

anko

Multifunction Steam Spot Cleaner User Manual



Model No.: DMW008H

Rev 1

Note: This appliance's specifications and/or components are subject to change without prior notice.

If any Accessories should fail during use, please call 1300 105 888 (Australia) or 09 8870 447 (New Zealand) for an immediate replacement. This will save you from returning the product to the store.

If we can assist you in any other way, please feel free to contact us

1	IMPORTANT	4
2	Warnings	4
3	Safety	4
4	Transporting your Appliance	7
5	Floor Surfaces	7
6	Components	9
7	Assembly	10
7.1	Tool Holder	10
7.2	Hose.....	10
8	Tools	11
8.1	Floor Head.....	11
8.2	Crevice Tool.....	12
8.3	Fitting / Removing the Floor Head and Crevice Tool	12
8.4	Fitting / Removing the Extension Tubes and Large Cleaning Head	13
8.5	Filling with Water.....	14
9	Controller	17
10	Safety Cut-Out Device	18
11	Operation	18
11.1	Spot Cleaner	18
11.2	Operation as a Dry Vacuum Cleaner.....	19
11.3	Operation as a Window Cleaner.....	20
12	User Maintenance	20
12.1	Emptying the Dirty Water Tank	21
12.2	Emptying the Clean Water Tank.....	22
12.3	Cleaning the Floor Head	22
12.4	Cleaning the Large Cleaning Head	23
12.5	Cleaning Tool.....	24
12.6	Crevice Tool.....	25
12.7	Cleaning the Filters	25
12.8	Cleaning the Main Unit.....	26
13	Completion and Storage	27
13.1	Cord Storage.....	27
14	Troubleshooting	28
15	Warranty Against Defect	31

READ AND SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

1 IMPORTANT

Please note it is especially important that the filters, water containers and components are kept clean, and the cleaning heads are free from blockages, etc.

Failure to keep it clean and well-maintained will reduce the performance of your Spot Cleaner and may cause the motor to overheat.

Please refer to the “User Maintenance” Section for further instructions on cleaning.

2 Warnings



Before using this appliance, read and follow all warnings and instructions in this manual, even if you are familiar with this product.

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 the 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.

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.



CAUTION: Danger of Scalding. To avoid scalding, DO NOT touch hot surfaces, the Floor Head, the Hot Water or Steam outlet during or just after use.

The appliance must be unplugged after use and before cleaning and carrying out user maintenance on the appliance.

Never remove the tools / accessories whilst in use.



Caution, hot surface. Care must be taken. The surfaces are liable to get hot during use.

3 Safety

Please read this instruction manual carefully before first use. It is advisable to keep this instruction manual for future reference.

For additional protection, it is strongly recommended that the use of a residual current device (RCD) / safety switch with a tripping current not exceeding 30mA be used on the circuit supplying this product. If you are unsure if your home has this device, please contact your nearest Electrical Contractor.

DO NOT direct the water jet or steam towards persons or equipment containing electrical components.

When the appliance is used in a bathroom, unplug it after use since the proximity of water presents a hazard even when the appliance is switched off.

DO NOT dry vacuum if the vacuum cleaner hose and floor head are wet. Allow to completely dry before using it as a dry vacuum cleaner.

DO NOT vacuum ashes, hot coals, cigarette butts, matches or any hot, smoking or burning objects, etc.

DO NOT pick up flammable or combustible materials (i.e., lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.

DO NOT pick up toxic material (i.e., chlorine bleach, ammonia, drain cleaner, etc.)

DO NOT vacuum Toner (for laser printers, copy machines etc.) as there is a risk of fire and explosion.

DO NOT vacuum plaster, cement etc. as the unit will become blocked.

DO NOT store or use the appliance near high-temperature areas.

DO NOT use the vacuum cleaner to pick up large objects, hard or sharp objects such as glass, nails, screws, coins, etc. that are likely to cause damage.

DO NOT use the appliance without all the filters fitted.

DO empty and clean the Dirty Water Container after each use for optimal operation.

DO keep hair, loose clothing, fingers, feet, and body parts away from openings or moving parts.

DO use only on indoor surfaces.

DO Keep all openings free of dust, lint, hair, and anything that may reduce airflow.

DO use extra care when vacuuming on stairs.

DO keep your work area well-lit.

DO NOT use or operate the appliance with a damaged cord or plug.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.

DO NOT use in swimming pools, etc. containing water.

To protect against the risk of electric shock, do not immerse the appliance, cord, or plug in water or other liquids.

For electrical safety, any repairs to the product must be performed by a qualified electrical person only, or the product must be disposed of.

The appliance must be unplugged from the power supply after use, before cleaning, changing accessories, refilling the water tank, emptying the dirty water tank, or carrying out user maintenance on the appliance.

DO NOT close the door on the cord or pull the cord around sharp edges or corners.

DO NOT use the appliance if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.)

DO NOT handle the plug or appliance with wet hands.

DO NOT put any objects into openings.

DO NOT use with any openings blocked and do not restrict airflow.

DO NOT use the appliance if it is blocked. Turn off and clear all blockages before continuing.

