

# *RugDoctor* **FlexClean**<sup>®</sup>

all-in-one floor cleaner



## USER MANUAL

Model Number  
**93391**



### QUICK “HOW TO” VIDEOS

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Visit [www.rugdoctor.com.au/flexclean](http://www.rugdoctor.com.au/flexclean)  
for helpful instructional videos

[rugdoctor.com.au](http://rugdoctor.com.au) | 1800 804 973

# RugDoctor®

## THANK YOU FOR BUYING THE FLEXCLEAN® BY RUG DOCTOR

The Rug Doctor FlexClean® All-In-One Floor Cleaner makes deep cleaning carpet AND hard floors as easy as vacuuming. Its added versatility allows you to go “beyond carpet, beyond clean.”

We are excited to share our latest innovation with you and want to make sure you have all of the important information you need to operate your machine. To help you achieve the best cleaning results, please use this easy-to-navigate user manual.

Happy Cleaning!

### WHAT'S IN THE BOX

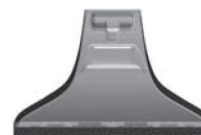
**Main Handle**  
(not assembled)

**Screw**

**Machine**

**Soft Surface  
Nozzle**

**Hard Surface  
Nozzle**



For household use only

# MANUAL CONTENT

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# IMPORTANT SAFETY INSTRUCTIONS

**USER MUST READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS TOOL AND MACHINE.** WHEN USING TOOL AND MACHINE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:



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

To avoid scalding or burns, use caution when filling hand hot tap water into the clean water tank. Do not use boiled or microwaved water in the machine.

Do not leave appliance unattended when plugged in or while it is on. Unplug from mains socket when not in use and before cleaning or 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.

Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close attention and adult supervision is necessary when used near children. Do not allow children to place their body parts in or near openings and moving parts.

Use only as described in this manual. Use only Rug Doctor's recommended products.

Do not use with damaged cable or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, stop using and return it to Rug Doctor.

Do not pull or carry by cable, use cable as a handle, close a door on cable, or pull cable around sharp edges or corners. Hazard will occur if machine runs over power cord, do not run appliance over cable. Keep cable away from heated surfaces. If the power cable is damaged it must be replaced by Rug Doctor or a fully qualified technician to avoid a hazard.

Do not unplug by pulling on cable. To unplug, grasp the plug, not the cable.

Do not handle plug or appliance with wet hands.

Do not put any object into openings. Do not use if any opening is blocked; keep free of dust, lint, hair, and anything that may reduce air flow.

Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.

Turn off all controls before unplugging. Unplug before cleaning or carrying out routine maintenance.

Use extra care when cleaning on stairs.

Do not use to pick up flammable or combustible liquids or materials such as petrol, solvents, paints 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 place in or pick up caustic or toxic materials (Such as, bleach, ammonia, toilet bowl cleaner and drain cleaners) with machine.

Use only on surfaces moistened by cleaning process or small spills. Do not place or submerge machine in standing water or try to clear flooded areas.

Do not clean over floor electrical sockets.

The use of an extension cable is not recommended. Failure to follow the foregoing instructions may expose the user to the possibility of electric shock, personal injury and/or death.

When clean water tank runs out stop using and follow instructions to refill.

Do not operate without tanks or in any manner inconsistent with above warnings or the operating instructions set forth in this manual.

This machine 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 machine. Cleaning and user maintenance shall not be made by children without supervision.

## **SAVE THESE INSTRUCTIONS FOR FUTURE USE**



EEC Statement of Compliance

Manufacturer/EEC importer: Rug Doctor, LLC, hereby on our own responsibility, declare that the product 93391 FlexClean has been manufactured in compliance with the following Directives:

Safety: using the following transposed harmonised European Standards and technical specifications: EN 60335-1, EN 60335-2-2 and EN 60335-2-10

The Low Voltage Directive EMC: 2004/108/EC Electromagnetic Compatibility Directive and subsequent amendments



