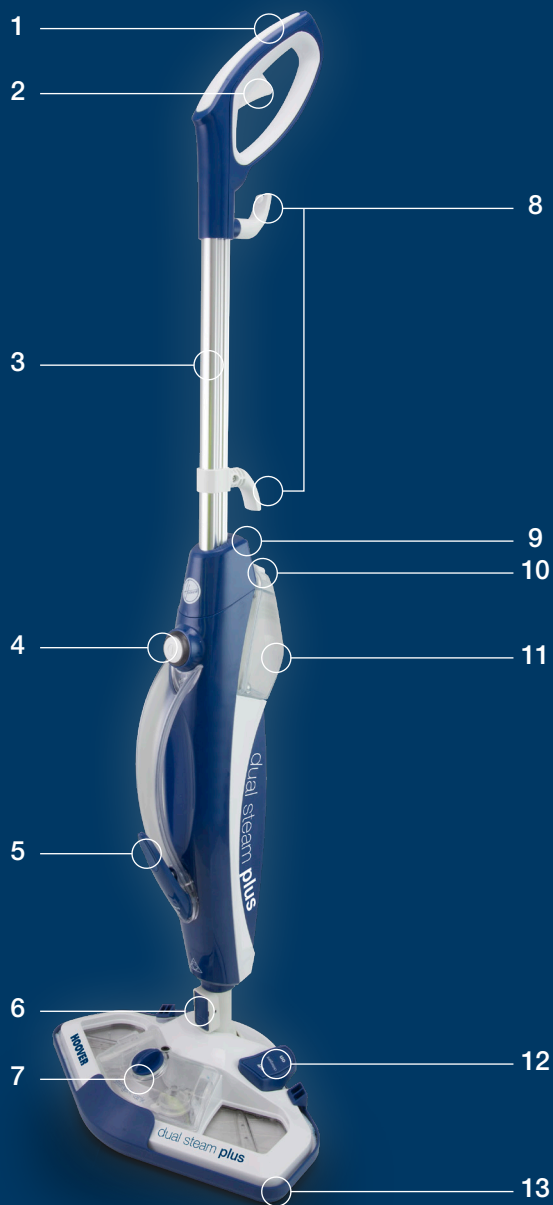




# dual steam **plus**

2 IN 1 STEAM MOP





# 3631 Dual Steam Plus

Congratulations on the purchase of your new HOOVER steam mop. There are many useful features built into your cleaner and we recommend that you carefully read this instruction manual so that you may take best advantage of them.

## Features:

- |  |                              |
|--|------------------------------|
| 1. Handle                                  | 14. Flexible Hose            |
| 2. Steam Trigger (As a steam mop)          | 15. Upholstery Pad           |
| 3. Rod                                     | 16. Wall Mount Bracket       |
| 4. On/Off Button                           | 17. Scraper                  |
| 5. Steam Trigger (As a handheld steam mop) | 18. Grout Brush              |
| 6. Floor Tool Release Button               | 19. Hose Connector           |
| 7. Detergent Tank                          | 20. Jet Nozzle               |
| 8. Upper Cord Wrap and Cable Holder        | 21. Hose Accessory Connector |
| 9. Rod Release Button (not shown)          | 22. Small Round Brush        |
| 10. Water Tank Release Button              | 23. Large Round Brush        |
| 11. Water Tank                             | 24. Metal Round Brush        |
| 12. Detergent On/Off Button                | 25. Mop Pads (2pcs)          |
| 13. Carpet Glider                          | 26. Upholstery / Window Tool |

## Specifications:

**Power:** 1600W

**Water Capacity:** 300 ml

**Cable Length:** 6m

**Weight:** 2.52kg (As a mop)

**Steam Duration:** 9 minutes

**Please contact Godfreys customer support and service hotline Australia on 1800 815 270 or New Zealand on 0800 282 288 to find your local spare parts provider.**

Hoover® trademark is a registered trade mark of Techtronic Cordless GP and is used under licence.

