

# STEAMTEK™ 3

## USER'S GUIDE



### **OPERATING INSTRUCTIONS & IMPORTANT SAFETY INFORMATION**

Please read all the instructions carefully prior to using the SteamTek3 Mop for the first time. Keep this manual in a safe place for future reference.

**Congratulations for choosing the**  
**STEAMTEK™<sup>3</sup>**  
**3 – in – 1 Steam Mop**

It cleans, shines, sanitizes and deodorizes  
hard floor surfaces, carpets, and  
now features a detachable, hand-held steamer  
for tough to reach areas, even fabric.

The powerful SteamTek3  
releases 1500W of high pressure steam  
at 90 – 100°C (194-212°F)  
to help disinfect, destroy fungus, mildew and dust mites  
without chemicals or detergents.

# IMPORTANT SAFETY CAUTIONS

PLEASE READ ALL INSTRUCTIONS BEFORE USING THE STEAMTEK3

## WARNING - DANGER OF SCALDING

### CAUTION:

1. Make sure to connect unit to a grounded outlet only which corresponds to these voltage specifications:
  - 110-120V, 60HZ, 1500W
  - 220-230V, 50/60HZ, 1500W
2. DO NOT use unit if the cord or plug is damaged. If the power cord is damaged, it must be replaced by a qualified electrician to avoid shock or injury.
3. DO NOT force the plug into an outlet.
4. DO NOT use with outlets or extension cords that do not have adequate current carrying capacity.
5. DO NOT unplug unit by the cord. Pull the plug only to unplug unit from power outlet.
6. DO NOT leave the SteamTek3 Mop unattended while in the ON position.
7. DO NOT leave the SteamTek3 Mop in a stationary position while in the ON position to avoid any possible damage to your floor/carpet.
8. DO NOT allow children to operate the SteamTek3 Mop.
9. DO NOT carry/pull the unit by the cord or use the cord as a handle.
10. Be careful to not damage cord while closing doors, while using near sharp edges and corners, and keep away from heaters and heated surfaces.
11. DO NOT use the SteamTek3 Mop or handle the plug with wet hands.
12. DO NOT operate while barefoot.
13. EXERCISE CAUTION when using the SteamTek3 Mop around children, pets and plants.
14. DO NOT use without floor pad in place.
15. DO NOT use without water in the tank.
16. DO NOT put cleaning products into the SteamTek3 Mop water tank as this will cause unsafe operation and will damage the unit.
17. DO NOT block the steam openings of the unit. Check frequently for lint, hair, and other blockages which could block the steam opening.
18. The SteamTek3 Mop is designed for domestic use only.
19. USE ONLY as outlined in this booklet.
20. DO NOT use the SteamTek3 Mop outside.
21. DO NOT use on walls, windows or ceilings. The SteamTek3 Mop is to be used only on floors.
22. DO NOT use on unsealed wood floors or cork-tiled floors as the heat and steam will remove the finish from the surface.
23. Store in a cool, dry place.
24. DO NOT immerse unit in water or other liquids. DO NOT expose unit to rain.

25. Always make sure that the steam outlets are kept clear. DO NOT insert any objects into steam openings. DO NOT use unit with any blocked openings.
26. DO NOT aim steam directly at people or pets.
27. Use mop only as directed in this manual and use only with the included accessories. Use of other attachments may cause fire, electric shock or injury.
28. DO NOT direct steam towards equipment containing electrical components such as oven interiors.
29. DO NOT use the SteamTek3 in enclosed spaces where flammable, explosive or toxic vapors may be present. (Paint thinner, oil-based paints, etc.)
30. DO NOT use unit on leather, wax polished furniture and floors, unsealed hardwood or parquet floors, synthetic fabrics, velvet or other steam-sensitive materials.
31. DO NOT use for any space heating purposes.
32. ALWAYS UNPLUG UNIT before servicing.
33. DO NOT MODIFY the plug. If it does not fit your outlet, have one installed by a licensed electrician.
34. DO NOT USE any plug adapters.
35. 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 instructions concerning use of the appliance by a person responsible for their safety.