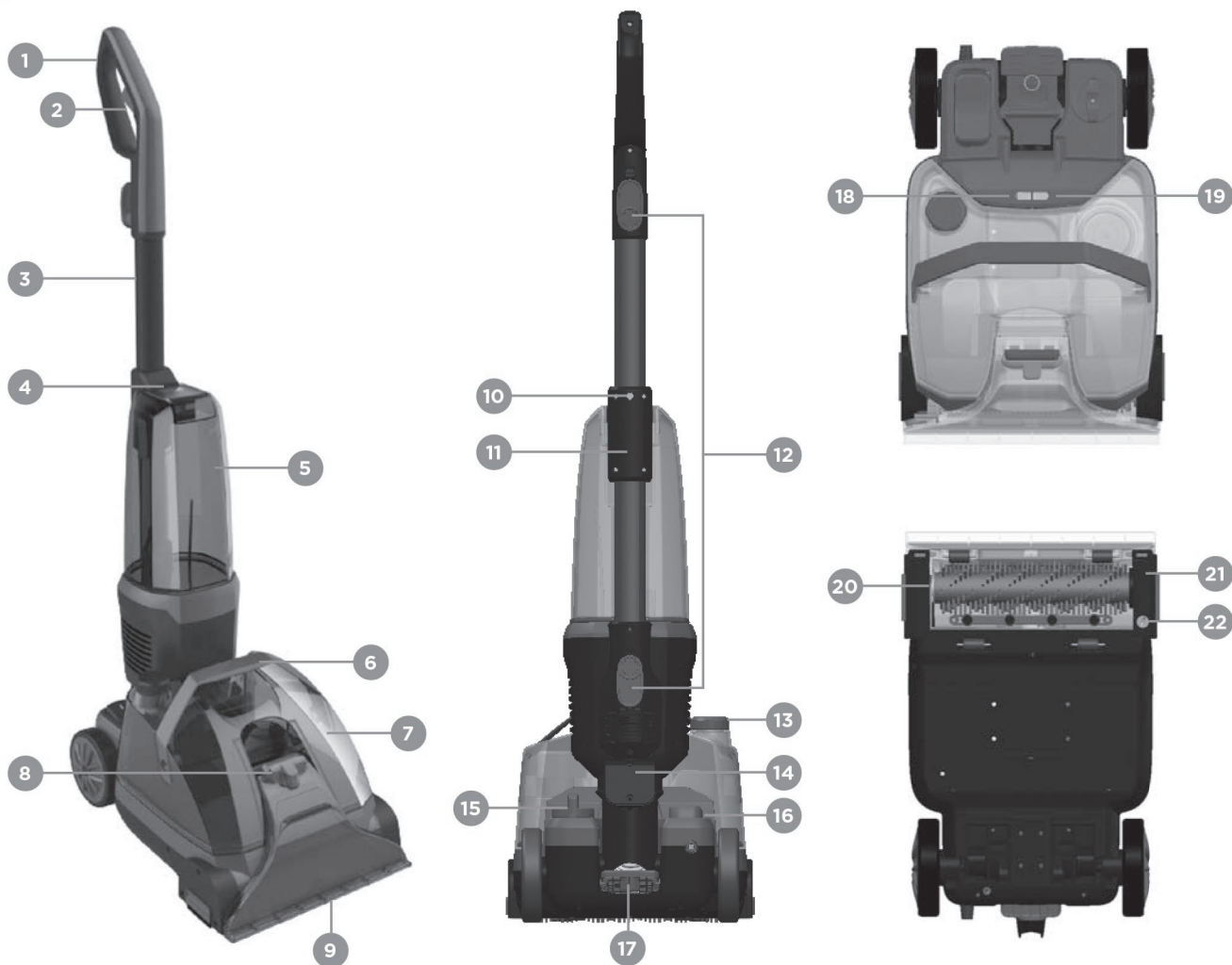
Waste electrical products should not be disposed of with household waste.  
Please recycle where facilities exist.  
Check with your local Authority or retailer for recycling advice.



**DO NOT USE BOILED OR MICROWAVED WATER IN TANK.** Doing so could result in scalding or burns and damage to the machine. **ALWAYS CHECK FOR COLOURFASTNESS.** Do not overwet the carpet. Use luke warm water on wool and wool blend carpets. **DO NOT USE** on natural fibre, silk or pure wool oriental rugs, hand loomed wool rugs, braided rugs, sisal, sea grass matting or jute carpets, silk, haitian cotton, brushed corduroy, leather, non colourfast fabrics, berber, Flotex, Ryalux carpets. Doing so could damage material and void warranty on machine. Do not walk on wet carpet.

