAGRAM



WARNING

Personal Injury Hazard
To avoid personal injury, switch off and disconnect the power cord.

TROUBLESHOOTING

Read carefully to find right solution for the engineering and performance problem.



WARNING

Electrical shock or personal injury hazard

Disconnect power cord before servicing or cleaning the unit. Failure to do so could result electrical shock or personal injury from the vacuum clean suddenly starting.

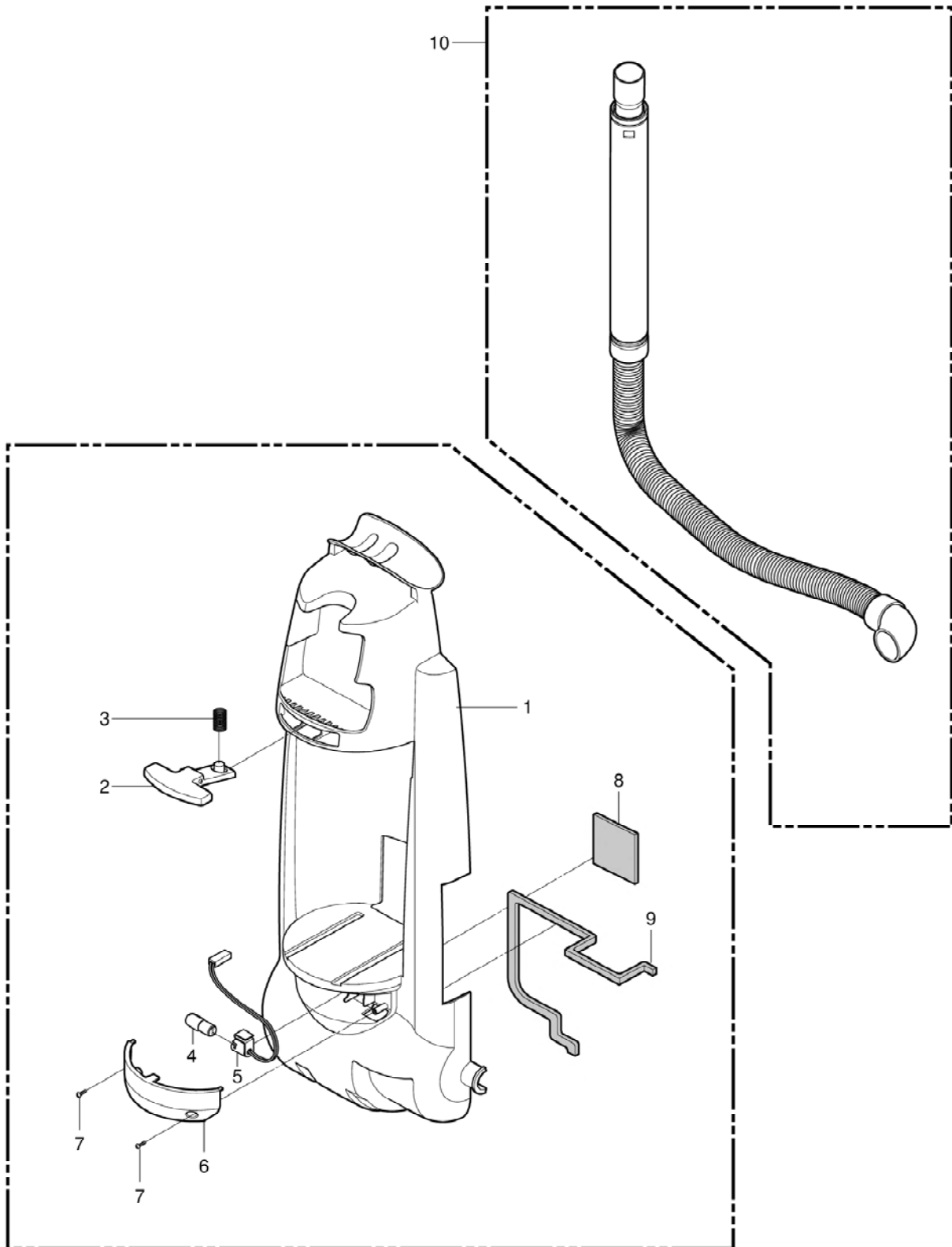
PROBLEM	CAUSE	SOLUTION
Switch on but main motor does not work	Poor plug insertion	Insert again
	Power cord cut	Repair or change
	Interior lead wire cut	Change the lead wire
	Motor coil cut or damaged	Change the motor
	Thermal protector open	Allow the motor to be cooled
	Poor switch contact point	Change the switch
Switch on but agitator does not work	The lead wire cut	Repair or change
	Fuse brake open	Reset
	Motor coil cut or damaged	Change the motor
	Poor switch contact point	Change the switch
	Broken or worn belt	Change a poor belt to new one
Switch off but motor turns	Poor connection	Change the switch
	Poor switch	Change the switch
	Motor armature cut	Change the motor
	Foreign matters attached to the impeller	Remove the foreign matters
	Low voltage	Inquire to the power utility company
Weak suction power (Low rotation speed)	Hose and extension wands are clogged	Remove clogged things
	Dust bin filled	Empty dust bin
	Air guide not fitted in	Check air guide packing
	Filters clogged	Change the filters or clean them
	Dust container not installed properly	Check packing and reassemble bin again
	Motor protector work inadequately	Change the motor protector
Odd vibration noises	Loose parts	Fit in parts firmly
	Unbalanced motor assembly	Fit in motor firmly
	Foreign matters attached to the impeller	Remove the foreign matters
	Armature cut or foreign matters attached	Change the motor and remove foreign matters
Radio, TV Reception disturbance	Poor cord, lead wire	Change cord, lead wire
	Poor capacitor	Change the capacitor
Improper hose or nozzle connection	Bent connection parts	Change parts
	Poor connection(cause by foreign matters)	Remove the foreign matters and reconnect

