

anko

Carpet Cleaner

User Manual



Model No.: FCW-253

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.

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1 Important Information



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 use of the appliance by a person responsible for their safety.

Children should be supervised not to play with the appliance.

Ensure children and babies do not play with plastic bags or packaging materials. Dispose of these materials safely.



Safety & Warnings

- 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.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- 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 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 such wet or damp materials such as mud, tile grout, plaster filler, or caulking, etc.
- Do not use the product without tanks and filters in place.
- 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 the appliance if it has been dropped, damaged, left outdoors, or dropped into liquid (water etc.).
- Do not handle 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, abnormal noise, smell, smoke, is dropped or damaged in any manner or any breakage is found during operation.

- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not place product on cord. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not 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.
- Keep hair, loose clothing, fingers, feet and body parts away from openings or moving parts.
- Use only on indoor surfaces.
- Keep all openings free of dust, lint, hair, and anything that may reduce airflow.
- Use extra care when vacuuming on stairs.
- Do not run over the supply cord. A hazard may occur if the appliance runs over the supply cord.
- Turn off controls before you connect or disconnect the appliance to or from the mains supply.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Store your appliance indoors in a cool, dry area.
- 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, 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 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.
- **IMPORTANT:** Only use a low/non-foaming carpet cleaning solution such as one of the Bissell brand cleaning solutions.
- Always follow the instructions on the cleaning solution bottle. Do not add more cleaning solution than that specified on the cleaning solution container.



This symbol on the product or its packaging indicates:

Do not dispose of electrical appliances or batteries as unsorted municipal waste, use separate collection facilities. Contact your local council for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. Please contact your local council or regional authority for more information on the collection, reuse, and recycling programmes.

Read and Save These Instructions

2 Overview



Ref.	Description	Ref.	Description
A	Spray Trigger	G	Carpet Nozzle with Bristle Brush
B	Handle	H	Dirty Water Tank
C	Cord Storage Hooks	I	Clean Water Tank
D	Upper Body	J	Handle Release Pedal
E	Power Cord	K	On/Off Pedal
F	Lower Body	L	Nozzle Cleaning Tool

3 Assembly

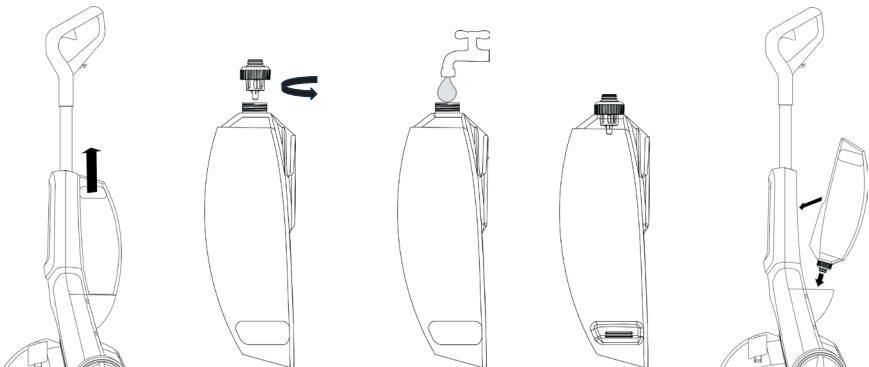
Fully assemble the unit before use.

1. Insert the upper body into the lower body until it clicks into place.
2. Insert the handle into the upper body until it clicks into place.
3. Hold the water tank at an angle, align the tank opening with the water inlet port and the grooves on the back of the upper body, then slide the tank down until it clicks into place.



4 Filling the Clean Water Tank

- Lift the clean water tank upward to remove it from the back of the unit.
- Unscrew the cap from the clean water tank.
- Add 20 mL of low/non-foaming carpet cleaning solution to the clean water tank, then fill with clean tap water. **DO NOT USE BOILING WATER.**
- Replace the water tank cap.
- Refit the water tank onto the back of the unit.