# RugDoctor® FlexClean®

all-in-one floor cleaner



1. Main Handle
2. Spray & Clean Trigger
3. Handle Base
4. Clean Water Tank Release
5. Clean Water Tank
6. Tank Handle
7. Dirty Water Tank
8. Nozzle Release

9. Nozzle
10. Handle Screw
11. Handle Connector
12. Power Cord Wrap
13. Dirty Water Cap
14. Easy Lift Handle
15. Flow Control Dial
16. Power Switch

17. Handle Release
18. Brushroll Jam Indicator
19. Low Solution Indicator
20. Brushroll
21. Brushroll Cover
22. Brushroll Lock

# CLEANING FORMULAS

Rug Doctor® FlexClean® All-In-One Floor Cleaner is engineered to easily deep clean carpet *and* sealed hard floors such as stone, tile, laminate and hardwood.



## Rug Doctor® All-In-One Concentrated Floor Cleaning Solution

New Rug Doctor® All-In-One floor cleaning solution is a revolutionary formula that deeply cleans and deodorises carpets, area rugs and sealed hardwood, tile, vinyl, laminate and stone. This Dual Action formula is tough on ground-in dirt, grime, grease, stains and odours, but gentle on floors and completely residue-free.



## 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 the appliance.

Always use **RUG DOCTOR®** cleaning solutions with your FlexClean® All-In-One Floor Cleaner. Other cleaning solutions may harm the machine and void the machine warranty.

# ASSEMBLY



## WARNING!

**DO NOT** plug in your FlexClean® All-In-One Floor Cleaner until you are familiar with all instructions and operating procedures.

**Your Rug Doctor® FlexClean® All-In-One Floor Cleaner comes in 4 easy-to-assemble components:**

- Main Handle
- FlexClean® All-In-One Floor Cleaner
- Soft Surface Nozzle (carpet/rug)
- Hard Surface Nozzle (hard floor)

\*A Phillips screwdriver is required for Steps 1 and 4.

1

### Remove Screw

Use Phillips screwdriver to remove screw in Handle Connector.



2

### Insert the Handle.

Insert the Main Handle into the Handle Connector.



3

### Line up the Hole

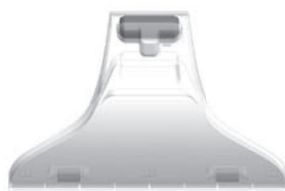
Align the hole in the Main Handle with the hole on the Handle Base. Insert the Screw and use a Phillips screwdriver to tighten the Screw by turning clockwise.



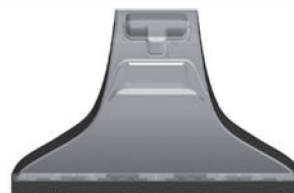
4

### Choose One

Attach **Carpet Nozzle** or **Hard Floor Nozzle** as per desired area to clean.



Carpet Nozzle

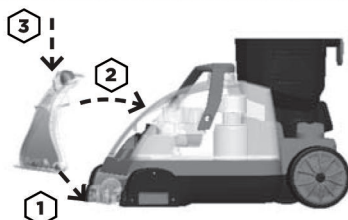


Hard Floor Nozzle

5

### Attach the Nozzle

1. Align the nozzle tabs with the slots in the base (in front of the brushroll).
2. Rotate toward machine.
3. Latch the nozzle by pressing down on the top of the nozzle until you hear a "click."



6

### Secure The Cord

Wrap the cord around the Power Cord Wrap. Now you are ready to clean.



# FLOW CONTROL DIAL

The **FlexClean® All-In-One Floor Cleaner** is equipped with a **Flow Control System** designed to address all of your cleaning needs with one machine.

The three different FLOW CONTROL DIAL settings and usage information are listed as follows:

**ATTENTION! DO NOT** use DEEP CLEAN mode on hard floors as it will over-wet hard floors



## CARPET DEEP CLEAN

USE ONLY FOR SOFT SURFACE CLEANING (carpet/area rugs).

**Deep Clean** mode delivers a traditional deep clean to your soft surfaces and is recommended to achieve the best deep cleaning results.

### IMPORTANT!

The **Deep Clean Mode** dispenses three times the solution of the **Hard Floor Clean Mode**.



## QUICK DRY

USE ONLY FOR SOFT SURFACE CLEANING (carpet/area rugs).

**Quick Dry** mode provides a lighter clean by applying less water and cleaning solution and reduces the drying time after cleaning (when compared to DEEP CLEAN mode).

Great for use on carpet, area rugs, and spot cleaning.



## HARD FLOOR

USE ONLY FOR SEALED HARD FLOOR CLEANING.

