

## Additional Safety and Use Instructions for the H2O Mop

1. **Read all instructions and enclosed user's guide before attempting to use the H2O Mop Steam Cleaner.**
2. Always check the use and care instructions of your flooring manufacturer before using the H2O Mop.
3. Do not use on any unsealed flooring. Use of steam on an unsealed wood floor can cause warping or other damage to the finish on floors.
4. Test the H2O Mop on a small isolated area of your flooring prior to overall use on any floor surface.
5. Only use carpet glider on carpeting & rugs. Use of the carpet glider on other floor surfaces will cause streaking and possible scratching of the surface.
6. When using the H2O Mop on carpet surfaces; 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 on carpet/rug surfaces without the carpet glider in place. Never use the carpet glider on surfaces that are prone to scratching. Take note: this product emits steam and will create moisture. If left operating too long in one place it can create water marks.
7. To insure continued operation of the steamer, never store without cleaning and removing all excess water from the water tank. Note: Water quality will vary in different areas.
8. Water filter **MUST** be changed every three (3) months to help avoid mineral residue buildup. Mineral residue can cause an excessive buildup of pressure inside the H2O Mop unit causing the unit to become very hot and cease functioning. Should you hear a loud popping noise, this is due to lack of proper maintenance. If you encounter a problem of this nature discontinue use of the product immediately. (See "Trouble Shooting" Tips)
9. If the steam mop begins to produce steam more slowly than usual or stops producing steam you may need to remove lime scale from your steamer. Your H2O Mop requires removal of lime scale, regularly, to prevent build-up. The frequency depends upon the hardness of your tap water and how often you use the steamer. (See "Trouble Shooting" Tips)

**(Thane International, Inc and its subsidiaries assume no liability for damage caused by use of the H2O Mop other than for its intended use or as instructed above & in the H2O Mop User's Guide, or outside of the "Use and Care Instructions" of your flooring manufacturer.)**

### **Trouble Shooting**

1. **PUDDLING OF WATER** – The microfiber pad must be clean and dry for use. Apply new micro fiber 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 **Micro-Fiber 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.)
2. **WATER LEAKAGE**–Water level is too high. Turn unit off, allow water to cool, remove water tank and adjust water level no higher than the max level on water tank.
3. **DISPOSABLE PAD TEARING**–Disposable pads are designed for single use. Over use of disposable pads may cause them to tear and damage flooring.
4. **NO STEAM**
  - A. The water level could be low. Switch the steam cleaner off and refill.
  - B. Light indicator is red, turn unit on and wait for light indicator to turn green before use.
5. **BROWN RESIDUE** - When using the H2O Mop for the first time or if the mop is not used for a long time you may notice traces of brown colored water coming out with steam. This is normal. We recommend running the mop for 1-2 minutes before use to allow the resin to disappear, the mop should then start emitting clear steam. The brown residue comes from the resin used in the water filter. If the mop is not used for a long period, then the resin inside the water filter will become dry and when the mop is used again a small amount of brown water/steam will come out.
6. **REMOVING LIMESCALE:**
  - A. Prepare a solution of 1/3 white vinegar and 2/3 tap water and add to the water tank, then secure water tank onto the unit and remove mop head.
  - B. Position and secure the mop in such a way so steam released from the mop head cannot do any harm to surrounding surfaces and objects. Plug the unit in and wait for the green light. Operate the steam mop continuously until the lime scale removing solution has steamed through. It should take 10 – 15 minutes to completely empty the water tank.  
**WARNING: DO NOT leave the steamer unattended during the lime scale removal process/while in use. DO NOT let the water tank boil dry.**
  - C. Repeat the above procedure as many times as necessary until the normal steam rate returns. With each repeated cycle, use a fresh solution of vinegar and water.
  - D. Remove the water tank and rinse out.
  - E. Run half a tank of fresh, cold water through the unit at the completion of lime scale removal.
  - F. Turn the steamer off and unplug from the electrical outlet.  
**WARNING: After each lime scale removal, perform a test cleaning on a suitable isolated area to ensure that there is no debris left in the system.**
  - A. **Make sure that the H2O Mop is disconnected from the power supply before maintenance.**
  - B. Remove the mop head from the main body.
  - C. Use any suitable metal pin (i.e. knitting needle) to remove scale deposits from the inside of the steam outlet. By moving the pin further inside the steam outlet then swirling and pushing the pin up and down you will clean the inside of the boiler. Make sure that removed scale debris get out of the boiler and steam outlet.  
**WARNING: BE SURE THAT THE UNIT IS DISCONNECTED FROM THE POWER OUTLET WHEN PERFORMING THIS PROCEDURE.**

## **H2O MOP - 1 YEAR LIMITED WARRANTY**

Your "Thane H2O Mop" is warranted, to the original owner, for 1 Year from date of purchase against defects in material and workmanship under normal use and service. Should your H2O Mop prove defective within 1 Year from date of purchase, return the defective part or unit, freight prepaid along with an explanation of the claim to "Thane H2O MOP". Please package your H2O Mop carefully to avoid damage in transit. Under this warranty, Thane Direct USA will repair or replace any parts found to be defective due to a manufacturer's defect. This warranty extends only to personal use and does not extend to any product that has been used for commercial use, rental use, or use which it is not intended. There are no warranties other than that expressly set forth herein. This warranty is not transferable. Thane Direct USA is not responsible in any way for damages, losses or inconveniences caused by equipment failure caused by user negligence, abuse or use not in accordance with the "User Guide" or any additional safety, use, or warnings included in the product materials. Further, Thane Direct USA is not liable for incidental or consequential damages of any nature resulting from the use of this product and any liability shall not exceed the purchase price of the product.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

**THIS WARRANTY DOES NOT APPLY TO THE FOLLOWING:**

1. Damage due to accident, misuse, abuse, alteration or vandalism.
2. Improper or inadequate maintenance.
3. Unauthorized modification or commercial use.
4. Damage in return transit.
5. Unsupervised use by children under 18 years of age.

**H2O Mop - Customer Service - (775) 412-6017**

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