DO NOT stand on the appliance.

DO NOT use the appliance if the appliance malfunctions, has abnormal noise, smell, or smoke, is dropped or damaged in any manner or if any breakage is found during the operation.

DO NOT misuse the cord. Never pull the appliance by the cord or pull to disconnect it from the outlet. Instead, grasp the plug and pull to disconnect.

DO NOT attempt to modify this product in any way.

DO turn it off before you connect or disconnect the appliance to or from the mains supply.

DO use only as described in this manual. Use only the manufacturer's recommended attachments.

DO keep the cord away from heated surfaces.

DO store your appliance indoors in a cool dry area.

DO ensure children and babies cannot play with plastic bags or any packaging materials.

DO operate the appliance from a power source of the same voltage, frequency and rating as indicated on the product identification plate.

If a third party uses this appliance, **DO** supply the instruction manual with it.

No liability can be accepted for any damage caused by non-compliance with these instructions or any other improper use or mishandling of the appliance.

This product has not been designed for any uses other than those specified in this manual.

ONLY for domestic use. Industrial or commercial use invalidates the warranty.

Read and Save These Instructions

4 Transporting your Appliance

To move your appliance from room to room, unplug the unit and carry using the carry handle. Never pull or carry the appliance by its power cord.

5 Floor Surfaces

This product can be used for cleaning some hard floors, carpets, mats, rugs, etc.

WARNING: Always follow the floor manufacturer's cleaning instructions. If unsure, **DO NOT USE!**

Care should be taken when using hot water or steaming sealed hardwood floors, as prolonged exposure to hot water or steam in a single spot may cause damage and discolouration to the floor surface. To avoid this, keep the Floor Head in constant motion on these surfaces, and place the floor head or crevice tool on an old towel or similar when finished.

Regular foot traffic and direct sunlight will wear down timber floor surface treatments, making it more susceptible to hot water or steam damage.

This product can be used for cleaning floor surfaces such as some sealed wooden floors, ceramic tiles, granite, marble flooring, including some types of Vinyl.

It must not be used on unsealed timber floors, laminated boards, unglazed ceramic surfaces as surfaces that are not properly sealed may be damaged by exposure to heat and moisture.

Always test a section of the flooring material in an out-of-sight area first to ensure the surface to be cleaned is not damaged by the hot water or steam.

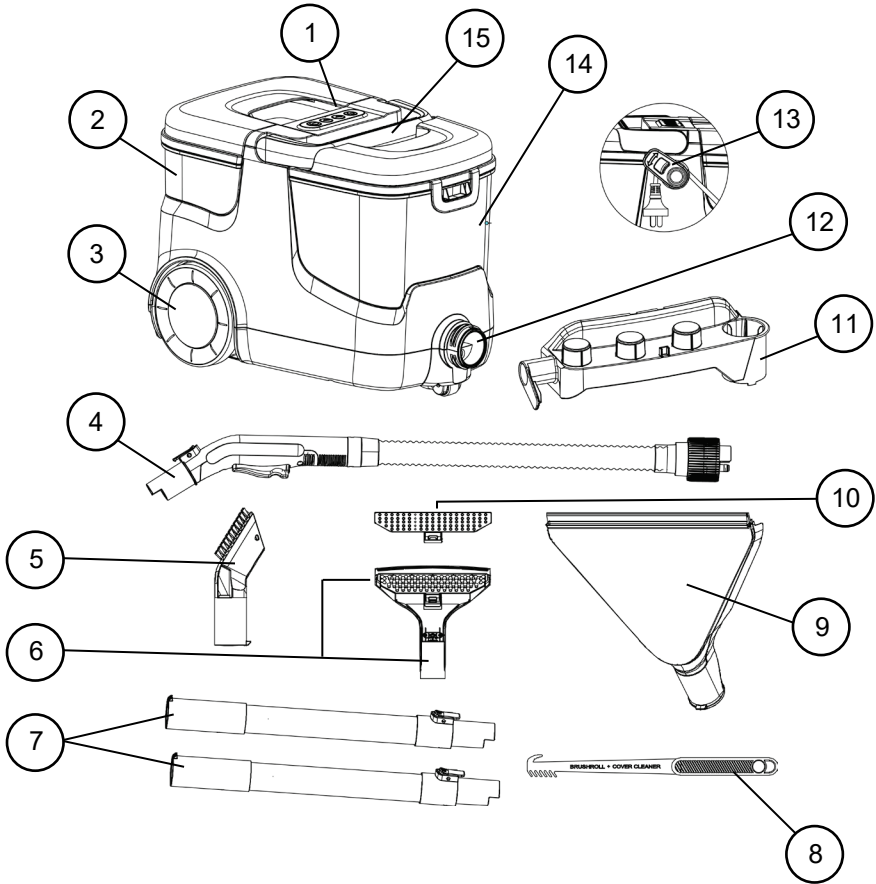
Do Not use on surfaces with soft or heat-sensitive coatings like wax, enamels, oils, etc.

Extremely rough textured floors may damage the Floor Heads.

Do Not use on tables or other types of furniture or fixtures.

