



STEAM FRESH PET STEAM CLEANER

USER GUIDE



FACSM24P



IMPORTANT SAFETY INFORMATION

This steam mop is intended for household use only and NOT for commercial or industrial use.

PLEASE KEEP INSTRUCTIONS FOR FURTHER USE AND USE ONLY AS INSTRUCTED IN THIS GUIDE.

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

WARNING: Danger of scalding. The steam mop head gets very hot during operation.

IMPORTANT: The steam mop is equipped with a thermostat and a thermal cut-out. If for any reason the unit should overheat, the thermostat will automatically turn the unit off. Should this occur, unplug the steam mop from the electrical outlet and turn off the switch. Let the unit cool, remove and empty the water tank. To re-start the machine, plug it into an electrical outlet and switch it back on.

- Fully assemble machine prior to use.
- Only use the steamer indoors and keep the area you're cleaning well lit.
- Turn OFF the on/off switch on the steam mop controls before disconnecting or connecting from the mains supply.
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the steamer.
- The machine is not intended to be used or cleaned by persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given instructions concerning the safe use of the appliance by a person legally responsible for their safety. They should be supervised whilst using the appliance. Children shall not use, clean or play with this appliance, which when not in use should be secured out of their reach.
- This steamer should not be used to clean electrical appliances such as televisions and electrical heating systems etc.
- To reduce the risk of fire and electric shock, due to internal component damage, use only recommended steam solutions intended for use with this appliance.

Don'ts

- Don't leave the machine plugged in when unattended.
- Don't touch any hot areas/accessories on your steamer. It's normal for the steamer and accessories to heat up during use, always allow them to cool down before handling.
- Don't use the steamer if it has been dropped, if there are visible signs of damage or if it is leaking, or if it has been immersed in water or left outdoors.
- Don't handle the plug or use the steamer with wet hands.
- Don't pull or carry the steamer by the power cord.
- Don't aim the steamer at people, animals, plants and electrical components such as oven interiors or wires.
- Don't touch the steam jet, steam boost or floorhead at a close distance (there is a risk of scalding).
- Don't use on a surface that is damaged or use on windows during cold temperatures.
- 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.

IMPORTANT SAFETY INFORMATION

- Don't attempt to remove blockages with sharp objects as this may cause damage to the steamer. Remove blockages only as instructed in this guide.
- Don't unplug the steamer by pulling on the power cord or run over the power cord. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Don't use the steamer with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label.
- Don't over saturate your flooring/surface.
- Don't use on a surface that is damaged, uneven or incorrectly fitted.

WARNING: Never leave the steam mop in one spot on any surface for an extended period of time, as this may damage the floor surface.

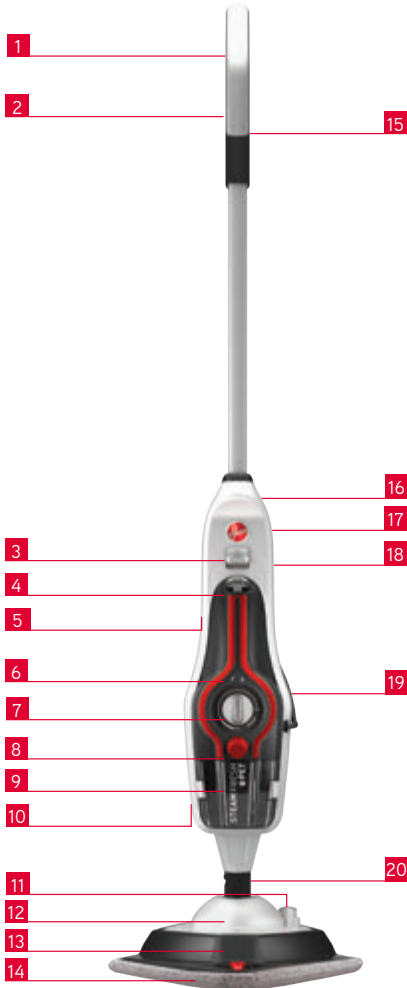
Do's

Refer to the floor/surface manufacturer's care recommendations before use. Test your flooring/surface - run the machine over a small hidden area, if no damage or discolouration occurs continue cleaning. Not suitable for use on water sensitive flooring/areas.