# Before You Begin

## Please read these instructions thoroughly

This will ensure you obtain full benefit from your new steam mop. Keep this Instruction Manual in a handy place for future reference.

## Important

Always switch the steam mop off and remove the plug from the electricity supply before cleaning your appliance, when not in use, or attempting any maintenance task. This cleaner should only be used for its intended purpose as described in these instructions.

## Precautionary measures:



1. **Do not** operate the vacuum steam mop too close to heaters, radiators or other hot surfaces.



2. Before inserting the plug into the wall, make sure your hand is dry.



3. When you want to pull the plug from the wall, **do not** use the power cable, gently pull the plug from the power socket.



### **Before you Clean, Test First**

Your Hoover steam mop is designed to clean hard flooring such as ceramic tile, vinyl, laminate, marble, stone and sealed hard wood floors. Use of your steam mop on waxed or some unwaxed floors may result in a diminished gloss.

The steam mop is not for use on unsealed wood floors. For best results test in an inconspicuous area and check the care instructions from your flooring manufacturer.



# Safety Precautions & Warnings

***Read all instructions before using this steam cleaner.***

***WARNING! To reduce the risk of fire, electric shock or injury when using an electrical appliance, basic precautions should always be followed, including the following:***

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
2. Always check the power cord before use, the power cord and the plug should be in a good condition and must not be damaged. If the power supply cord is damaged or defective, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
3. Do not leave appliance unattended when plugged in. Unplug from outlet when not in use and before conducting maintenance, cleaning or troubleshooting.
4. To prevent electric shock, do not use outdoors. The steam cleaner is intended for household use only.
5. Children shall be supervised to ensure that they do not play with the appliance.
6. Do not operate the unit while in any one stationary position for any period of time. Keep the unit moving while in operation.
7. Use only as described in this manual. Use only manufacturer's recommended attachments.
8. Do not pull or carry by the power cord, do not use cord as a handle, do not close a door on the power cord or pull the power cord around sharp edges or corners.
9. Keep the power cord away from heated surfaces.
10. Do not run the steam cleaner over the power cord.
11. Do not unplug by pulling on the power cord. To unplug, grasp the plug, not the power cord.
12. Do not use an extension cord.
13. Do not handle plug or appliance with wet hands.
14. Do not use steam cleaner if it has been dropped, damaged, left outdoors or immersed into water. Return it to the nearest service centre.
15. Turn off all controls before unplugging. Always remove the power cord from the outlet and handle the steam cleaner with care when filling the water tank with water.
16. Do not over fill the water tank.
17. Do not use without the water tank cap in place. Check that the water tank cap is completely closed before use.
18. Do not operate without water in the water tank.

19. Do not fill the water tank with anything other than water. Never put additives (such as perfume disinfectant, eucalyptus oil, stain remover or products containing alcohol) in the water as they may damage the steam cleaner or make it dangerous to use.
20. Empty the water tank and detergent tank after every use when the steam cleaner is not in use.
21. Do not touch any hot areas on the steam cleaner. It is normal for the steam cleaner to heat up during operation.
22. The force and heat of the steam may have an adverse effect on some materials. Always test the steamer on a small concealed area to determine if it is suitable for treatment.
23. Accessories become hot during use. Allow them to cool down before handling them.
24. Use only manufacturer's recommended attachments – use of attachments not provided or sold by us may cause fire, electric shock or injury.
25. Never point or aim the steam cleaner at people, animals or plants (risk of scalding!).
26. Do not aim the steam cleaner at electrical systems or wires.
27. Connecting the steam cleaner to improper voltage may result in damage to the steam cleaner and possible injury.
28. Do not use steam cleaner if there are visible signs of damage or if it is leaking.
29. Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam sensitive materials.
30. Never put descaling, aromatic, alcoholic or detergent products into water tank, as this may damage it or make it unsafe for use.