Do Not add any cleaning agents into the water tank, such as carpet cleaning detergent, tile cleaner, vinyl floor detergent or any other agents such as rust removers, odour counter-reacting agents, alcohol, cleaners, solvents, etc. as this may cause severe injury to the user, will damage the appliance and could damage the floor surface.

6 Components



1	Control Panel	9	Large Cleaning Head with Squeegee
2	Clean Water Tank	10	Silicon Brush
3	Wheel	11	Tool Holder
4	Handle with Trigger and Hose	12	Hose Coupling
5	Crevice / Brush Tool	13	Power Cord Storage Hook
6	Floor Head shown with Bristle Brush	14	Dirty Water Tank
7	Extension Tubes	15	Carry Handle
8	Cleaning Tool		

7 Assembly

7.1 Tool Holder

Before first use, fit the Tool Holder as follows:

- Take the holder and position it in the slots located in the rear of the unit then push it down hard until it locks in place.

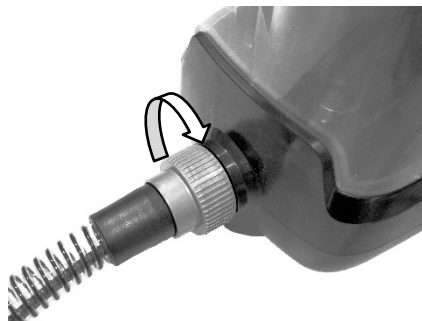
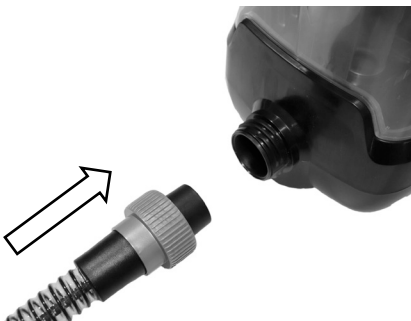


- The Tools can now be stored on the Tool Holder.



7.2 Hose

- Take the coupling end of the flexible hose and align with the threaded coupling on the unit, push in and then screw on clockwise until it is tight.



8 Tools

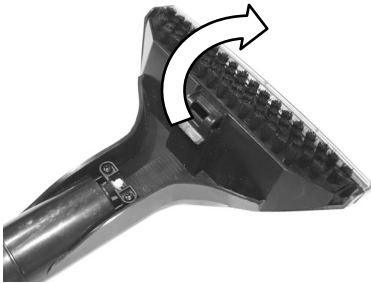
8.1 Floor Head

There is a floor head which can be fitted with two different brushes.

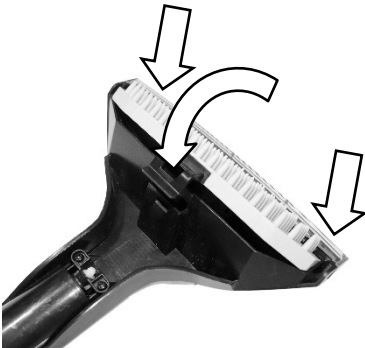
The floor head has a Bristle Brush attachment for use to gently agitate the carpet to help remove stubborn or older stains, or a Silicone Brush for gently cleaning sofas and upholstery etc.



- To remove the Bristle Brush or Silicone Brush, lift the latch up then rotate the brush forward and lift out.



- To fit the Silicone Brush or the Bristle Brush, locate the long edge into the floor head then rotate the brush back and push down hard until the latch locks in place.



8.2 Crevice Tool

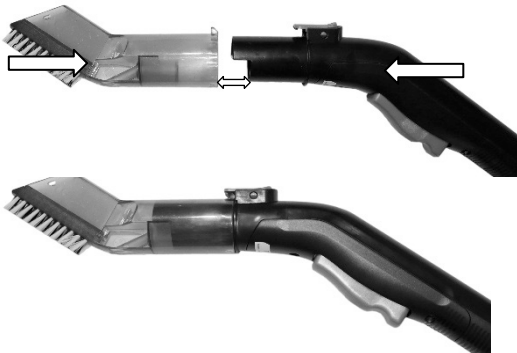
The Crevice Tool has a Bristle Brush for gently agitating the carpet to help remove stubborn or older stains as well as the end of the tool has an open end for vacuuming in tight areas.



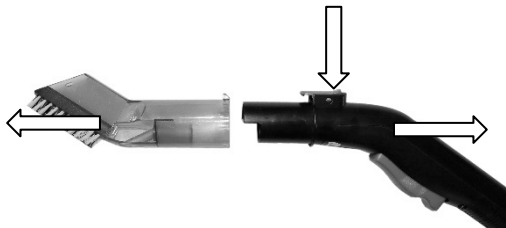
8.3 Fitting / Removing the Floor Head and Crevice Tool

To fit and remove the Crevice Tool or Floor Head to and from the handle, follow the steps following:

Align the handle with the back of the tool, ensuring the water spigot aligns with its mating hole as shown, then push in hard until the lock button on top of the handle locks into place:



To remove the attachments, press the button located on the top of the handle, and at the same time, pull the attachment and handle apart with force.