NOZZLE PARTS

ILLUSTRATION NO.	DESCRIPTION	PART NO.	LOCATION NO.	STOCK NO.	SVC
1	HOSE,FLEXIBLE	5214FI2332A	452141		R
2	PIPE,GUIDE	5200FI3804A	152002		R
3	BASE,HEAD	3040FI1536A	530402		R
4	AGITATOR ASSEMBLY	5973FI1009A	559731		R
5	BELT	4400FI3352A	344001	*5282	R
6	SHAFT	4370FI4596A	543701		
7	ROLLER	4580FI3001C	545801		R
8	KNOB,REGULATION	4940FI2013A	549401		R
9	RING, E	4350FI3787A	C43501		
10	SHAFT	4370FI4607A	243701		R
11	WHEEL ASSEMBLY	4661FI3625A	146611		R
12	PEDAL	3058FI3010A	530583		R
13	SWITCH ASSY, MICRO	6601FI3502A	166013		R
14	WIRE ASSY, MOTOR	6861FI3006C	168613		R
15	SCREW TAPPING	1TPL0403318	TPL433		
16	KNOB,CONTROL	4940FI2012A	249401		R
17	COVER,DISPLAY	3550FI3887A	235515		R
18	STRAP,HEAD	4640FI4004A	546403		
19	COVER ASSEMBLY, HEAD	3551FI2441A	535511		R
20	COVER, TERMINAL	3550FI3886A	435506		R

