

# anko

## Carpet Shampooer

### For Household Use Only



Model No.: VC9385S-6

Rev 2

**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 first use. 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 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 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 such 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 door on 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 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** 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 manufacturer's recommended attachments.

**DO** keep 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 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 Foaming** carpet cleaning solution such as one of the Bissell brand cleaning solutions.

Always follow the instructions on the Cleaning Solution Bottle.

Based on the recommended mix ratio specified on the Bissell Cleaning Solution bottle, add the specified amount to the clean water tank. e.g., for Bissell cleaning solution, the ratio is specified as 50:1 (50 parts water to 1 part cleaning solution) then  $1600\text{ml} \div 50 = 32\text{ml}$ . Add 32ml of cleaning solution to 1.6 Litre of clean water.

**Important:** If using a different brand of cleaning solution, the mix ratio may be different so check the ratio on the bottle and add the required amount of cleaning solution to the 1.6 Litre of clean water in the water tank.

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

## Read and Save These Instructions

## 2 Transporting your Appliance

To move your appliance from room to room, switch off and unplug the appliance, and carry using the carry handle (15).

Never pull or carry the appliance by its power cord.

## 3 Floor Surfaces

This product is only designed for cleaning carpeted surfaces and not hard floor surfaces.

It is strongly advised to always test a section of the carpet in an out-of-sight area first to ensure the surface to be cleaned is not damaged.

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

**DO NOT add any other agents into the water tank, such as, rust removers, odour counter reacting 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 such as one of the Bissell brand cleaning solutions.

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.

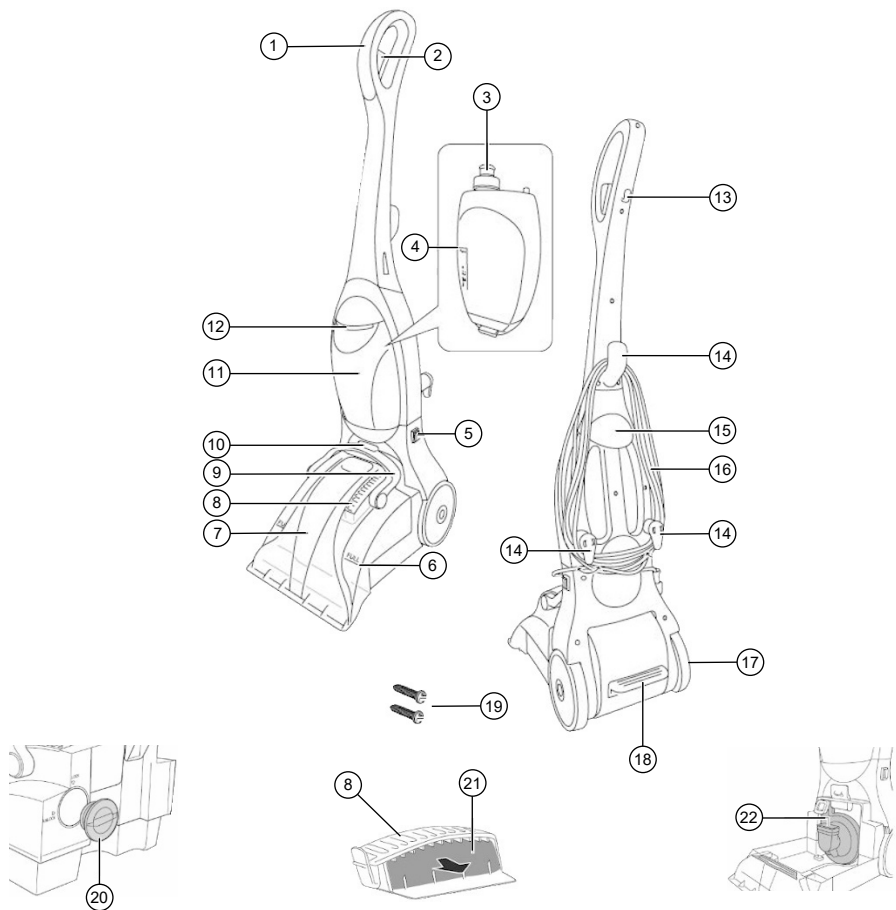
The Clean Water Tank will hold approx. 1.6L (1600ml) of clean water when filled to the "Max" fill line.

Based on the recommended mix ratio specified on the Bissel Cleaning Solution bottle, add the specified amount to the clean water tank. e.g., for Bissel cleaning solution, the ratio is specified as 50:1 (50 parts water to 1 part cleaning solution) then  $1600\text{ml} \div 50 = 32\text{ml}$ . Add 32ml of cleaning solution to 1.6 Litre of clean water.

