

FAQs

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GENERAL PRODUCT QUESTIONS

a. To whom do I direct questions about SEBO and its products?

For most types of customer support, you can get expert assistance from SEBO's Customer Service Department located in Centennial, Colorado at **800-334-6614**, Monday – Friday, 8:00 am – 5:00 pm MST, or via e-mail at info@sebo.us, or you can click on the "Contact SEBO" button found on this website for more information.

b. I'm in Canada and I need assistance. Where do I call?

SEBO sells its vacuums through country-specific wholesale distributors, e.g., SEBO America sells only to customers in the USA. Therefore, Canadian customers need to call SEBO's national wholesale distributor in Canada for questions related to products, warranty and repair services. SEBO's contact in Canada is Floor Care Equipment, Ltd. (SEBO Canada), and its phone number is 800-661-8687.

c. Who is SEBO?

SEBO was founded in 1978 in Velbert, Germany. Since then, SEBO has become the manufacturer of the finest quality commercial-grade vacuum cleaners in the world, with sales in Europe, Asia, Africa and North America. Its vacuum cleaners are the preferred machines of the top hotels, hospitals, universities and government institutions worldwide . . . even The White House and Buckingham Palace! SEBO's first shipment to the USA was in 1979 for commercial cleaning customers, followed by its duo-P Cleaning Powder in 1984 and its household vacuums in 1997.

d. Why haven't I heard of SEBO vacuums before now?

SEBO has been selling vacuums in the USA for more than 30 years, but for most of that time, SEBO's sales strategy was to manufacture "private label" machines for some of the top wholesale distributors in the world. Therefore, although many Americans have likely seen scores of SEBO-manufactured vacuums in commercial buildings and hotels nationwide, they did not see SEBO's name and logo on them, so brand recognition has been inhibited.

e. Can SEBO vacuums clean both carpets and hard floors?

Yes. SEBO's AUTOMATIC X, FELIX, ESSENTIAL G, AIRBELT D4 and AIRBELT K vacuums are designed to clean both carpets and hard floors. And, although the 370 COMFORT model provides acceptable performance on hard floors, it was specifically designed for carpets.

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f. What is the duo Cleaning System?

SEBO's duo Cleaning System brilliantly cleans carpets in large or small areas, and it effectively removes all types of spots and stubborn stains from upholstery and carpets. The duo Brush Machine and cleaning powder are designed for large carpeted areas, while the duo Daisy, the Hand Brush and powder are designed to clean smaller areas, such as stairs, entryways, hallways, spot stains, automobiles, RVs and boats. This do-it-yourself system is highly effective, easy to use, saves time and money, and avoids the potential carpet damage caused by some wet cleaning methods.

g. How do I obtain a new Owner's Manual?

On this website, in the lower right panel of each "Vacuum Product Page," you will find a "Manuals" Tab. Click on the Tab. From there, you can view, printout or download a replacement Owners' Manual.

h. What is the reason for the eBay and Internet Warning found on this website?

SEBO products are to be exclusively sold through authorized retail stores and websites. Consumers who purchase products from authorized sources can be assured that the items are genuine, bags and filters are available, and our FREE five-year parts and labor warranty covers the machines. To find an authorized outlet, please use the "Dealer Locator" feature on this website.

Sellers who display SEBO vacuums on unauthorized websites, such as eBay or other auction sites, may be offering products that are used, not genuine, or do not carry valid warranties. Also, unauthorized outlets do not have access to SEBO bags, filters, replacement parts and repair services.