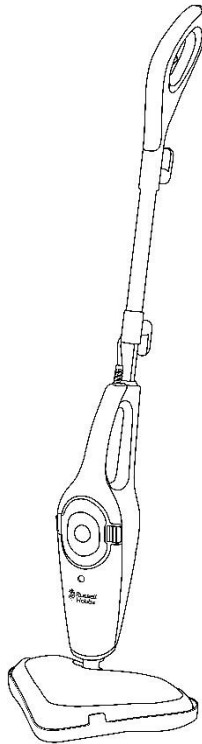




# Russell Hobbs

At the heart of your home

## Steam & Clean 11 in 1 Steam Mop



**Model Number: RHMSM3002**

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](http://www.productcareuk.com)

**PLEASE RETAIN FOR FUTURE  
REFERENCE**

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Thank you for purchasing your Russell Hobbs Steam & Clean 11 in 1 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, steam kills 99.9% of household germs giving you a deep clean that your home deserves.

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.

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# **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.

# **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.
- Do not let the cord hang over the edge of the worktop, or touch hot surfaces.
- 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.

# **SAFETY INSTRUCTIONS**

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

### **WARNING:**

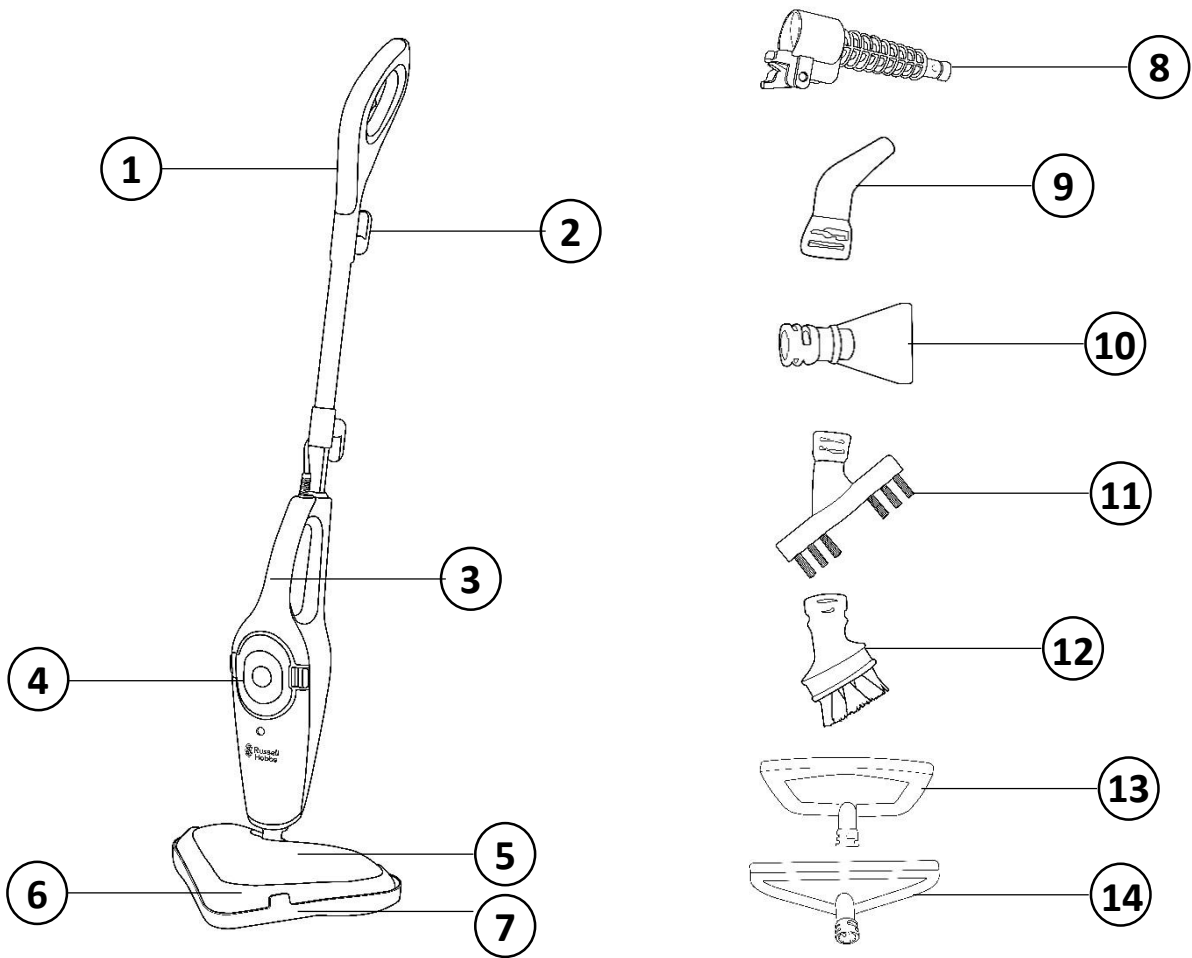
- Close attention is necessary when used near children.
- Do not store with a wet mop pad still attached.
- Using distilled or demineralized water will maximize the performance of your steam mop.
- Use extra care when cleaning on stairs.
- Do not use steam for space heating purposes; household use only.
- 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.**



