



Suction Floor Mop Instruction Manual



Model: EV-M2502
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. 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 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.

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

Safety & Warnings

- This appliance is intended for indoor domestic use only. Do not use outdoors or expose the appliance to rain.
- Do not use the appliance near sinks, baths, showers, swimming pools or other areas containing water.
- To protect against electric shock, do not immerse the appliance, USB charging cable or charging plug in water or any other liquid.
- Do not handle the USB charging cable or charging plug with wet hands.
- Always switch off the appliance before cleaning, maintenance, handling or storage.
- Do not leave the appliance unattended when it is switched on.
- Do not use the appliance if it has been dropped, damaged, left outdoors, dropped into liquid, or is not working correctly.
- Do not attempt to modify, disassemble or repair the appliance. There are no user-serviceable parts inside.
- Use only as described in this manual. Use only manufacturer-recommended attachments and accessories.
- Do not use the appliance without the clean water tank, dirty water tank, and mop pad fitted.
- Keep hair, loose clothing, fingers and other body parts away from openings and moving parts.
- Do not use the appliance to clean up flammable or combustible liquids, such as petrol, alcohol or solvents.
- Do not use the appliance to clean up toxic, corrosive or reactive liquids, such as bleach, ammonia, drain cleaner or strong chemicals.
- **IMPORTANT:** Only fill the clean water tank with clean water or clean water mixed with a suitable low-foaming hard floor cleaning solution.
- Always follow the instructions on the cleaning solution bottle. Only mix the ratio of cleaning solution to water as instructed on the bottle. Do not add more cleaning solution than specified.
- Do not add solvents, alcohol, bleach, corrosive liquids, flammable liquids, rust removers, odour neutralisers, strong acidic or alkaline cleaners, or any cleaning solution not suitable for hard floor cleaning appliances to the clean water tank. Using unsuitable liquids may damage the appliance or floor surface and may cause injury.

- Always make sure the clean water tank and dirty water tank are correctly installed before use.
- Do not use on floors that are not water-safe, including unsealed timber floors, waxed floors, or delicate surfaces that may be damaged by moisture.
- Empty the dirty water tank after each use.
- Empty any remaining water or cleaning solution from the clean water tank after use and before storage.
- For instructions on cleaning, refer to the Care and Maintenance section in this manual.
- Do not store or use the appliance near heat sources or in high temperature areas.
- Store the appliance indoors in a cool, dry place.
- 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.

Recommended Floor Surfaces

This appliance is designed for indoor hard floor surfaces only. Always follow the floor manufacturer's cleaning instructions. If you are unsure whether the appliance is suitable for your floor, test it on a small, inconspicuous area first.

Take care when cleaning sealed timber floors. Prolonged exposure to water in one area may damage or discolour the floor surface. Keep the mop moving during use and do not allow it to sit wet on one spot for an extended period.

Suitable floor surfaces may include sealed hard floors such as sealed timber, ceramic tile, vinyl, marble and granite.

Do not use on unsealed timber floors, unsealed laminate, unglazed ceramic surfaces, waxed floors, soft-coated surfaces or rough-textured floors, as moisture or friction may damage the floor surface or mop pad.

Floor Preparation

Before cleaning, remove loose dirt, dust, hair and debris from the floor. For best results, vacuum or sweep the floor before using the mop.

Remove small objects, cords and other obstacles from the cleaning area. This helps prevent the mop pad from catching on items during use.



WARNING

Only use the USB cable that was supplied with this appliance.

Consumers are cautioned against trying to replace the battery. Using and/or purchasing counterfeit and/or inferior quality batteries have the potential to cause fire, personal injury, and/or damage to property. These batteries are typically found on online-auction websites or from other retailers and are known to pose a potential safety risk.

- Batteries may explode if disposed of in fire.
- The battery is not replaceable. Do not open the appliance.
- Do not use or store in temperatures above 40°C.

Battery Information

This appliance contains a non-replaceable rechargeable lithium-ion battery.