**THE STEAMTEK3 IS INTENDED FOR HOUSEHOLD USE ONLY.**  
Commercial/industrial use of this unit will void the manufacturer's warranty.

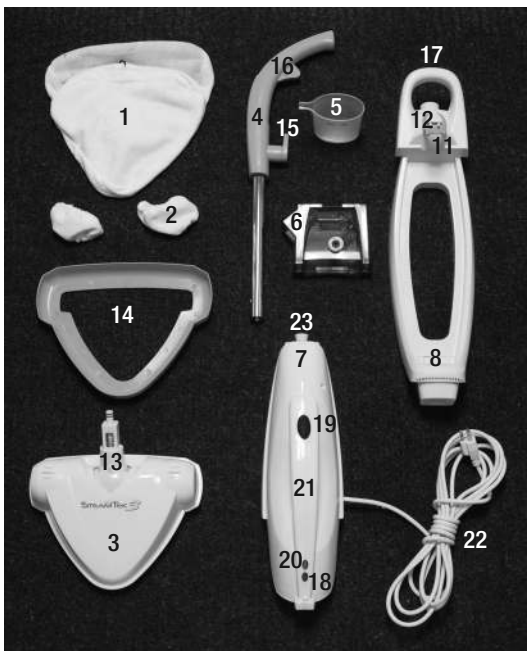
The SteamTek3 Mop is designed to clean carpets, vinyl, ceramic, stone, linoleum, sealed hardwood and parquet floor surfaces. The steam reaches temperatures of between 90 – 100°C (194 – 212°F). Exercise caution when using on vinyl, linoleum or any other heat sensitive floors as too much heat can melt the glue in the flooring. DO NOT use on unsealed wood floors or let unit stand on any wood floor for an extended period as this could cause the wood grain to swell. DO NOT use on any floor surfaces that have been treated as the steam and heat could remove the finish. DO NOT use the carpet glider (14) on floor surfaces other than carpeting as it could possibly streak, scratch or otherwise damage the floor surface. DO NOT operate on any surface for an extended time as this could cause water marks, discoloration or otherwise damage the surface.

Prior to using, we recommend that you test a floor surface area on an isolated floor area. If uncertain, contact the floor manufacturer for specific floor care instructions and suitability for steam cleaning.

The SteamTek3 Mop works with water only. If you live in an area with hard water, we recommend that you use distilled water for optimal performance.

# PARTS:

1. Microfiber Mop Pads (2)
2. Microfiber Cleaning Pads For Fabric Tool (Acc. Caddy) (2)
3. Mop Head
4. Mop Handle
5. Measuring Cup
6. Water Tank
7. Detachable Hand-held Steamer Body
8. Mop Body
9. Small Screw
10. Short Jet Nozzle
11. Hand-held Steamer Lock
12. Hand-held Steamer Release Tab
13. Swivel Joint
14. Carpet Glider
15. Cord Holder
16. ON/OFF Mop Trigger
17. Carrying Handle
18. Power Indicator
19. ON/OFF Hand-Held Steamer Switch
20. Ready to Use Indicator
21. Hand-held Steamer Handle
22. Power Cord
23. Hand-held Steamer Accessory Adapter



# ASSEMBLY:

1. Lift up the Hand-held Steamer lock (11) (Illust.1) then push the Hand-Held Steamer release tab (12) up. (Illust. 2) to detach the Hand-Held Steamer (7) from the mop body (8).