Delivers the perfect amount of solution and water on sealed hard floors such as stone, tile, laminate, vinyl, and sealed hardwood.

## Operations:

# FILLING THE CLEAN WATER TANK

1

### Locate the Clean Water Tank

The CLEAN WATER TANK is the top tank located on the front of the machine.



2

### Remove the Clean Water Tank

Push the CLEAN WATER TANK RELEASE BUTTON and lift the CLEAN WATER TANK in an outward motion.



3

### Fill the Clean Water Tank

Turn the CLEAN WATER TANK upside down. Unscrew the CLEAN WATER CAP by turning counter clockwise. Remove CLEAN WATER CAP from the tank and set aside.



## REMEMBER

**Always use Rug Doctor cleaning solutions.**

Other cleaning solutions may harm the machine and void the machine warranty.

Fill with hot tap water.

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

4

### Add Cleaning Solution

Fill the tank with HOT tap water until it reaches the "Fill" line. Add Rug Doctor All-In-One Cleaning Solution.

(90ml of solution per tank (180ml for deep clean). CLEAN WATER TANK capacity: 3.7 litres)

Screw the cap back onto the CLEAN WATER TANK by turning clockwise until completely tightened.



5

### Place the Clean Water Tank

Turn CLEAN WATER TANK right side up. Securely place onto the machine. You will hear a "click" sound when the tank is locked into place.



6

### Now You Are Ready To Clean





## Operations:

# CLEANING YOUR CARPET

**IMPORTANT CLEANING TIP:** Vacuum area with dry vacuum cleaner thoroughly before deep cleaning.



## CAUTION

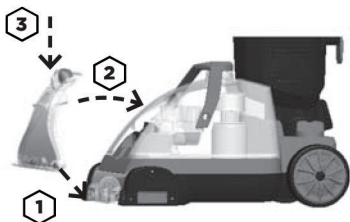
Before plugging in machine, check the **POWER SWITCH** to make sure it is in the **"off"** position.

1

### Attach Carpet Nozzle

If the CARPET NOZZLE is not attached:

1. Align the nozzle tabs with the slots in the base of the machine.
2. Rotate NOZZLE toward machine
3. Latch the NOZZLE by pressing down on the top of the nozzle until you hear a "click."



2

### Select Cleaning Mode

Turn the FLOW CONTROL DIAL to the DEEP CLEAN or QUICK DRY setting based on desired cleaning. Refer to "Flow Control Dial" instructions on PG 9.



3

### Plug In The Machine

Unwrap the POWER CORD and insert plug into an outlet.



4

### Position The Machine

Position the MACHINE onto the desired area to clean.



5

### Turn Machine On

Push the POWER SWITCH to "FLOOR CLEANING" position.



6

### Release The Handle

Step on the HANDLE RELEASE PEDAL to pull back/release the MAIN HANDLE.



7

### Cleaning Your Carpets

Press the SPRAY & CLEAN button to apply solution while making 2 slow wet passes (1 forward and 1 backward) over each area.

Release SPRAY & CLEAN button.

Make 2 slow dry passes (1 forward and 1 backward) to suck up the dirty solution (DO NOT hold down the SPRAY & CLEAN button for this step).



8

### Leave The Machine On For 15 Seconds

Leave the machine on for 15 seconds after cleaning to allow for all of the dirty solution to be collected into the DIRTY WATER TANK.



## Operations:

# CLEANING YOUR HARD FLOORS

**IMPORTANT CLEANING TIP:** Sweep area thoroughly before deep cleaning.



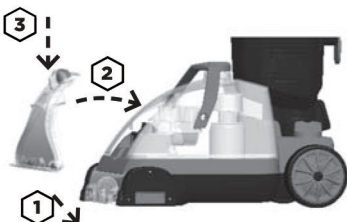
## CAUTION

Before plugging in machine, check the **POWER SWITCH** to make sure it is in the **"off"** position.

1

### To Attach HARD FLOOR NOZZLE

1. Align the nozzle tabs with the slots in the base of the machine.
2. Rotate NOZZLE toward machine.
3. Latch the NOZZLE by pressing down on the top of the NOZZLE until you hear a "click."



2

### Select Cleaning Mode

Turn the FLOW CONTROL DIAL to the HARD FLOOR setting.



3

### Plug In The Machine

Unwrap the POWER CORD and insert plug into an outlet.



4

### Position The Machine

Position the machine onto the desired area to clean.



5

### Turn Machine On

Push the POWER SWITCH to "FLOOR CLEANING" position.



