

FAQ: V32293 Haan Power-Steam Cleaner

Is the use of distilled water necessary?

Although we recommend using distilled water, you may use tap water depending on the hardness of your water. HAAN® Fresh Rinse™ lime and scale remover can be added to the tank every month to remove the build-up that hard water can cause.

Can chemicals be used in my steam cleaner?

No, the HAAN® steam cleaners are designed to emit a pure vapor, free of chemicals. By adding a chemical you may damage the steaming mechanism.

What are the red and silver packets I received with my unit and how do I use them?

These packets are a Fresh Rinse™ lime and scale remover. Depending on the frequency of use, use one packet every month. Pour a packet of lime and scale remover into a tank with one cup of water and shake the water tank. Setting the unit on the black resting mat, turn on the unit and allow the solution to steam through to clean the working mechanism and remove any potential lime and scale build-up.

Why can't I see much steam coming from the handheld steamer?

Handheld steamers may or may not be non-pressurized. The AllPro is an example of a pressurized steamer, the Multi and Power & Finesse are non-pressurized. Non-pressurized steamers emit steam as an extremely fine vapor that is very hot which can result in the steam being less visible.

How can I prolong the life of my HAAN®?

To maintain the life of your unit, we recommend using the Fresh Rinse™ lime and scale remover once a month and to always empty the water tank when you have finished using your steam cleaner. Frequent use of your steam cleaner will also help prolong the life of your HAAN®. Failure to follow these recommendations could result in inconsistent performance of your steam cleaner.

Will the HAAN® Steam Cleaner clean grout?

Yes, but it needs a little help. If you glide our HAAN® over the problem areas and then scrub with your Ultra- Microfiber Pad, it should effectively clean your grout. However, it will not remove discoloration as this has been absorbed into the grout.

On what types of floors can my steam cleaner be used?

The HAAN® Steam Cleaner can be used on sealed flooring types, for example laminate, hardwood, tile, vinyl, linoleum, slate, stone & marble. Your steam cleaner is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood. We do recommend that you check with your flooring manufacturer prior to use. By attaching

the carpet tray, your steamer is also great for sanitizing and refreshing carpets, upholstery and other soft surfaces around the home.

How long can an Ultra – Microfiber Pads be used until it needs to be changed?

The pad should be changed every 10 minutes, or when it becomes saturated with water. The unit will become harder to push with an overly wet pad.

How do you use the Carpet Glide for my carpet?

The carpet glide is to be used without the Ultra-Microfiber Pad and can be attached directly to the unit.

How do I wash and dry my Ultra-Microfiber pads?

You simply toss them in the washing machine on the gentle cycle. But please do not use fabric softener or bleach as it breaks down the fibers of the pad. We recommend air drying but, you can also dry them on a low setting in your dryer.

Can handheld steamers be used vertically?

Handheld steamers will work temporarily when used at an upward angle or vertical position; however, the best position for the most effective clean is to use the handheld in a horizontal position, downward angle or use an extended flexible nozzle if it is available for your unit.

Why is my steam mop leaving the floor wet?

Make sure that the pad is not attached to the unit when you are heating it up. This can cause your pad to become saturated very quickly and leave your floor wet. Pads need to be changed when they become overly wet.

Is the clicking/thumping noise I hear normal?

Yes, this is just the sound of the water pump pumping water through the heating element to the base of the unit. In some units the sound will lessen after the unit heats up, but if it remains throughout the duration of the steaming, it is perfectly normal.

Information Supplied by HAAN® USA.