Illust. 1



Illust. 2

2. Attach Mop Head (3) to Mop Body (8) by inserting the Swivel Joint (13) into the hole in the Mop Body. (Illust. 3)



Illust. 3



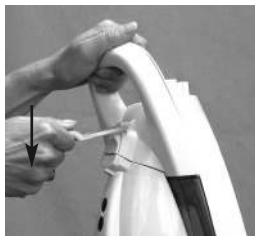
Illust. 4

3. Fix the Screw (9) on the Mop Head with a Philips screwdriver until tight. (Illust.4)

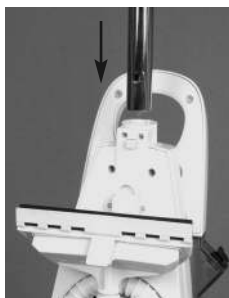
4. Re-attach the Hand-Held Steamer (7) to the Mop Body (8) and lock into place with the Hand-held Steamer Lock. (11) (Illust. 5 & 6).



Illust. 5



Illust. 6



Illust. 7



Illust. 8

5. Slide the Mop Handle (4) into the Mop Body (8) until it clicks into place. (Illust 7)

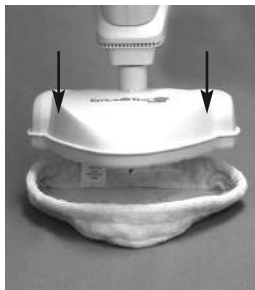
**NOTE:** To remove the Handle (4) from the Body (8), press the button and pull handle up. (Illust. 8).

# INSTRUCTIONS FOR USE:

## For Use on Hard Floor Surfaces:

Put the Microfiber Pad (1) onto the Mop Head (3). (Illust. 9), then pull the toggle cord to secure it in place. (Illust. 10).

**NOTE: DO NOT** use the Carpet Glider (14) on hard floor surfaces as it could cause damage.



Illust.9



Illust.10



Illust.11



Illust.12

## For Use On Carpeting:

Place the Mop Head (3) with Microfiber Pad (1) in place over the Carpet Glider (14). (Illust. 11 & 12).

**NOTE: DO NOT** use a pad which has any noticeable holes, abrasions or that is otherwise damaged as streaking and scratching of floor surfaces could occur.

**NOTE: DO NOT OPERATE UNIT WITHOUT THE PAD IN PLACE**

The Microfiber pads (1) are machine washable in warm water.

**AIR DRY ONLY – DO NOT DRY IN MACHINE**

**DO NOT BLEACH**

**DO NOT USE FABRIC SOFTENER**

To clean the SteamTek3 unit, simple wipe with a soft cloth.

## Filling the Water Tank:

**NOTE: BEFORE FILLING THE WATER TANK, MAKE SURE THAT THE UNIT IS UNPLUGGED.**

**Filling with the Measuring Cup:**



Illust.14



Illust.15



Illust.13

1. Open rubber plug on water tank (6). (Illust.13)
2. Fill the included measuring cup (5) to the MAX line indicated on the measuring cup. (Illust. 14) **FILL TO MAX LEVEL INDICATED ON THE TANK. DO NOT OVERFILL THE WATER TANK.** (Illust.15)

## Filling directly from tap:

1. Detach the Hand-Held Steamer by releasing the Lock (11) by lifting it up. (Illust.16)
2. Push Hand-Held Steamer Release tab (12) up. (Illust. 17)
3. Remove Hand-Held Steamer from Steamer Body by lifting upwards and away from Steamer Body.
4. Press Water Tank Release Button down to remove tank. (Illust. 18A & 18B)



Illust.16



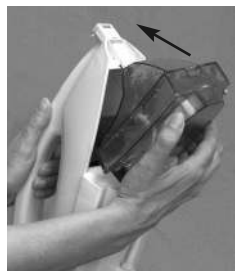
Illust.17



Illust.18A



Illust.18B



Illust.21

5. Open rubber plug, then fill from tap. (Illust. 19)

Close plug and wipe off any spilled water. Block the valve hole on the water tank with a finger to prevent water from dripping from tank before re-attaching to the Hand Held Steamer body. (Illust. 20)



Illust.19



Illust.20

6. Re-attach the tank to the Hand-held Steamer body by sliding it into the slots. (Illust. 21)

**NOTE:** Although the SteamTek3 uses tap water, in areas with hard water, we recommend using distilled water for better performance.