IMPORTANT: DO NOT pull apart by grasping the flexible hose. Only grasp the handle part and the attachment.

8.4 Fitting / Removing the Extension Tubes and Large Cleaning Head

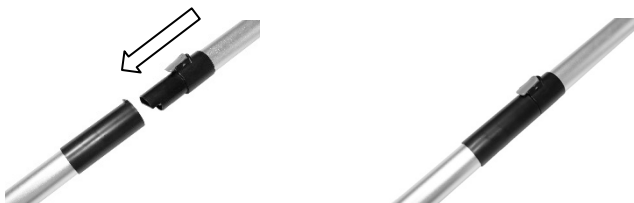
Note: Do Not use the steam function when using the extension Tubes and Large Cleaning Head.

The Large Cleaning Head is used for cleaning spills on hard floors and for cleaning windows. It is fitted with a squeegee rubber to help dry the surface quicker.

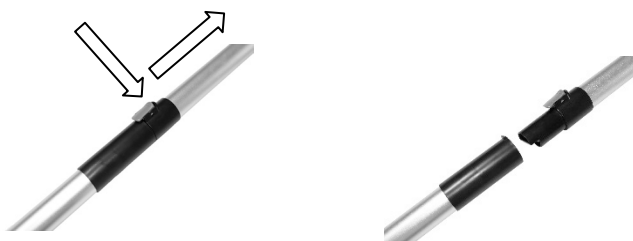
To use the Large Cleaning Head, one or both extension tubes need to be fitted to the handle and the Large Cleaning Head attached to the other end of the extension tube as shown in below steps.



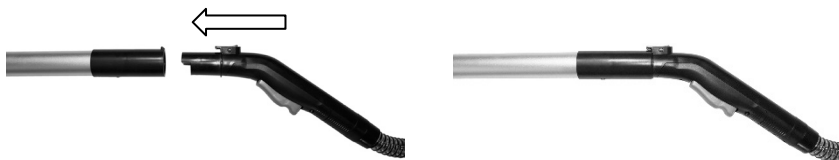
Insert one end of the extension tube into the mating end of the other extension tube, push in hard until it locks in place.



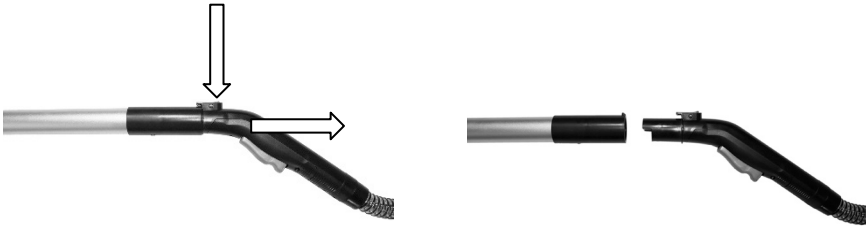
To remove, press the latch down to release and pull the tubes apart.



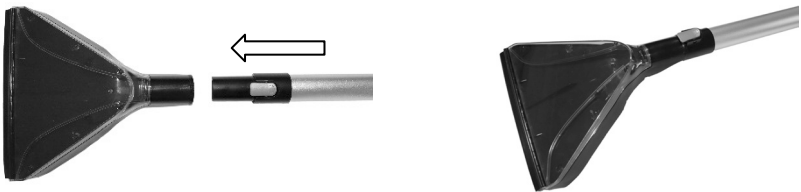
Fit the end of the extension tube to the handle by aligning the two and push the handle into the tube until it locks in place.



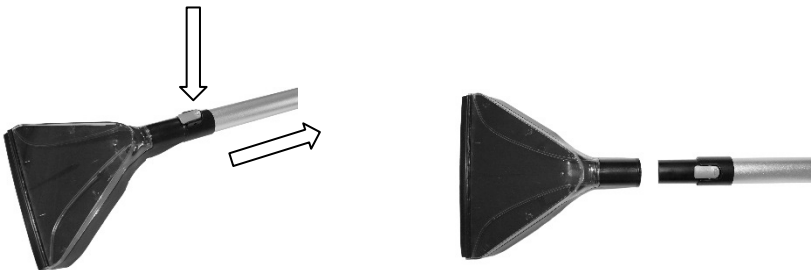
To remove, press the latch down to release and pull the components apart.



Fit the other end of the extension tube to the Large Cleaning Head by aligning the two and push the tube into the Large Cleaning Head until it locks in place.



To remove, press the latch down to release and pull the components apart.



8.5 Filling with Water

IMPORTANT: Do Not add any cleaning agents into the water tank, such as carpet cleaning detergent, tile cleaner, vinyl floor detergent or any other agents such as rust removers, odour counter-reacting agents, alcohol, cleaners, solvents, etc. as this may cause severe injury to the user, will damage the appliance and could damage the floor surface.

Before use, please refer to the sections “Floor Surfaces” in this manual.

Remove the Clean Water Tank by grasping the handle with your fingertips then lift straight up and out.



Open the lid by pulling the latching tab forward then swing the lid up and over.



Fill with clean water up to the “Max” line marked on the side of the water tank.

