

RugDoctor®

PET PORTABLE SPOT CLEANER

USER MANUAL

Model Number
93407



QUICK “HOW TO” VIDEOS

Visit
rugdoctor.com.au/petspotcleaner
for helpful instructional videos

www.rugdoctor.com.au
1800 804 973
customerservice@rugdoctor.com.au
93407 @ 2021 Carpet Machine Hire



IMPORTANT SAFETY INSTRUCTIONS

USER MUST READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS PET PORTABLE SPOT CLEANER (“MACHINE”). WHEN USING MACHINE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:



WARNING

**TO REDUCE RISK OF FIRE, ELECTRIC SHOCK,
INJURY OR PROPERTY DAMAGE:**

- › Use only as described in User Manual and use only with manufacturers recommended directions and attachments.
- › For indoor, household use only. Use only Rug Doctor recommended cleaning solutions. Refer to cleaning solution section of User Manual.
- › DO NOT leave machine unattended when plugged in or while powered on (the “I” position on Machine). Unplug from outlet when not in use and before cleaning or servicing. Do not unplug by pulling on the cord. To unplug, grasp the plug, not the cord.
- › 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 instructions concerning use of the appliance by a person responsible for their safety.
- › DO NOT use as a vacuum.
- › To avoid scalding or burns, use caution when using hot tap water. DO NOT boil or microwave water to be used in Machine.
- › When the Clean Water Tank runs out, stop using and follow directions to refill.
- › DO NOT immerse. DO NOT use with damaged cord or plug. 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.
- › DO NOT pull by cord or flexible hose, carry or use cord or flexible hose as a handle, close door or pull cord or flexible hose around sharp edges or corners.
- › DO NOT run over cord. Keep Machine, cord, and flexible hose away from heated surfaces.
- › DO NOT handle the plug or use with wet or sweaty hands.
- › DO NOT put objects into any opening. Do not use if any opening is blocked. Keep openings free of dust, lint, hair, and anything that could reduce air flow.
- › KEEP HAIR, LOOSE CLOTHING, FINGERS AND ALL OTHER PARTS OF THE BODY AWAY FROM OPENINGS AND MOVING PARTS.
- › Turn off (the “O” position on Machine) all controls before unplugging.
- › Use extra care when cleaning on stairs.
- › DO NOT use to pick up flammable or combustible liquids and material or liquids such as gasoline or paint. DO NOT use in areas where they may be present.
- › DO NOT use to pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- › DO NOT place in or pick up anything that is caustic or toxic, such as bleach, ammonia, toilet bowl cleaners, or drain cleaners.
- › DO NOT clean over floor electrical outlet.
- › The use of an extension cord is not recommended. Failure to follow this instruction may expose the user to the possibility of electric shock, personal loss or injury and/or death.
- › DO NOT operate without tanks, without tanks properly and adequately secured, or in any

manner inconsistent with these warnings or this User Manual.

- › This Machine contains electric wires. DO NOT use or repair a damaged Machine, cord, plug, or flexible hose. DO NOT use when Machine, flexible hose, or cord are cut or punctured. Avoid picking up sharp objects. Flexible hose should be examined periodically for visible deterioration, such as abrasions, cracks, and splits.
- › Machine rated at 10 amps. DO NOT overload circuit.
- › Always ensure float is properly installed before any wet pick-up operation.
- › Always read and follow your carpet, upholstery and flooring manufacturer's recommended cleaning instructions before use.
- › DO NOT use or place on wood, laminate, or natural fibre. DO NOT use or place on upholstery, carpet, or rugs that are hand-loomed, braided, or made with wool, sisal, jute.
- › DO NOT use to clean silk, Haitian cotton, velour, velvet, corduroy, leather, fabrics with cleaning code "S" or "X", or any non-colourfast fabrics.
- › Avoid over-wetting. Berber and multi-level or looped carpets hold water and damage may result, which could include permanent staining.
- › Connect to a properly grounded outlet only. See "Grounding Instructions".



WARNING

Improper connection of equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with Machine. If the plug will not fit the outlet, have a proper outlet installed by a qualified electrician. Machine is for use on a nominal 240V circuit. Make sure that Machine is connected to an outlet having the same configuration as the plug. No adapter should be used with Machine.

GROUNDING INSTRUCTIONS

Machine must be grounded. If Machine should malfunction or breakdown, grounding provides a path of least resistance for electric current, to reduce

the risk of electric shock. Machine is equipped with a cord having an equipment grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with local codes and ordinances.

