



# CLEANSLATE™

## CARPET & UPHOLSTERY SPOT CLEANER

MODEL: FACSC21S0K

### USER MANUAL

Please visit [Hoover.com.au](http://Hoover.com.au) or [Hoover.co.nz](http://Hoover.co.nz) for FAQ's for this Carpet Cleaner.

IMPORTANT: READ ALL INSTRUCTIONS CAREFULLY BEFORE ASSEMBLY AND USE.

This product is intended for Household use only. If used Commercially warranty is VOID.

Questions or concerns? For assistance, please call Customer Service at 1-300-698-130

from Australia or 0-800-126-688 from New Zealand Mon-Fri 9am-6pm

## IMPORTANT SAFETY INSTRUCTIONS

### SAVE THESE INSTRUCTIONS

READ ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USING THIS PRODUCT.

**WARNING:** When using an electrical product, basic precautions should always be followed to avoid electric shock, fire, and/or serious injury, including the following:

**INTENDED USE** This machine is intended for household use only, for indoor cleaning and vehicle interiors during dry weather conditions.

- Fully assemble product prior to use.
- Operate cleaner only at voltage specified on the rating label on the bottom of cleaner.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- Do not expose to rain, store indoors.
- Do not immerse in liquid. Use only on surfaces moistened by cleaning process.
- To reduce the risk of fire and electric shock due to internal component damage, use only HOOVER® cleaning fluids intended for use with this appliance. See the cleaning fluid section of this manual.
- 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.
- Use only as described in this manual. Use only manufacturer's recommended attachments and products.
- Do not use product with damaged cord or plug. If product is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service at 1-300-698-130 from Australia or 0-800-126-688 from New Zealand prior to continuing use.
- 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 unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or fine wood sandings, or use in areas where they may be present.
- Connect to a properly grounded outlet only (See Grounding Instructions).
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters and tanks in place.
- Do not clean over floor electrical outlets.
- Put product away after use to prevent tripping accidents.

### CAUTION: TO REDUCE THE RISK OF DAMAGE:

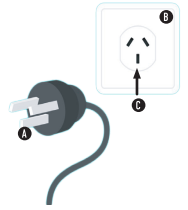
- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store appropriately indoors in a dry place. Do not expose machine to freezing temperatures.
- Do not use sharp objects to clean out hose as they can cause damage.
- To assist in reducing drying time, be certain the area is well ventilated when using detergents and other cleaners with this machine.
- To help prevent matting and resoiling, avoid contact with carpets until they are dry. Keep children and pets away from carpets until they are completely dry.
- Do not store extractor with solution in tanks.

- DO NOT USE THIS EXTRACTOR ON HARD FLOORS. USING THIS PRODUCT ON HARD FLOORS MAY SCRATCH OR DAMAGE YOUR FLOOR.

- Water will drip from the tool after use and may puddle. To avoid damage to wood and laminate flooring and to avoid potential slip hazard, after use (a) do not leave the product on wood and laminate surfaces and remove to a hard surface and (b) place unit on absorbent material (such as a towel) to soak up drips.

## GROUNDING INSTRUCTIONS

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor (C) and grounding plug (A). The plug must be inserted into an appropriate outlet (B) that is properly installed and grounded in accordance with all local codes.



## WARNING:

Improper connection of the equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 240-volt circuit and has a grounding plug that looks like the plug (A) illustrated.

Hoover recommends the use of a Residual Current Device rating of 30mA or less.

Use only Australian approved 10amp extension cords. Care should be taken to arrange the extension cord to prevent it being a trip hazard

**GENUINE PARTS AND ACCESSORIES:** We recommend using only with genuine HOOVER® solutions (for carpet and spot cleaners), parts, and accessories. Damage caused by use with other than genuine HOOVER® solutions, parts, and accessories is not covered by and may void your warranty.

