



## User Guide



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**Retain for your records:** To save time if calling Customer Service for information about your Mighty Pro X3®, it is recommended that you record your machine information here:

### Serial #

Serial # is found inside machine behind the recovery tank stamped into the body of the machine.



was founded by a professional carpet cleaner in 1972 with the first machines having been designed and built for professional use. A brand was born and over 40 years later, Rug Doctor has grown to become a global brand leader in carpet care systems with powerful machines and innovative products used in the hospitality, contract cleaning, education and healthcare sectors amongst others.

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Unit 10/25-37 Chapman St,  
Blackburn North, Vic, 3130  
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[www.rugdoctor.com.au](http://www.rugdoctor.com.au)

# **IMPORTANT SAFETY INSTRUCTIONS**

Please read all instructions before using. When using an electrical appliance, basic precautions should always be followed, including the following:

## **CAUTION**

The vacuum cleaner handle contains electrical connections. The handle is not a serviceable part.

## **WARNING**

To reduce the risk of fire, electric shock, or injury:

- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor® cleaning products intended for use with this appliance. See the Cleaning Product section of this manual.
- To reduce the risk of electric shock - use indoors only.
- 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.
- Children should be supervised to ensure that they do not play with the appliance.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- 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.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service centre.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.
- Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers and all parts of the body away from openings and moving parts.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids such as gasoline or 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 use without filters in place.
- Connect to a properly grounded outlet only. See "Grounding Instructions" below.
- Use only on surfaces moistened by cleaning process or small spills. Do not place machine in standing water or try to clear flooded areas.
- Do not use without upper (white) tank in place.
- The use of an extension cord is not recommended.

**Failure to follow the foregoing instructions may expose the user to electric shock, personal injury and/or death.**

## **GROUNDING INSTRUCTIONS**

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance 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 all local codes and ordinances.

# CLEANING WITH YOUR RUG DOCTOR MACHINE AND PRODUCTS

Read all instructions completely before you begin. To assure proper results, test carpets and upholstery for colour fastness. Wet an inconspicuous area with a small amount of cleaner. After 1–2 minutes, blot with a white paper towel and check for colour transfer. Follow these additional guidelines when cleaning with your Rug Doctor machine:

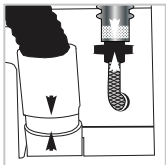
- Rug Doctor machines and Rug Doctor cleaning products are safe for most carpets. However, you risk damage to carpets and hard floor surfaces not intended for water extraction method cleaning. **Do not use the Rug Doctor machine or cleaning products on natural fibre oriental rugs (silk or wood), hand-loomed wool rugs, braided rugs, sisal or jute carpets; hardwood, tiled or laminate flooring. Some stains require professional treatment. Use cool water when cleaning wool, wool blends or delicate fibres.**
- Rug Doctor machines and Rug Doctor cleaning products are safe for many fabrics, even delicate fibres. However, you risk damage to fabrics not intended for water extraction method cleaning. **Do not use Rug Doctor machines or products to clean fabric with cleaning codes S or X, silk, Haitian cotton, velour, brushed corduroy, leather or non-colourfast fabrics, mattresses or mattress toppers made with memory foam, foam or goose down. Some stains require professional treatment. Use cool water when cleaning wool, wool blends or delicate fibres.**
- The machine was designed for use on carpet and upholstery applications in accordance with the instructions and recommendations in this manual.
- **Do NOT put bleach, dye or products other than Rug Doctor cleaners in this machine.** Use of inappropriate products may cause this machine to malfunction and may result in carpet or machine damage.
- Foam should never be ingested through the dome filter. Damage to the carpet and/or vacuum motor could result.
- To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor® cleaning products intended for use with this appliance. See the Cleaning Product section of this manual.
- Avoid picking up hard or sharp objects with the carpet cleaning machine. They may damage the machine. Do not use the machine for dry vacuuming because this machine does not have a fine dust filter. Dry vacuuming damages the vacuum motor.
- Do not use the machine to vacuum large quantities of liquid, such as a flooded basement or large spill. This machine is not equipped with an automatic overflow shutoff.
- To avoid damage, do not place the machine or hand tool on hardwood, tiled or laminate flooring or allow any solution or overspray to contact such flooring.
- To avoid pump damage, do not continue to press the spray (pump) switch when the solution tank is empty.