- Always make sure the hose and accessories are not damaged, are free from dirt and debris and are securely connected and locked into place before use.
- Always fill the clean water tank with water only. Never add perfume, stain remover or products containing alcohol. Filling the clean water tank with hot or boiling water will damage the machine and invalidate your guarantee.
- Please ensure that you wash and dry the removable microfibre pads after each use to help keep your Hoover® steam cleaner hygienic.
- Always vacuum your carpets thoroughly and ensure hard floor areas are free from grit and debris before using the steamer.
- Take extra care when cleaning on stairs.
- Always make sure tanks are fitted correctly before using the steamer.
- Always carry the steamer by the handle.
- Always unplug the steamer before carrying out any maintenance or when unattended.
- Turn off all controls on the steamer before disconnecting or connecting the power cord. After use always loosely wrap the power cord around the cord clips provided.
- Always protect the power cable from heated surfaces or near open flames.
- 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 could be a trip hazard.
- Store the steamer in a cool, dry area away from children. Before storing the steamer please ensure all water/solution tanks and hard water filter are thoroughly clean and dry.
- Keep the appliance out of reach of children when it is energised or cooling down.

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- 3 Handheld release button
- 4 Handheld steam trigger
- 5 Solution control dial
- 6 Steam ready indicator
- 7 Steam control dial
- 8 Power ON/OFF button
- 9 Water tank
- 10 Hard water filter (hidden)
- 11 Steam Boost button
- 12 Compact scrub brush (hidden)
- 13 Floorhead
- 14 Microfibre cleaning pad
- 15 Cable hook (hidden)
- 16 Handle release button (hidden)
- 17 Solution tank (hidden)
- 18 Quick cord release hook (hidden)
- 19 Tool storage (hidden)
- 20 Floorhead release button
- 21 Carpet Glider
- 22 Ergonomic hose
- 23 Concentration nozzle
- 24 Grout brush
- 25 Window tool
- 26 Detail nozzle
- 27 Flat surface tool
- 28 Soft scrub brush
- 29 Deep scrubbing brush
- 30 250ml Steam solution



QUICK START

1 Assembly

Push the handle into the main body until it clicks into place.



2 Filling the water tank

Fill with water to the max level.



3 Filling the solution tank

Add solution and top up with water.



4 Using the pad

Place pad white side up, to cover the whole floorhead.



5 Operation

Press the ON/OFF button to switch on. The green light will illuminate to indicate the steamer is ready to use.



6 Cleaning

Squeeze trigger to release steam. Push forwards and backwards to clean.



PLEASE READ THE SAFETY INFORMATION BEFORE USE.

CAUTION:

- The steamer and accessories get hot during use, always allow them to cool down before handling.
- Always unplug and switch off the steamer when assembling.
- Always switch off the steamer before emptying the water tank or changing the cloths/accessories.

IMPORTANT:

- Refer to the floor/surface manufacturer's care recommendations before use.
- Test your flooring/surface - run the steamer over a small hidden area, if no damage or discolouration occurs continue cleaning. Not suitable for use on water or heat sensitive flooring/surfaces.
- Test for colour fastness in a small hidden area of upholstery/fabric to check for colour removal before use.
- Only use recommended steam solutions. Using other solutions may cause excess foaming.
- When using the steamer, basic safety precautions should always be observed.
- Don't aim the steamer at people, animals, plants and electrical components or wires. Never touch the steam jet or floorhead at a close distance (there is a risk of scalding).
- The steamer is equipped with a thermostat and a thermal cut-out. If for any reason the steamer overheats it will switch off. If this happens during normal operation turn off and unplug the steamer, allow to cool for at least 2 to 4 hours and re-try.
- Don't use hot or boiling water to fill or clean the water tank. For best performance, use distilled water.

Assembly



Stand the steamer upright by pushing the main body forward to lock into position.



Push the handle into the main body until it clicks into place.



The detail nozzle, grout brush and window tool can be stored on the back on the steamer.