## DO'S

- Check with the manufacturer of your flooring prior to using the carpet washer.
- The clean water tank should be filled with warm water (max 40°C) only. Filling the clean water tank with hot or boiling water will damage the machine and invalidate the warranty.
- Always vacuum your flooring thoroughly before using the carpet washer.
- Test all carpets/rugs/upholstery before full usage. Run the carpet washer over a small hidden area. If no damage or pile distortion occurs continue cleaning.
- Always unplug the carpet washer before carrying out any maintenance and before connecting or disconnecting the hose/accessories.
- Always check tools and accessories are free from damage, dirt and debris before using.
- Take extra care when cleaning on the stairs.
- Always protect the power cable from heated surfaces or near open flames.
- Turn off all controls on the carpet washer before disconnecting or connecting the power cord. After use always wrap the power cord around the cord clips provided.
- Always keep the power cord away from the brushes whilst using the carpet washer.
- Use only Australian/New Zealand approved 10amp extension cords, non-approved extension cords may overheat. Care should be taken to arrange the extension cord as it can be a trip hazard.
- Always use the carpet washer with all water/solution tanks and filters in place.
- Keep all openings clear and free from debris as this may affect the airflow/suction.
- Always use the carpet washer in an upright position. To prevent motor damage from dirty water, never hold the carpet washer upside down or on its side.
- Store the carpet washer in a cool, dry area. Before storing the carpet washer please ensure all water/solutions tanks and filters are thoroughly clean and dry.

## DON'T'S

- Don't leave the carpet washer plugged in when unattended.
- Don't use the carpet washer if it has been dropped, damaged or left outdoors.
- Don't run over the power cord or use the carpet washer if the power cord or plug is damaged. If the supply cord is damaged, it must be replaced by a qualified person in order to avoid a hazard.
- Don't use the carpet washer to pick up any flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use the carpet washer in an area with explosive vapours or liquid.
- Don't handle the plug or use the carpet washer with wet hands.
- Don't pull or carry the carpet washer by the power cord.
- Don't use the carpet washer to pick up hot coals, cigarette butts, matches or smoking hot burning items or use in an area where there may be harmful fluids (chlorine, bleach and ammonia drain cleaner).
- Don't use the power cord as a handle, pull the power cord around corners or sharp edges, or close a door over the power cord.
- Don't unplug the carpet washer by pulling on the power cord.
- Don't carry the carpet washer while it's switched on.
- Don't attempt to remove blockages with sharp objects as this may cause damage to the carpet washer.
- Don't use the carpet washer with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label.

## TECHNICAL SPECIFICATIONS

NAME	CLEANSLATE	WEIGHT	4.4kg
MODEL	FACSC21S0K	DIRTY WATER TANK	680ml
VOLTAGE	220-240V~50Hz	CLEAN WATER TANK	1.18L
WATTAGE	400W	HOSE LENGTH	1.37m
CORD	5.5M		



For assistance, please call Customer Service:  
1-300-698-130 Australia  
0-800-126-688 New Zealand



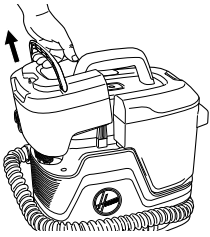
Please visit [Hoover.com.au](http://Hoover.com.au) (AUS) or [Hoover.co.nz](http://Hoover.co.nz) (NZ) for video instructions and FAQ's



Replacement parts and accessories such as solutions available at [Hoover.com.au](http://Hoover.com.au) (AUS) and [Hoover.co.nz](http://Hoover.co.nz) (NZ)



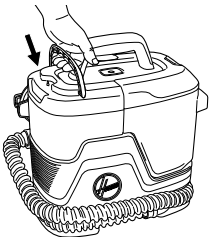
## GETTING STARTED



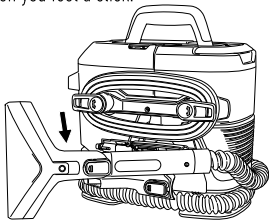
1 Remove Solution Tank from the side of the unit, then remove the cap.



2 Follow the formula ratio chart to add cleaning formula in the Solution Tank.



3 Replace and tighten cap. Slide the tank back into the unit. The tank is secured when you feel a click.



4 Unwrap hose from unit. Select preferred tool and make sure it is attached securely. NOTE: Read the directions on the HOOVER® Carpet Cleaning fluid prior to use.

**CAUTION:** Not to be used for grooming a pet.

**CAUTION:** DO NOT USE THIS EXTRACTOR ON HARD FLOORS. USING THIS PRODUCT ON HARD FLOORS MAY SCRATCH OR DAMAGE YOUR FLOOR.