## IMPORTANT!

**MAKE SURE THAT THE COPPER BALL INSIDE THE WATER TANK IS ALWAYS SUBMERGED IN WATER WHEN MOP IS BEING USED.**

## WARNING!

**DO NOT ADD ANY CLEANING DETERGENTS, SOAPS, OR SCENTED PRODUCTS INTO THE WATER RESERVOIR OF YOUR MOP! THIS WILL CAUSE UNSAFE OPERATION OF THE MOP AND COULD DAMAGE THE UNIT.**



## OPERATION:

1. Plug unit into a correctly grounded electrical outlet.  
The Red Power Indicator Light (18) will light up indicating that the unit is connected.
2. Wait approximately 30 seconds for the Ready To Use Indicator Light (20) to turn GREEN indicating that the mop is ready for use.

**NOTE: DO NOT press the ON/OFF Trigger (16) until the Indicator Light (20) is green in case any residual water from previous use has remained in the unit. This water will not be heated and will be forced out which could cause water pooling and puddling.**

3. Press and hold the Mop Trigger (16) to release steam. Steam will be emitted as long as the trigger is pressed. (Illust. 22) To stop emitting steam, release the trigger. (Illust. 23)
4. Slowly pass the mop over the area you wish to clean.

**NOTE:** For best results, sweep or vacuum floor prior to using the SteamTek3 Mop. To avoid water pooling/puddling, the microfiber pad (1) must be clean and dry before use.

**CAUTION:** To sanitize an area, leave the mop over the area for a **minimum of 8 seconds and a maximum of 15 seconds.** **DO NOT** leave the mop in a stationary position for longer than 15 seconds as this could cause a build-up of pale residue. If this happens, the residue can be removed by using a decalcifying product or with a few drops of vinegar.

**NOTE: Use a cloth to wipe off residue build-up. Do not use the mop.**

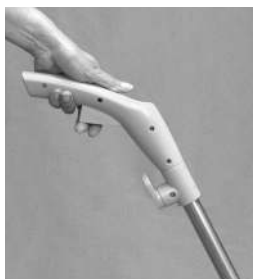
5. Your SteamTek3 Mop will emit steam for approx. 20 minutes. When it stops emitting steam, unplug the unit, remove the water tank (or fill with cup), refill, replace tank, plug unit in, and resume cleaning.

**CAUTION: NEVER USE THE STEAMTEK 3 MOP WITHOUT WATER!**

6. When finished cleaning, unplug unit from outlet (by holding the plug and not by the power cord), empty the water tank, **REMOVE THE PAD FROM THE MOP HEAD CAREFULLY AS THE PAD MAY STILL BE VERY HOT**, wind the power cord around the Cord Holder (15) and store it upright in a cool, dry area or by the Carrying Handle/Hook (17).



Illust.22



Illust.23

## IMPORTANT!

- **DO NOT STEAM ONE AREA FOR OVER 15 SECONDS AS THIS COULD RESULT IN FLOOR SURFACE DAMAGE.**
- During initial use, it may take several seconds for the SteamTek3 Mop to emit steam as the water needs to flow through the filter to reach the heater. This will only occur the first time you use your unit.
- When unit is filled with water the first time, you may hear a grinding sound indicating that the pump is warming up. This will stop when the Green Indicator Light (20) lights up indicating that the unit is ready for use.

- The Green Indicator Light (20) will go on and off during use. This is a normal function which happens as the heater heats up or has reached its optimal temperature. This will not affect cleaning performance and you can continue cleaning as usual.
- A little water may “spit” when mixed with steam. This is normal.
- Prior to using, we recommend that you test a floor surface area on an isolated floor area. If uncertain, contact the floor manufacturer for specific floor care instructions and suitability for steam cleaning.