**Read instructions carefully. Rug Doctor, Inc. is not responsible for damage due to misuse of this machine.**

## CARPET CLEANING TIPS FOR BEST RESULTS

- Treating difficult spots. Rug Doctor machines are designed to deep clean and extract in one cleaning pass. Your best choice for cleaning difficult spots, stains or traffic areas is to use the following products: Britex Spot N Stain, Britex Urine Remover or Britex Odour Blaster.
- Avoid over-wetting your carpet. Don't go over a heavily-soiled spot more than 2 times. Berber, Multi-Level or Looped carpets retain more liquid. For these types of carpets, **DO NOT** repeat cleaning passes. If additional cleaning is desired, allow carpets to dry before attempting to reclean heavily-soiled areas. Because they retain more liquid, Berber carpets that are overwet can experience "wick up" of soils or spills very deeply embedded in the carpet or backing. If you experience this problem, allow area to dry completely then clean again using single, quick passes (1-2 feet per second).
- Cleaning Berber carpet; You can use your Rug Doctor machine to clean Berber carpet. For best results, make only one pass while depressing the red spray button to release solution. Make a second pass over the same area without pressing the button so that you are only vacuuming the liquid. Make sure the vacuum slot at the front bottom edge of the machine is snug against the carpet.
- Overlap passes slightly to cover all areas. **IMPORTANT: When pressing the red button, keep machine moving so vibrating brush does not agitate in one place.**
- Liquid recovery. You should recover 70 - 80% of the liquid used depending on your carpet type. With Berber carpet, you may recover a little less liquid.
- If you replace furniture before the carpet is completely dry, place aluminum foil under furniture legs to prevent stains. Leave aluminum foil under furniture legs until carpet is completely dry.
- For faster drying, ventilate area. Open doors and windows. Place fans pointed downward on carpet. Turn on heat in damp or cold weather. Turn on air conditioner in humid or hot weather. This is highly recommended when cleaning Berber carpets.

# Cleaning Carpets



(ILLUS.1)



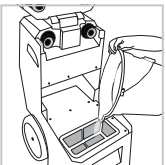
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(ILLUS.3)



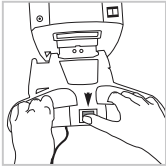
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(ILLUS.5)



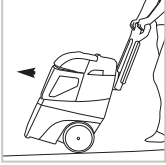
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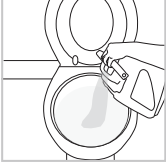
(ILLUS.7)



(ILLUS.8)



(ILLUS.9)



(ILLUS.10)

## Before You Begin

Review machine safety warnings found in the front of this manual. Using a normal vacuum cleaner, vacuum the area you want to clean to remove loose dirt before using the Mighty Pro X3®. This will help keep the brushes and water vacuum system working efficiently. Pre-treat any special problem areas with appropriate Rug Doctor solutions. For example, use Britex Urine Remover on tough pet stains and other bio-origin stains.

## Set Up

Check the back of the machine to ensure hose connections are secure (ILLUS.1) and set the switch to CARPET instead of TOOL.

Release recovery tank latch and lift up dome hood cover (ILLUS.2).

Remove the recovery tank (ILLUS.3).

Add 2 capfuls of Rug Doctor Carpet Cleaner directly into the lower blue tank, by pouring through the white filter screen. (ILLUS.4.)

Fill the lower blue tank with 9L of hot tap water from a clean bucket by pouring it through the white filter screen. Machine is full when the hot water covers halfway up the filter screen (ILLUS.5).

