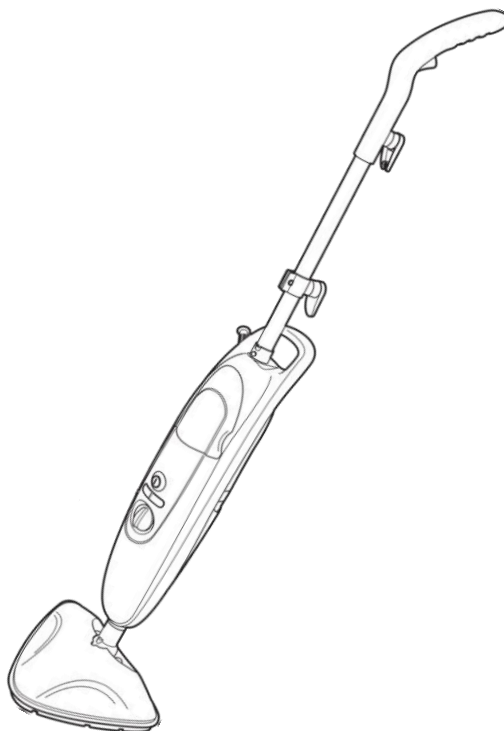




Russell Hobbs

At the heart of your home

Steam & Clean Pro Detergent Steam Mop



Model Number: RHDSM2001

For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**

**PLEASE RETAIN FOR FUTURE
REFERENCE**

CONTENTS

	Page(s)
Safety instructions	3-5
Steam mop feature diagram	7
Steam mop assembly	8
Using your steam mop	9-12
Storing your steam mop	13-14
Cleaning and care	15
Problem solving	16-18
Guarantee and customer services	19
Spare parts	20
Connection to the mains supply	21-22
Disposal information	24

Thank you for purchasing your Russell Hobbs Steam & Clean Pro Detergent Steam Mop.

With a three corner mop head for flexible cleaning and an ergonomic handle for comfort, cleaning your floors has never been so easy.

What's more, the detergent cleaning power breaks down dirt and stains better than steam alone, killing 99.9% of household germs.

To get the best from your new cleaner, take a few moments to read these instructions, and keep them in a safe place for future reference.

Should you require any further assistance, our friendly Product Care team will be happy to help.

For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**



SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS **READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

WARNING:

- It is hazardous for anyone other than a competent person to carry out any service or repair operation that involves the removal of a cover which gives protection against exposure to electrical parts.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- This product is intended for household use only. Do not use outdoors.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge IF they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its' cord out of reach of children less than 8 years.
- Do not operate this appliance for anything other than its intended use. This product is intended for household use only. Do not use outdoors.
- Do not immerse in water or other liquids for cleaning.



SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

WARNING:

- Do not direct steam at people, animals, electrical outlets, or equipment containing electrical components.
- Unplug from power outlet when not in use. Do not leave steam mop unattended while plugged in.
- Do not use with damaged cord or plug.
- Do not use steam mop if it has been dropped, damaged, left outdoors or dropped into water.
- Keep the steam mop away from water; do not allow it to get wet. If unit is wet, do not plug unit into wall socket or turn unit on.
- Do not handle steam mop with wet hands.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, or expose cord to heated surfaces.
- Do not unplug by pulling on cord.
- To protect against electrical shock do not immerse cord, plug, or appliance in water or other liquid.
- Unplug from the mains outlet when not in use, before putting on and taking off parts, and before cleaning.
- Do not let the cord hang over the edge of the worktop, or touch hot surfaces.



SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

WARNING:

- The use of accessory attachments not recommended by the appliance manufacturer may cause fire, electric shock or injury. Only use the accessories supplied by the manufacturer.
- Never remove parts from the appliance such as the screws and so on.
- The filling aperture must not be opened during use.
- Do not use appliance in an enclosed space filled with vapor given off by oil-based paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
- Do not immerse unit in water or other liquids.
- Never put descaling, aromatic or alcoholic products into the steam mop, as this may damage the unit. Descale the product regularly with a mixture of 50% natural white vinegar & 50% water to maintain its performance, and allow the mixture to steam through the product.
- Close attention is necessary when used near children.



SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS **READ CAREFULLY AND KEEP FOR FUTURE REFERENCE**

WARNING:

- Do not store with a wet mop pad still attached.
- Using distilled or demineralized water will maximize the performance of your steam mop.
- Use extra care when cleaning on stairs.
- **WARNING:** Detergent **MUST NOT** be used on carpets.
- Do not use steam for space heating purposes; household use only.
- Use on waxed or some unwaxed floors may diminish glossiness. Do not use on unsealed wood floors. Test in an inconspicuous area or check the care instructions from your flooring manufacturer.
- Quality testing during the manufacturing process may result in water droplets remaining within the water tank.
- If you shake this product the water cut-off valve will make a rattling noise. This is normal and is not a defect.