* Available At Any Sears Retail Store

DUST COMPARTMENT AND HOSE PARTS

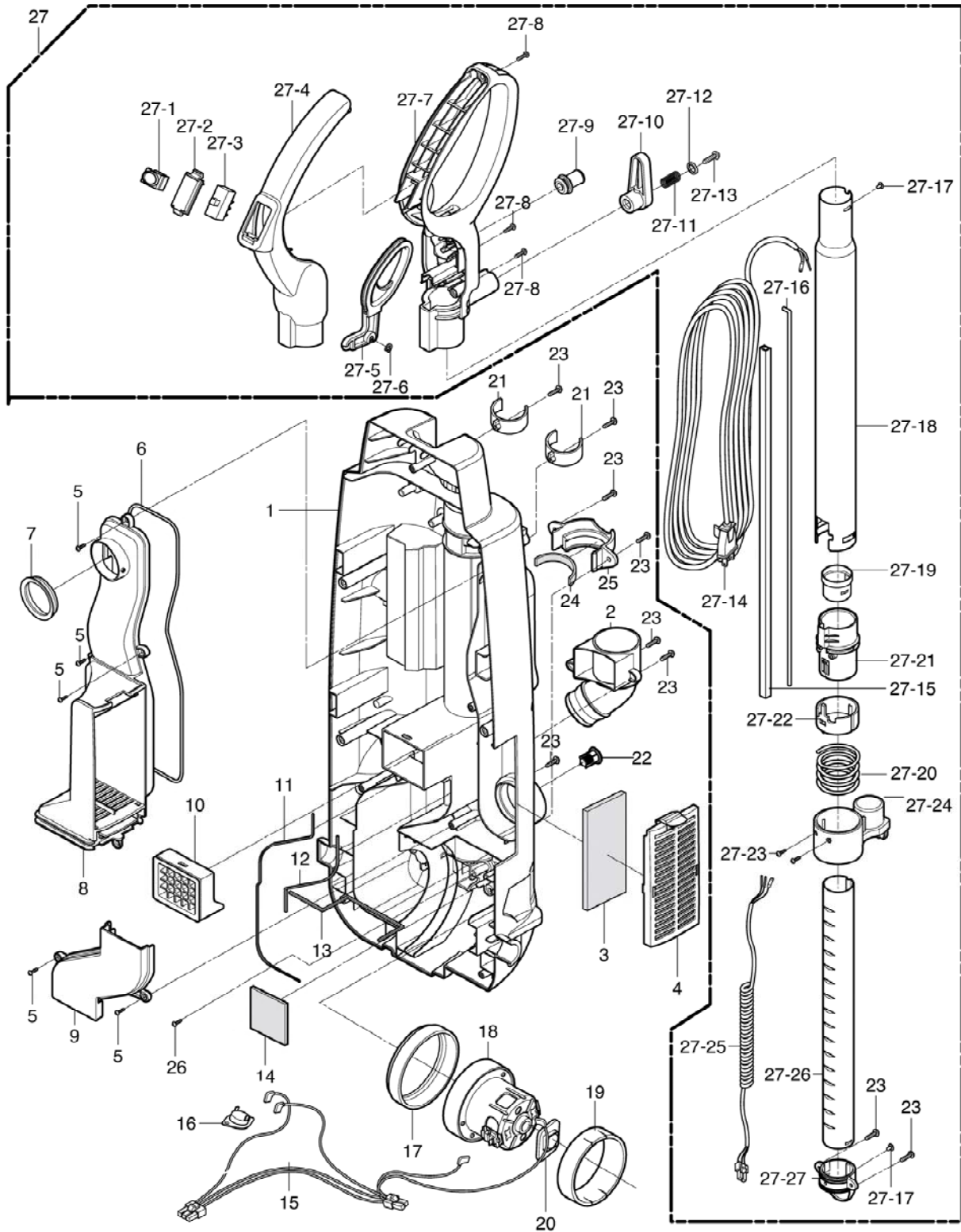


DUST COMPARTMENT AND HOSE PARTS

ILLUSTRATION NO.	DESCRIPTION	PART NO.	LOCATION NO.	STOCK NO.	SVC
1	COVER,BODY	3550FI1788A	235501		R
2	LATCH	4026FI3694A	340261		R
3	SPRING,COIL	4970FI4511H	749704		
4	BULB ASSEMBLY	3525FI4001C	535251	*5240	R
5	HOLDER ASSEMBLY,LAMP	4931FI3688A	549311		R
6	COVER,LIGHT	3550FI3885A	535503		R
7	SCREW	1TPL0302816	TPL428		
8	SEAL	4036FI3689C	140361		R
9	SEAL	4036FI3689D	140362		R
10	HOSE ASSEMBLY, FLEXIBLE	5215FI1355A	452151		R