***Warning: Danger of scalding. Please use with caution when using the steam mop. The steam emitted from the steam mop is very hot.***

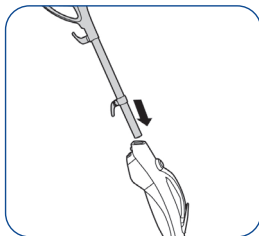


***CAUTION: Surface may be hot. Avoid contact.***

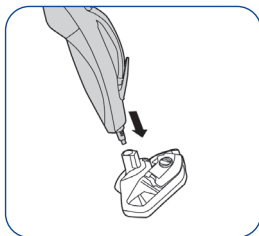


# Assembly

**Warning: do not plug the steam cleaner into an electrical outlet during assembly.**



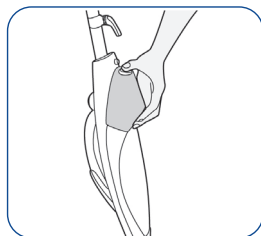
1. Insert the handle into the machine main body until it locks into position.



2. Assemble the main body of the cleaner to the Floor Head.  
**Important. Please ensure the main body is fully inserted into the mop head until you hear a click sound**

# Instructions for Use (as a steam mop)

## Before you begin cleaning



1. Remove the clean Water Tank by pressing the Water Tank Release Button.

**NOTE:** The tube which transfers water from the Water Tank to the boiler is weighed down with a brass ball. This is an intentional design to improve efficiency of water usage. It is normal for this ball to create a rattling sound inside the Water Tank during use.



2. Pull the cap on the Water Tank to open.
3. Fill the clean Water Tank with cold tap water ONLY. Close the cap and make sure no water leaks before you refit the clean water tank.
4. Ensure the hard water filter is in place before you refill the clean water tank.

**Do not add any chemicals, detergents, disinfectant, eucalyptus oil or perfumes to the clean Water Tank.**

**NOTE:** In order to significantly reduce mineral build-up and prolong the life of your steam mop the use of distilled or de-mineralized water in the unit is highly recommended.



5. Attach a Mop Pad to the base of the Floor Head.

**IMPORTANT:** Always unplug the cleaner when adding water or changing a Mop Pad.

**NOTE:** Wash the Textile Pad prior to use to remove any lint.





## Steam cleaning hard floors

**NOTE:** Always sweep or vacuum the floor prior to use to remove any loose dirt or debris.

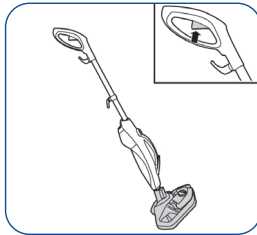
**IMPORTANT:** Do not use the cleaner without a Mop Pad attached to the Floor Head.

**NOTE:** Do not use the Carpet Glider when cleaning hard floors.

**WARNING:** Unplug the steamer and let the steamer cool down before you change the accessory.



1. Plug the steam cleaner into the main power. Press the power switch, the blue ON light will illuminate.
2. After a few seconds half of the light will turn to red, indicating the cleaner is ready for use.
3. Recline the cleaner by placing a foot on the Floor Head and lowering the main body towards the floor. Clip the power cable to the cable holder.



4. To produce steam press the Steam Trigger Button.
5. Move the cleaner slowly backwards and forwards.

**Note:** Replace another dry mop pad if the floor is getting too wet.

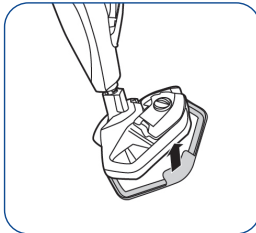
## Refreshing carpets

**NOTE:** Always sweep or vacuum the carpet prior to use to remove any loose dirt or debris.

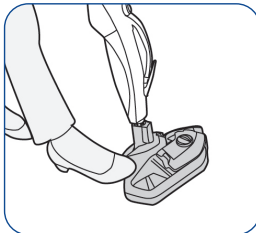
**IMPORTANT:** Do not use the cleaner without a Mop Pad and carpet glider attached to the Floor Head.