Use caution to ensure water is not so hot as to scald or burn skin. Use only luke warm water when cleaning wool carpets.

Replace the recovery tank and close dome hood (ILLUS.2).

Unwind the power cable and plug in the machine to the mains. Move furniture as necessary and then position the machine at the start of your first cleaning pass. Ensure that the mode switch on top of the machine is turned to "CARPET" (ILLUS.6).

## Start Cleaning

Press down the "Vacuum On" switch to start the Mighty Pro X3®. While depressing red spray button on the top of the handle (ILLUS.7), pull the machine slowly and steadily backwards in a straight line, keeping the vacuum slot against the carpet surface. On lightly soiled carpets you can pull the machine quickly at one foot per second. For moderately, or heavily soiled carpets, pull the machine at approximately one foot every two seconds. You will begin to see soiled solution entering the clear dome. (If you don't, stop and refer to the Troubleshooting section).

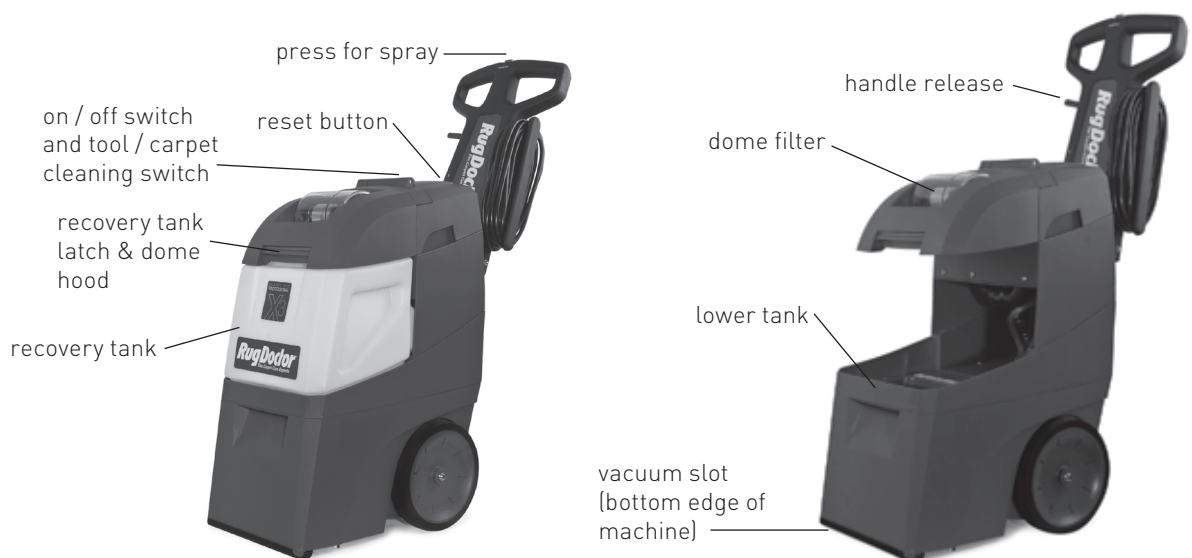
**IMPORTANT:** When depressing red spray button, keep machine moving backwards so the vibrating brush does not agitate in one place (ILLUS.8).

Release the red button 15cm to 30cm (6 to 12 inches) before ending each pass to stop cleaning solution and ensure vacuum picks up the last part of the spray action. Tilt machine back and push it forward to start a new backward cleaning pass (ILLUS.9).

Continue cleaning in this manner, overlapping each pass slightly. When the lower tank runs out of cleaning solution, the pump sound will increase in volume slightly and dirty water will stop entering the dome. Switch the machine to the OFF position. Remove and empty the recovery tank by pouring the dirty solution into a toilet or outdoor drain (ILLUS.10).

Rinse the recovery tank and refill the lower tank with clean solution/water mixture using a clean bucket. If you are near the end of your cleaning job, fill the lower tank half full so it empties by the end of your job. Replace the recovery tank.