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# STEAM CLEANER FEATURE DIAGRAM



- |          |                            |           |               |           |                         |
|----------|----------------------------|-----------|---------------|-----------|-------------------------|
| <b>1</b> | Handle                     | <b>6</b>  | Mop pad       | <b>11</b> | Crevice brush           |
| <b>2</b> | Quick cord<br>release/hook | <b>7</b>  | Carpet glider | <b>12</b> | Round brush             |
| <b>3</b> | Handheld<br>unit           | <b>8</b>  | Jet nozzle    | <b>13</b> | Garment tool<br>adaptor |
| <b>4</b> | Water tank                 | <b>9</b>  | Angled nozzle | <b>14</b> | Window tool             |
| <b>5</b> | Mop head                   | <b>10</b> | Scraping tool |           |                         |

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# PREPARING YOUR STEAM CLEANER

## Before using your steam cleaner:

Remove all packaging and lay out the separate components.

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

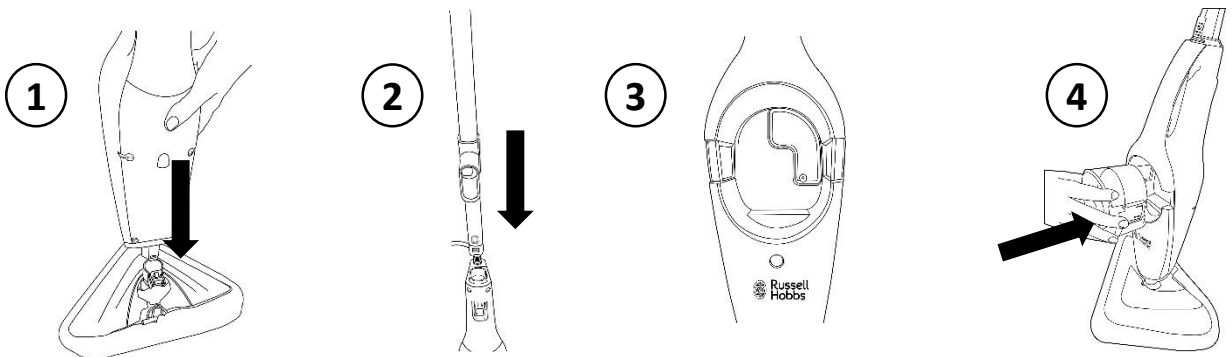
- Misaligned or damaged parts
- Damage to the main body and separate components
- Damage to the plug or cable.

**If you can see any damage do not use the cleaner and refer to the contact details at the bottom of this page.**

## Assembling the steam mop

**Note:** Before assembling/disassembling any parts of the product make sure the unit is unplugged and has cooled sufficiently.

1. Align the body of the steam unit with the groove in the head. Lower until the unit 'clicks' and secures into place.
2. Place the bottom on the handle into the main body, lowering until it 'clicks' and secures into place.
3. Ensure the hard water filter is secured in the main body where the water tank is entered. This may need replacing with regular use.
4. Secure the water tank into the main body. The clips on either side will 'click' and secure. **Note:** This will need to be filled for use.