## HAND-HELD STEAMER

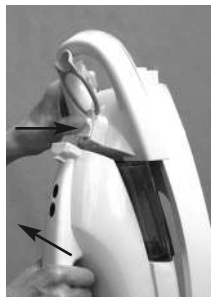
Use this detachable portable steamer on work surfaces, kitchen countertops, sinks, bathrooms, windows, mirrors, tiles, and for spot cleaning on carpets and rugs. Use the attachments to steam away dirt, grease and mold. Use the fabric cleaning attachment to remove wrinkles from clothes, curtains, fabric upholsteries, and more.

### OPERATION:

1. First detach the Hand-Held Steamer (7) from the main Mop Body (8) by lifting up the lock. (Illust. 24)
2. Push the Hand-Held Steamer release tab (12) upwards to remove it from the Mop Body. (Illust. 25)



Illust.24



Illust.25

### INSTALLATION OF THE SHORT JET NOZZLE ATTACHMENT (10)

Prior to installation, make sure the Hand-Held Steamer has been detached from the main Mop Body.

1. Pull Adapter (23) out of Hand-Held Steamer body. (Illust. 26)
2. Turn the adapter away from the steamer opening to ensure it is open. (Illust. 27)
3. Align the Short Jet Nozzle Attachment (10) with the slots inside the opening. (Illust. 28)
4. Push the Short Jet Nozzle Attachment (10) into the opening until it reaches the end, then turn clock-wise to lock it into place. (Illust. 29)



Illust.26



Illust.27



Illust.28



Illust.29

**NOTE:** To remove or replace attachments, rotate them counter-clockwise and pull out.

5. Make sure the water tank is full before turning unit on.
6. When the Ready-To-Use Indicator Light (20) turns green, push the ON/OFF switch (19) once to turn unit on. The Hand-Held Steamer will emit continuous steam. To turn unit off, press the ON/OFF switch once again.

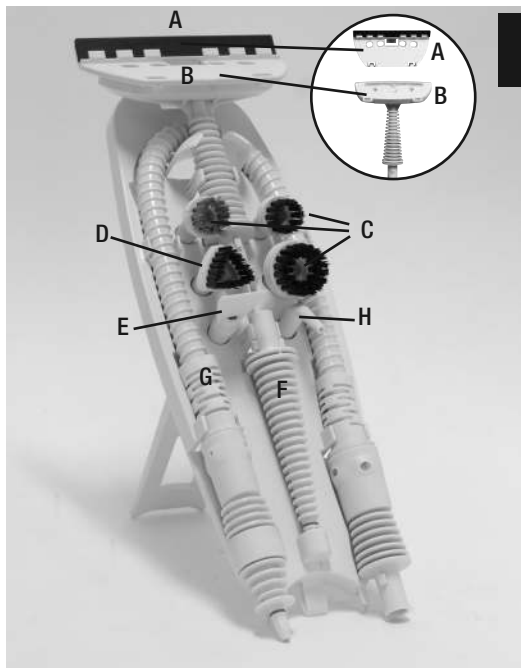
The Green Indicator Light (20) will go on and off during use. This is a normal function which happens as the heater heats up or has reached its optimal temperature. This will not affect cleaning performance and you can continue cleaning as usual.

A little water may “spit” when mixed with steam. This is normal.

**NOTE:** To sanitize work surfaces, kitchen countertops, sinks, bathrooms, etc., hold the Hand-Held Steamer over the area for 15 seconds maximum.

**WARNING: DO NOT USE THE STEAMER ON HEAT/STEAM SENSITIVE SURFACES!** The powerful force of the steam could adversely affect certain materials. Always test a hidden area first if uncertain.