Close the lid and push down firmly ensuring the locking latch latches closed.



Grasp the water tank by the handle on the top of the water tank then slide it down into the base unit as shown and push down until it seats in place.

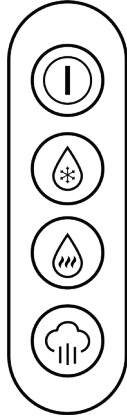


Ensure the Dirty Water Tank is fitted correctly, and the lid is latched closed.



Note: You must clean all water tanks and components after use. Refer to the “User Maintenance” section in this manual on how to do this. Always turn the unit Off when carrying.

9 Controller



On /Off Button

Ambient Cool Water Temp

Hot Water (up to 50°C)

Steam

To turn on, press and release the On / Off Button.

The Vacuum Motor will start, and the Ambient Cool Water Temperature button will illuminate blue colour indicating that if the handle trigger is squeezed, the water from the clean water tank will be pumped out at the temperature of the water in the tank. (No Heating).

To turn off, press and release the On / Off button.

NOTE: the vacuum motor will continue to run for approximately 4 seconds and will then turn off.

CAUTION: Danger of Scalding. To avoid scalding, **DO NOT** touch hot surfaces, the Floor Heads, the Hot Water or Steam outlet during or just after use.

If you desire that the water be heated, and providing the material being cleaned can withstand up to 50°C hot water, press and release the On / Off button to start the appliance and then press and release the Hot Water button.

The Hot Water button will illuminate and flash Red colour.

When the water has been heated and ready to pump, the light will stop flashing and will remain on permanently.

If the trigger is squeezed, the first few seconds of water being sprayed will be cool followed quickly by hot water up to 50°C.

DO NOT test the water temperature by putting your hand or any other part of your body under the water stream as you may be seriously injured by scalding.

If you desire steam for cleaning, and providing the material being cleaned can withstand the high temperature of steam, press and release the On / Off button to start the appliance and then press and release the Steam button.

The Steam button will illuminate and flash Yellow colour.

When the water has been heated and ready to pump, the light will stop flashing and remain on permanently.

If the trigger is squeezed, for the first 30 seconds or so, misting water will be ejected with the steam until the hose has been cleared of water followed by Steam.

DO NOT test the steam temperature by putting your hand or any other part of your body under the steam outlet as you may be seriously injured by scalding.

10 Safety Cut-Out Device

NOTE: This appliance has a Thermal Cutoff Device fitted to the motor.

If the motor overheats during use and the appliance switches off, you **must** turn the appliance off, unplug it from the power outlet, and allow it to cool for approximately 1 hour before reconnecting and switching it on again.

Important: The thermal cut-off device will not reset unless the appliance is unplugged and has been allowed to cool completely.

During this time, clean the small filters, empty, and clean the Dirty Water Tank, check for blockages, and if blocked, unblock. (refer to Maintenance Section).

11 Operation

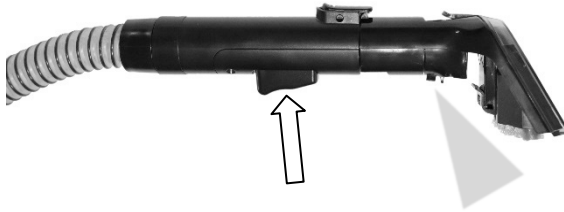
11.1 Spot Cleaner

With the water tank filled with fresh clean water, the flexible hose fitted and ensuring you have fitted the floor head attachment to the handle; fully unravel the power cord then insert the plug into the power point and switch on the power point.

Press and release the On / Off button and the vacuum motor will turn on.



Position the handle attachment over the area to wet with water then squeeze the trigger to spray a fan of water over the area chosen to be cleaned.



When you have applied the desired amount of water to the carpet, release the trigger and the spray will stop.

If using the Floor Head with the Bristle Brush or the Silicone Brush, gently massage the dirty area with a back and forward motion as well as a circular motion.

IMPORTANT: do not scrub hard, gently massage the carpet.

After scrubbing is complete, with the front of the floor head pushed gently into the carpet, move the floor head back and forward slowly over the entire area that was applied with water to allow the dirty water to be sucked up.

Repeat the process if more cleaning is required.

NOTE: The Dirty Water Tank has a “Max” fill line to visually indicate when the tank needs emptying.

The dirty water tank is also fitted with a Suction Cut Off Valve which prevents the dirty water tank from overflowing.

If the suction from the floor head suddenly stops, the dirty water tank is full and needs emptying.

NOTE: If the stain you are attempting to clean is stubborn, you may treat the stain first with a commercially available spot cleaning solution.

Always follow the instructions on the Spot Cleaning Solution container.

DO NOT add any cleaning solutions or chemicals to the clean water tank.

11.2 Operation as a Dry Vacuum Cleaner

DO NOT dry vacuum if the vacuum cleaner hose and floor head are wet. Allow all components to completely dry before using as a dry vacuum cleaner.

Set up the appliance as described previously but without adding water to the clean water tank.

Attach the Floor Head or the Crevice tool.

Press and release the On / Off button to turn on and then start to vacuum the carpet in a back and forward motion.

