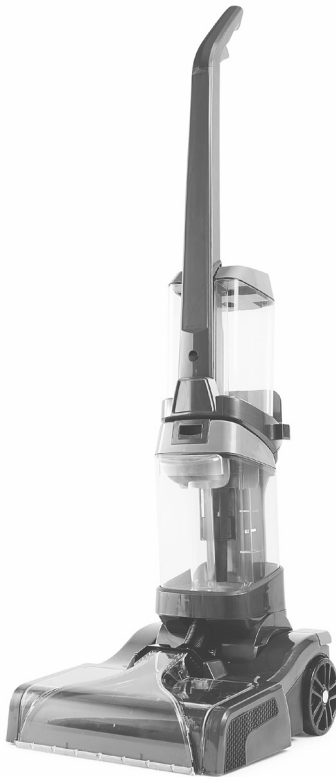




Double Roller Carpet Cleaner For Household Use Only



Model No.: FCW-211

Rev 1

Note: The specifications and/or components of this appliance 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.

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READ AND SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

1 IMPORTANT SAFEGUARDS



Please read this instruction manual carefully before using the appliance for the first time. Keep this instruction manual for future reference.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless they have been given supervision or instruction concerning 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.

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 tanks, or carrying out user maintenance on the appliance.

DO NOT leave the appliance unattended when in use.

DO NOT use near sinks, baths or showers containing water or running water.

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

DO NOT run over the power cord with the appliance.

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

DO NOT use the product to suck up any liquid other than the correct cleaning solution dispensed from it.

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

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

DO NOT use the product to suck up wet or damp materials such as mud, tile grout, plaster filler, or caulking, etc.

DO NOT use the product without the tanks in place.

DO NOT use the product with an external timer or separate remote-control system.

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 in order to avoid a hazard.

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

DO NOT close the door on the cord or pull 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 the appliance malfunctions, makes abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during 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 keep hair, loose clothing, fingers, feet, and body parts away from openings or moving parts.

DO use only on indoor carpeted 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 turn off controls 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 this appliance is used by a third party, **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.

IMPORTANT: Only use a **low-foaming** carpet cleaning solution.

These can be purchased at places such as Bunnings, The Good Guys, Harvey Norman, Amazon, Supercheap Auto, etc.

Always follow the instructions on the Cleaning Solution Bottle.

Do Not add more cleaning solution than that specified on the cleaning solution container.

Read and Save These Instructions

2 Floor Surfaces

This appliance is designed to be used for removing light levels of dirt on carpets.

It is not a substitute for a conventional vacuum cleaner.

Before using the appliance, the carpet that is to be treated must be thoroughly cleaned with a conventional vacuum cleaner.

This appliance is also suitable for use on some tile types, some stone floors, and some PVC.

Always follow the manufacturer's cleaning instructions for the floor surface.

If unsure, **DO NOT USE!**

DO NOT add any other agents into the water tank, such as rust removers, odour counteracting agents, alcohol, solvents, detergents, strong acidic or strong alkali formulas, or any type of cleaning solution not specifically for use in this type of carpet cleaning appliance, as this may cause serious injury to the user and may damage the appliance and carpet.

IMPORTANT: Only use a low-foaming carpet cleaning solution.

These can be purchased at places such as Bunnings, The Good Guys, Harvey Norman, Amazon, Supercheap Auto, etc.

Adding other detergents or carpet cleaners that are not low-foaming may damage the appliance and will make using the appliance extremely difficult due to the foaming suds.