### Before You Begin Cleaning

Use your Hoover upholstery and spot cleaner only if upholstery fabric is marked with a "W" (for "wet" clean) or "S/W" (for "solvent/dry" or "wet" clean). Don't clean fabric marked "S" ("solvent/dry" clean only).

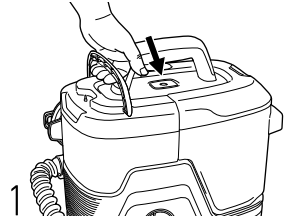
Test for colorfastness in a small, hidden area. Gently rub surface with a dampened white cloth. Wait ten minutes and check for color removal or bleed with a white paper towel.

NOTE: To prevent staining, use plastic or aluminum foil to protect wood or metal surfaces from possible water spray.

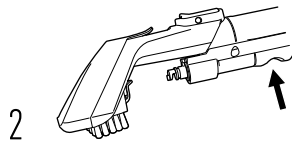
NOTE: To avoid damage to wood floors underneath area rugs or carpet, place waterproof material (e.g. plastic) underneath them before cleaning.

## OPERATION

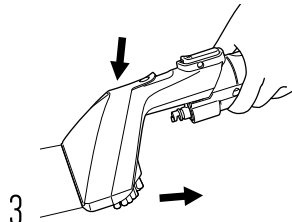
**CAUTION:** Do not clean over floor electrical outlets. Water will drip from the tool after use and may puddle. To avoid damage to wood and laminate flooring and to avoid potential slip hazard, after use (a) do not leave the product on wood and laminate surfaces and move to a hard surface and (b) place unit on an absorbent material (such as a towel) to soak up drips.



1 Press Red Power button on top of unit to turn ON.



2 Hold tool about 10 cm over the spot or stain. Spray a generous amount of cleaning solution over the soiled area by pressing the trigger behind the tool and scrub the stain in a back and forth motion.



3 To lift the stain, release trigger after spraying the stained area then suction up the dirt and cleaning solution by applying downward pressure on the front of the cleaning tool and pulling towards you. Repeat as needed.

**IMPORTANT:** Empty the Recovery Tank when it reaches the MAX fill line or you hear an audible change. Ensure the tank is secured before cleaning. Ensure the tank is secured before cleaning.

For best results, pretreat stains with a HOOVER® spot treatment to help loosen and remove even the most stubborn stains. Distribute a generous amount of pretreat spray on spot, stain or high traffic area. Always follow specific directions found on solution label. Wait 5-10 minutes before using machine.

**STORAGE:** Wrap cord around the cord hooks for convenient storage. Attach the plug end to the cord. For fast cord release, simply turn the cord wraps 180 degrees to the right or left.

**LUBRICATION:** The motor is equipped with bearings which contain sufficient lubrication for their lifetime. The addition of lubricant could cause damage. Do not add lubricant to motor bearings.

Tools and formula may vary by model.

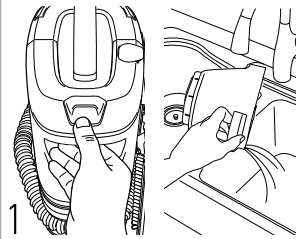
## MAINTENANCE

**WARNING:** To reduce the risk of personal injury - Unplug before cleaning or servicing.

**WARNING:** Use only HOOVER® cleaning products intended for use with the appliance as noted.

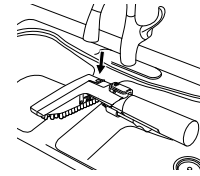
This product contains no serviceable parts. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service at 1-300-698-130 in Australia or 0-800-123-688 prior to continuing use.

### HOW TO CLEAN THE RECOVERY TANK

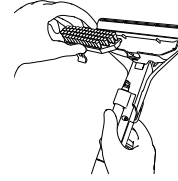


1 Press TANK RELEASE button then lift lid off for emptying and rinsing. Clean water will help remove dirt & debris from the tank. Let air dry before reinstalling.

### HOW TO CLEAN TOOLS



1 Remove the tool from the hose. Rinse hand tool under running water. Remove the nozzle cover by unlatching the clear tab.