SAVE THESE INSTRUCTIONS FOR FUTURE USE

RugDoctor®

THANK YOU FOR BUYING A RUG DOCTOR PET PORTABLE SPOT CLEANER

We love pets, pet parents, and are excited to share one of our innovative products with you. Your Rug Doctor Pet Portable Spot Cleaning machine has been engineered to tackle the toughest everyday pet messes – Anytime, Anywhere.

It's simple to use with no assembly required – just a few steps and you'll be ready to go.

H A P P Y C L E A N I N G !



MANUAL CONTENT

- 6** Your New Pet Portable Spot Cleaner
- 7** The Rug Doctor Cleaning System
- 8** Preparing to Clean
- 9** Pre-treating Heavily Stained or Soiled Areas
- 10** How to Clean
- 11** Empty Waste Water Tank
- 12** Cleaning and Storing
- 13** Troubleshooting
- 14** Warranty Information
- 16** Registering Your Machine

Your New **RugDoctor**

PET PORTABLE SPOT CLEANER



1. Retractable Handle Release

2. Easy Carry Handle

3. Waste Water Tank

4. Carpet-friendly wheels

5. Flexible hose

6. Clean Water Tank

7. Dual Action Pet Tool

8. Soap Trigger

THE RUG DOCTOR CLEANING SYSTEM



Rug Doctor Carpet Cleaner

Rug Doctor Carpet Cleaner is specially formulated to deep clean and revitalise soiled and stained carpets caused by spills, stains and pets. Our cleaning solution deep cleans, deodorises and contains advanced SpotBlok stain repellent formulation to protect your carpet and rugs after they have been cleaned, leaving them looking and smelling great.

Available in 1L and 2L bottles.



Britex Urine Remover

Britex Urine Remover is designed to draw out urine crystals from old and new urine stains. Ideal for use on carpets, rugs, mattresses and upholstery. Its advanced enzyme formulation removes stubborn urine stains and their underlying odour. This no touch, no scrub formula is perfect for pet owners. Simply spray Urine Remover onto the stain, apply a paper towel or cloth and wait.

Always use RUG DOCTOR cleaning solutions in Machine.

Other cleaning solutions may harm Machine and void the warranty.



WARNING To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor cleaning products intended for use with Machine.

PREPARING TO CLEAN

IMPORTANT CLEANING TIPS:

1. Pick up and discard any solid debris.
2. Vacuum/clean area with a dry vacuum before spot cleaning.
3. Always test inconspicuous area with small amount of cleaner before using.

1

Remove Clean Water Tank

Lift straight up and away from Machine.



2

Unscrew The Cap

Unscrew the cap turning counter clockwise.

Remove the cap and pull the tube from the Clean Water Tank.



3

Add Hot Water

Add hot tap water, filling to the "Clean Water" line marked on the tank.

DO NOT BOIL OR MICROWAVE WATER.



4

Add Cleaning Solution

Add Rug Doctor cleaning solution to the hot tap water, filling to the "Soap" line marked on the Clean Water Tank. Tank size is 1.9 litres.



5

Replace The Cap

Insert the tube back into the Clean Water Tank. Replace the outer cap turning clockwise and tighten.



6

Replace Clean Water Tank

Replace the tank by setting it straight down into the Machine, pressing down firmly until secure.



DO NOT USE BOILED OR MICROWAVED WATER IN EITHER TANK. Doing so could result in scalding or burns. Not recommended for use on wool, jute, sisal or other natural fibre carpets and rugs. Doing so could result in damage to material and void warranty on Machine. Do not walk on wet carpet. Do not use or place Machine on wood, laminate, or natural fibre floors.

PRE-TREATING HEAVILY STAINED OR SOILED AREAS

Why pre-treat? Cleaning effectiveness will be enhanced if you pre-treat heavily stained or highly soiled areas.

IMPORTANT: Check the manufacturer's tag before cleaning upholstery. "W" or "WS" on the tag means you can use Machine. If tag is coded with an "S" or "X", says "Dry Clean Only", is coded with any non-colour-fast fabric, is missing, or not coded, do not proceed.

1

Prepare To Use Machine

Lift the Dual Action Pet Tool from Machine and completely unwrap the flexible hose.



2

Plug In The Power Cord

1. Rotate the cord wrap hooks on the back of Machine to release the power cord (unwrap completely).
2. Plug into a grounded outlet.



CAUTION

Before plugging Machine in, check the power button to make sure it is in the OFF position.

