

# FAQs

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## BAGS, FILTERS AND PARTS

**a. Where do I find SEBO replacement bags, filters and parts?**

In addition to this website, original bags, filters, brush rollers and parts are available at most of the stores and internet sites listed on SEBO's Dealer Locator.

**b. Can I wash SEBO filters or empty and reuse the bags?**

No. SEBO filters are not designed to be washed, and doing so will ruin their effectiveness. And SEBO vacuum bags are not reusable. Washing filters and reusing bags may also invalidate your warranty.

**c. Are SEBO bags, filters and parts hard to find?**

No, they are easy to find and widely available. If you do not have a local SEBO dealer, simply purchase them from one of many authorized internet outlets.

**d. Are SEBO replacement parts readily available?**

Yes. SEBO America always has ample supplies of replacement parts available in its Colorado warehouse, and they are quickly shipped to the authorized dealers who order them.

**e. Does it take a long time to obtain SEBO bags, filters and parts?**

No. If you have a local SEBO outlet, these items are usually in stock. When there is no local outlet, then typical domestic transit times apply to authorized internet dealers.

**f. Must I use only SEBO-branded bags, filters and parts?**

Yes, it is important that you use SEBO-branded bags, filters and parts because counterfeits do not fit or perform properly in the machine, so mechanical problems may arise. In addition, using counterfeit parts may invalidate your warranty.

**g. Can I buy SEBO replacement parts or receive them under warranty?**

It depends on what part you need. SEBO will send directly to customers replacement parts that are externally accessible and are designed to be removed and replaced by the vacuum user. However, if you need a part in which replacement requires internal access to the machine, then you must go through an authorized dealer or SEBO America to obtain repair services, during which the needed part will be provided.

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**h. Do unauthorized dealers have access to SEBO bags, filters and parts?**

No. Although you may find some unauthorized sources for SEBO bags and filters, such outlets are either selling counterfeits or they have obtained the items through unofficial or illegitimate sources. SEBO works to ensure that its bags, filters and parts are available only through authorized sources, but sometimes problems may arise. Therefore, your best safeguard against buying from unauthorized sources is to check the Dealer Locator, available on this site, to see if the outlet is listed. If it is not, then buy from a source that is listed.

**i. How often should I change my bags and filters?**

SEBO vacuums have warning lights to alert you when your vacuum bag is full. When this occurs, you should promptly install a new bag. SEBO vacuum filters should be changed after every 10 to 20 bags, depending upon use time and the type of debris material collected by the vacuum. However, trust your visual inspection. If you see that a filter is excessively dirty or the bag appears to be quite full, don't hesitate to change it.

**j. I no longer have a SEBO dealer in my local area. How do I buy replacement bags and filters or obtain repair service?**

The most convenient solution would be to order your bags, filters and brush rollers from an internet dealer. Or, if you need repair services, refer to the Warranty and Support section located on this website.