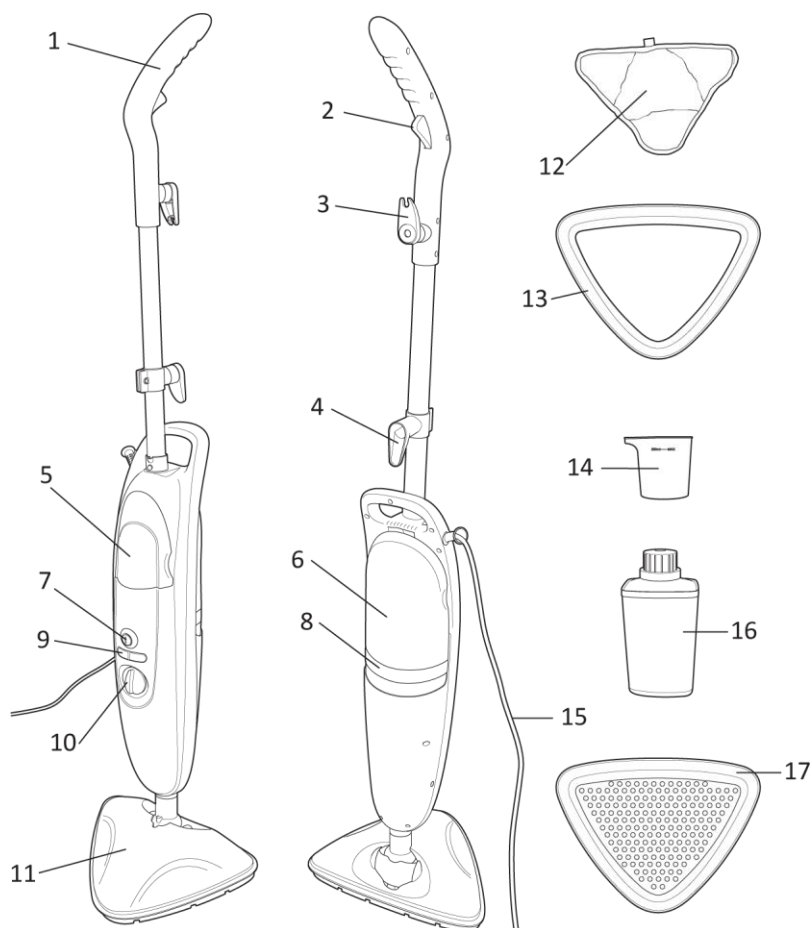
Symbol IEC 60417-5597 (2002-10) is used on the unit to indicate that this unit operates with hot water vapour (steam). To avoid scalding and burns take extra care when in use.



For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**



STEAM MOP FEATURE DIAGRAM



- | | | | |
|---|---------------------------------|----|-------------------------|
| 1 | Handle | 10 | Detergent tank dial |
| 2 | Steam/Detergent release trigger | 11 | Mop head |
| 3 | Upper power cord hook | 12 | Microfibre cleaning pad |
| 4 | Lower power cord hook | 13 | Carpet glider |
| 5 | Detergent tank | 14 | Filler cup |
| 6 | Water tank | 15 | Power cord |
| 7 | On/Off button | 16 | Detergent |
| 8 | Hard water filter | 17 | Cooling tray |
| 9 | Indicator lights | | |

For Customer Services & Spare Parts please call **0345 209 7461**
 Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
 Or visit us at **www.productcareuk.com**



STEAM MOP ASSEMBLY

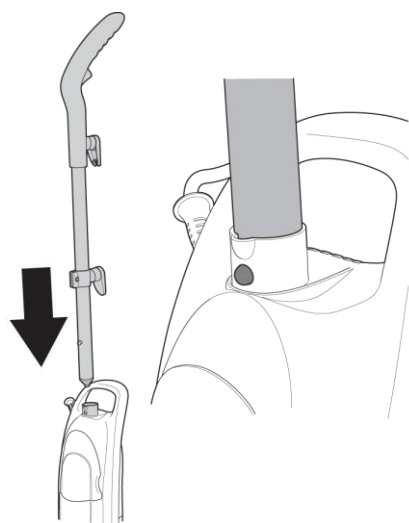
Before using your steam mop:

Remove all packaging and lay out the separate components.

Check the steam mop after unpacking for any visual damage such as:

- Misaligned or damaged parts
- Damage to the main body and separate components
- Damage to the plug or cable.