5 Using the Carpet Cleaner

Before you begin

- Ensure the clean water tank is filled (see **Filling the Clean Water Tank**).
- Vacuum the carpet thoroughly before use.

IMPORTANT: Before cleaning, test the low/non-foaming carpet cleaning solution on a small hidden area. Apply a small amount, then blot with a white cloth or white paper towel. Wait 10 minutes and check for any colour transfer or bleeding.

Cleaning Carpets

1. Unwind the power cord from the cord storage hooks and plug it into a suitable power outlet.
2. Step on the handle release pedal to recline the handle to a comfortable position.
3. Move the unit onto the carpet and step on the On/Off pedal to turn it on.
4. Press and hold the spray trigger while moving the unit slowly forward and backward to apply cleaning solution.
5. Release the spray trigger and continue moving the unit slowly forward and backward over the same area to extract the dirty solution.

Notes:

- For stubborn stains, press and hold the spray trigger again and clean the area several times if needed.
 - Avoid stepping on wet carpet during cleaning.
 - Avoid over-wetting the carpet, as this may increase drying time.
6. Once cleaning is finished, step on the On/Off pedal to turn the unit off.
 7. Return the handle to the upright position until it clicks into place.
 8. Unplug the unit from the power outlet.

6 Care and Maintenance

Clean the tanks, filters, and nozzles regularly to maintain cleaning performance.

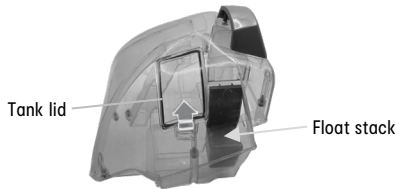
WARNING: To reduce the risk of electric shock, unplug the unit before cleaning or maintenance.

Emptying the Dirty Water Tank

- Remove the dirty water tank by grasping the tank handle and lifting it out.



- Take the tank to the sink, then unlatch and open the lid.



- Pour out the dirty water, then rinse the tank with water to flush out any remaining debris (use a toothbrush for stuck-on dirt, if needed).
- If the float stack inside the tank becomes dislodged during cleaning, place it back properly in its slot before using the unit again. This helps prevent the dirty water tank from overflowing.
- Allow the tank to air-dry completely. Do not dry with a hairdryer, oven, or heater.
- Close the lid securely and refit the tank, making sure it is seated correctly on the unit.

Cleaning the Clean Water Tank

- Remove the clean water tank by gripping its sides and lifting upward.
- Take the tank to the sink, then unlatch and unscrew the cap.
- Empty any remaining water or cleaning solution, then rinse the tank with water.
- Rinse the water tank cap with water to remove any residue or debris.
- If necessary, use a soft brush to clean around the screen on the cap. Blockages may reduce water flow.
- Allow the tank to air-dry completely. Do not dry with a hairdryer, oven, or heater.
- Replace the tank cap securely, then refit the tank onto the back of the unit.

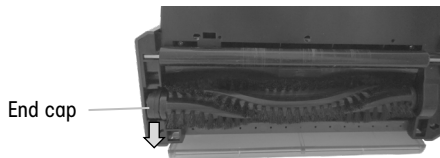


Cleaning the Nozzle and Bristle Brush

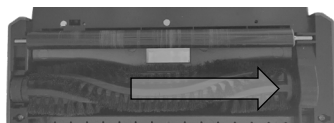
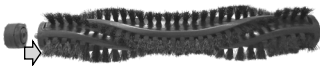
- To access the carpet nozzle and bristle brush, first remove the dirty water tank.
- Remove the carpet nozzle by lifting it out with its latch.



- Lay the unit on its back or side to access the underside. Pull the bristle brush out by gripping the end cap.