When finished, press and release the On / Off button to turn it off.

Note: After using the vacuum function, you will need to empty and brush, or wash, out the Dirty Water tank.

Refer to the “User Maintenance” section for how to do this.

11.3 Operation as a Window Cleaner

To clean up spills on hard floors or to clean windows, shower screens etc., fit the Large Cleaning Head to the handle with or without the extension tubes as described previously.

Switch on and select the Ambient Water Temperature setting and start to move the Large Cleaning Head up and down the surface whilst squeezing the trigger to apply water.

Use the squeegee (rubber strip) to remove the dirty water from the surface whilst the vacuum sucks it up.

It is best to start squeegeeing at the top and dragging downward.

Note: You can use the Hot Water Function, however, ensure the surface being cleaned can withstand the high temperature first otherwise the surface may be damaged, or if using on glass, the glass may crack or shatter.

12 User Maintenance

WARNING: The appliance must be switched off and the plug must be removed from the power point before any maintenance, cleaning, filling the Clean Water Tank or emptying the Dirty Water Tank, etc.

12.1 Emptying the Dirty Water Tank

Empty the Dirty Water Tank before the water level reaches the "MAX" line, after every use, or when the suction suddenly stops.

Remove the Dirty Water Tank by first raising the carry handle then grasp the dirty water tank handle with your fingertips then firmly pull straight up and out.



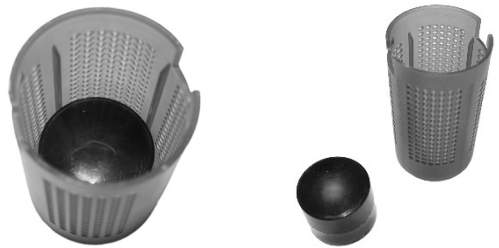
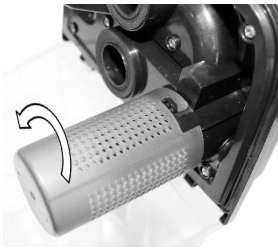
IMPORTANT: Hold the Dirty Water Tank upright after removing and do not tip sideways, forward, or backward as the dirty water will spill out.

Take the dirty water tank to the sink and unlatch the lid by gently prying the latch tab forward and then swing up to open.



Empty the dirty water and remove any debris that may be caught inside.

Remove the internal filter and water float by grasping the filter, rotating it anticlockwise to unlock it then pull straight out.



Wash out the tank, the filter and water float with warm water and mild dishwashing detergent and rinse.

Dry the filter and water float before reassembling in the reverse order of disassembly. Ensure the water float is installed and the filter is locked in place.

DO NOT place components in a dishwasher.

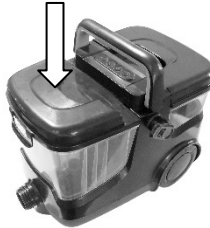
DO NOT use a hairdryer or place them in an oven to dry the components.

Close the lid and push down firmly ensuring the locking latch latches closed.



Refit the dirty water tank to the main unit.

Grasp the water tank by the handle on the top of the water tank then slide it down into the base unit as shown and push down until it seats in place.



Ensure the Clean Water Tank is also fitted correctly, and the lid is latched closed before use.

12.2 Emptying the Clean Water Tank

Empty and rinse out the Clean Water Tank after each use.

Remove the Clean Water Tank and open the lid as described under the section "Filling with Water" in this manual.

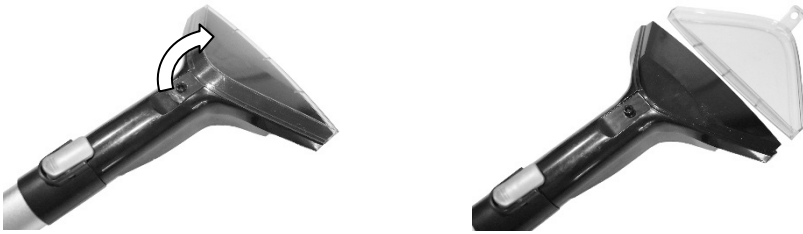
Take the clean water tank to the sink and rinse out with clean fresh water, then close the lid and refit to the main unit as described under the section "Filling with Water" in this manual.

12.3 Cleaning the Floor Head

Important Note: Never use abrasive cleaners, solvents, steel wool, scouring pads, stiff brushes, or strong chemicals that might or might not be flammable and/or damaging to the product.

To clean the Floor Head with the Bristle / Silicone Brush, remove it from the handle and remove the brush as described previously. Alternatively, to make it slightly easier, leave it attached to the handle until you have removed the transparent front part as follows:

Remove the transparent front section by prying the locking tab up and forward then swing the part forward and off as shown.