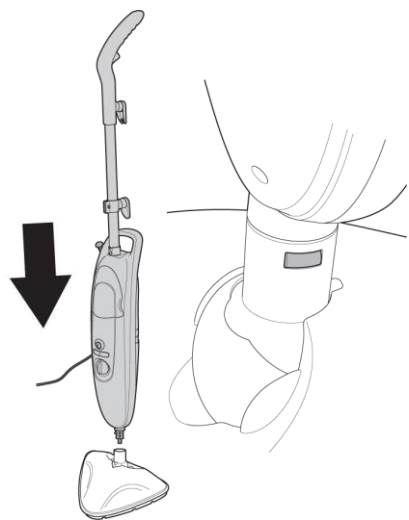
If you can see any damage do not use the steam mop and refer to page 19.



Slot the handle into the top of the body of the steam mop.

You may need to push the stud on the handle inwards to fully insert the handle.

IMPORTANT: Ensure the stud on the handle protrudes through the hole in the housing on top of the steam mop.

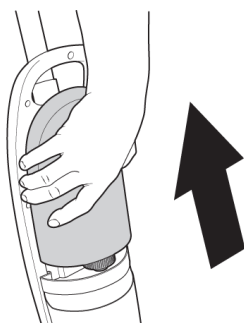


Slot the insert on the bottom of the steam mops body into the housing on the back of the mop head.

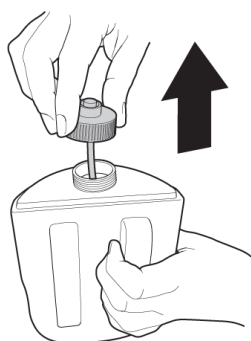
Check that the mop head is the correct way round – refer to diagram.

IMPORTANT: Ensure the stud on the insert protrudes through the slot on the mop heads housing.

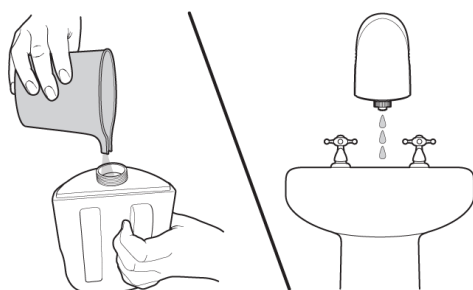
USING: FILLING THE WATER TANK



Grip the sides of the water tank and pull upwards to remove.

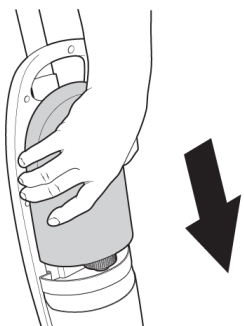


Remove the cap on the top of water tank by turning it anti-clockwise and lifting.



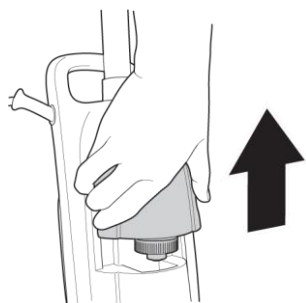
Fill the tank with 500ml of water using the filler cup. Screw the cap back onto the tank by placing in in the bottle and turning it clockwise.

Note: When you turn the tank upside down, some water may drip out of the cap. Ensure the tank is turned upside down over a sink before transporting it to the steam mop.

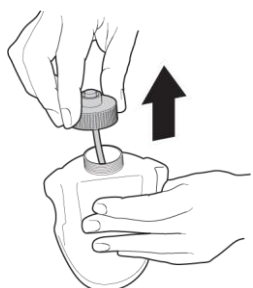


Slot the tank back onto the steam mop. Push down on the tank until it locks in place.

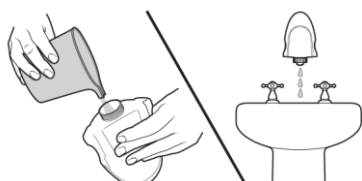
USING: FILLING THE DETERGENT TANK



Grip the sides of the detergent tank on the front of the steam mop and pull upwards to remove.



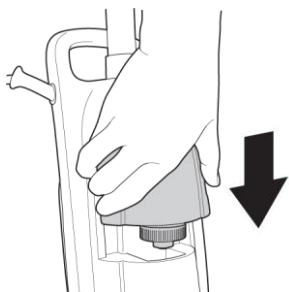
Remove the cap on the top of the detergent tank by turning it anti-clockwise and lifting.



Fill the tank, using the filler cup with 30ml of detergent & 150ml of water. Screw the cap back onto the tank by turning it clockwise.