- **NEVER DIRECT STEAM TOWARDS PEOPLE, ANIMALS OR PLANTS**
- **DO NOT USE STEAM TO THAW FROZEN WINDOWS**
- **DO NOT USE ON GLASS**
- **DO NOT USE STEAMER ON LEATHER, WAXED OR POLISHED FURNITURE AND FLOORS, SYNTHETIC FABRICS, VELVET OR OTHER DELICATE, STEAM-SENSITIVE MATERIALS.**



## ACCESSORY CADDY

- A. Window cleaning kit
- B. Fabric Tool
- C. Round Brushes – Nylon X2, Copper X1
- D. Triangular Nylon Brush
- E. Scoop Nozzle
- F. Jet Nozzle
- G. Extension Hose
- H. Angle Nozzle

### Window Cleaning Kit with Squeegee (A)

For windows, glass and hard surfaces

### Fabric Tool (B)

(This tool is part of the Window Cleaning Kit)



Illust. 30A



Illust. 30B

Remove the Squeegee attachment and put a small Microfiber Cleaning Pad (2- Main parts photo) on it as shown. (Illust. 30A & 30B). Use this attachment to steam out wrinkles and deodorize fabrics. For steaming clothing, upholstery and draperies, we recommend that you attach the Fabric Tool to the Extension Hose (G) for easier maneuverability.

**Round Brushes (C) (Illust. 31)**  
**& Triangular Nylon Brush (D) (Illust. 32)**

For use on sealed grout, cook tops and work bench tops.



Illust. 31



Illust. 32



Illust. 33

**Scoop Nozzle (E) (Illust. 33)**  
For use on hard surfaces

**Jet Nozzle (F) (Illust. 34)**  
For use in corners and edges



Illust. 34



Illust. 35

**Extension Hose (G) (Illust. 35)**  
For easier accessibility and maneuverability in hard to reach areas.

**Angle Nozzle (H) (Illust. 36)**  
For angled and hard to reach areas such as windowsills and toilet bowls.



Illust. 36

**HOW TO REMOVE AND ATTACH THE ACCESSORY CADDY**

1. To remove the caddy from the mop body, release the lock on the back of the top



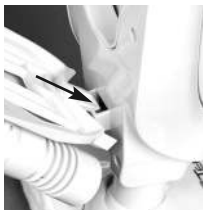
Illust. 38

of the Steamer Body (8) by lifting up the tab. (Illust. 37). Pull back caddy and detach from mop body. (Illust. 38)



Illust. 37

2. To re-attach the caddy to the mop body, insert the caddy tongue on the bottom of the caddy into the designated slot on the back of the mop body and push until it clicks into place. (Illust. 39)

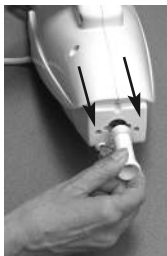


Illust. 39

# ACCESSORY INSTRUCTIONS

## Extension Hose (G) & Jet Nozzle (F) Attachments

1. Pull the adaptor (23) out of the Hand-Held Steamer channel. (Illust. 40)
2. Turn the adaptor (23) to access the channel opening. (Illust. 41)
3. Align the Jet Nozzle (F) or the Extension Hose (G) with the corresponding slots inside the channel. (Illust. 42)
4. Push the Jet Nozzle or the Extension Hose into the channel until it reaches the end, then turn it clock-wise to lock it into place. (Illust. 43)



Illust. 40



Illust. 41



Illust. 42



Illust. 43

**NOTE:** To remove attachments, turn attachments counter-clockwise then pull out of the channel.

The Jet Nozzle (F) can be connected to the Hand-Held Steamer directly or can be connected to the Extension Hose (G) as desired.

## Window Cleaning Kit (A)

To use, attach to the Extension Hose (G) or directly to the Hand-Held Steamer. We recommend using the Extension Hose for maximum maneuverability.