**Warning:** Unplug the steamer and let the steamer cool down before you change the accessory.

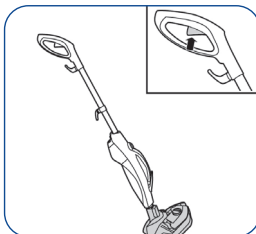
**Warning:** Push the Detergent on/off button OFF before you are going to refresh carpet.



1. Attach the Carpet Glider to the Floor Head.
2. Plug the steam cleaner into the main power. Press the power switch, the blue ON light will illuminate.
3. After a few seconds half of the light will turn to red, indicating the cleaner is ready for use.



4. Recline the cleaner by placing a foot on the Floor Head and lowering the main body towards the floor.

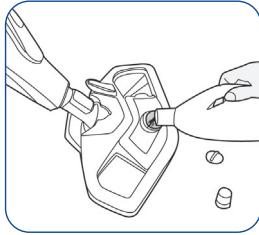


5. To produce steam press the Steam Trigger.
6. Move the cleaner slowly backwards and forwards paying particular attention to high traffic areas.



## Using detergent tank

**Warning:** *Unplug the steamer and let the steamer cool down before you change the accessory.*



1. Twist Detergent Tank Cap counter-clockwise to open.
2. Add 50ml of recommended detergent (about half of the tank).
3. Fill remaining tank with water.
4. Replace Detergent Tank Cap clockwise and secure.

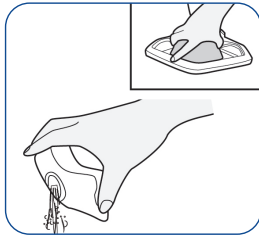
**WARNING:** *Use only manufacture recommended detergent. Some detergent brands may cause damage and will prevent the cleaner from working effectively. Using other detergent may void your warranty.*



5. Push Detergent On/Off Button ON to use the solution. Push Detergent On/Off Button OFF to stop using the solution.

**IMPORTANT:** *To prevent detergent leaking ensure the Detergent On/Off Button is in the OFF position when the product is not in use.*

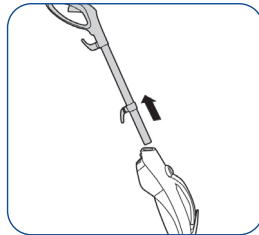
## Empty the detergent tank



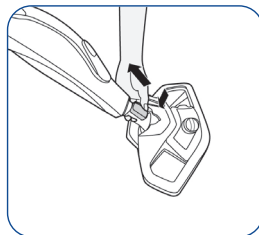
1. Unplug the cleaner from the main power and ensure the unit has cooled.
2. Remove the Detergent Tank from the main body of the cleaner.
3. Twist Solution Tank Cap counter-clockwise and remove.
4. Empty any excess solution from the tank. Replace the cap and return to the cleaner.

# Instructions for Use (as a handheld steam mop)

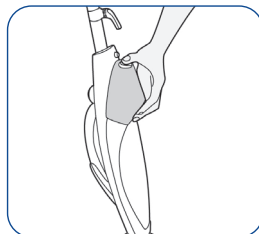
**Warning:** *Unplug the steamer and let the steamer cool down before you change the accessory.*



1. Press the Handle Release Button and remove the steel tube.



2. Remove the Floor Head by pressing the mop head release button.



3. Remove the clean water tank by pressing the Water Tank Release Button.

**NOTE:** *The tube which transfers water from the Water Tank to the boiler is weighted down with a brass ball. This is an intentional design to improve efficiency of water usage.*

*It is normal for this ball to create a rattling sound inside the Water Tank during use.*

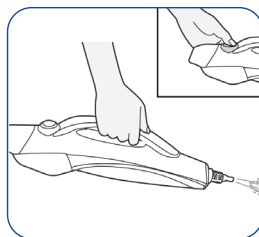




4. Pull the cap on the Water Tank to open.
5. Fill the clean Water Tank with cold tap water ONLY. Close the cap and make sure no water leaks before you refit the clean water tank.
6. Ensure the hard water filter is in place before you refill the clean water tank.

