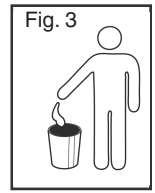
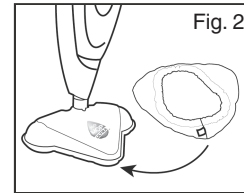
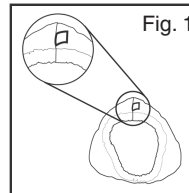


# Additional safety and Use Instructions for the H2O Mop® Ultra™

1. **Read all instructions and enclosed user's guide before attempting to use the H2O Mop® Ultra™ Steam Cleaner.**
2. Always check the use and care instructions of your flooring manufacturer before using the H2O Mop® Ultra™.
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® Ultra™ on a small isolated area of your flooring prior to overall use on any floor surface.
5. **Only use carpet glider on carpeting and 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® Ultra™ 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® Ultra™ on carpet/rug surfaces without the carpet glider in place. **Never use the carpet glider on surfaces that are prone to scratching.**  
Note: This product emits steam and will create moisture. **If left operating for an extended period of time (more than 10 - 15 seconds) in one place it can create water marks.**
7. To ensure continued operation of the steamer, **never store without cleaning and removing all excess water from the tank.**  
Note: Water quality will vary in different areas.
8. Water filter **MUST** be changed **every 3 - 6 months** to help avoid mineral residue buildup. Mineral residue can cause an excessive buildup of pressure inside the H2O Mop® Ultra™ 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. USING THE DISPOSABLE PAD (optional item):
  1. Locate the label on the Disposable Pad as illustrated in Fig. 1.
  2. Attach the Pad to the Mop Head, the label on the front of the pad should go on the front of the mop head as illustrated in Fig. 2.
  3. Dispose of the Pad after use, Fig. 3.



**Note:** Disposable pads are designed for one time use only

(Thane Direct 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® Ultra™ User's Guide, or outside of the "Use and Care Instructions" of your flooring manufacturer.)

## TROUBLESHOOTING

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**: Unplug unit, let pad cool, remove from unit, replace with new pad and continue use. If using a **Micro-Fiber Pad**: Unplug unit, 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® Ultra™, 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 of the water tank.
3. **DISPOSABLE PAD TEARING** – The disposable pads are designed for single use. Over use of the disposable pads could 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® Ultra™ 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, then the mop will 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. **DECALCIFYING** - To clean calcium deposits that build up inside the water tank, add one or two tablespoons of white vinegar to a full water tank, Close the water tank cap and shake the contents. **DO NOT TURN THE STEAMER ON.** Let it sit for a few hours. Then, empty the water tank and refill with clean water and empty until it rinses clear.
7. **CLEANING PROCEDURE TO REMOVE LIMESCALE** - If your H2O Mop® Ultra™ begins to produce steam more slowly than usual or stops producing steam you may need to remove limescale. Limescale can develop over time on the metal parts and greatly affect the mop's performance. We recommend removing limescale on a regular basis especially in areas with hard water. The frequency of limescale removal depends upon the hardness of your tap water and how often you use the steam mop. **TO REMOVE LIMESCALE FROM THE H2O MOP® ULTRA™ please refer to "Cleaning and Maintenance" section of the H2O Mop® Ultra™ User's Guide.**

# H2O MOP® ULTRA™

## 1 YEAR LIMITED WARRANTY

Your “Thane H2O Mop® Ultra™” 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® Ultra™ 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® Ultra™”. Please package your H2O Mop® Ultra™ carefully to avoid damage in transit. Under this warranty, Thane Direct Canada 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 for which it is not intended. There are no warranties other than that expressly set forth herein. This warranty is not transferable. Thane Direct Canada is not responsible in any way for damages, losses or inconvenience 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 Canada 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 province to province.

### **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 H2O Mop® Ultra™ - Customer Service - 1- 800-338-4263**

(Thane Direct 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® Ultra™ User’s Guide, or outside of the “Use and Care Instructions” of your flooring manufacturer.)