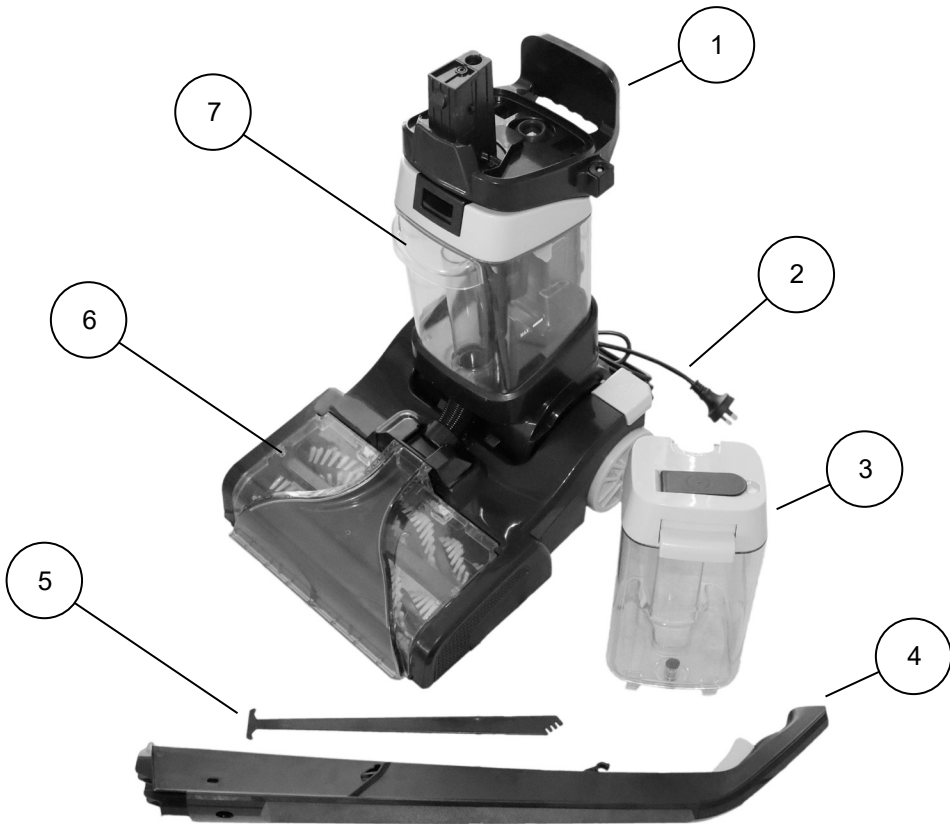
Always follow the instructions on the Cleaning Solution Bottle.

The Clean Water Tank will hold approximately 1.5L (1500ml) of clean water when filled to the "Max" fill line.

Important: Check the ratio on the Cleaning Solution Bottle and add the required amount of cleaning solution to the 1.5 litres of clean water in the water tank.

Do Not add more cleaning solution than that specified on the Cleaning Solution Bottle.

3 Components

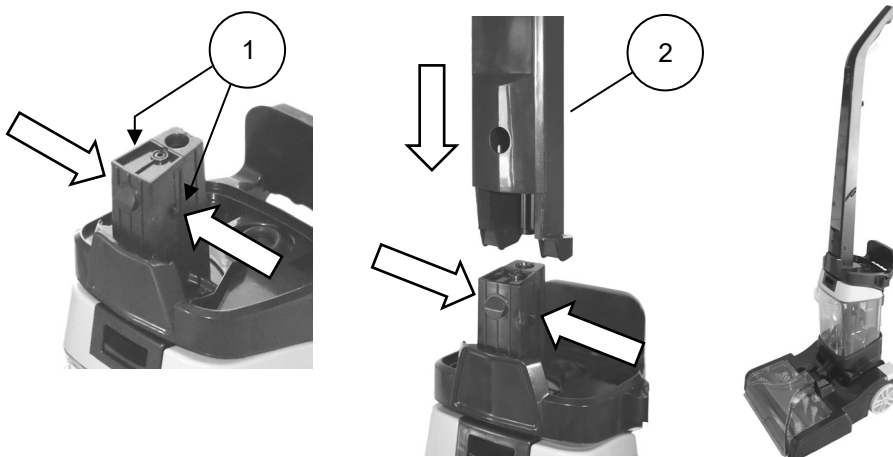


1	Carry Handle	5	Cleaning Hook Tool
2	Power Cord and Plug	6	Brush Cover
3	Clean Water Tank	7	Dirty Water Collection Tank
4	Handle with Water Trigger		

4 Assembly of Handle

Assembly of the Handle is required when you receive your appliance. It is shipped this way to reduce the packing size and reduce packing material waste.