* Available At Any Sears Retail Store

DUST COMPARTMENT AND MOTOR PARTS

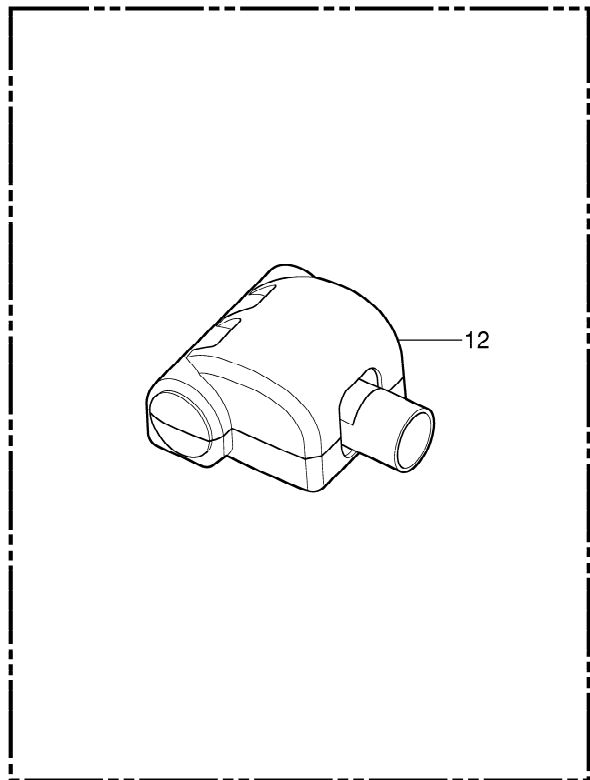