How to deal with leaking batteries

- a. If a battery shows signs of leakage, swelling or unusual odour, stop using the appliance immediately and disconnect it from charging.
- b. When handling a leaking battery, it is recommended to wear protective gloves to avoid direct contact of fluid with skin, eyes or clothing.
- c. If battery fluid comes into contact with skin, rinse immediately with plenty of water. If it gets into eyes, flush continuously with water and seek medical attention promptly.
- d. Do not dispose of leaking batteries in fire, and do not crush, puncture or disassemble them.
- e. Place the leaking battery in a sealed plastic bag and deliver it to an official waste battery collection point for professional disposal.

Battery Specifications

The type reference of the battery: Li-ion 2600mAh 3.6V d.c.



At the end of the appliance's life, it must be disposed of correctly.

Contact your local waste management authority for more information on battery recycling and disposal regulations in your area.

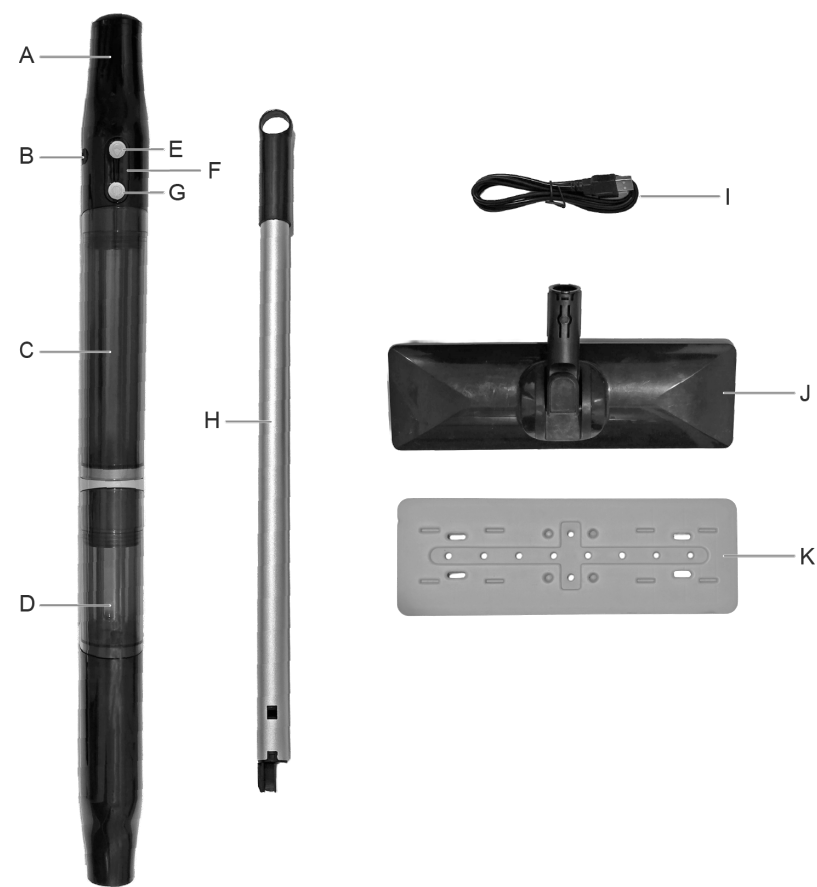


This symbol on the product or its packaging indicates:

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 collection, reuse, and recycling programmes.

Read and Save These Instructions

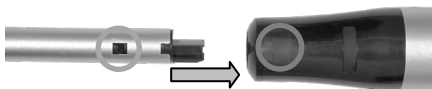
2 Overview



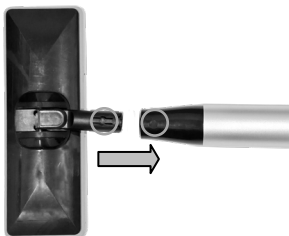
A	Main Body	G	Power Button
B	USB-C Charging Port	H	Handle Tube
C	Clean Water Tank	I	USB Charging Cable
D	Dirty Water Tank	J	Mop Head
E	Wetness Mode Button	K	Mop Pad
F	Wetness Mode and Battery Level Indicators		

3 Assembling the Mop

1. Align the two highlighted parts on the handle tube and the main body, then insert the handle tube into the main body until it clicks into place, as shown below.