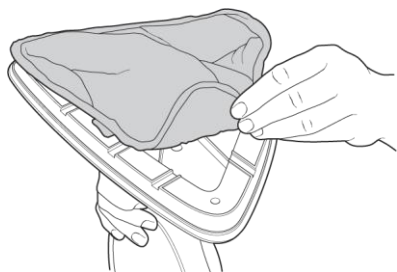
Again, turn the tank upside down over a sink.

IMPORTANT: Only use recommended detergent solution. Detergent must be diluted with water as per the above instructions. Always cover food preparation areas and remove food from all surfaces. Do not clean surfaces that come into direct contact with food.



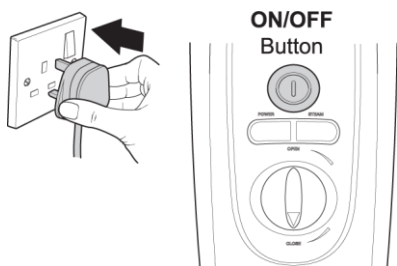
Slot the detergent tank back onto the steam mop. Push down on the tank until it locks in place.

USING YOUR STEAM MOP



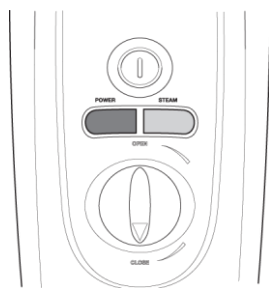
Fasten the microfibre cleaning pad on the base.

IMPORTANT: Never use the steam mop without the microfibre cleaning pad fitted correctly.



Plug the steam mop into a mains socket and turn the power on.

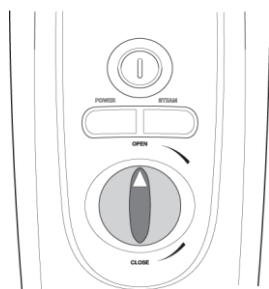
Press the **ON/OFF** button on the front of the steam mop body in to switch the mop **ON**. Press the button again to switch it **OFF**.



When the steam mop is turned on the power light will illuminate.

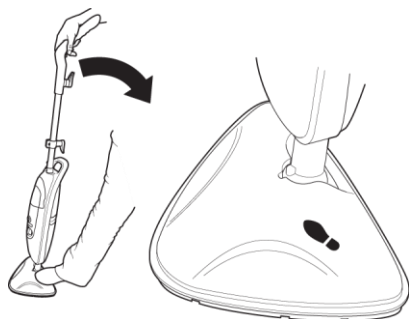
A few seconds later the steam light will illuminate, this shows that the steam mop is ready to use.

IMPORTANT: Always ensure the detergent dial is set to close when not in use.

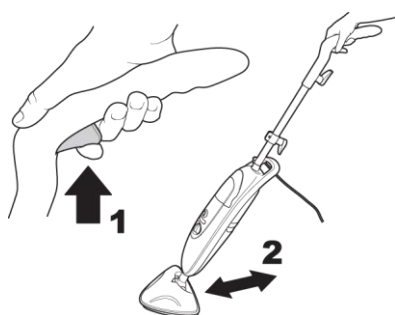


If you wish to use the detergent, turn the detergent tank dial to open to add detergent to the steam.

USING YOUR STEAM MOP



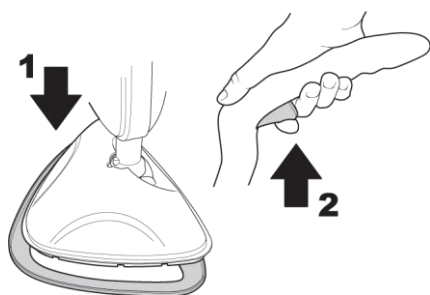
To recline the handle, place your foot over the shoe symbol on the side of the mop head and gently pull the handle downwards.



Cleaning hard floors

Pull trigger on the handle (1) to release the steam. Move the steam mop backwards and forwards across the floor (2). For stubborn dirt or stains, focus the steam mop over the area for a few seconds.

Note: Do not leave the steam mop over one area for more than a few seconds. This can damage the floor.



Refreshing carpets

Pads can be used for both functions but must be washed after using detergent on hard floors, before cleaning carpets.

Place the mop head into the carpet glider (1).

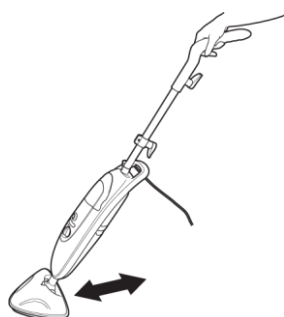
Note: The mop head does not attach to the carpet glider but just sits in it. Pull the trigger on the handle (2) to release the steam.