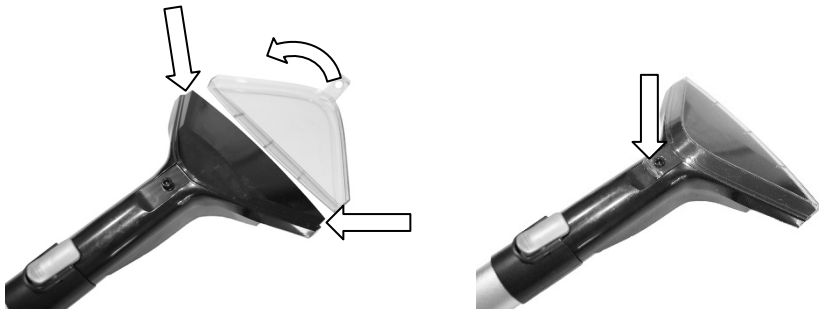


Wash both parts, and the Brushes in warm water with mild dishwashing detergent then rinse in clean cold water and allow too completely dry.

DO NOT place in a dishwasher.

DO NOT use a hairdryer or place it in an oven to dry the components.

Reassemble the front part by hooking it onto the lower front of the floor head, swing it back and then push down firmly until the tab clips shut.



12.4 Cleaning the Large Cleaning Head

Important Note: Never use abrasive cleaners, solvents, steel wool, scouring pads, stiff brushes, or strong chemicals that might or might not be flammable and/or damaging to the product.

To clean the Large Cleaning Head remove it from the handle or Extension Tubes as described previously.

Wash out the Large Cleaning Head in warm water with mild dishwashing detergent then rinse in clean cold water and allow to completely dry.



DO NOT place in a dishwasher.

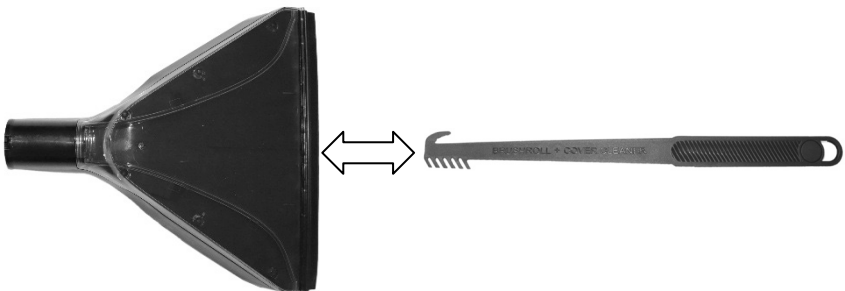
DO NOT use a hairdryer or place it in an oven to dry the components.

12.5 Cleaning Tool



If during use of the attachments, they clog up with fluff or hair etc. you can use the Cleaning Tool to quickly clear away the blockage.

To use, poke the hook end of the Cleaning Tool into the clogged section, hook the blockage and then pull out.



12.6 Crevice Tool

To clean the Crevice Tool, remove it from the handle as described previously.



Wash in warm water with mild dishwashing detergent then rinse in clean cold water and allow to completely dry.

DO NOT place in a dishwasher.

DO NOT use a hairdryer or place it in an oven to dry the components.

12.7 Cleaning the Filters

Vacuum Pre-Motor Filter

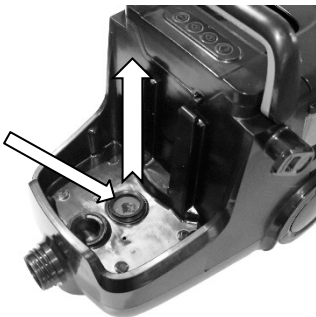
There is a mesh filter between the Dirty Water Tank and the Vacuum Motor.

This filter prevents large particles from being sucked into the motor, which will need periodic cleaning.

To access this filter, first remove the Dirty Water Tank as described previously, then grasp any build-up of debris with your thumb and index finger and pull out.

Note: you can also use tweezers or the like if having trouble grasping the debris.

Grasp the filter and pull straight up and out.

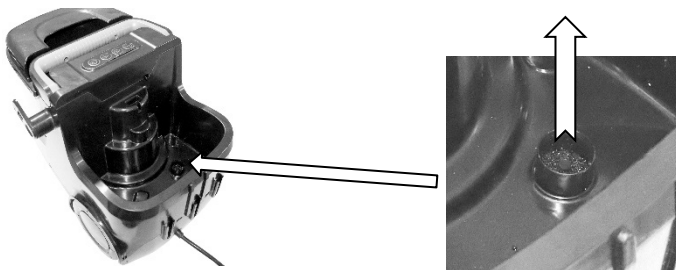


Water Pre-Pump Filter

There is a small round foam filter between the Clean Water Tank and the Pump Motor.

This filter prevents large particles from being sucked into the water pump, which will need periodic cleaning.

To access this filter, first remove the Clean Water Tank as described previously, then using tweezers grasp the small sponge foam filter and pull up and out.



Wash the filters with warm water and mild dishwashing detergent and rinse.

When dry, refit the filters.

IMPORTANT:

DO NOT place the filter in a dishwasher.

DO NOT use a hairdryer or oven to dry the filters.

12.8 Cleaning the Main Unit

CAUTION: DO NOT IMMERSE THE APPLIANCE IN WATER OR LIQUID.

- Turn off and unplug from the power point before cleaning.
- **Never use** abrasive cleaners, solvents, steel wool, scouring pads, stiff brushes, or strong chemicals that might or might not be flammable and/or damaging to the product.
- Clean by using a damp (not wet) cloth with mild detergent and wipe over the surfaces.
- Dry thoroughly with a clean cloth.