USING YOUR MACHINE

IMPORTANT:

- Don't over fill the clean water/solution tanks or exceed the maximum amount required.
- Don't use the steamer without water in the water tank. Always top up with water in good time.

FILLING THE WATER TANK



Press the water tank release buttons and pull the tank to remove.



Pull the tab on the water tank cap to open.



Fill the water tank to the max fill level. For hard water areas use filtered water. Replace the cap and push firmly to close.



Slide the water tank back into the machine until it clicks into place.

FILLING THE SOLUTION TANK



Press the release buttons and pull the solution tank to remove.



Twist the solution tank cap anti-clockwise and lift to remove.



Fill the tank with solution using the markers on the tank and top up with water.



Replace the solution tank cap and twist clockwise to close.



Replace the solution tank back onto the steamer and push until it clicks into place.

IMPORTANT:

- Never use the steamer without a cleaning pad attached to the floorhead.
- Never use the steamer on one spot for an extended period of time or leave with a damp or wet microfibre pad attached as this may damage the floor surface.
- Always test on an inconspicuous area of flooring first before using solution.
- If you don't want to use solution on your flooring, turn solution dial to OFF position.

CAUTION: Always switch OFF the steamer when fitting the microfibre cleaning pads.

USING THE STEAMER



Turn the quick release hooks to release the cord. Clip the cord into the cord hook on the handle to avoid the cord getting caught.



Place the microfibre pad on the floor, white side facing up. Place the steamer onto the pad making sure the entire pad covers the floorhead.



Plug into the mains and press the ON/OFF power button to ON. The blue light will illuminate.



Adjust the steam dial to the desired setting. The green light will illuminate to indicate the steamer is ready to use.



To steam your floors with solution turn the dial to ON.



Place your foot onto the floorhead and pull handle backwards to recline.



To release steam, squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over wetting floors.



Move the steamer slowly forwards and backwards across the floor paying attention to high traffic areas. Squeeze/release trigger as required.



For a concentrated steam jet use the steam boost. Press the steam boost button on the floorhead to activate. Squeeze the trigger to release steam from the front of the floorhead. Press the steam boost button to deactivate.



Hold the corner of the pad down with your foot and lift the steamer to peel away.



To use the Compact Scrub Brush, place your foot on the outer floorhead and gently pull away to release.

USING YOUR MACHINE

IMPORTANT: When using on carpets, always make sure the microfibre cleaning pad is used and covers the floorhead entirely before using the carpet glider.

Only use the carpet glider when refreshing carpets and turn the solution dial to OFF.

REFRESHING CARPETS



With the microfibre pad attached and covering the entire floorhead, hook the steamer into front of the carpet glider, then push the back of the floorhead into the clip.



Turn the solution dial to OFF when refreshing carpets.



Plug into the mains and press the ON/OFF power button to ON. The blue light will illuminate.



Adjust the steam dial to the desired setting. The green light will illuminate to indicate the steamer is ready to use.



Place your foot on the floorhead and pull handle backwards to recline.



To release steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over wetting carpet.



Move the steamer slowly forwards and backwards across the carpet paying particular attention to high traffic areas. Squeeze/release trigger as required.



To release the carpet glider, place your foot on the clip and push down. Lift the steamer to remove.

CAUTION: Always switch off the steamer before attaching the concentration tool and accessories.

IMPORTANT: The handheld is to be used with water only, putting solution into the water tank can cause damage. Always check the tools are clean and free from debris, don't use if damaged, broken or worn.

USING THE HANDHELD STEAMER



Turn the hooks to release the power cord.



Press the handheld release button and gently pull the handheld to release from the steamer.



Press the water tank release buttons to remove the water tank and fill with water.



When using the handheld, always attach the concentration tool or hose before use. To fit line up the arrow on the concentration nozzle/hose with the arrow on the steamer and turn clockwise to lock into position.



Plug into mains and press the ON/OFF power button to ON. The blue light will illuminate.



Adjust the steam dial to the desired setting. The green light will illuminate to indicate the steamer is ready to use.



To release steam squeeze the handheld steam trigger in short bursts. Don't hold the trigger continuously to prevent over-wetting.