6

### Release The Handle

Step on the HANDLE RELEASE PEDAL to pull back/release the MAIN HANDLE.



7

### Cleaning Your Hard Floors

Press the SPRAY & CLEAN button to apply solution while making 2 slow wet passes (1 forward and 1 backward) over each area.

Release SPRAY & CLEAN button.

Make 2 slow dry passes (1 forward and 1 backward) to suck up the dirty solution (DO NOT hold down the SPRAY & CLEAN button for this step).



8

### Leave The Machine On For 15 Seconds

Leave the machine on for 15 seconds after cleaning to allow for all of the dirty solution to be collected into the DIRTY WATER TANK.



## Maintenance and Care:

# EMPTYING THE DIRTY WATER TANK

**IMPORTANT:** Empty the **DIRTY WATER TANK** before the dirty water reaches the “**FULL LINE.**”

1

### Turn The Machine Off

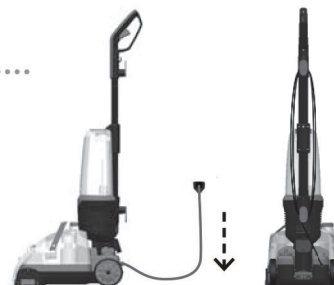
Press the POWER SWITCH to the “OFF” position.



2

### Unplug The Power Cord

Unplug the POWER CORD from the outlet and wrap it around the POWER CORD WRAP.



3

### Remove The Dirty Water Tank

Remove the DIRTY WATER TANK by grasping the TANK HANDLE and lifting straight up.



4

### Empty The Dirty Water

Unscrew the DIRTY WATER CAP counter-clockwise and set aside. Pour out the dirty water.

Rinse out the DIRTY WATER TANK thoroughly with warm water. Replace DIRTY WATER CAP.

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



5

### Secure The Dirty Water Tank

Place the DIRTY WATER TANK back onto the machine by setting it straight down on the base.



6

### For A Deeper Clean

To clean the DIRTY WATER TANK more thoroughly:

1. Turn the DIRTY WATER TANK upside down to locate the FLOAT CAP.
2. Unscrew the FLOAT CAP turning counterclockwise.
3. Remove the FLOAT ASSEMBLY. Clean inside the tank with a towel or a cleaning brush.
4. Replace the FLOAT ASSEMBLY. Firmly tighten the DIRTY WATER CAP by turning clockwise until tightened.

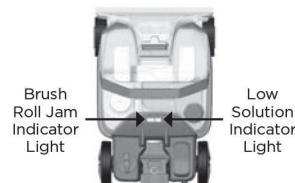




# INDICATOR LIGHTS

The **FlexClean® All-In-One Floor Cleaner** is equipped with a helpful indicator light system designed to quickly alert you of issues while cleaning. The FlexClean® All-In-One Floor Cleaner is equipped with two different indicator lights: **BRUSH JAM** and **LOW SOLUTION**. The two different indicator lights are located behind the **DIRTY WATER TANK**.

TOP VIEW



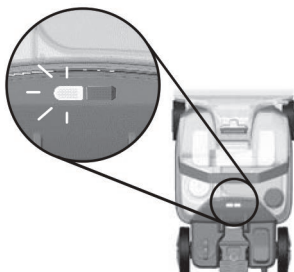
The **BRUSH JAM INDICATOR LIGHT** is triggered when everyday items (such as socks, small toys etc.) become lodged into the BRUSH ROLL, jamming and preventing the BRUSH ROLL from spinning. When the machine detects a jam, the brush motor will shut off and the BRUSH JAM INDICATOR LIGHT will illuminate. The BRUSH JAM INDICATOR LIGHT system protects the machine and prevents belt burn-out.

## Removing Brush Roll Jam

1

### Illuminated Indicator Light

The BRUSH JAM INDICATOR LIGHT will illuminate if the machine detects a BRUSH ROLL jam.



2

### Access the Brush Roll

Turn off the machine and unplug the machine from the power outlet.

Remove water tanks.

Gently position the machine on its side to access the BRUSH ROLL.



3

### Remove the Jam

Gently remove jammed item from the BRUSH ROLL.

Once jammed item is removed, place the machine upright. Replace both tanks, plug in machine and press POWER BUTTON to desired cleaning mode.