WARNING: Do not use detergent on carpets.

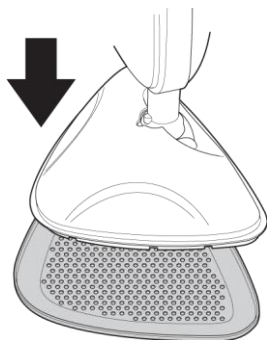
Detergent can stain and damage carpets.

Move the steam mop backwards and forwards across the carpet, again paying particular attention to well trodden and frequently used areas.

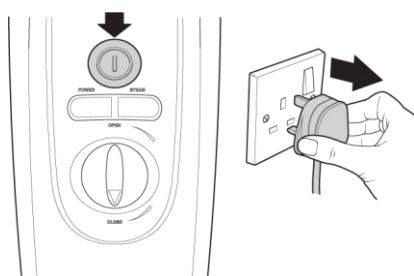
When not using the mop, place it on the cooling tray provided.



STORING YOUR STEAM MOP

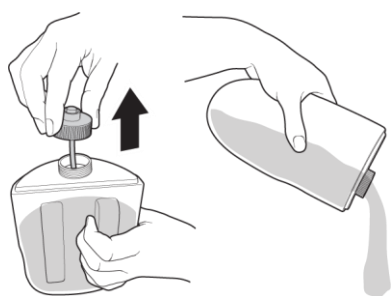


Place the mop head on the cooling tray that has been provided after every use.



When you have finished cleaning your floor, switch the steam mop off by pressing the **ON/OFF** button.

Switch the power off at the plug socket and remove the plug.



Remove the water and detergent tanks as per pages 9 and 10.

Unscrew the caps and pour any unused liquid down the sink.

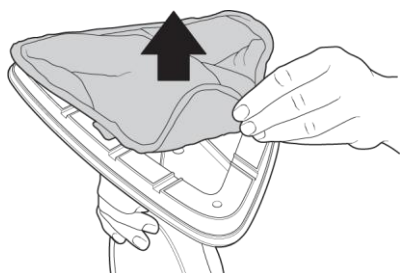
IMPORTANT:

Always wipe up any spilled detergent.

Never store the steam mop with liquid still in the tanks.

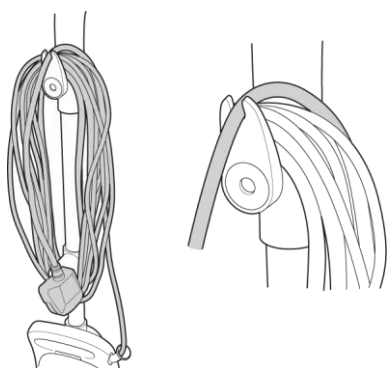
For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**

STORING YOUR STEAM MOP



Pull the microfibre cleaning pad from the base of the mop head.

IMPORTANT: Never store the steam mop with the pad fitted.

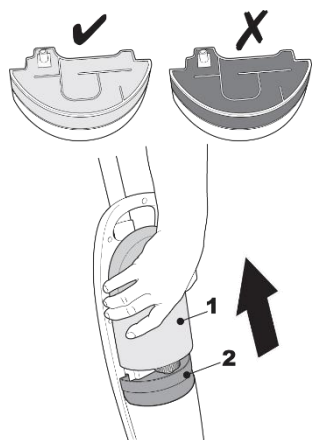


Wind the power cord around the top and bottom cord grips on the handle. Slot the end of the power cord into the grip on the top power cord grip.

Note: The top power cord grip can be rotated so the power cord cable can be easily removed when needed.

For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**

CLEANING AND CARE



If you live in a hard water area, over time the filter will become blocked and affect the performance of the steam mop.

Check and change the filter regularly to ensure your steam mop works to its optimum level.

As the filter becomes more blocked the colour will darken and discolour.

The filter should be changed every 6 months.

To change the filter, remove the water tank (1) on page 9.

Grip the water filter and pull upwards (2).

Slot the new water filter into the back of the steam mops body.

Ensure the guides on the sides of the filter are correctly fitted.

New filters are available to purchase from Product Care, call **0345 209 7461** or visit us at **www.productcareuk.com**

Before you clean the appliance, disconnect the mains plug from the wall socket.

To clean the exterior of the device, use a damp, soft cloth and mild detergent.

NEVER IMMERSE THE STEAM MOP IN WATER

When wiping off the main body, do not allow moisture in the area around the on/off button or indicator lights.

Wash non-electrical accessories in warm soapy water and allow to dry thoroughly before reuse.

If the steam mop is damaged, contact the customer service helpline.