Continue the cleaning process until area to be cleaned is covered. When cleaning is complete, switch the machine to the OFF position. To drain and clean the machine, please refer to the **Maintaining your Rug Doctor machine** section in this User Guide.



To learn more about how to clean your carpets, refer to "Using Your Rug Doctor" section on [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk)

## Cleaning Upholstery

### Set Up

Prepare surfaces for cleaning by thoroughly vacuuming or brushing. When cleaning and drying cushions, first spread sheets or towels on the floor to act as a drying surface for the dampened cushions.

Disconnect the Mighty Pro X3® large vacuum hose at the back of the machine. Reconnect the top portion to the large vacuum hose of hand tool. Slide up the nickel plated quick release coupler ring and pull out the small solution hose (ILLUS. 1).

Insert the metal end of the hand tool solution hose into the quick release coupler. Tug gently on the hose to make certain the connection is secure.

Remove the upper recovery tank (ILLUS.2)

Add 4 capfuls of Britex Upholstery Cleaner directly into the lower blue tank, by pouring through the white filter screen (ILLUS.3).

Fill the lower blue tank with 9L of hot tap water from a clean bucket by pouring it through the white filter screen. Machine is full when the hot water covers halfway up the filter screen (ILLUS.4).

Slide the recovery tank back in place and close the dome hood (ILLUS.5). Unwind the power cable and plug in the machine to the mains.

Ensure the mode switch on top of the machine is turned to "TOOL" (ILLUS.6).



### Start Cleaning

Test upholstery for colourfastness by first cleaning a small, hidden area, then rubbing the test area with a white paper towel. If no colour appears, continue cleaning. A little colour on the towel means there's some chance of colour running, but it's likely you can still clean safely. Try using cool or cold water and test again with a white paper towel.

Press down the "VACUUM ON" switch to start the machine.

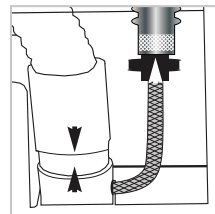
Working at a slow, steady pace, begin cleaning by squeezing the hand tool lever as you pull the tool over fabric (ILLUS.7). Overlap strokes slightly.

If foam builds up around the hand tool, pull the tool slightly faster or vacuum up the excess solution by passing over the area a second time **without squeezing the spray lever on the hand tool**. When cleaning is complete, switch the machine to OFF position.

Disconnect both of the hoses from the machine. Holding the hose ends over a sink, squeeze the hand tool trigger until all liquid is drained from the solution tank.

To completely drain and clean the machine, refer to the Maintaining Your Rug Doctor Machine section. Reconnect the machine vacuum and solution hoses for carpet cleaning mode.

**NOTE:** For velvet upholstery, fluff up damp pile with a soft brush or towel to keep from matting.



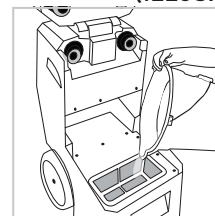
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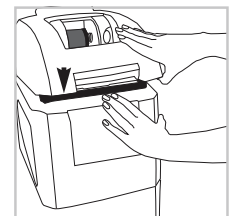
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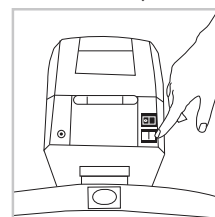
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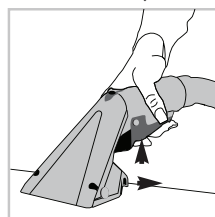
(ILLUS.4)



(ILLUS.5)



(ILLUS.6)



(ILLUS.7)

## **Maintaining Your Rug Doctor Mighty Pro X3®**

Follow these guidelines to ensure your Rug Doctor Mighty Pro X3® will last you a lifetime. Please note failure to comply with the instructions, cautions and safety warnings in this User Guide voids the guarantee.

- Drain the machine by spraying out remaining solution over a floor drain or outdoors (never in the rain or on wet ground). Do not allow machine to stand in liquid while emptying. For best results, spray out liquid with machine set to "Tool" to prevent the carpet cleaning brush from wear while emptying. Using this method you can spray out remaining liquid through the Hand Tool.