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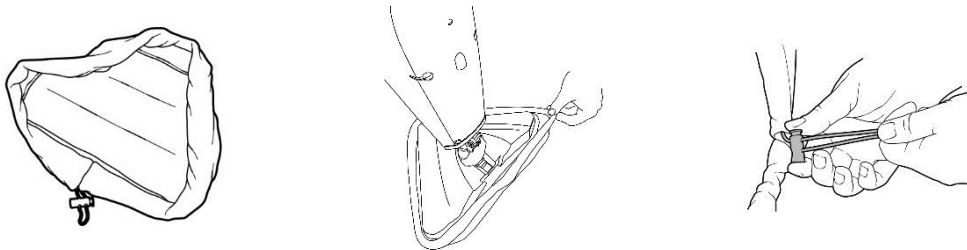


# **PREPARING YOUR STEAM CLEANER**

## **Attaching the mop pad**

When using the cleaner as a mop you must attach a microfibre mop pad that is provided.

1. To attach, put the pad on the floor and place the assembled steam mop onto the pad.
2. Lift the front of the pad over the front of the mop head, followed by the back.
3. To secure, push the sides of the toggle head in and pull back the string.

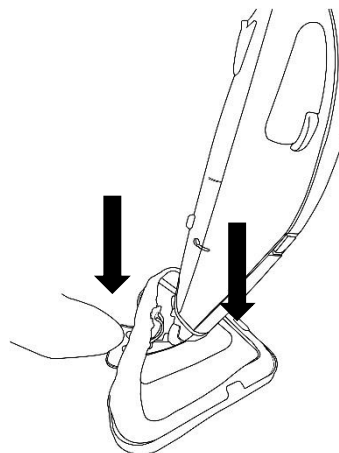


To remove the mop pad after use for cleaning, allow the unit to cool and push the sides of the toggle head in, pulling it backwards to loosen. Lift the mop away from the pad.

## **Attaching the carpet glider**

When using the mop on carpets you need to attach the carpet glider for a smooth cleaning action.

1. To attach the carpet glider, put your foot down on the plastic at the back.
2. Lift the mop over the glider and secure the glider with your left hand.
3. Lower the front of the mop head under the two plastic ribs and lower the back end of the head.
4. Release your foot and the glider should secure in place.



To remove the glider after use, allow the unit to cool and place pressure on the plastic at the back. Tilt the mop forwards and lift it upwards.

# FILLING THE WATER TANK

**Note:** Before filling/re-filling the water tank, unplug the steam mop. Do not touch any hot parts before allowing them to cool sufficiently.

**1.** Remove the tank by pressing in the tabs on either side and pulling outwards.

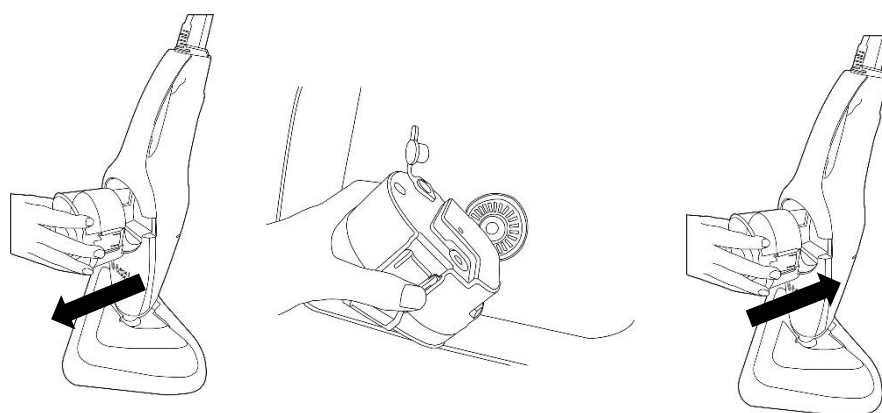
**Note:** It is recommended to use treated water in your steam mop, especially in hard water areas. Water can be treated using water filters. Using untreated hard water can reduce the performance and life span of your product. Never use boiled water in your steam appliance. This is harmful as the boiled water that has not turned to steam contains solely the hard water minerals that should be avoided.