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

4    Components



|    |                                                  |    |                                              |
|----|--------------------------------------------------|----|----------------------------------------------|
| 1  | Handle                                           | 12 | Cleaning Solution / Water Tank Release Lever |
| 2  | Cleaning Solution Release Trigger                | 13 | Power Cord Clip                              |
| 3  | Cleaning Solution / Water Tank Cap               | 14 | Power Cord Storage Hooks                     |
| 4  | Max. Fill Line in Cleaning Solution / Water Tank | 15 | Carry Handle                                 |
| 5  | ON / Off Switch                                  | 16 | Power Cord and Plug                          |
| 6  | FULL Line in Dirty Water Collection Tank         | 17 | Wheels                                       |
| 7  | Dirty Water Collection Tank                      | 18 | Handle Pivot Release Pedal                   |
| 8  | Air Exhaust Filter Housing                       | 19 | Handle Screws                                |
| 9  | Dirty Water Tank Handle                          | 20 | Dirty Water Collection Tank Cap              |
| 10 | Dirty Water Tank Locking Latch                   | 21 | Air Exhaust Filter                           |
| 11 | Cleaning Solution / Water Tank                   | 22 | Motor Suction Air Filter                     |



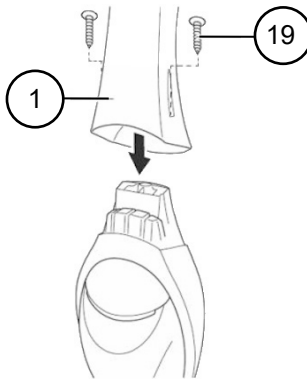
## 5 Assembly of Handle

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.

You will need to use a Phillips Head Screwdriver (not supplied) to secure the two screws.

Set the Appliance in an upright position.

Place the handle (1) firmly onto the main body of the Appliance making sure that the cord clip (13) is on the same side as the cord storage hooks (14).



Using a Phillips head screwdriver, drive a screw (18) into each side of the handle and fasten them securely.

**Do not overtighten** the screws, as this could strip the screw holes

## 6 Carpet Preparation

### **IMPORTANT:**

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

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

- 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 regular 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.

## **7 Filling the 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 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 a wrong solution may damage the Appliance and Carpet.

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

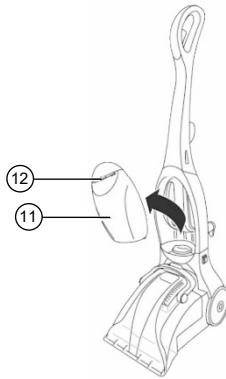
**DO NOT** add any other agents into the water tank, such as, rust removers, odour counter reacting agents, alcohol, solvents, detergents, strong acidic or strong alkali formulas or any type of cleaning solution not specifically for use in this type of carpet cleaning appliance as this may cause serious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

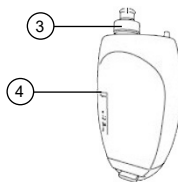
Using incorrect solutions may cause excess foaming, which will prevent the Appliance from working effectively.

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

1. Switch off and Unplug the Appliance.
2. Lift up on the Cleaning Solution / Water Tank Release Lever (12) and then remove the Cleaning Solution / Water Tank (11) from the Appliance.



3. Unscrew (anticlockwise) and remove the Cleaning Solution / Water Tank Cap (3) from the Cleaning Solution / Water Tank.



4. 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 (FULL) (4)

5. Replace the Cleaning Solution / Water Tank Cap (3).
6. Place the Cleaning Solution / Water Tank back into position and push it down firmly until it clicks in place.
7. Repeat the steps above (except step 4) to empty the Cleaning Solution / Water Tank, and rinsing clean after use and before storage.

## 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.

1. Ensuring the power cord (16) is fully unwound, insert the power cord plug into the power point and switch on the power point.
2. Switch the appliance on by setting the on/off switch (5) to the ON position "I".
3. Step on the handle release pedal (18) to unlatch the handle, and then pull back gently on the handle (1) to lower the handle into the cleaning position.
4. Whilst gripping the handle, squeeze the Cleaning Solution Release Trigger (2) and at the same time, pull the Appliance in a backwards direction towards you.
5. Release the Cleaning Solution Release Trigger and then push the Appliance forward in the same path to suck up and remove the dirty cleaning solution from the carpet.
6. Repeat steps 3 – 4 to clean other parts of the carpet or heavily soiled areas.