**Always make sure the machine is in the OFF position, unplugged and the tanks are empty when carrying out the following maintenance procedures:**

- Clean the vibrating brush. After each use, unplug the machine from the mains power source and, wearing household rubber gloves, use your finger or an old comb to remove any debris from the vibrating brush. If you used a Rug Doctor and hand tool attachment, remove debris from the attachment's vacuum slot.
- Clean the vacuum filter. After each use, inspect the cylindrical filter screen located inside of the clear plastic dome on the front of the machine. If debris is present, remove the filter screen by pushing it right and compressing the spring until the filter end is clear of the dome. Clean by running water through the screen from the inside to the outside. Replace by compressing the spring wire and inserting the black end securely into place in the hole inside the dome.
- Clean the solution tank filter screen. After each use, inspect the rectangular filter screen located in the fill opening of the solution (lower) tank. If debris is present, remove screws that hold the filter in place and remove filter from the solution tank opening. Clean filter by holding it under a tap and letting the water run through the filter in the opposite direction from the normal filling flow. Before replacing the filter screen, inspect the cylindrical filter mounted on the end of the solution line inside of the lower tank. If debris is present, remove the filter by pulling it off the solution line. Hold the filter under flowing water until debris is cleared. Replace the filter by pushing it over the end of the solution hose. Then replace the filter screen and fasten it in place with the two mounting screws.
- Remove carpet fibres and any lint from vacuum slot. Periodically check the vacuum slot on the bottom front of the machine for debris. Remove any fibre, hair or other debris that may be caught in the slot.

## **Caring For Your Rug Doctor Mighty Pro X3®**

- Always use recommended Rug Doctor cleaning products. **Do not use dye or bleach in this machine. Dye and bleach will permanently damage your carpets.**
- Store the machine indoors out of dusty, wet and freezing areas. This prolongs the life of your Mighty Pro X3® and helps keep it trouble free.
- Do not expose the Mighty Pro X3® to freezing temperatures for a prolonged period of time. In freezing temperatures, liquid in the machine system can damage the pump and solution hoses.
- Use care when transporting your Mighty Pro X3®. Rug Doctor machines are designed for rugged use. However, avoid mishandling such as dropping the unit or transporting it in an open van or truck. Jarring or impacts from sudden vehicle stops and starts could damage the machine.



## **Available Replacement Parts For Your Rug Doctor Mighty Pro X3®**

Refer to the following images if you need to order basic replacement parts for your machine. Do not use replacement parts other than those available through Rug Doctor. Do not attempt repairs on a machine under guarantee.



10460  
Dome Filter



10461 Lower Tank  
Sump Filter



20091 Screw, #8 X 1/2"  
(For lower tank fill filter)



93084 Recovery  
Bucket



60400 Lower Tank  
Fill Filter



60778 Wheel



60779 Brush Strip

## **Replacing A Brush**

1. The brush strip is held in place by 2 bolts and a snap fit connection.
2. Undo the 2 nuts and bolts that secure it to the oscillating arm and remove the old brush strip by pulling down on the plastic brush body.
3. Insert the new brush strip until it is fully seated and replace the 2 bolts.



**Replacing A Brush**

## **Troubleshooting**

Use this section to help resolve any issues that you may experience with your Mighty Pro X3®. If you do not find the answer to your questions here, please contact the Rug Doctor Helpline on 1800 804 973 or visit our web site at [www.rugdoctor.com.au](http://www.rugdoctor.com.au).

### **The machine is switched on, but there is no power.**

Try the following:

- Make sure the electrical cable is plugged in. If the electrical outlet is connected to a wall socket with a switch, make sure the switch is in the ON position.
- Check the circuit breaker switch on the machine and reset if necessary.
- Check your wall circuit breaker. If it is off or if a fuse is blown, unplug the machine and reset the circuit breaker or replace the fuse. Plug the machine into a different wall plug before beginning again.
- Check the power cord. If it is defective, please contact Rug Doctor Customer Services or an authorized professional. An authorized professional must repair the machine.