**2.** On the bottom of the tank is a small silicone plug. Lift the flap to expose an entry to the tank.

**3.** Slowly fill the tank.

**4.** Close the plug securely and slot the tank back into the steam unit body until it 'clicks' into place.

**Note:** A full tank should provide approximately 15 minutes steam time. Ensure the steam mop is plugged in and the light lit or steam will not be emitted.



# ASSEMBLING YOUR STEAM CLEANER

To use the unit as a steam mop, follow the instructions on pages 8 and 9.

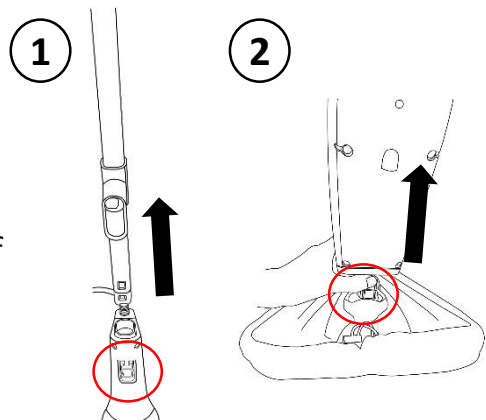
## Using the unit as a handheld steam cleaner

There are a variety of tools and functions provided by the handheld unit.

To change from steam mop to handheld cleaner, the handle and mop head need to be removed – this is easy to do.

1. To remove the handle, press the top of the tab, (located on the back of the steam mop,) and lift up the handle.

2. To remove the mop head, press the top of the tab, (located on the bottom back of the steam mop,) and lift up the body.



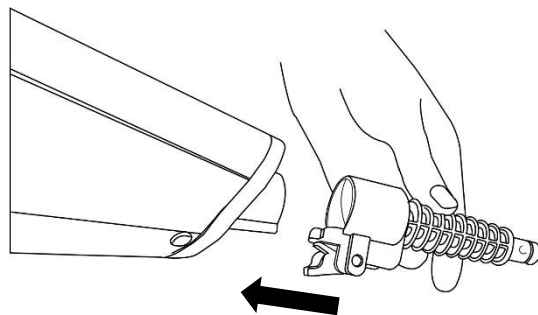
## Attaching steam cleaner tools

All the small accessories attach onto the end of the jet nozzle adaptor.

These tools help to clean hard to reach areas.

To attach the jet nozzle adaptor, align with the main unit and press the nozzle in until the release button clicks into place.

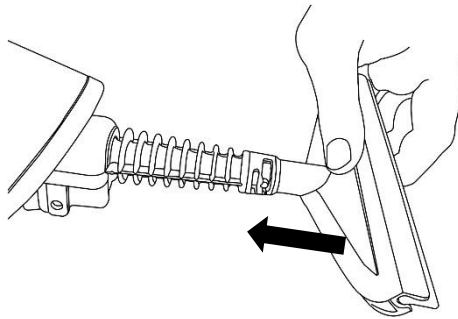
The jet nozzle can be used alone and gives concentrated, direct steam for cleaning and disinfecting.



# **ASSEMBLING YOUR STEAM CLEANER**

**To attach the window tool, angled nozzle, scraping tool, round brush, crevice brush, garment tool and window tool to the jet nozzle adaptor:**

1. Push the tool onto the jet nozzle adaptor aligning the arrow with the rib on the adaptor head.
2. Turn approximately 45 degrees clockwise until you feel the attachment secure.
3. To remove, simply turn approximately 45 degrees anticlockwise and lift off.



**To attach the garment cloth onto the garment/window tool:**

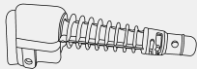

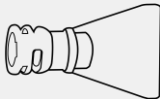


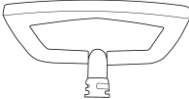
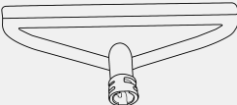
1. Place one end of the tool into the cloth.
2. Stretch the other end of the cloth onto the other side of the tool.

# TOOL GUIDE

## Using the unit as a handheld steam cleaner

There are a variety of tools and functions provided by the handheld unit.