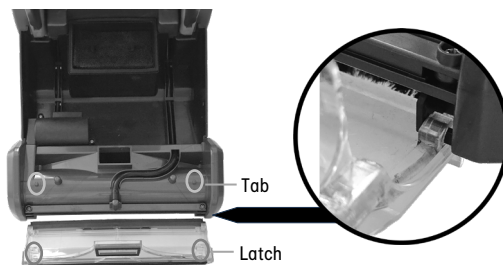


- Remove any hair, fibres, or debris from the nozzle and bristle brush.
- Insert the nozzle cleaning tool into the nozzle opening, then slide it along the inside of the nozzle to loosen and remove any stubborn dirt or debris.
- Use the comb end of the nozzle cleaning tool to remove any hair or debris from the bristle brush.
- Rinse the nozzle and bristle brush with water.
- Allow all parts to air-dry completely. Do not dry them with a hairdryer, oven, or heater.
- Refit the bristle brush into position underneath the unit.



- To refit the nozzle, raise the unit slightly and angle the nozzle into the bottom slots. Swing it into position, then press down until the latch engages with the

tabs and clicks into place.

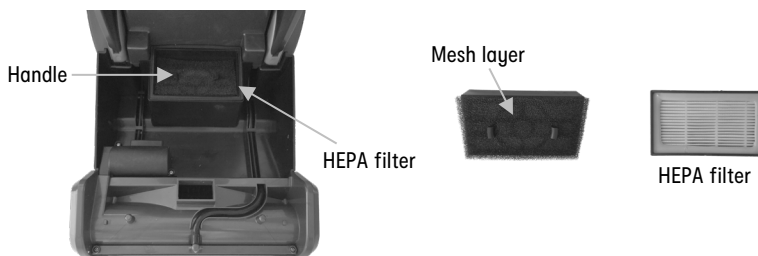


- Refit the dirty water tank onto the base of the unit.



Cleaning the HEPA Filter

- To access the HEPA filter, first remove the dirty water tank.
- Pull the HEPA filter out from its housing using the handle.



- Remove the mesh layer from the top of the HEPA filter.
- Remove any accumulated dirt or debris from the mesh layer and HEPA filter.
- Rinse both parts with water, then gently shake off excess water.
- Allow both parts to air-dry completely before refitting. Do not dry them with a hairdryer, oven, or heater.
- Place the mesh layer back on top of the HEPA filter, then refit the HEPA filter

into the filter housing.

- Refit the dirty water tank onto the base of the unit.

Storing the Unit

- Ensure all parts are clean and completely dry before storage.
- Wipe the outside of the unit with a soft, dry cloth.
- Wrap the power cord neatly around the cord storage hooks for convenient storage.
- Store the unit in a cool, dry place away from direct sunlight.

7 Troubleshooting

Problem	Possible Cause / Solution
The unit does not work	Ensure the plug is fully inserted into the power outlet. Try a different power outlet if necessary.
The unit does not spray	Check that the clean water tank contains water and cleaning solution. Ensure the tank is fitted correctly and the cap is fitted securely. Press and hold the spray trigger fully during use. Clean the nozzle if necessary. If the clean water tank cap is clogged, rinse it with water to remove any residue or debris.
The unit has poor suction or does not pick up dirty water.	Empty the dirty water tank if it is full. Ensure the tank is fitted correctly. Check the nozzle, suction area, and filters for blockages, and clean them if necessary.
Cleaning results are poor or stains remain.	For tough or old stains, apply a small amount of diluted cleaning solution directly to the area. Allow 5-10 minutes for it to penetrate and loosen the stain, then deep clean with the unit.

8 Specifications

Model	FCW-253
Power Input	220-240V~ 50-60Hz
Motor Power	800W
Power Cord Length	6m
Clean Water Tank Max Capacity	2.1L
Dirty Water Tank Max Capacity	1.5L

9 Warranty Information

12 Month Warranty

Thank you for your purchase.

Your new product is warrantied 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 expense 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 L2/ 1 MIDDLE ROAD, CHADSTONE VIC 3148 AUSTRALIA 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 L2/ 1 MIDDLE ROAD, CHADSTONE VIC 3148 AUSTRALIA 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).