2. Align the two highlighted parts on the mop head connector and the main body, then insert the mop head connector into the main body until it clicks into place, as shown below.



Note: The clean water tank, dirty water tank, and mop pad are pre-installed.

4 Charging the Mop

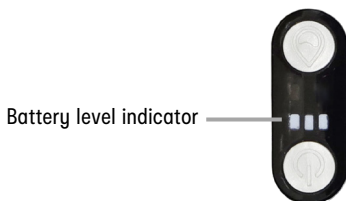
Fully charge the mop before first use. The mop cannot be operated while charging.

Note: The charging time is up to 3.5 hours and the operating time is up to 2 hours. Actual charging and operating times may vary depending on usage conditions.

1. Place the mop on a flat, stable surface.
2. Open the USB-C charging port rubber cover.
3. Connect the small end of the USB charging cable to the USB-C charging port on the mop.



4. Connect the other end of the cable to a 5V, 2A USB power source, such as a USB wall charger.
5. During charging, the current battery level bar blinks. Any fully charged bars remain illuminated.



6. When the battery is fully charged, all three battery level bars remain illuminated. After 30 minutes of inactivity, the battery level bars automatically turn off.
7. Disconnect the USB charging cable from both the mop and the USB power source after charging.
8. Close the USB-C charging port rubber cover securely.

5 Filling the Clean Water Tank

IMPORTANT:

Only use clean water or clean water mixed with a suitable low-foaming hard floor cleaning solution according to the cleaning solution manufacturer's instructions.

Do not add bleach, solvents, alcohol, corrosive cleaners or other unsuitable liquids to the clean water tank.

1. Make sure the mop is switched off.
2. Remove the clean water tank from the main body by grasping both sides, pushing it down, then lifting it out.



3. Lift out the clean water tank cap.



4. Fill the clean water tank with cold or warm tap water (maximum 40°C).
Do not use boiling water. If using a hard floor cleaning solution, mix it with water according to the cleaning solution manufacturer's instructions. The maximum capacity of the clean water tank is 400 mL.
5. Fill only to the MAX line. Do not overfill the clean water tank.



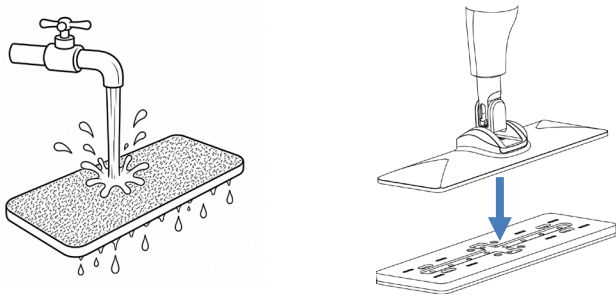
6. Close the cap securely.
7. Place the clean water tank back into the main body as shown below.



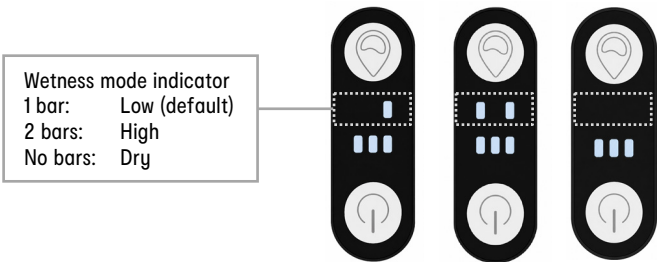
6 Using the Mop

IMPORTANT: Vacuum or sweep the floor thoroughly before using the mop. Do not use the mop on carpets, rugs, or unsealed floor surfaces. If cleaning timber or other delicate floors, avoid overwetting the floor, as excess moisture may cause damage.