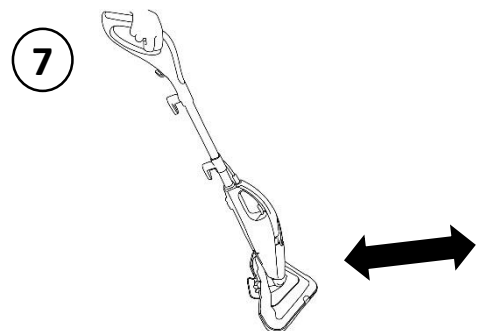
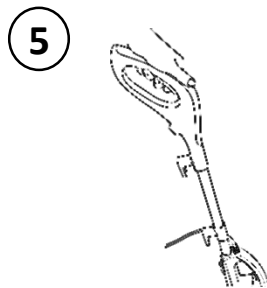
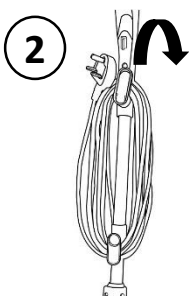
All the small accessories attach onto the end of the jet nozzle adaptor.

Tool name	Image	Use
Jet nozzle adaptor		Concentrated, direct steam
Angled nozzle		Hard to reach areas
Scraping tool		Removing hard, ground in items from surfaces, such as dirt
Crevice brush		For narrow, hard to reach areas and grout
Round brush		Designed for stubborn dirt and detailing
Garment tool		With cloth for garments and upholstery
Window tool		Without cloth for windows/mirrors/tiles

# USING YOUR STEAM CLEANER

Once you have assembled the product and selected either to use as a mop or handheld device:

1. Ensure the water tank is filled (page 10)
  2. When using as a mop, the cable can be stored around the cord hooks. Twist the quick release cord.
  3. Plug in the appliance and make sure the switch is on – the light should illuminate red.
  4. Wait at least 30 seconds for the water to heat. When heated sufficiently the light will turn green, indicating that the appliance is steam ready.
  5. Press the trigger to start steaming.
  6. When using as a mop, there is a hook located towards to top of the handle which you can place the cord in to stop it from obstructing you whilst cleaning.
  7. Tilt the handle backwards 45 degrees and pull the trigger.
  8. Move in a forwards and backwards motion over the areas you wish to clean.
- Note:** When using the steam cleaner, do not leave it over a particular area for more than 30 seconds. This could cause damage.
9. When using as a handheld cleaner, use a steady forward and backward motion over the area. Remember to pull the trigger under the handle. Do not use on anything that could be damaged by heat/water.

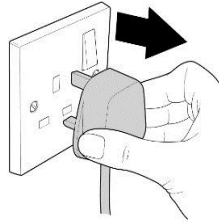


**Note:**

- Steam time can vary according to volume/temperature of water in the tank.
- There be an initial few drops of water ejected. Refill the tank or allow time to heat if the light turns red. Allow dry-time for any residual water.

# STORING YOUR STEAM CLEANER

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

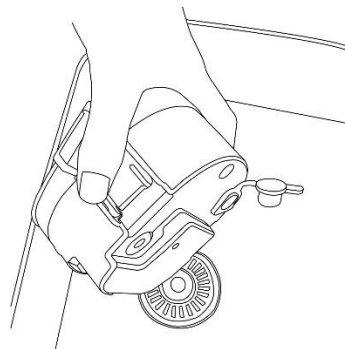


Allow the mop pad/tool to fully cool and then carefully remove from the mop head/handheld unit- page 12.

To unclip the jet nozzle adaptor, press the top of the tab, (located on the back) and pull away.

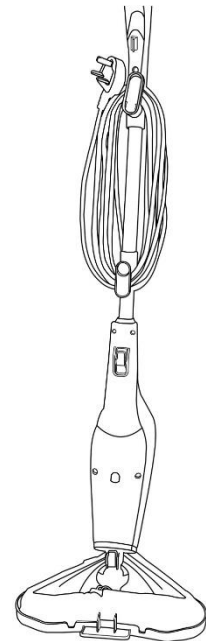
**Note:** Do not install or remove the mop pad/tools while steam is emitting.

Empty any remaining water from the water tank before storing.



Wrap the power cord around the upper and lower cord hooks.