3

Turn Power On

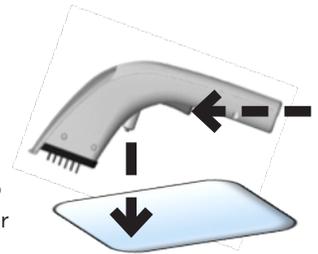
Press the power button to the ON position.



4

Pre-Treat

Hold the Dual Action Pet Tool just above the area to be cleaned. Press the Soap Trigger to mist solution over the soiled area.



5

Let Solution Set For 5 Minutes

Let cleaning solution set for 5 minutes before cleaning.



REMEMBER

Always use RUG DOCTOR cleaning solutions. Other cleaning solutions may harm Machine and void the warranty.

Fill with hot tap water.

DO NOT USE BOILING WATER! DO NOT HEAT WATER OR TANK IN MICROWAVE!

HOW TO CLEAN



CAUTION Before plugging Machine in, check the **POWER BUTTON** to make sure it is in the **OFF** position.

1

Prepare The Machine

Lift the Dual Action Pet Tool from Machine and completely unwrap the flexible hose.



2

Plug In The Power Cord

1. Rotate the cord wrap hooks on the back of Machine to release the power cord (unwrap completely).



2. Plug into a grounded outlet.



CAUTION

Before plugging Machine in, check the power button to make sure it is in the OFF position.

3

Turn Power On

Press the power button to the ON position.



5

To Clean

1. Squeeze and hold the Soap Trigger to spray Rug Doctor cleaning solution over and onto the soiled area.
2. Pull backwards **SLOWLY** over the soiled area to clean.
3. Release the Soap Trigger when complete.
4. Repeat as needed.



Take it slow! Slower action allows the Dual Action Pet Tool and suction power to clean deeper.

4

Prepare To Clean

With Machine powered ON, position the Dual Action Pet Tool in front of the stain or area you want to deep clean.



For optimal cleaning, position the head of the Dual Action Pet Tool at a slight angle to ensure the front nozzle is touching the surface.

6

To Lift The Stain

Excess solution can be removed by making additional “dry” passes with the Dual Action Pet Tool without squeezing the Soap Trigger.

1. Release the Soap Trigger.
2. Apply downward pressure on the Dual Action Pet Tool and slowly move tool over the soiled area to remove remaining moisture.
3. Repeat as needed.



15

Seconds

AFTER CLEANING: BEST PRACTICES

Keep Machine ON 15 seconds after cleaning to allow for all of the dirty solution to be collected into the Waste Water Tank.



WARNING

TO REDUCE RISK OF FIRE, ELECTRIC SHOCK, INJURY TO PERSONS, OR PROPERTY DAMAGE, FOLLOW ALL IMPORTANT SAFETY INSTRUCTIONS AND GUIDELINES CONTAINED IN THIS USER MANUAL.

How to Use:

EMPTY WASTE WATER TANK

1

Turn Machine Off

Press the power button to the OFF position.



2

Remove Waste Water Tank

Empty the Waste Water Tank when the dirty water reaches the "FULL" line and when cleaning is complete.

Remove the Waste Water Tank from the tank forward and lifting it straight up.

KEEP TANK IN UPRIGHT POSITION WHEN REMOVING - DO NOT TILT



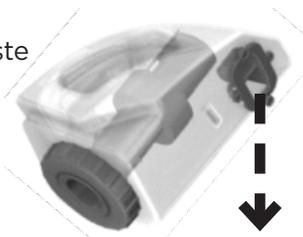
3

Empty Waste Water Tank

1. Over a toilet or outside, turn the tank on its side where "Easy Empty Pour Spout" is marked.

2. Carefully empty waste water until empty.

NOTE: **DO NOT** pour into sink or tub. Waste water should be poured into toilet or outside.



5

Rinse and Clean

1. Rinse with water until all debris is removed. Let air dry.
2. Replace float assembly and lid on the Waste Water Tank.
3. Firmly tighten the cap turning clockwise to lock.

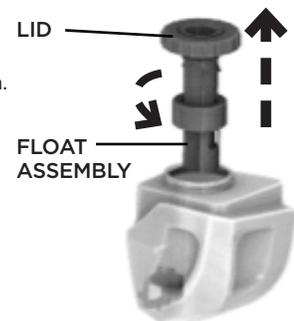


Make sure float assembly is installed before returning the tank to Machine.