- Set the Appliance in an upright position.
- Whilst pressing in the two side latches on the main unit post (item 1), position the handle (Item 2) over the post and slide down.
- Push all the way down until it locks in place.



5 Carpet Preparation

IMPORTANT: Using the Appliance as a dry vacuum will damage the carpet and the appliance.

Only use the Appliance with an appropriate carpet cleaning solution for use in this type of appliance and for the floor surface type.

- Remove as much furniture as possible. Place plastic or other protective coverings under and around any furniture left in the room.
- Thoroughly vacuum the carpet to be cleaned with a conventional vacuum cleaner.
- Dampen a clean white cloth with the carpet cleaning solution, which has been mixed with the recommended ratio of water that you intend to use.
- Rub the cloth gently over a small out-of-sight test area of the carpet and check for any colour bleeding onto the white cloth.

If the cloth remains clean, it should be safe to clean the carpet.

If any colour from the carpet does bleed onto the white cloth, **DO NOT USE** this particular cleaning solution.

Source a different cleaning solution and test again until you find a cleaning solution that is compatible with your carpet.

Check with your floor surface manufacturer to ensure it is suitable to be cleaned with carpet cleaning solution and this type of appliance.

If unsure, **DO NOT USE**.

6 Filling the Clean Water / Solution Tank

IMPORTANT:

Improper handling of the Appliance may cause injury.

Always switch off and unplug the appliance before filling the water solution tank.

Avoid prolonged skin contact with cleaning solutions.

Keep carpet cleaning solution out of the reach of babies and children.

In case of contact with the eyes, rinse immediately with plenty of water and immediately seek medical advice.

IMPORTANT:

Using the Appliance without the water solution tank in place, or with the wrong solution, may damage the Appliance and flooring.

Always make sure that the water solution tank is properly fitted in place before using the Appliance.

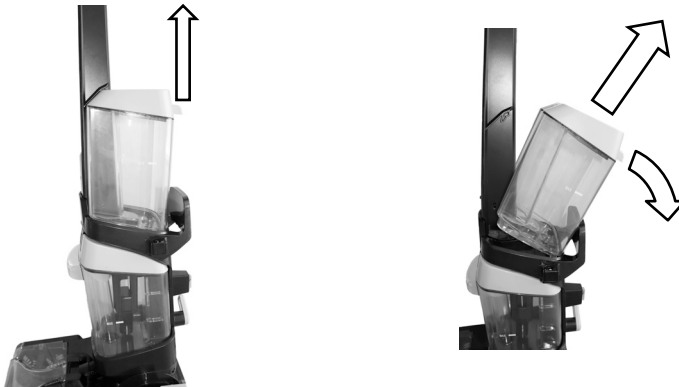
DO NOT add any other agents into the water tank, such as rust removers, odour counteracting agents, alcohol, solvents, detergents, strong acidic or strong alkali formulas, or any type of cleaning solution not specifically for use in this type of carpet cleaning appliance, as this may cause serious injury to the user and may damage the appliance and carpet.

Only use a suitable (**low foaming**) carpet cleaning solution for use in this type of appliance.

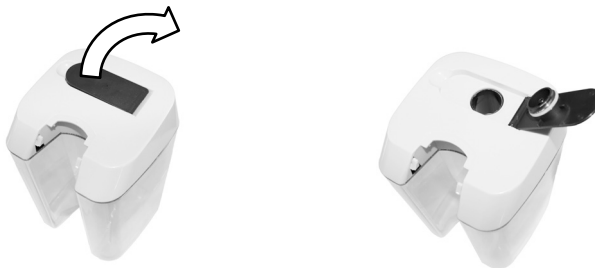
Using incorrect solutions may cause excessive foaming, which will prevent the Appliance from working effectively and may damage the appliance.

Most low-foaming carpet cleaning solutions found in your local stores can be used; however, **always** read the manufacturer's instructions before use.

- Switch off and Unplug the Appliance.
- If the clean water tank is already fitted to the appliance, grasp the finger grip on the back of the water tank, lift up to unlatch, and at the same time swing backwards and pull out.



- Unclip and swing open the filling cap.