***Do not add any chemicals, detergents disinfectant, eucalyptus oil or perfumes to the clean Water Tank.***

***NOTE: In order to significantly reduce mineral build-up and prolong the life of your steam mop, the use of distilled or de-mineralized water in the unit is highly recommended.***



7. Plug the steam cleaner into the main power, press the Power Switch and the blue on light will illuminate
8. After a few seconds half of the light turns red to indicate the cleaner is ready for use.
9. To produce steam press Steam Trigger Button(Handheld).

***IMPORTANT: Always unplug the cleaner when removing the Floor Head or handle.***

***Always ensure the cleaner has fully cooled down before removing the Floor Head.***

# Accessories

**Warning:** *Unplug the steamer and let the steamer cool down before you change the accessory.*

## **Hose Accessory Connector**

Use on heavily soiled areas such as showers and kitchens.

## **Upholstery / Window Tool & Upholstery Pad**

Use on windows and mirrors for a smear free clean. Place the upholstery pad on the tool to use on sofas and chair fabrics.

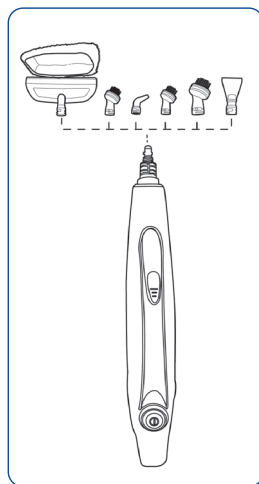
**Round Brush (small and large)** Use on stubborn grease and grime.

**Metal Round Brush** For oven grills and racks.

**Jet Nozzle** For hard to reach areas such as taps.

**Scraper** Ideal for dried residue in ovens or defrosting freezers.

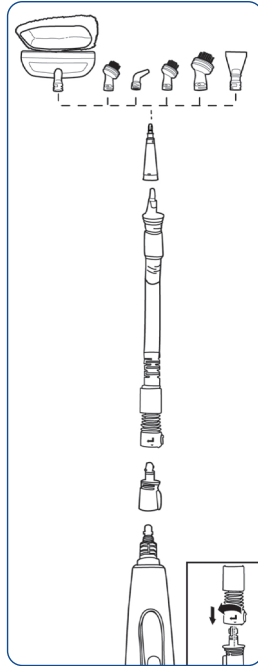
## **Without hose**



1. After removing the Floor Head, accessories can directly attach to the steam outlet of the product.
2. Insert and rotate clockwise until it is locked in position and secure



## With hose

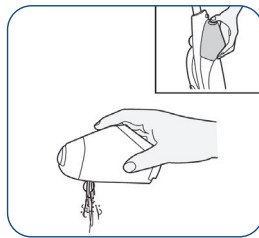


1. Fit the Hose Connector to steam outlet of the product.
2. Fit the Hose over the Hose Connector on the product. Align the orientation marks with the hole on Hose Connector and rotate clockwise until hose is locked in position and secure.
3. To remove hose, slide Release Button at the base of Hose away from cleaner and rotate counter-clockwise and gently pull away from cleaner.
4. Attach Hose Accessory Connector to the nozzle on the hose. Insert and rotate clockwise until Hose Accessory Connector is in locked position and secure.
5. Fit other small accessories to Hose Accessory Connector. Insert and rotate clockwise until it is locked in position and secure.

# Maintenance

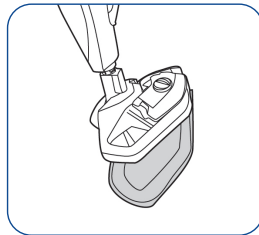
**IMPORTANT: ALWAYS ENSURE THE CLEANER HAS FULLY COOLED DOWN BEFORE PERFORMING ANY MAINTENANCE TASKS.**

## Empty the water tank



1. Unplug the cleaner from the main power and ensure the unit has cooled.
2. Remove the clean Water Tank from the main body of the cleaner.
3. Remove the Water Tank cap.
4. Empty any excess water from the tank.
5. Replace the cap and return to the cleaner.