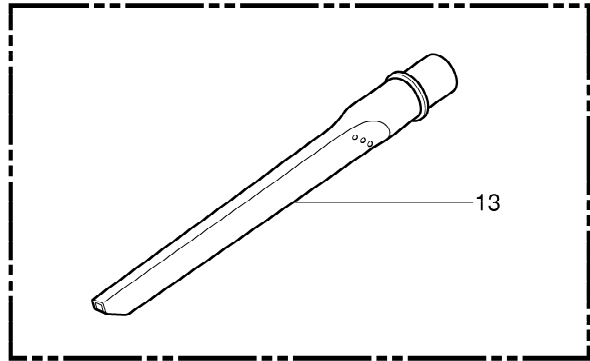
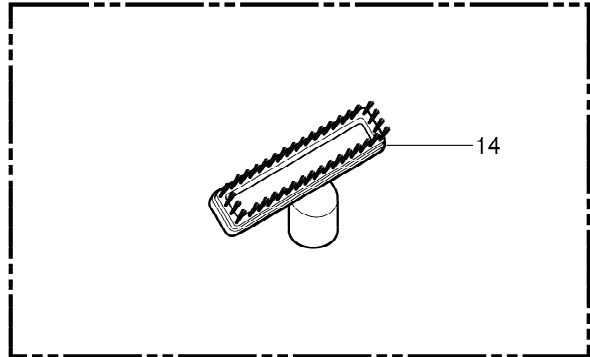
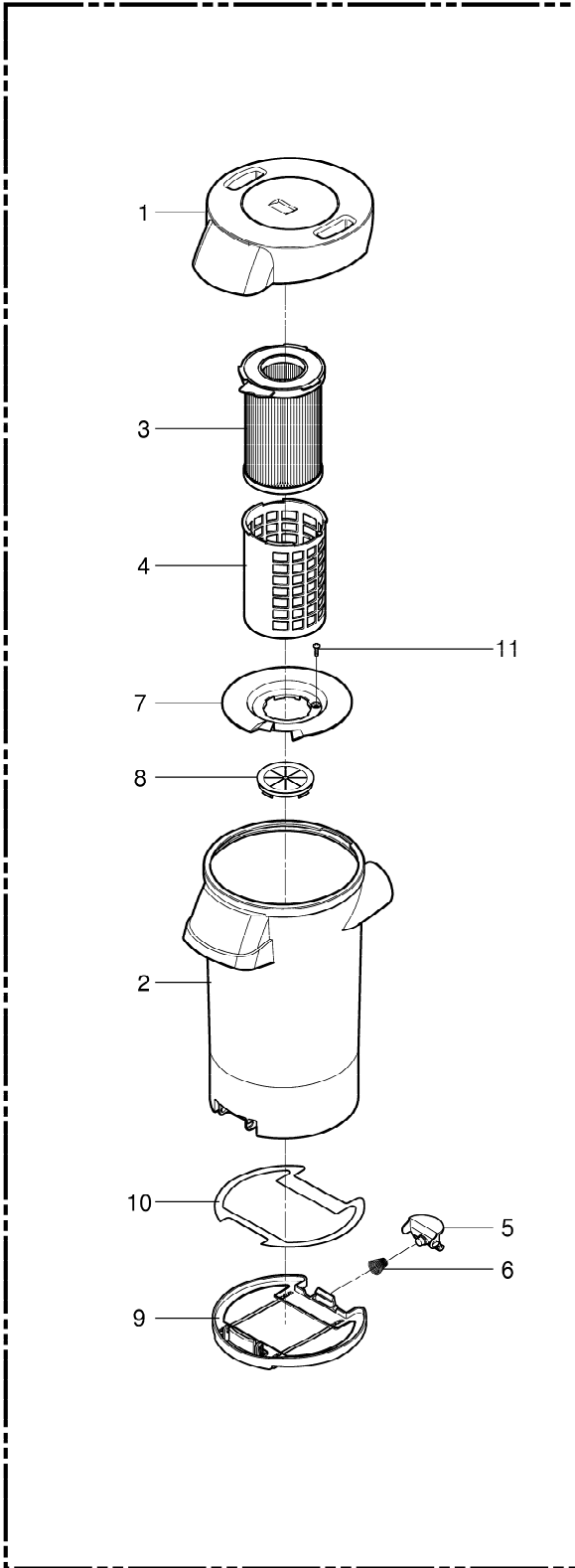