Care of your microfibre cleaning pads

Wash pads in warm water, no more than 40 degrees.

Wash separately. Do not use fabric softener and do not tumble dry.

Dry on a line.

Should there be any loose threads on the microfibre pad, carefully cut the threads with scissors.

Do not try to pull any threads or cut any threads at the base.

PROBLEM SOLVING

<u>PROBLEM</u>	<u>POSSIBLE PROBLEM</u>	<u>POSSIBLE SOLUTION</u>
<i>Trouble assembling/ disassembling steam mop</i>	1. Difficult to attach mop head.	1. The main body of the product can be pushed down into the nozzle of the mop head. Ensure the groove is aligned correctly with the body. Refer to page 8 of the instruction manual provided. Do not disassemble the heap after use.
	2. Difficult to assemble handle.	2. Slot the handle into the top of the body of the steam mop. You may need to push the stud on the handle inwards to fully insert the handle. The stud should protrude through the hole at the top of the body for it to be secure. To remove the handle, push in the stud whilst lifting the handle upwards.
	3. Difficult to attach mop pad.	3. Lay the mop pad on the floor and lift the steam mop head, placing onto the pad. Make sure the blue microfibre side of the pad is on the floor and attach the mop to the other side. After use let the steam mop rest in the cooling tray provided. To remove the mop pad hold you foot on the edge of the pad and lift away the steam mop.
	4. Difficult to attach carpet glider.	4. Lift the mop and place the head into the side of the carpet glider that has space for the mop head. The mop head rests in the glider and does not click into place.
<i>Filling/Emptying water tank</i>	1. Difficult to fill/empty water tank. <i>Note: Do not put detergent in the water tank.</i>	1. From above the steam mop, grip the sides of the water tank, located on the back of the main body, and pull upwards to remove. Unscrew the cap on the water tank in an anticlockwise direction and remove. You could use the tap to fill, being careful not to overfill. Replace the cap on the water tank and turn clockwise to secure. Turn the tank upside down over the sink to let any water from the cap drain out. Slide the tank back into the body, ensuring the cap goes in the correct space. To refill, unplug and follow the same procedure as above. To empty, use the same procedure as filling but empty rather than fill the tank.
	2. Difficult to fill/empty detergent tank.	2. Follow the same procedure as the water tank, but measure approximately 30ml of detergent and 150ml water and add to the smaller detergent tank, located on the front of the steam mop. <i>Note:</i> Ensure the detergent dial is set to “close” when cleaning on carpets and use a clean mop pad.



PROBLEM SOLVING

<u>PROBLEM</u>	<u>POSSIBLE PROBLEM</u>	<u>POSSIBLE SOLUTION</u>
<i>The mop is not working/steaming</i>	1. The power button has not been pressed.	1. Press the power button on the centre of the steam mop. This should illuminate the power indicator light. Ensure you have waited 40 seconds for the water to heat up – this should allow the second indicator light to illuminate green
	2. Water tank may not be filled.	2. Make sure the water tank is filled. Refer to page 9 of the instruction manual provided.
	3. The unit may not be plugged in properly/the fuse or breaker may not be working.	3. Verify the unit is plugged into an approved electrical outlet, is switched on and that the fuse or breaker is functioning properly.
	4. The steam trigger has not been pulled.	4. You will need to pull the steam trigger under the handle for steam to begin emitting.
	5. The filter had become blocked.	5. If the filter has become blocked you will need a replacement filter.
<i>Indicator lights</i>	1. What do the indicator lights mean?	1. The light on the left illuminates blue when the mop is plugged in and power button is pressed. When the blue light has been on and the water has heated sufficiently, after around 40 seconds, the light on the right should illuminate green, indicating it is steam ready.
<i>The mop is leaving the floor streaky</i>	1. The detergent has not been diluted.	1. The detergent tank needs to have 5 parts water to 1 part detergent in. The recommended amount is 30ml Russell Hobbs detergent with 150ml water.
<i>The steam mop is leaking</i>	1. The water/detergent tanks have not been tipped over a sink/have been overfilled.	1. When filling the tanks, screw the lids on securely and tip the tanks upside over the sink to enable water from the lid to drain. Avoid overfilling the tanks.
	2. The steam mop has been held over one area for too long.	2. Do not leave the steam mop concentrated over one area for more than a couple of seconds. This could damage your floor and may cause small puddles of water to leak.
	3. The water has not heated sufficiently.	3. You need to let the water heat up in the tanks for at least 60 seconds before pulling the steam trigger. Make sure the power is switched on.
<i>Using detergent</i>	1. What can I use detergent on?	1. You can only use detergent on sealed hard floors. Do not use on carpets, this can cause damage. If you are unsure, contact the manufacturer.
	2. How do I use the detergent?	2. Fill the tank and set the dial on the front of the mop to “open” to start using the detergent on sealed hard floors.