Illust. 44A



Illust. 44B

## Fabric Tool (B)

To use, remove the Squeegee from the Window Cleaning Kit and attach a small Microfiber Cleaning Pad (2 Main Parts List). (Illust. 44A & 44B)

## Round Brushes (C), Triangular Nylon Brush (D), Scoop Nozzle (E), Angle Nozzle (H)

1. Attach the Extension Hose (G) to the Hand-Held Steamer. (Illust. 45)
2. Attach the Jet Nozzle (F) to the Extension Hose (G). (Illust. 46)

**NOTE:** You can also attach the Jet Nozzle directly to the Hand-Held Steamer, however we recommend attaching it to the Extension Hose for better maneuverability.

3. Attach the attachment of your choice to the Jet Nozzle.



Illust. 45



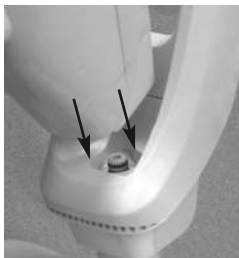
Illust. 46

## RE-ATTACHING HAND-HELD STEAMER TO MOP BODY

1. Remove all attachments.
2. Insert the Power Cord (22) into the clip on the side of the Hand-Held Steamer body. (Illust. 47)



Illust.47



Illust.48



Illust.49



Illust.50

3. Align the Hand-Held Steamer Adapter (23) with the hole in the Mop Body (8) and insert. (Illust. 48)
4. Push the Hand-Held Steamer against the Mop Body until it clicks into place. (Illust. 49)
5. Lock the Hand-Held Steamer to secure in place by bringing down the Hand-Held Steamer Release Tab (12). (Illust. 50)

## AFTER USE

1. Unplug unit from electrical outlet.
2. Remove Mop Pad (2) from Mop Head (3).

**NOTE: Allow Mop Pad to cool and remove carefully as it could still be hot!**

3. Empty any remaining water from the water tank (6) prior to storage.
4. Let any water (due to condensation) drain from the steam nozzle prior to storage.
5. Wrap Power Cord (22) around Cord Holder (15) to store.
6. Wipe all surfaces of the SteamTek3 Mop with a soft cloth and store in a safe and dry area away from children and pets.
7. The Microfiber pads (1) are machine washable in warm water.

**AIR DRY ONLY – DO NOT DRY IN MACHINE**

**DO NOT BLEACH**

**DO NOT USE FABRIC SOFTENER**

**CAUTION! :** Upright storage of the SteamTek3 Steam Mop with a wet Microfiber Mop Pad could result in white mark formations on your floor. In the event that this occurs, use a little vinegar to clean the area.

**IMPORTANT! :** Always empty the water tank after using your SteamTek 3 Steam Mop! If there are any deposits remaining in the tank, add a little water to the tank, close the cap, shake, open cap then empty. Repeat as necessary. **DO NOT IMMERSE IN WATER!**

# CLEANING AND MAINTENANCE

**WARNING! MAKE SURE THAT THE UNIT IS DISCONNECTED FROM THE POWER OUTLET BEFORE FOLLOWING THE PROCEDURES BELOW.**

## How to decalcify the water tank interior:

To clean and decalcify the water tank, add 1 – 2 tablespoons of white vinegar to a FULL water tank, close the cap, then shake. **DO NOT TURN THE STEAMER ON!** Let it sit for a few hours, then empty tank and refill with clean water. Repeat until the water rinses clear.

## How to remove limescale:

Limescale can accumulate over time on the metal parts and can adversely affect mop performance. If your SteamTek3 Steam Mop emits steam more slowly than usual or stops emitting steam, this may indicate that you may need to remove limescale. It is recommended that you remove limescale on a regular basis, especially if you live in an area with hard water. The frequency of removing limescale will vary depending on the hardness of your tap water and how often you use the mop. If this is a chronic problem, we recommend that you use distilled water in your SteamTek3.

### To remove limescale manually:

1. Make sure that the SteamTek3 is disconnected from the power outlet before performing any maintenance.
2. Remove the Hand-Held Steamer from the main mop body and the adapter following the instructions.
3. Use any suitable object such as a long sewing needle to remove scale deposits from the small steam outlet hole. (Illust. 51). Push the needle up and down and twist it in the hole to clean the outlet. Continue until no further debris is evident. Make sure that all scale and debris has been removed from the outlet before reassembly.
4. Attach the Hand-Held Steamer to the main mop body following the previous instructions.