To re-attach the handheld to the steamer, align the handheld with the steamer, lift the handheld release button and slide the handheld back into the steamer until it clicks into place, taking care not to trap the power cord.

USING THE TOOLS

ATTACHING THE CONCENTRATION NOZZLE

The concentration nozzle can be used on its own or with a chosen tool attached.



To attach the nozzle, line up the arrow on the nozzle with the arrow on the machine and turn clockwise to lock. Gently pull to make sure the tool is locked into place.

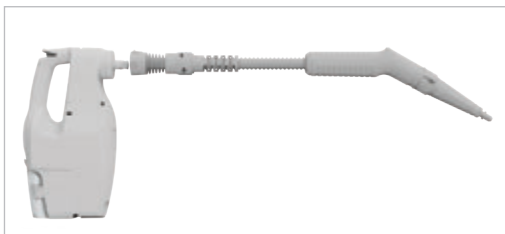
To remove turn anticlockwise to unlock.

ATTACHING THE HOSE WITH THE CONCENTRATION NOZZLE

For extra reach, the hose can be used with the tools attached.



To attach the hose, line up the arrow on the hose with the arrow on the machine and turn clockwise to lock. To remove turn anticlockwise to unlock.



The concentration nozzle can be attached to the hose and used on its own or with a chosen tool attached. To attach the nozzle, line up the arrow on the nozzle with the arrow on the hose and turn clockwise to lock. To remove turn anticlockwise and pull.

CONCENTRATION NOZZLE

The concentration nozzle can be used with the following tools:



To attach the tools to the concentration nozzle line up the arrows and twist the tool clockwise until locked into position and secure. Turn anti-clockwise to remove.

FLAT SURFACE TOOL

The flat surface tool must be attached to the concentration nozzle to use with the following tools:



To attach the flat surface attachment to the concentration nozzle line up the arrows and twist the tool clockwise until locked into position and secure. Turn anti-clockwise to remove.



To attach a scrub brush, line the tab on the bottom of the flat plate with the bottom of the brush/attachment and click back into place.

To remove the scrub brush push the clip on the top to release.

USING THE TOOLS



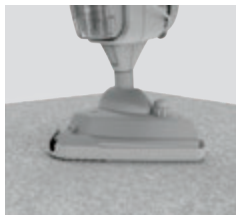
Ergonomic Hose

The flexible extension hose attaches to your handheld to provide extra cleaning reach.



Microfibre Triangular Cleaning Pad

Microfibre cleaning pad for everyday cleaning.



Carpet Glider

A detachable accessory that enables you to refresh your carpets.



Window Squeegee

Clean your windows and mirrors quickly and easily. The Squeegee Tool disperses steam evenly to any glass surface, including shower doors and glass oven doors.



Concentration Nozzle

A concentrated flow of steam to lift grime. Use on any sealed surface in the home to tackle stubborn stains.



Grout Brush

A slim bristle head design to lift embedded dirt from in between tiles and grouting.



Detail Nozzle

For those hard to reach places all around the home. This super-concentrated steam nozzle fits in small crevices. Use to clean taps, under rails and radiators quickly and thoroughly.



Scrub Brush (grey)

The soft bristles agitate dried on grease and grime and remove built-up dirt with minimal effort.



Deep Scrub Brush (black)

Tough, strong bristles help tackle more stubborn dirt and grime.

Both brushes have an integrated scraper edge that helps to remove dried on dirt and stains without changing tools.

IMPORTANT: Allow the steamer to fully cool down before performing any maintenance or troubleshooting checks. Always allow the steamer to fully cool down before removing the microfibre cleaning pad.

Don't leave water or solution in the tanks between uses, as this can effect the steamer's performance, the water/solution tanks need to be emptied and rinsed after each use.

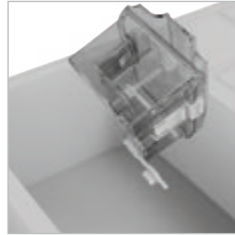
EMPTYING THE WATER TANK/SOLUTION TANK



Press the water tank release buttons and pull the tank to remove.

