WARNING! PLEASE READ BEFORE USING THE H2O MOP

H2O Steam Mop Troubleshooting

1. NO STEAM
   a. Please ensure that the water tank is secure in its cradle prior to use. If the water tank pulls up during use, the H2O Mop may become noisy and it may also stop emitting steam. If this happens, push the water tank back into position and in a few seconds the H2O Mop will start emitting steam again.
   b. The water level could be low. Switch the steam cleaner off and refill.
   c. Light indicator is red, turn unit on and wait for light indicator to turn green before use.

2. PUDDLING OF WATER – The Microfiber pad must be clean and dry for use. Apply new Microfiber or disposable pad and continue use. (If using a Disposable Pad: Let pad cool, remove from unit, replace with new pad and continue use. If using a Microfiber Pad: Let pad cool, remove pad from unit, rinse thoroughly, ring water out of pad, replace pad to unit and continue mopping.) (Important: After plugging in the H2O Mop, wait for red light to turn green prior to pressing the steam trigger. If the trigger is pressed prior to ready light indicator turning green, water from previous use will not be heated and will be forced out by present steam and will cause puddling to occur.)

3. WATER LEAKAGE – Water level is too high. Turn unit off, remove water tank and adjust water level no higher than the “max” level of the water tank.

4. DISPOSABLE PAD TEARING – The Disposable Pads are designed for single use. Overuse of the Disposable Pads could cause them to tear and damage flooring.

H2O Steam Mop Tips

1. Always check the use and care instructions of your flooring manufacturer before using the H2O Mop.
2. Do not use on any unsealed flooring or let the unit stand on any floor for an extended period of time. Use of steam on an unsealed surface can cause warping and other damage to the finish or floor.
3. Only use the carpet glider on carpeting and rugs. Use of the carpet glider on other floor surfaces will cause streaking and possible scratching of the surface.
4. When using the H2O Mop on carpet surface; place the mop head (with Microfiber or disposable pad in place) on top of the carpet glider. Do not attempt to use the H2O Mop carpet/rug surfaces without the carpet glider in place. Never use the carpet glider on surfaces that are prone to scratching.
5. Do not operate without either the Microfiber cloth or disposable pads in place.
6. Never put cleaning detergents or scented products into the H2O Mop. This will make the operation unsafe and damage the unit.
7. On surfaces that have been treated with wax, the wax may be removed by the heat and steam action.
8. Use extra caution on vinyl, linoleum or any other heat sensitive floors.
9. Use only tap water for the H2O Mop. Residents in areas with hard water, should use distilled water for better performance.
10. Disposable pads and Microfiber cloths can be used on all floor type surfaces.
11. Disposable cloths are designed for one time use.
12. To avoid excess water or streak marks on the floor surfaces, please ensure that either the Microfiber cloth or disposable pad is either cleaned or replaced at each use.
13. Microfiber cloth pads can be machine washed in hot water.
14. For optimal performance and results, it is recommended to sweep or vacuum the floor prior to using the H2O Mop.
15. To ensure maximum steam production, ensure the water tank has the correct level of water.

Thane Direct and its subsidiaries assume no liability for damage caused by use of the H2O Steam Mop other than for its intended use or as instructed above and in the H2O Mop User’s Guide or outside of the “Use and Care Instructions” of your flooring manufacturer.