PROBLEM SOLVING

<u>PROBLEM</u>	<u>POSSIBLE PROBLEM</u>	<u>POSSIBLE SOLUTION</u>
<i>The filter needs replacing</i>		1. Contact customer services using the details on the bottom of this page.
<i>The indicator lights are not working</i>	1. The unit may not be plugged in properly/the fuse or breaker may not be working.	1. Verify the unit is plugged securely into an approved electrical outlet and that the fuse or breaker is functioning properly.
<i>There is a peculiar smell coming from the unit</i>	1. First time using product.	1. If this is the first time you are using the mop, continue using the product. The smell may be due to new parts being heated up for the first time.
	2. This is not the first time the product has been used.	2. Discontinue use if problem persists and contact Customer Services using the details on the bottom of this page.
<i>The mop pad is not picking up dirt</i>	1. The mop pad is saturated and needs washing.	1. Wash the mop pad, following cleaning and care instructions on page 15 of the instruction manual provided.
<i>Parts have broken/need replacing</i>	1. Either the water/detergent tank/cap, mop pad, carpet glider, filler cup, filter, cooling tray or handle have broken or been lost.	1. Call customer services or visit the website detailed at the bottom of this page.
	2. None of the above have broken but another part has.	2. Discontinue use and contact customer services using the details on the bottom of this page.
<i>I have lost the instruction manual provided</i>	1. The instruction manual has been lost or misplaced.	1. It is important to have a copy of the instruction manual. Visit www.productcareuk.com or contact customer services using the details provided on the bottom of this page.

Note: When cleaning carpets, turn off the steam mop, set the dial on the front of the body to “close” and use a clean mop pad and the carpet glider.

We're here should you need us.

For Customer Services & Spare Parts please call 0345 209 7461
 Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
 Or visit us at www.productcareuk.com



GUARANTEE AND CUSTOMER SERVICES

At Russell Hobbs, we take all our customer feedback seriously.

Feel free to contact our Product Care Team, on 0345 209 7461

**Monday – Friday: 8am-8pm & Saturday: 9am – 1pm,
who will be more than happy to assist you.**

This product is guaranteed for **12 months** from the date of the original purchase. If any defect arises due to faulty materials or workmanship, the faulty product must be returned to the place of purchase.

Refund or replacement is at the discretion of the retailer.

The following conditions apply:

- The product must be returned to the retailer with the original proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide and any other instructions for use which are supplied.
- It must be used for domestic purposes only and for its intended use.
- This warranty does not cover wear and tear, damage, misuse or consumable parts.

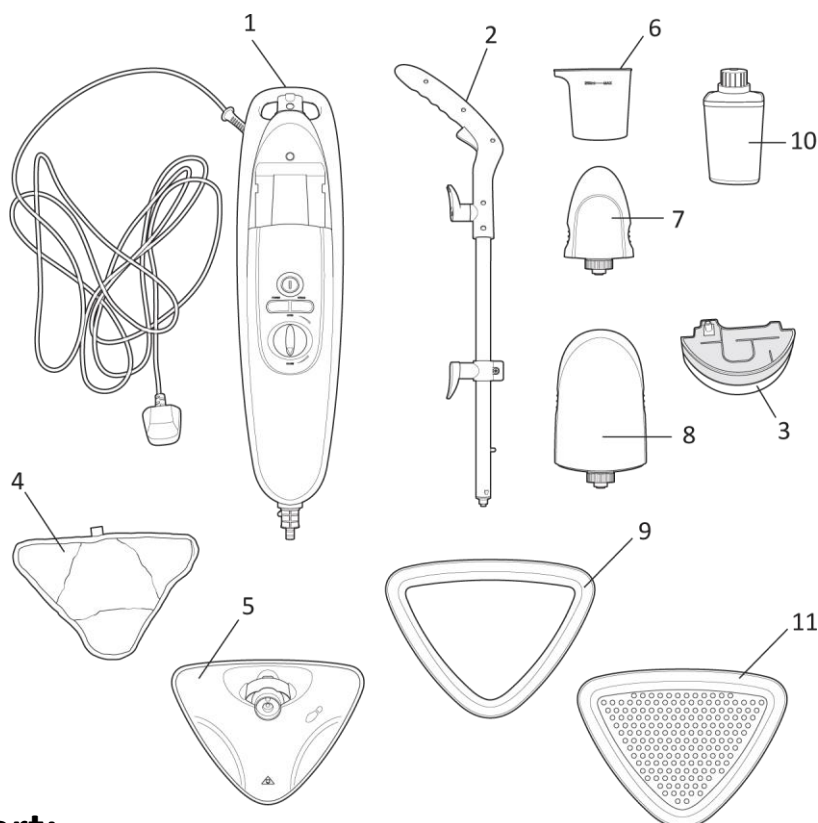
This does not affect your statutory rights.