4

Remove Float Assembly

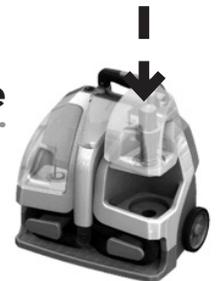
1. After waste water has been removed, turn tank upside down.
2. Unscrew lid counter clockwise.
3. Remove lid and float assembly from tank and set aside.



6

Place Waste Water Tank Back On Machine

Replace the tank by setting it straight down into Machine, pressing down firmly until secure.



CLEANING AND STORING

1

Turn Off Machine

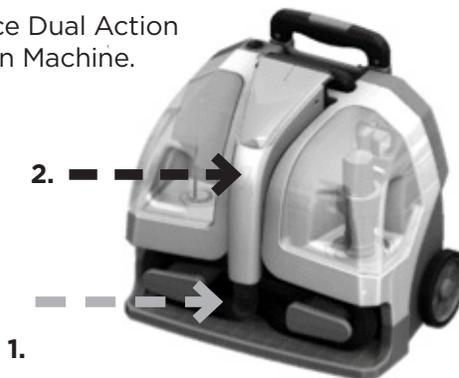
1. Make sure the power button is in the OFF position.
2. Unplug the power cord from the outlet and wrap it around the rotating cord hooks on the back of Machine.



2

Store Hose and Tool

1. Wrap the flexible hose around the hose wraps.
2. Replace Dual Action Pet Tool on Machine.



3

Empty Clean Water Tank

Empty the Clean Water Tank (if necessary), rinse with clean water, fully dry, and replace on Machine securely.



4

Empty Waste Water Tank

Empty the Waste Water Tank then rinse with clean water, clean, fully dry, and replace on Machine securely.



5

Store Machine

Place the retractable handle in the recessed position for compact storage.

Keep in a protected, dry area at room temperature.



IMPORTANT:
DO NOT EXPOSE MACHINE TO TEMPERATURES BELOW 4° C AND ABOVE 43° C

TROUBLESHOOTING

The following troubleshooting guide is provided to help you resolve issues that may arise with common usage of Machine.

If you are not able to resolve or have other questions, **visit www.rugdoctor.com.au/support or call our customer service helpline 1800 804 973.**

PROBLEM	POSSIBLE REASON	HOW TO FIX
No Power	<ul style="list-style-type: none"> › Power cord not plugged in › Power button not turned to ON position 	<ul style="list-style-type: none"> › Plug power cord into wall outlet › Press power button to ON position
No / Low Spray	<ul style="list-style-type: none"> › Not pressing Soap Trigger › Clean Water Tank is empty or low › Clean Water Tank is not locked or installed correctly › Valve of Clean Water Tank is clogged 	<ul style="list-style-type: none"> › Press and hold Soap Trigger › Fill Clean Water Tank with water and solution › Lift up Clean Water Tank, and place back into position. Tank should click into place when positioned properly › Remove valve from bottom of Clean Water Tank. Clean with warm soapy water
No / Low Suction	<ul style="list-style-type: none"> › Waste Water Tank full › Waste Water Tank is not fully secure or installed correctly › Filter screen inside Waste Water Tank clogged 	<ul style="list-style-type: none"> › Empty Waste Water Tank and securely replace empty tank to Machine › Lift up Waste Water Tank and securely place back into Machine › Clean off debris on filter screen inside Waste Water Tank

WARRANTY INFORMATION

Rug Doctor Cleaning Machines

Rug Doctor deep cleaning machines are manufactured, tested, and inspected in accordance with our high quality standards. We provide a limited warranty period depending on the machine purchased (see under Warranty Period below) to give you peace of mind. This applies in addition to any statutory rights which remain unaffected. You are welcome to contact our 1800 804 973 helpline Monday to Friday to discuss warranty information.

What Does This Extended Warranty Cover?

Our goods come with warranties that cannot be excluded under 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. This Extended Warranty does not impact or change any of the statutory warranties and must be read separately.