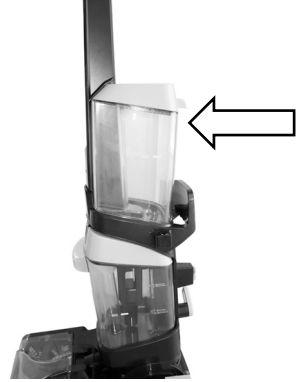
- Following the instructions on the cleaning solution bottle, add the cleaning solution and warm tap water (max. 40°C) to the Cleaning Solution / Water Tank.

IMPORTANT: Ensure the cleaning solution to warm water ratio is correct as per the instructions.

DO NOT fill over the Maximum fill line.

- Close the filling cap and push down to ensure it is sealed properly.
- Place the Cleaning Solution / Water Tank into the back of the appliance at an angle as shown, then swing inward.

- Push it in firmly until it clicks in place.



- Repeat the above procedure to remove the Cleaning Solution / Water Tank from the appliance, then empty any remaining liquid from the tank through the filling hole.
- Rinse the tank thoroughly with clean water to remove any cleaning solution residue and allow the tank to air dry completely before reattaching or storing the appliance.

Note: Always rinse and dry the tank after each use to maintain optimal performance and prevent buildup or odours.

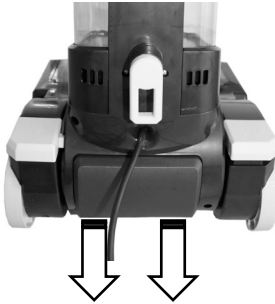
7 Assisted Drying

The appliance has a small inbuilt hot air heater which, when switched on, will blow hot air (approx. 75°C) down onto the floor surface to help with quicker drying.

- To use the assisted drying function, switch the heater On by setting the On/Off switch (located on the back of the appliance) to the ON position "I".



- When the appliance is in use, hotter air will be blown out downward to the floor from the rear motor exhaust vent.



Do Not block the motor exhaust vent.

Note: If the heater is not turned on, warm air will still be emitted from the exhaust vent, but at approximately 60°C.

IMPORTANT: Before using the heater function, be sure that the floor surface can withstand the higher hot air temperature. If unsure, **DO NOT USE** this function.

- To disable the assisted drying function, switch the heater Off by setting the On/Off switch (located on the back of the appliance) to the OFF position "O".



8 Cleaning the Carpet

Before cleaning, determine where to start and stop, making sure you will not walk over the previously cleaned areas.

IMPORTANT: **Do not** oversaturate the carpet with the cleaning solution.

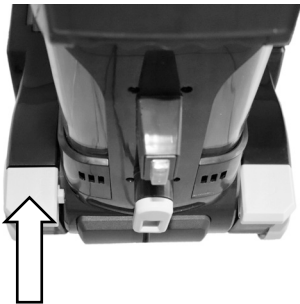
For heavily soiled areas, additional applications may be necessary.

- Ensuring the power cord is fully unwound, insert the power cord plug into the power point and switch on the power point.

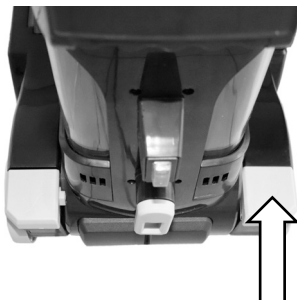
- Clip the power cord into the cord clip on the handle before cleaning starts to help prevent the power cord from getting stuck under the floor head during cleaning.



- Step on the handle release pedal to unlatch the handle and then pull back gently on the handle to lower it into the cleaning position.



- Step on the On/Off Foot Switch to start the appliance.



Whilst gripping the handle, squeeze the Cleaning Solution Release Trigger on the handle and at the same time, push the Appliance forward.

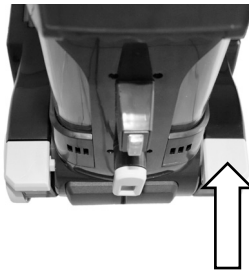
- Release the Cleaning Solution Release Trigger and then pull the Appliance backward on the same path to suck up and remove the dirty cleaning solution from the carpet.
- Repeat these steps to clean other parts of the carpet or heavily soiled areas.

Note: Only squeeze the trigger (applying solution to the carpet) whilst pushing the appliance forward.