## Removing and cleaning the Mop Pad



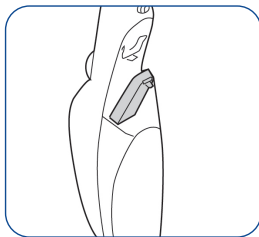
1. Unplug the cleaner from the main power and ensure the unit has cooled.
2. If necessary, remove the Carpet Glider, then peel the Mop Pad from the Floor Head.
3. Wash the Mop Pad in a washing machine with a mild detergent at max temperature 40°C.

**IMPORTANT: Do not use bleach or fabric softener when washing the Textile Pad**





## Replacing the hard water filter



The cleaner is fitted with a hard water filter. If you live in an area of hard water the filter will discolor over time. Depending on the water hardness and frequency of use, the filter should be changed every 6 months.

- 1 Unplug the cleaner from the main power and ensure the unit has cooled.
- 2 Remove the clean Water Tank from the main body of the cleaner.
- 3 Lift the hard water filter out of the cleaner. Replace with new filter.
- 4 Reassemble the clean Water Tank to your cleaner.

***Note: The condition of the filter will affect the cleaner performance.***

# Spare Parts

Part	Part Number
Hard Water Filter	32201371
Brush Set	31155164
Clean Water & Detergent Tank Sets	33155237
Mop Pad	31400231
Upholstery Pad	31400100



# Troubleshooting

Please contact Godfreys customer support and service hotline Australia on 1800 815 270 or New Zealand on 0800 282 288 to find your local spare parts provider.

Fault	Solution
The steamer will not switch on.	<ul style="list-style-type: none"><li>- Check the steamer is plugged in</li><li>- Plug the steamer to different socket</li></ul>
The steamer will not produce the steam.	<ul style="list-style-type: none"><li>- Check the hard water filter is assembled</li><li>- Check the water is enough in the clean water tank</li></ul>
Water come out from the back of the steam mop.	<ul style="list-style-type: none"><li>- Check there is no blockage from the accessory tool and mop head</li></ul>
The steamer leave too much water on the floor	<ul style="list-style-type: none"><li>- Replace a dry mop pad</li><li>- Too much detergent is added to the detergent tank.</li></ul>



# dual steam plus

## 2-in-1 Steam Mop

### Conditions of warranty

Your Hoover cleaner, in the case of domestic use, has a two years parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the cleaner is purchased.

The cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring and fabrics. This cleaner is not fit to be used as an industrial cleaner, and is not designed for the collection of vitreous building material including particle board, construction products and similar products such as wood/fibres, cement, fillers, fibre glass etc. or excessive or frequent sand. The infrequent pick-up of these materials in these circumstances may be harmful to your cleaner and may void the manufacturer's warranty.

Accessories and consumables including dust bags and filters, unless defective in manufacture, are not subject to this warranty. In order to prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your cleaner will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

In the event of service or advice being needed, please contact Electrical Home-Aids Pty. Limited, Level 1, Building 3, Brandon Office Park, 530 Springvale Road, Glen Waverley Victoria 3150, or on 1800 815 270 (AUS) or 0800 282 288 (NZ), Monday-Friday 9am-5pm EST. The decision to repair or replace the cleaner is at the sole discretion of Electrical Home-Aids Pty. Limited. If Electrical Home-Aids Pty. Limited decide to repair or replace the cleaner, it will do so at its own cost.

*\*Two year warranty on parts and labour excluding the battery which has a one year warranty.*

Hoover Floorcare is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Hoover Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, Hoover Floorcare will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the cleaner is chargeable.

The repair or replacement of the cleaner under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

"Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."



### Register warranty online:

[www.godfreys.com.au](http://www.godfreys.com.au)

[www.godfreys.co.nz](http://www.godfreys.co.nz)

### Customer Support & Service Hotline

AUS: 1800 815 270

NZ: 0800 282 288