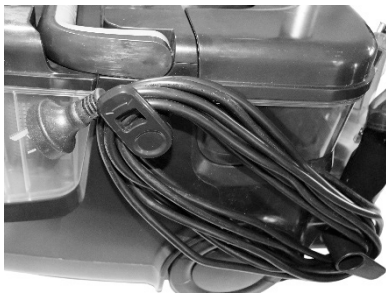
DO NOT place any components in a dishwasher.

13 Completion and Storage

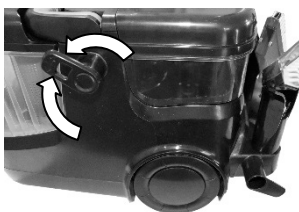
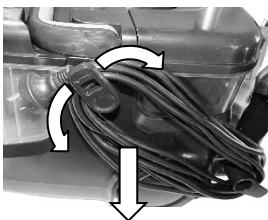
13.1 Cord Storage

There are two hooks located on the side of the appliance for storing the power cord.

Wind the power cord around the two hooks to keep the cable tidy.



To remove the cord, rotate the left hook 180° and slide the cord off, then rotate the hook back ready for winding the cord on when finished.



14 Troubleshooting

Problem	Cause	Remedy
No Water is being sprayed.	Power Not Switched On.	Switch On at power point.
	No power is being supplied to the power point.	Check your circuit breakers.
	No water in the clean water tank.	Add water to the clean water tank.
	The water release trigger in the handle is not activated.	Squeeze the Trigger in the Handle
No Steam is being emitted.	Power Not Switched On.	Switch On at power point.
	No power is being supplied to the power point.	Check your circuit breakers.
	No water in the clean water tank.	Add water to the clean water tank.
	The water release trigger in the handle is not activated.	Squeeze the Trigger in the Handle
	Steam Function has not been selected	Press the Steam Button.
Water is spraying out when Steam Function selected	Water in the tube and heater not hot enough.	Water will be ejected for 30 seconds or so until the water pipe has been cleared of the water in the tube and while the water heats up enough to produce steam.
Water being sprayed is not hot	Hot Water Function has not been selected	Press the Hot Water Button.
Excessively Noisy operation	Filters are blocked	Clean the filters
	Unit is blocked	Check for partial blockages and unblock.
	Dirty Water Tank is getting full.	Empty and clean the Dirty Water Tank.
Suction Not Strong or Stopped	Clean the filters, empty and clean the Dirty Water Tank and inside filter.	
	Check for blockages and unblock.	
	The Dirty Water Tank is full and needs emptying.	

Appliance stops automatically.	Motor has overheated	<p>If the motor overheats during use and the appliance switches off automatically, the appliance is no longer usable and needs to be disposed of.</p> <p>It is very important to keep the filters clean and unclogged.</p>
<p>If all the above checks out and the unit will still not turn on at all, it could be the internal temperature safety fuse that has been activated.</p> <p>If this occurs, call our customer service department for further instructions.</p>		
Static Shock when Vacuuming	<p>In some rare instances, one or two users may feel an electric discharge when touching or using the vacuum cleaner during or after use. This is a well-known phenomenon of Static Electricity discharge that happens in dry and cool environments. Although the feeling of Static Electricity can be unpleasant for the user, it is not dangerous and is not a fault of the vacuum cleaner. If this static discharge is a problem for the user, the user could try wearing insulating footwear during vacuuming (i.e., rubber or leather soles), increase the humidity / heat level in the surrounding environment or both.</p>	

15 Warranty Against Defect

12 Month Warranty

Thank you for your purchase.

Your new product is warranted to be free from defects in materials and workmanship for the period stated above, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. This warranty is in addition to your rights under the Australian Consumer Law. For New Zealand customers, this warranty is in addition to statutory rights observed under New Zealand legislation.

We will provide you with your choice of a refund, repair (where possible) or exchange (availability dependent) for this product if it becomes defective within the warranty period. The business will bear the reasonable expense of claiming the warranty. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, or neglect.

Please retain your receipt as proof of purchase and contact our Customer Service Centre as listed below, for the entity you purchased this product from, for any difficulties with your product. Warranty claims and claims for expenses incurred in returning this product can be addressed to the respective Customer Service Centre.

Our goods come with 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 other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Contact for Kmart purchases	Contact for Target purchases
Kmart Australia Ltd. C/- Customer Service Centre, 690 Springvale Road, Mulgrave Vic 3170 Customer Service: 1800 124 125 (Australia) or 0800 945 995 (New Zealand) or via Customer Help at kmart.com.au	Target Australia Pty Ltd. C/- Customer Service Centre, 2 Kendall Street, Williams Landing, Vic, 3027 Customer Service: 1300 753 567 or via Customer Help at target.com.au/help/contact-us

IMPORTANT! For all technical queries or difficulties in operating the product and for spare parts, contact H.E. Group customer service 1300 105 888 (Australia) and 09 8870 447 (New Zealand).