2 Remove Insert and rinse under running water.

### HOW TO CLEAN HOSE

1 Fill a bowl with 500 ml of warm water (max 60°C). No solution is required while cleaning the hose.



2 Remove any cleaning tool or attachment from the hose.

### HOW TO CLEAN HOSE (CONT'D)



3 Ensure both the solution and recovery tanks are secured on unit and submerge the end of the hose into the bowl. Do not squeeze the trigger. Press the on/off button turning the CleanSlate on and use the hose to vacuum up all of the water in the bowl. Let unit run for 5-10 seconds before turning off.

4 Repeat process as needed and turn off the unit when hose is fully clean. Empty the recovery tank.

### THERMAL PROTECTION

A thermal protector has been designed into your cleaner to protect it from overheating. When the thermal protector activates the cleaner will stop running.

If this happens proceed as follows:

1. Turn cleaner OFF and unplug it from the electrical outlet.
2. Empty Recovery Tank.
3. Inspect for any obstructions. Clear obstructions if present.
4. When cleaner is unplugged and motor cools for 30 minutes, the thermal protector will deactivate and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner needs servicing.

FORMULA RATIO CHART	SMALL AREA (600ml)	LARGE AREA (1.1L)
<b>PRO TIPS</b> FOR BEST EXPERIENCE: Add water before concentrated formula.		
IF USING HOOVER CONCENTRATE		
Water	Fill water Small Area Line (600ml)	Fill water Large Area Line (1.1L)
HOOVER 2X Concentrated Formula	15ml	30ml
IF USING HOOVER READY-TO-USE PREMIX		
Premixed Formula	Fill premix Small Area Line	Fill premix Large Area Line

## TROUBLESHOOTING **WARNING:** To reduce the risk of personal injury - Unplug before cleaning or servicing.

**REPLACEMENT PARTS AND ACCESSORIES SUCH AS SOLUTIONS AVAILABLE AT HOOVER.COM.AU (AUS) AND HOOVER.CO.NZ (NZ) IF APPLIANCE IS NOT WORKING AS IT SHOULD, HAS BEEN DROPPED, DAMAGED, LEFT OUTDOORS, OR DROPPED INTO WATER, CALL CUSTOMER SERVICE BEFORE CONTINUING USE. [AU 1-300-698-130] [NZ 0-800-126-688]. ALWAYS IDENTIFY YOUR CLEANER BY THE COMPLETE MODEL NUMBER. (THE MODEL NUMBER APPEARS ON THE BASE).**

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	1. Power cord not firmly plugged into outlet. 2. Needs service.	1. Plug unit in firmly. 2. Call our Customer Service 1300-698-130 (AU) 0800-126-688 (NZ)
Cleaner won't pick-up or low suction	1. Recovery Tank is not installed correctly. 2. Recovery Tank is full. 3. Recovery Tank is clogged. 4. Air path is clogged. 5. Recovery Tank debris filter is clogged.	1. Check placement of Recovery Tank in base of cleaner. 2. Empty Recovery Tank. 3. Clean Recovery Tank. 4. Remove Hose and Flush out with Clean Water. 5. Remove debris filter and rinse thoroughly, then replace.
Water escaping from Cleaner	1. Recovery Tank is full. 2. Recovery Tank is not installed correctly. 3. Solution Tank not installed properly.	1. Empty Recovery Tank. 2. Check placement of Recovery Tank in base of cleaner. 3. Review "Getting Started" for Solution Tank Installation.
Cleaner won't dispense	1. Solution Tank is empty. 2. Solution Tank not installed properly. 3. Needs service.	1. Fill Solution Tank. 2. Review "Getting Started" Solution Tank Installation. 3. Call our Customer Service 1300-698-130 (AU) 0800-126-688 (NZ)
Hose nozzle will not spray after filling the Clean Water Tank or Solution Tank Container.	1. Air is trapped in the pump and hose. 2. Nozzle is clogged with dried detergent.	1. Turn on the cleaner. If hose does not spray, prime the pump by lowering the hose down to the floor and hold the trigger for up to 1 minute. 2. Clear the obstruction with a needle or pin.
Motor noise becomes high-pitched	1. Recovery Tank is full. 2. Recovery Tank is clogged. 3. Air path is clogged. 4. The float in the Recovery Tank has been activated.	1. Empty Recovery Tank. 2. Clean the Recovery Tank. 3. Unclog air path. 4. Review Cleaning the Recovery Tank.