### **The machine switch is on, but there is intermittent power.**

Please contact Rug Doctor or an authorised service agent. A faulty electrical cable, defective switches, or loose terminal connections can cause intermittent power failures. A qualified registered electrical professional must repair the machine.

### **Vacuum Issues**

Try the following:

- Make sure the dome hood latch is closed and securely sealed
- Check the hose connection at the back of the machine and secure it properly as necessary .
- Clean the filter that is in the dome.
- Remove any accumulated debris around the vacuum slot.

If none of the above steps fix the problem, the vacuum hose assembly inside the machine may be defective. Contact the Rug Doctor Helpline or an authorized professional. An authorized professional must repair the machine.

### **The machine is on, but the vacuum motor works intermittently.**

Please contact the Rug Doctor or an authorised service agent. A loose wiring connection can cause intermittent vacuuming performance. A qualified registered electrical professional must repair the machine.



## **Troubleshooting (continued)**

### **Solution System Issues**

#### **The machine has lost cleaning solution water pressure.**

Check the level of solution in the lower tank and refill if necessary.

#### **The machine is on and the spray button or hand tool lever is depressed, but no spray comes out.**

Try the following:

- Make sure the cleaning mode switch is set to the appropriate setting, either Tool or Carpet.
- Make sure the machine is switched to the VACUUM ON position.
- Check the small solution line hose at the back of the machine. Connect the hose line securely with the quick release coupler if necessary.
- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any debris build-up that may be clogging the tips. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object.
- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip, blow air through it to remove any debris build-up that may be clogging the tip. Re-attach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- Check the lower tank sump filter inside the lower tank and clean if necessary. Refer to the Maintaining Your Rug Doctor Mighty Pro X3® section in this document for more information.

#### **The spray from the spray tip(s) is weak or uneven.**

Try the following:

- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any build-up that may be clogging the tip. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object.
- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip and blow air through it to remove any build-up that may be clogging the tip. Reattach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- Check the lower tank sump filter inside the lower tank and clean if necessary. Refer to the Maintaining Your Rug Doctor Mighty Pro X3® section in this document for more information.

### **Excessive Foaming**

Foam in the recovery tank is caused most often by cleaning carpets where spray foams have been used previously. If the machine ingests foam through the dome filter of the recovery tank it could damage the carpet and vacuum motors. Always empty the recovery tank before this happens.

### **Carpet Discolouration / Stained areas appear on the carpet after cleaning**

Try the following:

- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip and blow air through it to remove any build-up that may be clogging the tip. Reattach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- After the carpet is completely dry, clean the area with your Mighty Pro X3® machine making sure to avoid overwetting the carpet. Stains may continue to appear if the carpet is overwetted.

### **Streaks appear on the carpet during cleaning**

Try the following:

- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any build-up that may be clogging the tip. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object. Check the brush bristles for damage or wear. Replace the brush if necessary.

# **RUG DOCTOR MACHINE WARRANTY**

## **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**

<b>Machine</b>	<b>Model Number/s</b>	<b>Warranty Period</b>
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](mailto:customerservice@rugdoctor.com.au)

Website: [www.rugdoctor.com.au](http://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.



**Now that you have the power of the professionals, make sure you keep cleaning like one!**

### Rug Doctor Carpet Cleaner



Rug Doctor Carpet Cleaner is specially formulated to deep clean heavily soiled and stained carpets. Suitable for all wool, cotton, nylon and synthetic carpets or rugs. No Anti-Foam is required when cleaning carpet.

### Britex Upholstery Cleaner



Deep cleans, deodorises fabric upholstery. Contains Britex Spotguard® formulation which protects your upholstery against future stains and spills.

***RugDoctor***<sup>®</sup>  
*The Carpet Care Experts*