Under this Extended Warranty, we warrant as follows:

- 1.1 Carpet Machine Hire guarantees to the original purchaser for the Warranty Period, the machine supplied by Carpet Machine Hire and every component part thereof (collectively, "Machine") shall be free from material defects. However, this guarantee is subject to Clauses 1.2, 1.3 and 1.4 and does not apply in the circumstances described in Clause 2.1.
- 1.2 Subject to Clause 2.1, if:
 - (a) you give notice (in accordance with the "How Do I Get Service Under This Warranty" (section below) to Carpet Machine Hire during the Warranty Period within a reasonable time of discovery that the Machine has a material defect; and
 - (b) Carpet Machine Hire is given a reasonable opportunity of examining the Machine; and
 - (c) you (if asked to do so by Carpet Machine Hire) return the Machine to Carpet Machine Hire's place of business, payment for which will be in accordance with the "Expenses" section below, Carpet Machine Hire will repair or replace the Machine without further charge.
- 1.3 The guarantee at Clause 1.1 shall apply to any replacement Machine (for the Warranty Period from the date of delivery of that replacement) and any repaired Machine (for the original Warranty Period from the original date of purchase and delivery of the Machine) supplied by Carpet Machine Hire.
- 1.4 This Warranty is given in addition to, and does not affect, any rights and remedies available to you under the Australian Consumer Law.

Warranty Period

Machine	Model Number/s	Warranty Period
Rug Doctor X3 Deep Cleaner*	95521	1 year
Rug Doctor Spot Cleaner*	93306	2 years
Rug Doctor Deep Cleaner*	93170	2 years
Rug Doctor Pet Spot Cleaner*	93407	2 years
Rug Doctor FlexClean*	93391	2 years

*Commercial use applies when machine is being used in a non-domestic capacity.

*For domestic and private use only. You agree not to use the Machine for any commercial, business or re-sale purpose. In the event that you do, Carpet Machine Hire does not accept any liability you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

What the Warranty Does Not Cover

- 2.1 Subject to any statutory rights which remain unaffected, the guarantee at Clause 1.1 does not apply to any defect in the Machine arising from:
- (a) any further use of the Machine made by you or any third party after giving notice in accordance with Clause 1.2;
 - (b) your failure, or that of any third party, to follow Carpet Machine Hire's oral or written instructions (including but not limited to the User Guide supplied with the Machine) as to the storage, use and maintenance of the Machine (as to the latter, for best operating efficiency and cleaning, use of only Carpet Machine Hire's cleaning products is recommended);
 - (c) any alteration or repair, or attempted alteration or repair, by you or any third party of the Machine without the written consent of Carpet Machine Hire;
 - (d) fair wear and tear, wilful damage, negligence by you or any third party, accident, improper use and abuse, or abnormal storage or working conditions; or
 - (e) use by you or any third party of the Machine in any way or at any time for rental purposes.

Expenses

If a Machine is returned to Carpet Machine Hire for repair under the guarantee at Clause 1.1 within thirty (30) days of delivery (i.e. purchased and delivered to you), Carpet Machine Hire will pay the delivery charges of the Machine for repair both from and back to you. However, you will be responsible for paying any delivery charges for Carpet Machine Hire sending the Machine back to you if the Machine is not considered by Carpet Machine Hire to have a material defect. Thereafter, you may be required to send the machine to Carpet Machine Hire should repairs be required during the Warranty Period.

You will be responsible for paying any delivery charges for sending the Machine to and from Carpet Machine Hire for repairs occurring under warranty and within the Warranty Period and after the initial thirty (30) days.

How Do I Get Service Under This Warranty?

TO OBTAIN WARRANTY ASSISTANCE, please contact Carpet Machine Hire's Customer Support Team using the details below. Carpet Machine Hire will need the following information in order to assist you: your name, address and telephone number, product model, serial number, proof of purchase showing date and place of purchase. Please explain the nature of the problem. Carpet Machine Hire will review all the facts involved and advise you as to the recommended procedure. We recommend you keep the original carton and packing materials.

Carpet Machine Hire Pty Ltd

ABN: 79 008 665 932

Unit 10/ 25-37 Chapman Street, Blackburn North, 3130 VIC

Phone: 1800 804 973 (9.00 am to 5.00 pm AEST Mon - Fri)

E-mail: customerservice@rugdoctor.com.au

Website: www.rugdoctor.com.au

After the Warranty Period Expires

After the Warranty Period, Carpet Machine Hire agrees to carry out any maintenance of the machine in a prompt and efficient manner. You agree to pay an hourly rate for maintenance plus any applicable costs including (without limitation) for replacement parts and freight costs.

REGISTERING YOUR MACHINE

Visit us online at

RUGDOCTOR.COM.AU

Retain for your records: To save time if calling Customer Service for information about your Rug Doctor® Machine, it is recommended that you record your Machine information below.

Serial #: _____

Model #: _____

Date of Purchase: _____

NOTE:

You must keep your original sales receipt. It provides proof of purchase date in the event of warranty claim. **See Warranty on page 14.**