DUST COMPARTMENT AND MOTOR PARTS

ILLUSTRATION NO.	DESCRIPTION	PART NO.	LOCATION NO.	STOCK NO.	SVC
1	BASE,BODY	3040FI1535A	130401		R
2	HOLDER, PIPE	4930FI3831A	149302		R
3	FILTER,EXHAUST	5231FI3772G	252311	*85880	R
4	COVER,EXHAUST FILTER	3550FI2601A	235503		R
5	TAPPING SCREW	1TPL0403118	TPL433		
6	SEAL PACKING	4036FI3688A	340361		R
7	PACKING, SEAL	3920FI3852A	139203		R
8	GUIDE, AIR	4974FI1009A	149741		R
9	GUIDE,AIR	4974FI3572A	349741		R
10	PACKING, SEAL	4036FI3678A	340362		R
11	SEAL	4036FI3689E	140363		R
12	SEAL	4036FI3689B	140364		R
13	SEAL	4036FI3689A	140365		R
14	SEAL	4036FI3689C	140361		R
15	CONNECTOR ASM	6631FI2007A	166312		R
16	THERMOSTAT ASM	6931FI3523B	169301		R
17	PACKING, MOTOR MOUNTING	3920FI3889A	139202		R
18	MOTOR	4681FI2473A	146811		R
19	PACKING, ABSORBING	3940FI3646A	239402		R
20	PACKING, SEAL	3920FI3774A	139201		R
21	HOLDER, WAND	4930FI3772D	649301		R
22	DAMPER ASM	4901FI3436U	349011		R
23	TAPPING SCREW	1TPL0403316	TPL433		
24	FELT	4766FI4698K	247661		R
25	HOLDER, FIXING	4930FI3832A	149306		
26	TAPPING SCREW	1TPL0302318	TPL328		
27	HANDLE ASM	3651FI1319D	136511	MODEL 35820	R
	HANDLE ASM	3651FI1319B	136511	MODEL 35821	R
27-1	KNOB, CONTROL	4940FI3749A	249401		R
27-2	BOARD,SWITCH	3500FI3631A	435001		R
27-3	SWITCH	6601FI3499A	166011		R
27-4	COVER, HANDLE	3550FI1789A	135501		R
27-5	LEVER, RELEASE	4510FI2442A	445101		R
27-6	E-RING	4350FI3794A	C43501		
27-7	HANDLE,GRIP	3659FI1521A	436502		
27-8	TAPPING SCREW	1TPL0403116	TPL431		
27-9	BUSHING, CORD	4830FI3002A	148301		R
27-10	HANGER,CORD	4990FI3030D	149901		R
27-11	SPRING, REGULATION	4970FI4693F	349702		
27-12	WASHER	1WZZFI4002M	C1WZZ1		
27-13	CONNECTOR LEVER	4932FI4190B	549323		
27-14	CONNECTOR ASM	6631FI2008A	166311	MODEL 35820	R
		6631FI2008B	166311	MODEL 35821	R
27-15	TUBE	5210FI3728A	452112		
27-16	SHAFT	4370FI3686A	243701		
27-17	RIVET	4036FI3678			
27-18	OUT PIPE	5200FI2532A	652002		
27-19	PIPE, FITING	5200FI3806A	452004		
27-20	SPRING,STOPPER	4970FI3231A	349701		
27-21	PIPE, TERMINAL	5200FI2518A	350000		
27-22	STOPPER	4620FI3404A	546201		
27-23	TAPPING SCREW	1TPL0302418	TPL428		
27-24	COVER, PIPE	3550FI2602A	435508		
27-25	CONNECTOR ASM	6631FI2006A	166313		
27-26	IN PIPE	5200FI2531A	652002		
27-27	HOLDER, CONNECTOR	4930FI3833A	149301		

* Available At Any Sears Retail Store

ATTACHMENT PARTS



ATTACHMENT PARTS

ILLUSTRATION NO.	DESCRIPTION	PART NO.	LOCATION NO.	STOCK NO.	SVC
1	COVER ASSEMBLY, DUST	3551FI1695A	748394		R
2	TANK DUST	4838FI1413A	748382		R
3	FILTER ASSEMBLY	5231FI2496A	152313	*85880	R
4	FRAME ASSEMBLY	3211FI1002A	136612	*85880	R
5	LATCH	4026FI3695A	340261		R
6	SPRING	4970FI4230G	749702		R
7	PLATE COVER	3300FI2288A	333001		R
8	PACKING SEAL	3920FI1291A	139204		R
9	PLATE BOTTOM	3300FI1466A	533001		R
10	SEAL	4036FI3691A	340363		R
11	TAPPING SCREW	1TPL0403032	C1TP1		
12	NOZZLE ASSEMBLY, TURBINE	5249FI1432A	552495		R
13	CREVICE TOOL	5058FI2216A	650581		R
14	BRUSH ASSEMBLY, DUST	5203FI2073A	652031		R

* Available At Any Sears Retail Store