For best results, thoroughly rinse the fabric side of the mop pad with clean tap water. Do not wring the mop pad after rinsing. Refit the mop pad securely to the mop head before use (see Section 7.4).



1. Make sure the clean water tank, dirty water tank, and mop pad are correctly installed before use.
2. Press the **Power** button to turn on the mop. The mop starts in Low Wetness mode by default.
3. Press the **Wetness Mode** button to switch between the following modes:
 - **Low Wetness mode (default):** Dispenses less water for light mopping. One indicator bar illuminates.
 - **High Wetness mode:** Dispenses more water for heavier mopping. Two indicator bars illuminate.
 - **Dry mode:** Stops dispensing water and helps remove excess water from the floor. No indicator bars are illuminated.



4. Start mopping the floor.
Note: It may take up to 1 minute for the mop pad to become wet after the mop is turned on. This is normal.

5. Avoid leaving the mop in one position for extended periods, especially on timber floors.
6. When cleaning is complete, press the **Power** button to turn off the mop.

Note: Do not leave the moist mop pad attached to the mop head after cleaning. Clean and air-dry the mop pad completely before refitting it. Refer to the **Care and Maintenance** section for instructions.

7 Care and Maintenance

IMPORTANT: Turn off the mop before cleaning or maintenance. Make sure the rubber cover for the USB-C charging port is closed securely. Do not immerse the main body in water or rinse it under a tap.

7.1 Emptying and Cleaning the Dirty Water Tank

1. Remove the dirty water tank from the main body by grasping both sides, pushing it down, then lifting it out.



2. Take the dirty water tank to a sink.
3. Lift out the dirty water tank cap, then empty the dirty water into a sink.



4. Rinse the dirty water tank and cap with clean tap water.
 5. Allow the dirty water tank and cap to air-dry completely.
- Note:** Do not dry the dirty water tank or cap with a hair dryer, oven, or heater.

IMPORTANT: The dirty water tank **MUST** be emptied as soon as the dirty water reaches the MAX line.



6. Once dry, refit the cap securely, then place the dirty water tank back into the main body as shown below.



7.2 Emptying and Cleaning the Clean Water Tank

1. Remove the clean water tank from the main body by grasping both sides, pushing it down, then lifting it out.



2. Lift out the cap and empty any remaining water or cleaning solution into a sink.

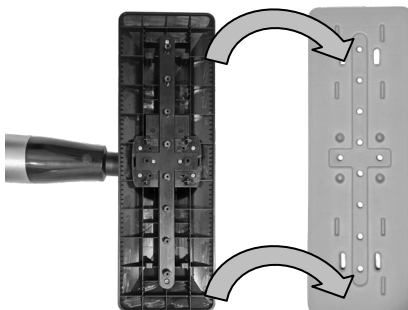


3. Rinse the clean water tank with clean tap water.
4. Allow the tank to air-dry completely.
Note: Do not dry the clean water tank with a hair dryer, oven, or heater.
5. Once dry, refit the cap securely, then place the clean water tank back into the main body as shown below.



7.3 Cleaning the Mop Pad

1. Peel the mop pad off the underside of the mop head.

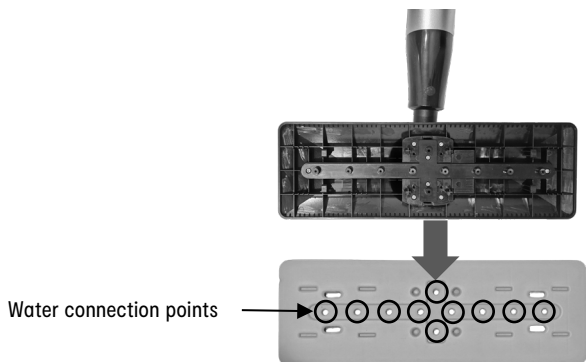


2. Rinse the mop pad under clean tap water to remove dirt and residue.

3. Allow the mop pad to air-dry completely before refitting.
Note: Do not dry the mop pad with a hair dryer, oven, or heater.