Do not apply the cleaning solution when pulling backward, as this is the time for the appliance to suck up and remove the dirty cleaning solution from the carpet.

Failure to operate in this manner will leave your carpets very wet, uncleaned and will use up the cleaning solution very quickly.

- When you have finished cleaning, switch the Appliance off by stepping on the On/Off switch.



- Push the handle forward until it is positioned upright and locked into place.
- Unplug the Appliance and wrap the power cord around the cord storage hooks as shown.



8.1 Tips for Carpet Cleaning

Do not run the appliance over the power cord. To keep the power cord off the floor, hold any excess cord in your free hand while cleaning.

Use a steady, moderate, forward, and backwards motion.

Always work from back to front across a room to avoid stepping on wet carpet.

Do not make the carpet too wet. Use no more than two sets of forward and backward strokes while releasing the carpet cleaning solution. Always follow with dry strokes. The more dry strokes, the better.

Wipe any cleaning solution from woodwork and furniture to prevent any damage.

Allow plenty of time for the carpet to dry and avoid walking on it until it is perfectly dry.

Increased air circulation (open doors, fans, etc.) or the use of a dehumidifier will help the carpet dry thoroughly and prevent the growth of mould or mildew.

If the carpet is not dry and the furniture must be placed back in the room, use clear plastic sheets under the furniture to prevent staining the carpet.

Vacuum the carpet thoroughly before cleaning it and after it has fully dried.

9 Cleaning and Maintenance

IMPORTANT: Never use abrasive cleaners, solvents, steel wool, scouring pads, brushes with metal or nylon bristles, sharp or metallic cleaning utensils such as knives, hard scrapers and the like or strong chemicals that may or may not be flammable and/or damaging to the Appliance.

9.1 Emptying and Cleaning the Dirty Water Collection Tank and Filter

Important: Risk of injury! Improper handling of the appliance may cause injury.

Always switch off and unplug the appliance before removing and emptying the Dirty Water Collection Tank.

An automatic shut-off device prevents the appliance from picking up more dirty water than the Dirty Water Collection Tank can hold.

You will know the Dirty Water Collection Tank needs to be emptied when:

- The motor sound rises in pitch
- The dirty solution has reached the Max Line in the Dirty Water Collection Tank.
- Switch off and Unplug the Appliance.

- Unlock the Dirty Water Collection Tank by pressing the Dirty Water Tank Locking Latch downward, then swinging forward and pulling out.



- Take the Dirty Water Collection Tank to your sink.
- Swing open the small trapdoor to access the coarse filter, grasp the filter and pull it out.



- Remove the Dirty Water Collection Tank top by grasping and pulling straight up and off.



- Empty the Dirty Water and rinse out with fresh, clean water.

- Rinse the coarse foam filter and wash and rinse the float mechanism, ensuring there is no debris jamming the float.

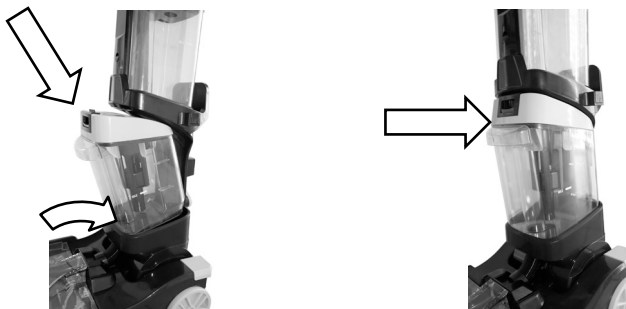


Important: Clean the filter and components after every use.

- Replace the Dirty Water Collection Tank top, ensuring it is fully inserted and sealed.
- Refit the coarse foam filter back in its hole and close the trapdoor.



- Place the Dirty Water Collection Tank back into the Appliance.