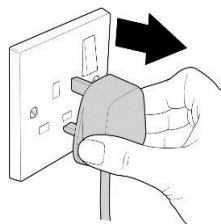
Store upright in a protected, dry area.



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# CLEANING AND CARE

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 IMMERGE THE STEAM CLEANER IN WATER.**

When wiping off the main body, do not allow moisture in the area around the indicator light.

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

If the steam cleaner is damaged, contact the customer service helpline using the details at the bottom of this page.

## **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.

## **Changing the filter**

With regular use, the filter located below the water tank will need to be replaced (around every 6 months,) contact the customer service helpline using the details below.

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# PROBLEM SOLVING

<b><u>PROBLEM</u></b>	<b><u>POSSIBLE PROBLEM</u></b>	<b><u>POSSIBLE SOLUTION</u></b>
<b><i>The indicator light keeps turning red/Reduced steam/no steam is coming out</i></b>	1. Water tank may be empty.	1. Make sure the water tank is filled. Refer to page 10 of the instruction manual provided.
	2. The unit may not be plugged in properly/the fuse or breaker may not be working.	2. Verify the unit is plugged into an approved electrical outlet and that the fuse or breaker is functioning properly. Ensure you have waited at least 30 seconds for the water to heat up – the light should turn green.
	3. You have not pulled the trigger.	3. Whether you are using as a mop or handheld cleaner, you will need to pull the triggers on the handles.
<b><i>The indicator light is not working</i></b>	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.
<b><i>There is a peculiar smell coming from the unit</i></b>	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 next page.
<b><i>There is a 'clicking/bubbling/rattle' noise coming from the steam mop when in use</i></b>		1. This is a normal occurrence due to the construction of the product and its operational functionality.
<b><i>There is a puddle of water/ the mop pad is not picking up dirt</i></b>	1. The mop pad is saturated and needs washing.	1. Wash the mop pad, following cleaning and care instructions provided on page 16 of the manual.
<b><i>Parts have broken/need replacing</i></b>	1. A removable accessory has broken/is damaged or missing.	1. Call customer services or visit the website detailed at the bottom of the next page.
	2. A main part has broken/been damaged.	2. Discontinue use and contact customer services using the details on the bottom of the next page.



# PROBLEM SOLVING

<u>PROBLEM</u>	<u>POSSIBLE PROBLEM</u>	<u>POSSIBLE SOLUTION</u>
<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 <a href="http://www.productcareuk.com">www.productcareuk.com</a> or contact customer services using the details provided on the bottom of this page.

**We're here should you need us.**

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Or visit us at [www.productcareuk.com](http://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:**