Illust.51

### To remove limescale with cleaning solution:

1. Prepare a solution of 1/3 white vinegar and 2/3 tap water and add to the water tank.
2. Position and secure the mop head away from the floor or surrounding objects and surfaces. Plug unit in and wait for the green Ready To Use Indicator Light (20) to come on.
3. Press the ON/OFF Mop Trigger (16) and let the mop emit steam until the vinegar/water solution is used up. Repeat as often as necessary until a normal steam flow is achieved.
4. Remove the water tank and rinse with tap water.
5. Fill the water tank with fresh water, attach to unit, turn on unit and let it release steam until the tank is almost empty. **DO NOT EMPTY TANK COMPLETELY WHEN UNIT IS ON.**

**NOTE:** After removing limescale, test on an isolated area to ensure that all debris has been removed from the unit before resuming use.

**CAUTION:**

**DO NOT LEAVE THE STEAMER UNATTENDED DURING LIMESCALE REMOVAL AND/OR WHILE IN USE.**

**Cleaning Steamer Attachments that are Blocked:**

If you live in an area that has a high mineral content in the tap water you may notice that less steam comes out from certain accessories. This could be caused by mineral buildup inside the accessory nozzle tips. To clean, first detach the Hand-Held Steamer from the Mop Body as per the previous instructions. Make sure that the unit is not plugged in. Fill the water tank with a 1/3 vinegar - 2/3 water solution and attach each affected accessory to the unit one at a time. Plug unit in and wait for the green Ready To Use indicator light (20) to come on. Press the ON/OFF Switch (19) (once only - Hand-Held Steamer will emit continuous steam until switch is pressed again to turn unit off). Flush the vinegar/water solution through the attachment(s) continuously to remove deposits. Once the steam is emitted smoothly press the ON/OFF Switch again to turn unit off.

**CAUTION:**

**It is preferable to perform these cleaning procedures in a well ventilated and protected area.**



# TROUBLESHOOTING

## **PROBLEM**

**The unit does not turn on  
(No Power)**

## **POSSIBLE CAUSE**

Unit is not properly plugged in

## **SOLUTION**

Make sure unit is properly plugged into a proper electrical outlet and the switch is in the ON position.

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## **PROBLEM**

**Unit emits limited steam or emits no steam**

## **POSSIBLE CAUSE**

- The water tank is empty.
- The Steam Nozzle is blocked
- The copper ball in the water tank does not reach the water
- Limescale deposit

## **SOLUTION**

- Fill Water Tank
  - Remove Mop Head and clean the nozzle
  - Gently rock the mop by the handle to make sure the copper ball in the Water Tank is reaching the water.
  - Clean the limescale as per the previous instructions.
- 

## **PROBLEM**

**Steam escapes from the connected mop parts**

## **POSSIBLE CAUSE**

- Parts are not connected properly
- There are obstructions or debris at the connection points.

## **SOLUTION**

- Turn the unit OFF, allow it to cool down, disconnect the parts and re-attach them securely.
  - Remove parts and accessories, clean and check them, then re-attach.
- 

## **PROBLEM**

**Water drips from the extension hose attachment.**

## **POSSIBLE CAUSE**

There is condensation inside the hose.

## **SOLUTION**

Hold the hose vertically and allow water to drain out.

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## **PROBLEM**

**The cleaning cloth becomes wet**

## **POSSIBLE CAUSE**

The cloth has been saturated with water

## **SOLUTION**

Remove wet cloth and replace with a dry one.  
Allow cloth to cool, then wring it out and re-attach.

### **CAUTION:**

**TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY, ALWAYS UNPLUG UNIT FROM OUTLET BEFORE SERVICING.**

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