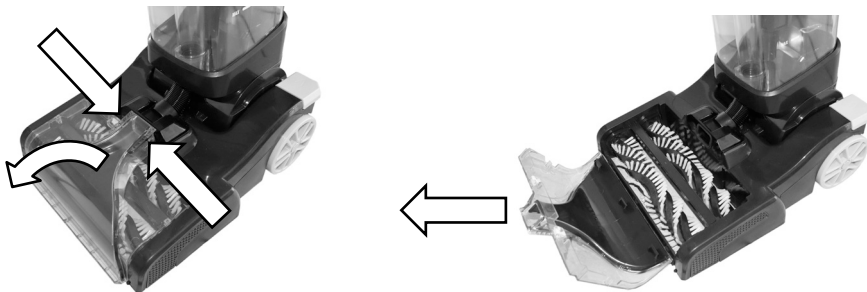


- Push the Dirty Water Collection Tank inward until the water tank locking latch clicks into place.

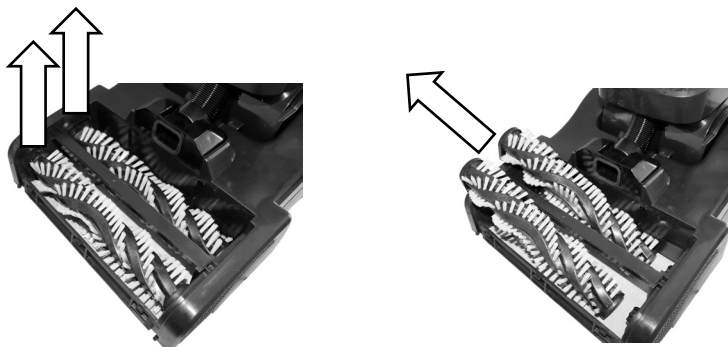
9.2 Cleaning the Rotary Brushes

To access the rotary floor brushes, the brush cover of the floor head needs to be removed first.

- To remove, grasp each side of the brush cover, where shown below, with your fingers, pull up hard to unclip, swing forward, and pull away from the floor head.



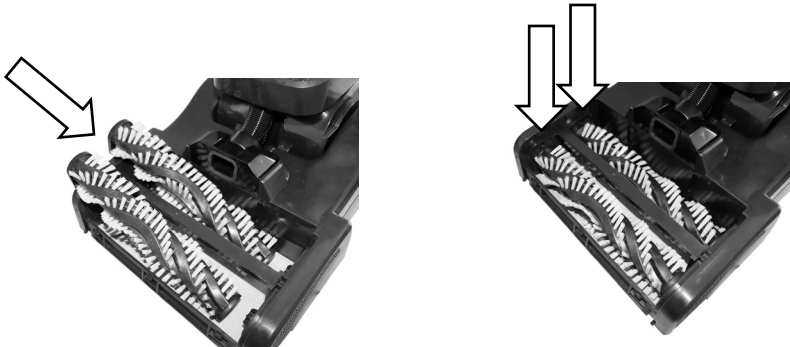
- Grasp the end plate of each brush in turn and pull up, then slide sideways before lifting up and out.



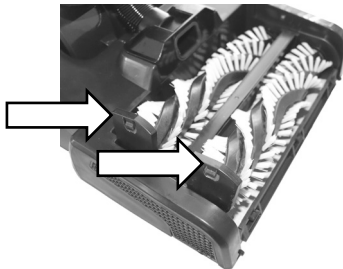
- Clear away any hair or thread, etc., from the brushes and clean the floor head to remove any dirt and debris.
- Wash the brushes in warm water (40°C Max) with mild detergent, rinse in clean water and let dry.

DO NOT place the brushes in a dishwasher to clean.

- Refit the rotary brushes back into the floor head by sliding the brushes in sideways to align with the drive mechanism, then push down until the brushes are fully inserted.

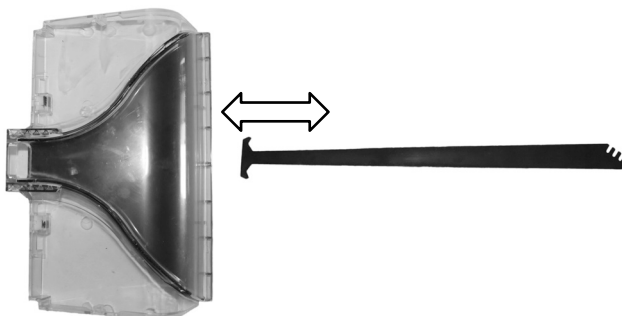


NOTE: The rounded part of the end plate goes toward the bottom, and the flatter tops face up as shown.