For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**



SPARE PARTS

To check the availability of the following spare parts, simply contact our friendly Customer Services team using the details provided at the bottom of this page.



Part:

- | | |
|----------------------------|-------------------|
| 1. Body | 7. Detergent tank |
| 2. Handle | 8. Water tank |
| 3. Hard water filter | 9. Carpet glider |
| 4. Microfibre cleaning pad | 10. Detergent |
| 5. Mop head | 11. Cooling Tray |
| 6. Filler cup | |

For Customer Services & Spare Parts please call **0345 209 7461**
Opening times: Monday - Friday 8am – 8pm & Saturday 9am – 1pm
Or visit us at **www.productcareuk.com**

CONNECTION TO THE MAINS SUPPLY

WARNING- THIS APPLIANCE MUST BE EARTHED

This appliance is designed to operate from a mains supply of
220-240V~ 50Hz.

Check that the voltage marked on the product corresponds
with your supply voltage.

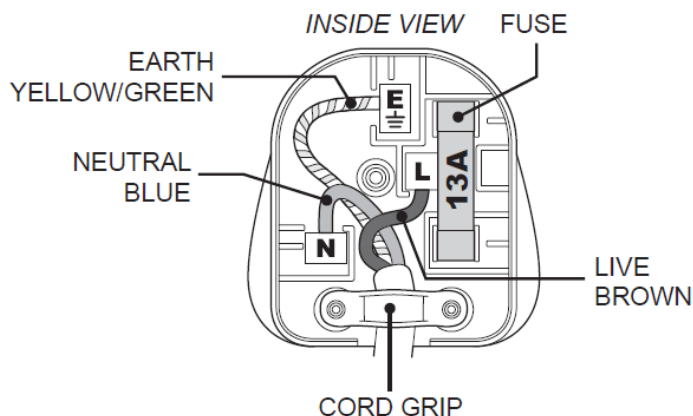
This product is fitted with a 13A plug complying with BS1363.
If this plug is unsuitable or needs to be replaced, refer to customer
services.

Important: The wires in the mains lead are coloured in
accordance with the following code:

GREEN/YELLOW – EARTH

BLUE - NEUTRAL

BROWN – LIVE



CONNECTION TO THE MAINS SUPPLY

For UK use only – PLUG

- As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals in your plug, proceed as follows:
- The **GREEN/YELLOW** wire is the EARTH and must be connected to the terminal which is marked with the letter E or by the earth symbol or coloured **GREEN** or **GREEN/YELLOW**.
- The **BLUE** wire is the NEUTRAL and must be connected to
- the terminal marked with the letter N or coloured **BLACK**.
- The **BROWN** wire is the LIVE wire and must be connected to
- the terminal marked with the letter L or coloured **RED**.
- **Always ensure that the plug cord grip is fastened correctly.**
- If a 13A (BS1363) fused plug is used it must be fitted with a
- 13amp fuse conforming to BS1362 and be BSI or ASTA approved.

If the fuse cover is lost the plug must not be used until a replacement is obtained from an electrical supplier.

If you need to remove the plug, cut it from the mains lead and dispose of it. NEVER attempt to re-use this plug or insert it into a socket outlet, as there is a very great risk of electrical shock.

NOTES



Russell Hobbs

At the heart of your home

For Customer Services & Spare
Parts please call

0345 209 7461

Opening times: Monday - Friday
8am – 8pm & Saturday 9am – 1pm

Or visit us at

www.productcareuk.com

Revision 1a

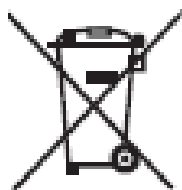
Model: RHDSM2001

Produced for:

G2S Ltd,

Wigan,

WN2 4AY



This symbol is known as the 'Crossed-out wheellie bin Symbol'. When this symbol is marked on a product/batteries, it means that the product/batteries should not be disposed of with your general household waste. Only discard electrical/electronic/battery items in separate collection schemes, which cater for the recovery and recycling of materials contained within. Your co-operation is vital to ensure the success of these schemes and for the protection of the environment. For your nearest disposal facility, visit www.recycle-more.co.uk or ask in store for details.

We reserve the right, due to possible changes to design, to alter the instruction manual without prior notice.