7.4 Refitting the Mop Pad to the Mop Head

1. Place the mop pad flat on the floor with the fabric side facing down.
2. Align the mop head with the connection points on the mop pad, then press down firmly until it is securely attached.



Note: Make sure the mop pad is securely attached by gently pressing down across all connection points until it is fully secured.

7.5 Cleaning the Main Body

1. Wipe the outside of the main body with a soft, damp cloth.
2. Use a dry cloth to wipe away any remaining moisture.

Note: Do not use abrasive cleaners, solvents, alcohol or harsh chemicals to clean the main body.

8 Troubleshooting

Problem	Possible Cause	Solution
The mop does not turn on.	The battery is low.	Charge the mop fully before use.
	The mop is charging.	Disconnect the USB charging cable before turning on the mop.
The mop stops during operation.	The battery level is too low.	Recharge the mop and try again.
The battery level bars do not light up during charging.	The USB charging cable is not fully inserted.	Check that the USB charging cable is connected securely to both the mop and the USB power source.
	The USB power source is unsuitable.	Use a 5V, 2A USB power source and the supplied USB charging cable.
The floor is not wet enough.	Low Wetness mode is selected.	The mop starts in Low Wetness mode. Select High Wetness mode for greater water output.
	The mop pad is not wet enough.	Thoroughly rinse the mop pad under clean tap water before mopping. Do not wring it.
	The mop pad is dirty.	Rinse the mop pad with clean water and allow it to air-dry completely. Replace it if worn or damaged.
	The clean water tank is empty.	Refill the clean water tank to the MAX line.
No water is dispensed onto the floor.	Dry mode is selected.	Press the Wetness Mode button to select Low Wetness or High Wetness mode.
	The clean water tank is empty.	Refill the clean water tank to the MAX line.
	The clean water tank is not installed correctly.	Remove and securely refit the clean water tank.
	The mop pad is not fitted correctly.	Refit the mop pad and make sure it is securely attached. Refer to 7.4.
	The water outlet valve on the clean water tank is blocked.	Remove any dirt or debris from around the water outlet valve using a soft brush or damp cloth.
		

Excessive water is left on the floor.	High Wetness mode is selected.	Switch to Low Wetness mode for less water output.
	The mop has been left in one position for too long.	Keep the mop moving during use.
	The dirty water tank is full.	Empty the dirty water tank immediately when the dirty water reaches the MAX line.
	The mop pad has become deformed, damaged or worn from prolonged use.	Replace the mop pad.
The floor dries with streaks.	The mop pad is dirty.	Rinse the mop pad with clean water and allow it to air-dry completely.
	Too much cleaning solution was used.	Empty and rinse the clean water tank, then refill it using the cleaning solution manufacturer's recommended mixing ratio.
	The mop head is not kept flat against the floor.	Move the mop at a steady pace and keep the mop head flat against the floor.
Stains are difficult to remove.	Low Wetness mode is selected.	Select High Wetness mode for wetter mopping and stubborn marks.
	The mop pad is too dry.	Thoroughly rinse the mop pad under clean tap water before mopping.
	The mop pad is dirty.	Rinse the mop pad with clean water and allow it to air-dry completely. Replace the mop pad if it is damaged or worn.
Stubborn or dried-on stains remain after mopping.	The stain has dried onto the floor surface.	Select High Wetness mode and slowly move the mop back and forth over the stained area several times. If required, pre-treat the stain with a small amount of a suitable hard floor cleaning solution, following the cleaning solution and flooring manufacturer's instructions, then mop the area again.

8.1 Replacement Mop Pads / Technical Assistance:

To purchase replacement mop pads or for technical assistance, contact Customer Service.

Australia: 1300 105 888

New Zealand: 09 8870 447

9 Specifications

Model	EV-M2502
Rated Input	DC 5V, 2A
Battery Capacity	Li-ion 2600 mAh
Charging Time	Up to 3.5 hours
Operating Time	Up to 2 hours
Clean Water Tank Capacity	400 mL
Dirty Water Tank Capacity	190 mL

10 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).