9.3 Cleaning the Brush Cover and the Dirty Water Pickup Nozzle

- Take the supplied Cleaning Hook and feed it into the suction nozzle.
- Use the hook end to snag any hair or debris and pull it out.



- Wash the brush cover in warm water (40°C Max) with mild detergent, rinse in clean water and let dry.

DO NOT place the brush cover in a dishwasher to clean.

- Refit the brush cover by aligning the hooks on the front with the location slots, then swinging the brush cover over and push down hard to latch in place.



9.4 Cleaning the Appliance

CAUTION: DO NOT IMMERSE THE APPLIANCE IN WATER OR LIQUID, OR RINSE UNDER A TAP OR WITH A HOSE.

- Turn off and unplug from the power point before cleaning.
- **Never use** abrasive cleaners, solvents, steel wool, scouring pads, brushes with metal or nylon bristles, sharp or metallic cleaning utensils such as knives, hard scrapers and the like or strong chemicals that may or may not be flammable and/or damaging to the Appliance.
- Clean the outside of the appliance with 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.

10 Completion and Storage

Any servicing requiring disassembly other than cleaning must be performed by a qualified appliance repair technician.

When not in use, store your appliance and all its accessories and instruction manual in a cool and dry place.

Mineral deposits and mildew can form when the cleaning solution and/or water are left in the tanks, affecting the performance of the product.

Do Not store the product with the cleaning solution left in the water solution tank or dirty water left in the Dirty Water Collection Tank.

- After you have finished using the Appliance, switch it off and unplug it from the power point.
- Remove and empty the Clean Water / Solution Tank as described under the section “Filling the Clean Water / Solution Tank” and remove and empty the Dirty Water Collection Tank as described under the section “Cleaning and Maintenance”.
- Wind the power cord onto the cord storage hooks.



11 Troubleshooting

Problem	Cause	Remedy
Abnormal Noisy operation	The Dirty Water Collection Tank is full	Empty out the Tank
	Filter not fitted	Ensure the filter is fitted before use.
	Check for partial blockages and unblock.	
	The filter is dirty and blocked	Clean the Filter
Does not function well on some Hard Floors	This appliance is also suitable for use on some tile types, some stone floors, and some PVC.	Refer to Section “Floor Surfaces” for information.
No Solution / Water being applied to carpet.	Trigger in Handle not Squeezed in.	Squeeze the trigger in the handle while pushing the appliance forward.
	No Water / Solution in Water Tank	Fill the Water tank with the correct amount of water and cleaning solution.
	Water / Solution has been used up.	
	Water tank not fitted, or fitted incorrectly	Ensure the Water Tank is fitted correctly
The carpet is soaking wet.	The trigger in the handle is being squeezed in on both the back and forward stroke, not allowing the appliance to suck up the dirty water on the forward stroke.	Squeeze the trigger in the handle while pushing the appliance forward only. Release the trigger when pulling backward.
	The appliance has been used in the same spot too many times.	Only go over the same spot 2 – 3 times before moving to a different spot or use more forward strokes and back strokes without applying the solution.
	The Dirty Water Collection Tank Top has not been fitted or fitted correctly.	Ensure the Dirty Water Collection Tank Top has been fitted correctly to prevent leaks.
The appliance will not switch on.	Power Not Switched On.	Switch on at the power point and Switch on the isolating switch on the back of the appliance to the “I” position, then step on the foot switch to turn on.
The carpet is bleeding colour.	The Cleaning Solution is not compatible with your carpet type. Immediately stop use to prevent any further damage.	Refer to the section “Carpet Preparation” in this manual for testing the carpet before use.
Overheating / Stopping	Clean the filter, empty and clean the Dirty Water Tank, check for blockages, and unblock them, then allow it to cool for approximately 1 hour before trying to restart.	
If all the above checks out and still the unit will not turn on at all, it could be the internal temperature safety fuse, which has activated.		
If this occurs, call our customer service department for further instructions.		

12 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).