

## FAQ

### **Your vacuum cleaner suction is not working properly or is making a whistling noise.**

- The tube or hose is partially blocked: unblock them.
- The dust collector is full: empty it and clean it.
- The dust collector is not properly fitted: re-position it correctly.
- The suction head is dirty: remove the power-brush and clean it.
- The foam motor protection filter is full: clean it.

### **The appliance is no longer generating steam.**

- Your device is not connected to the power supply: check that the power cable is properly connected and that the on/off button is turned on.
- The water tank is empty: fill it.
- The antiscaling cartridge is incorrectly installed: reposition it correctly.
- The absorption nozzle is not immersed: shake the water tank to immerse the nozzle.

### **Dust or debris is falling back out onto the floor.**

- The dust container is full: empty it.
- The filter is missing or incorrectly installed: clean the filter and install it correctly.

### **A large amount of steam is coming out of the suction apparatus.**

You are in 'Max' position. Reduce the steam power.

### **The appliance is not cleaning the floor very well.**

The wipe is saturated. Clean it.

### **The vacuum function does not work.**

The portable steam cleaner is not properly connected. Check the condition of the connectors and the proper mounting of the portable steam cleaner.

### **The floor is very wet after using the steam.**

The wipe is too wet.

Clean it, use the 'Eco' steam position or install a new wipe.

### **Brown stains are visible on the floor after use.**

You are using chemical descaling products or additives in the water tank.

Never add any products to the water tank. Contact an Approved Service Centre.

### **Steam does not come out of the accessories.**

Accessories are clogged or there is no cleaning mode selected.

Change the accessories and select the 'Eco'/'Max' position, then press the steam button.

### **Steam is escaping from the side of the appliance.**

Limescale builds up on the heating element. Check if the appliance works without the flexible hose and its accessories.

In that case, change the flexible hose and/or its accessories. Otherwise, contact the Consumer Service or go to the nearest Authorized Service Centre.

**What should I do if my appliance is not working?**

After following the instructions in the user manual for starting the appliance, make sure that your electrical socket is working by plugging another appliance. If it still does not work, do not try to dismantle or repair the appliance yourself, instead, take it to an approved repair centre

**What should I do if the power cord of my appliance is damaged?**

Do not use your appliance. To avoid any danger, have it replaced by an approved repair centre.