**Note:** Only squeeze the trigger (applying solution to the carpet) whilst pulling the appliance backward.

**Do not** apply cleaning solution when pushing forward 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 you carpets very wet, uncleaned and will use up the cleaning solution very quickly.

7. When you have finished cleaning, switch the Appliance off by setting the on/off switch to the OFF position "O".
8. Push the handle forward until it is positioned upright and locked into place.
9. Unplug the Appliance and wrap the power cord around the three cord hooks (14).

## 8.1 Tips for Carpet Cleaning

Do not run the appliance over the power cord (16). To keep the power cord off the floor, hold any excess cord in your free hand while cleaning.

Use a steady, moderate, forwards 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

### 9.1 Emptying the Dirty Water Collection Tank

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

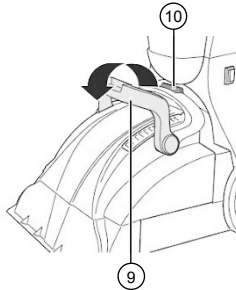
Always switch off and unplug the appliance before emptying the Dirty Water Collection Tank.

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

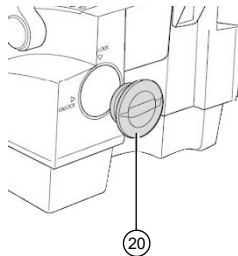
You will know the Dirty Water Collection Tank needs to be emptied when:

- The motor sound rises in pitch
- The dirty solution has reached the FULL line (6) in the Dirty Water Collection Tank.

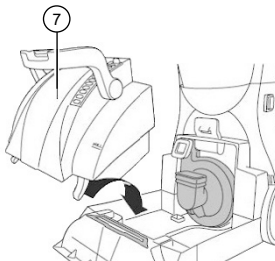
1. Switch off and Unplug the Appliance.
2. Unlock the Dirty Water Collection Tank (7) by pressing the Dirty Water Tank Locking Latch (10) and lifting up the Dirty Water Collection Tank Handle (9) at the same time.



3. Remove the Dirty Water Collection Tank from the Appliance and take to your sink.
4. Open the Dirty Water Collection Tank Cap (20) by turning it anticlockwise, so the grip points to the word "unlock".



5. Empty the Dirty Water Collection Tank and rinse out with fresh clean water.
6. Replace the Dirty Water Collection Tank Cap and turn it to the "lock" position, then place the Dirty Water Collection Tank back into the Appliance.
7. Push the Dirty Water Collection Tank down until the grey water tank locking latch clicks into place.



## 9.2 Cleaning the Appliance

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

- Turn off and unplug from the power point prior to 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 to clean.
- 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.

## 9.3 Cleaning Filters

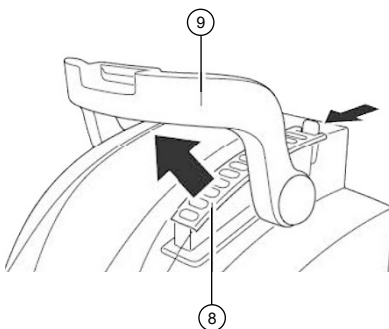
**IMPORTANT:** The Filters must be cleaned regularly for best performance and to prevent damage to your appliance.

Cleaning is best done immediately after you have finished cleaning for the day.

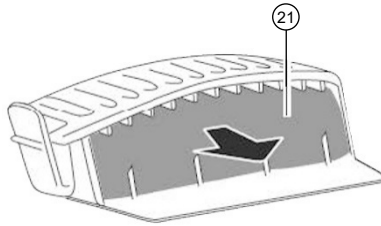
**IMPORTANT!** Never use the appliance without ALL filters fitted.

**Do not** clean the filters with any chemicals as this will destroy them.

1. Remove the Dirty Water Collection Tank (7) as described earlier.
2. Remove the air exhaust filter housing (8) from the Dirty Water Collection Tank.



3. Grasp and pull out the filter (21) from the exhaust filter housing

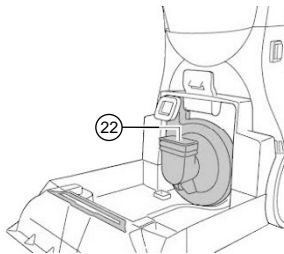


4. Rinse the filter with warm water (max. 40°C) and allow the filter to thoroughly dry.

**DO NOT** scrub or place in a dishwasher.

**DO NOT** wring or use a hair dryer to dry the filter.

5. Refit the filter (or replace with a new one) and assemble the air exhaust filter housing back into the Dirty Water Collection Tank.
6. With the Dirty Water Collection Tank still removed, grasp and pull out the motor filter (22)



7. Rinse the filter with warm water (max. 40°C) and allow the filter to thoroughly dry.

**DO NOT** scrub or place in a dishwasher.

**DO NOT** wring or use a hair dryer to dry the filter.

8. Refit the filter (or replace with a new one) and reassemble the Dirty Water Collection Tank back into the appliance as described earlier.