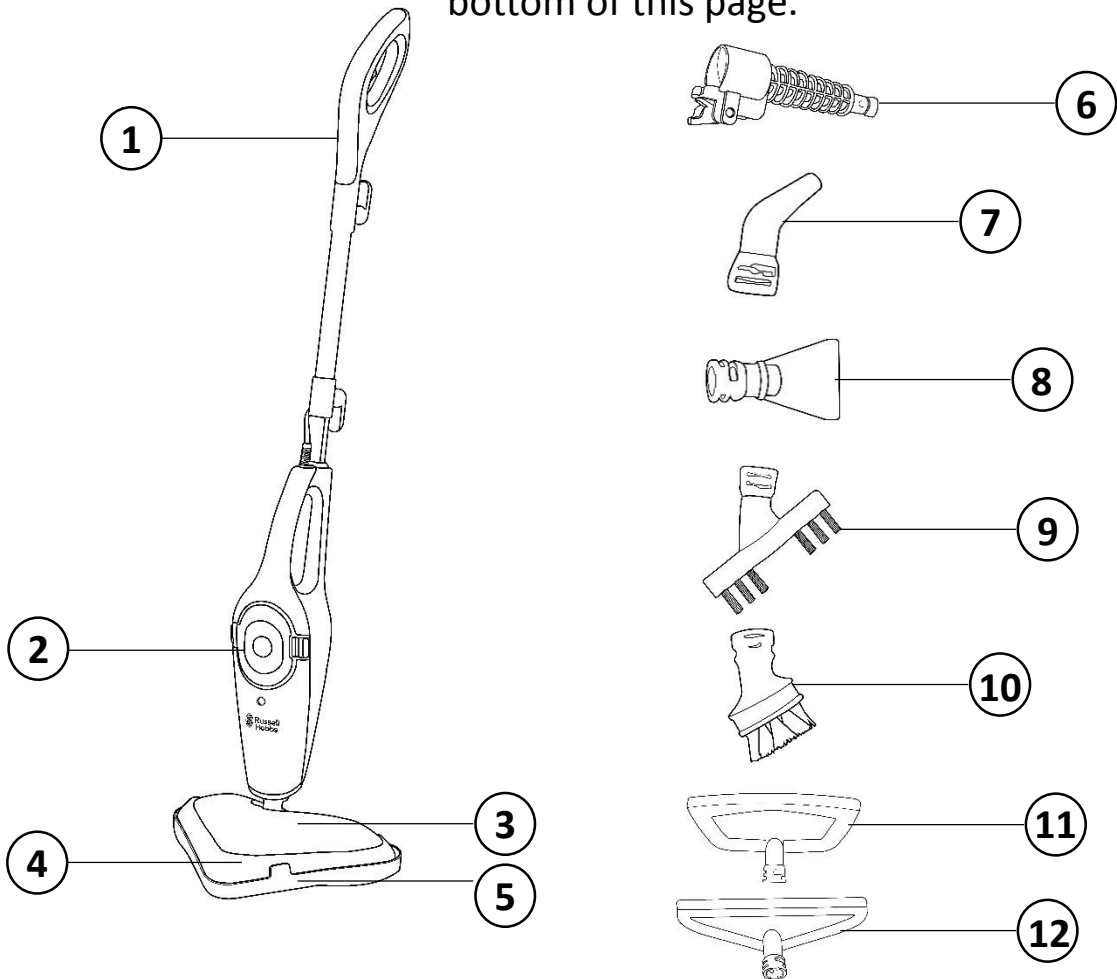
- The product must be returned to the retailer with the original proof of purchase.
- The product must be installed and used in accordance with the instructions contained in this instruction guide and any other instructions for use which are supplied.
- It must be used for domestic purposes only and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

**This does not affect your statutory rights.**

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# 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.



- |          |            |          |                       |           |               |
|----------|------------|----------|-----------------------|-----------|---------------|
| <b>1</b> | Handle     | <b>5</b> | Carpet glider         | <b>9</b>  | Crevice brush |
| <b>2</b> | Water tank | <b>6</b> | Jet nozzle<br>adaptor | <b>10</b> | Round brush   |
| <b>3</b> | Mop head   | <b>7</b> | Angled nozzle         | <b>11</b> | Garment tool  |
| <b>4</b> | Mop pad    | <b>8</b> | Scraping tool         | <b>12</b> | Window tool   |

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# 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.

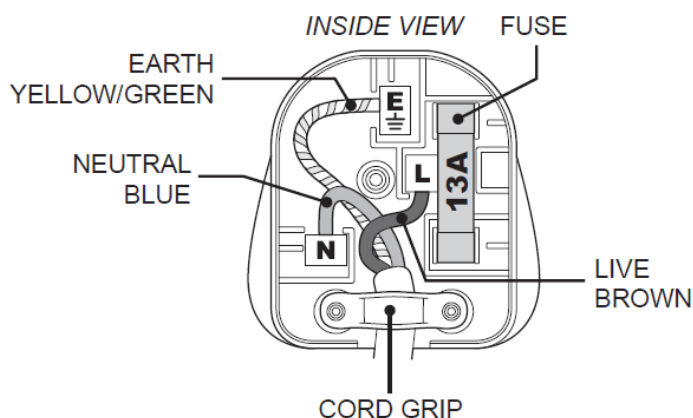
This product is fitted with a 13A plug complying with BS1363.  
If this plug is unsuitable or needs to be replaced, refer to customer  
services.

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 plus 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](http://www.productcareuk.com)**

Revision 1a

Model: RHMSM3002

Produced for:

**G2S Ltd,**

**Wigan,**

**WN2 4AY**

**CE**



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](http://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.