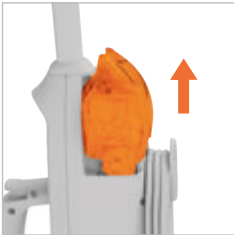


Pull the tab on the water tank cap to open.



Empty the water into a sink.

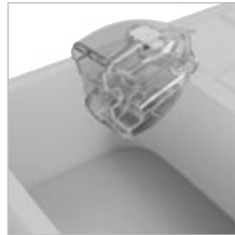
EMPTYING THE SOLUTION TANK



Press the solution tank release buttons and pull the tank to remove.



Twist the solution tank cap anti-clockwise and lift to remove.



Empty the water and solution into a sink.



Rinse the solution tank, take the cap and turn to tighten. Attach the tank back onto the steamer.

REMOVING THE CLEANING PADS



Using your foot, hold the corner of the microfibre cleaning pad down, lift steamer to peel away.



The microfibre pad is machine washable (Max 40°C). Do not use bleach or fabric softener. Allow to fully dry before use.

CLEANING AND MAINTENANCE

IMPORTANT: The condition of the filter affects the performance of your steamer, check and change the filter periodically. Depending on water hardness and frequency of use, the filter should be replaced every 3 to 6 months. For hard water areas use filtered water and replace the filter every 2-4 months. Don't operate the steamer without the hard water filter in place.

REPLACING THE HARD WATER FILTER



Press the water tank release buttons and pull the tank to remove.



Pull to remove the hard water filter.



Replace every 3-6 months.
For hard water areas, replace every 2-4 months.

REMOVING BLOCKAGES



If there is an obstruction to the steam flow through the machine, steam may be released through the bleed valve located on the side of the handheld.



Press the floorhead release button and pull the floorhead away from the machine.



Using a thin object such as a paper-clip, insert to remove the blockage.



With the pad removed from the floorhead, insert a small thin object such as a paper-clip into the steam holes to remove a blockage.

WARNING: Always unplug the steamer before performing maintenance/troubleshooting checks.

There is an accessory missing

- Check the contents on the box to make sure the part is definitely included with your machine.

Why does the steamer have no power?

- The plug may not be fully pushed into the electrical socket.
- Check the ON/OFF power button is in the ON position.
- The steamer is equipped with a thermostat and a thermal cut-out. If for any reason the steamer overheats it will switch off. If this happens, switch off and unplug the steamer, allow to cool for at least 2 to 4 hours and retry.

Why is the steamer not producing steam?

- There may be no or little water in the water tank. See Filling the water tank page 8.
- The water may not yet be at temperature. The green indicator light will be illuminated when the steamer is ready to use. See Using the steamer page 9.
- Make sure the steam dial is turned to Max. See Using the steamer page 9.
- Check the water tank is securely fitted and the hard water filter is in place. See Filling the water tank page 8 and Replacing the hard water filter page 16.
- Make sure the handheld is fitted securely in the steamer. See Using the handheld steamer page 11.
- The hard water filter may be blocked and need replacing. See Replacing the hard water filter page 16.
- The steam path may be blocked. See Removing blockages page 16.

Why is the steamer not delivering solution?

- There may be no or little water and solution in the solution tank. See Filling the solution tank page 8.
- Check correct setting has been selected on the solution dial. Turn the dial to ON. See Using the steamer page 9.
- Check the solution has been correctly diluted. See Filling the solution tank page 8.

Why won't the microfibre pad pick up dirt?

- The microfibre pad may be saturated or dirty. Wash the microfibre cleaning pad. See Remove cleaning pads page 15.

Why is steam coming from the side of steamer?

- Steam coming from the side of the steamer indicates a blockage. See Removing blockages page 16.

GENERAL INFORMATION

Technical Specifications	FACSM24P
Product Description	Hoover Steam Fresh Pet Steam Cleaner
Wattage	1400-1600W
Voltage	220 - 240V
Product Weight	3.38KG
Water Tank Capacity	260ML
Solution Tank Capacity	130ML
Cord Length	7.0M
Recommended Steam Solutions	VSSSF22U VSSCB22V

Subject to technical change without notice.

Description of Symbols



Regulatory
Compliance
Mark



For Indoor
Use Only



Read User
Manual

IPX4

IP Rating

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