**Note:** It is recommended to replace the filters every 3 months or sooner if required.



## 10 Completion and Storage

This appliance requires little maintenance.

It contains no user-serviceable parts.

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 safe and dry place

Mineral deposits and mildew can form when the cleaning solution and/ or water is 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 off and unplug from the power point.
- Remove and empty all Water Tanks.
- Wind the power cord on to the cord storage hooks (14).
- To quickly release the power cord, the two lower cord storage hooks (14) can be rotated to allow the power cord to slip off. Rotate the hooks back before winding the cord back on.

## 11 Technical Specification

|                              |                                        |
|------------------------------|----------------------------------------|
| Rated voltage:               | 220 - 240V~ 50Hz                       |
| Power consumption:           | 550 - 650W                             |
| Protection class:            | II                                     |
| IP Protection:               | IPX4                                   |
| Solution Tank:               | 1.6L to FULL line (Max. capacity 2.3L) |
| Dirty Water Collection Tank: | 1.8L to FULL line (Max. capacity 2.5L) |
| Dimensions:                  | D 400 x W 280 x H 335mm                |
| Weight:                      | approx. 6.7kg                          |

## 12 Troubleshooting

|                                                                                                                                                                                                                                              |                                                                                                                                                         |                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Abnormal Noisy operation                                                                                                                                                                                                                     | Dirty Water Collection Tank is full                                                                                                                     | Empty out Tank                                                                                                                                      |
|                                                                                                                                                                                                                                              | Filter/s not fitted                                                                                                                                     | Ensure all filter are fitted before use.                                                                                                            |
|                                                                                                                                                                                                                                              | Check for partial blockages and unblock.                                                                                                                |                                                                                                                                                     |
|                                                                                                                                                                                                                                              | Filters are dirty and blocked                                                                                                                           | Clean the Filters                                                                                                                                   |
| Does not function well on Hard Floors                                                                                                                                                                                                        | This Appliance is not designed to use on Hard Floors. Use on Carpeted surfaces only                                                                     |                                                                                                                                                     |
| No Solution / Water being applied to carpet.                                                                                                                                                                                                 | Trigger in Handle not Squeezed in.                                                                                                                      | Squeeze the trigger in the handle while pulling the appliance backward.                                                                             |
|                                                                                                                                                                                                                                              | No Water / Solution in Water Tank                                                                                                                       | Fill Water tank with the correct amount of water and cleaning solution.                                                                             |
|                                                                                                                                                                                                                                              | Water / Solution has been used up                                                                                                                       |                                                                                                                                                     |
|                                                                                                                                                                                                                                              | Water tank not fitted, or fitted correctly                                                                                                              | Ensure the Water Tank is fitted correctly                                                                                                           |
| Carpet is soaking wet                                                                                                                                                                                                                        | Trigger in 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 pulling the appliance backward only.<br>Release the trigger when pushing forward.                           |
|                                                                                                                                                                                                                                              | Appliance has been used over 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 stroke and back strokes without applying the solution. |
|                                                                                                                                                                                                                                              | The Dirty Water Collection Tank Cap has not been fitted or fitted correctly.                                                                            | Ensure the Dirty Water Collection Tank Cap has been fitted correctly to prevent leaks.                                                              |
| Appliance will not Switch on.                                                                                                                                                                                                                | Power Not Switched On.                                                                                                                                  | Switch On at power point and on the side of the appliance to the "I" position.                                                                      |
| 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.                                                         |
| <p>If all of 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.</p> <p>If this occurs, call our customer service department for further instruction.</p> |                                                                                                                                                         |                                                                                                                                                     |

13    **Warranty Against Defect**

**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 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.<br>C/- Customer Service Centre,<br>690 Springvale Road,<br>Mulgrave Vic 3170<br>Customer Service: 1800 124 125<br>(Australia) or 0800 945 995<br>(New Zealand) or via<br>Customer Help at <a href="http://kmart.com.au">kmart.com.au</a> | Target Australia Pty Ltd.<br>C/- Customer Service Centre,<br>2 Kendall Street,<br>Williams Landing,<br>Vic, 3027<br>Customer Service: 1300 753 567 or<br>via Customer Help at<br><a href="http://target.com.au/help/contact-us">target.com.au/help/contact-us</a> |

**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).**