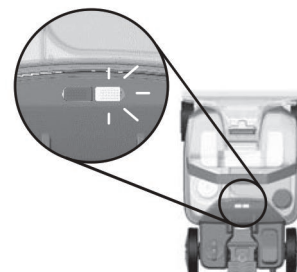
The **LOW SOLUTION INDICATOR LIGHT** will illuminate if the machine detects the CLEAN WATER TANK is depleted or empty. The LOW SOLUTION INDICATOR LIGHT system protects the machine and prevents pump burn-out that could occur if the machine runs dry/without solution.

## Low Solution Indicator Light

1

### Illuminated Low Solution Light

The LOW SOLUTION INDICATOR LIGHT will illuminate if the machine detects the CLEAN WATER TANK is empty.



2

### Add Cleaning Solution

Refer to "Fill the Clean Water Tank" Instructions on Page 10.



3

**Now You Are Ready To Clean**



# CLEANING AND STORING

1

## Turn The Machine Off

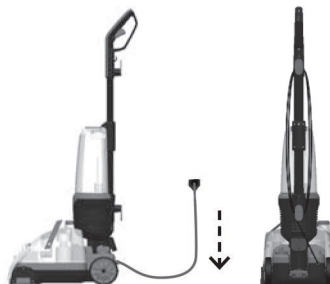
Push the POWER SWITCH to the “OFF” position.



2

## Unplug The Power Cord

Unplug the POWER CORD from the outlet and wrap it around the POWER CORD WRAP.



3

## Rinse The Clean Water Tank

Press the CLEAN WATER TANK RELEASE button and remove the CLEAN WATER TANK from the machine.

Rinse thoroughly with warm water.

Allow tank to dry thoroughly to prevent odour when stored. Replace on the machine when ready.



4

## Empty The Dirty Water

Remove the DIRTY WATER TANK using the TANK HANDLE.

Rinse the inside of the DIRTY WATER TANK thoroughly with warm water.

Allow tank to dry thoroughly to prevent odour when stored.

Replace on the machine when ready.

Refer to “Emptying the DIRTY WATER TANK” instructions on Page 13 for additional deep cleaning details.



5

## Store The Machine

Move the machine to a closet or storage place.

DO NOT place or store the machine on floors that may be damaged by water.



# CLEANING THE BRUSH ROLL

1

## TURN THE MACHINE OFF

Push the POWER SWITCH to the "OFF" position and unplug the machine.



2

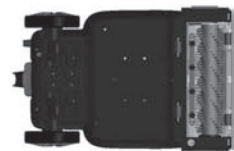
## GENTLY LAY THE MACHINE DOWN ON ITS SIDE

Remove CLEAN WATER TANK and DIRTY WATER TANK. Gently position the machine on its side to access the BRUSH ROLL.



3

## REMOVE ANY DEBRIS FROM BRUSH ROLL



# HOW TO CHANGE THE BRUSH ROLL

1

## TURN THE MACHINE OFF

Push the POWER SWITCH to the "OFF" position and unplug the machine.



2

## REMOVE THE TANKS

Remove the CLEAN WATER TANK and DIRTY WATER TANK and set aside.



3

## LAY THE MACHINE ON ITS SIDE

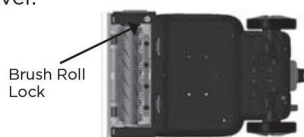


Gently lay the machine down on its side.

4

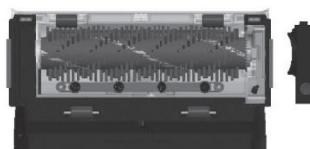
## UNLOCK THE BRUSH ROLL LOCK

Turn the BRUSH ROLL LOCK to the UNLOCK position using coin or screwdriver.



5

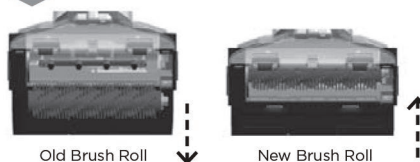
## REMOVE BRUSH ROLL LOCK COVER



6

## REPLACE THE BRUSH ROLL

Remove old BRUSH ROLL and replace with NEW BRUSH ROLL.



7

## REPLACE BRUSH ROLL LOCK COVER

Turn the BRUSH ROLL LOCK to the LOCK position using a coin or screwdriver.



8

## MOVE MACHINE INTO UPRIGHT POSITION

Replace DIRTY WATER TANK and CLEAN WATER TANK.



9

Now You Are Ready To Clean





# TROUBLESHOOTING

The following Troubleshooting Guide is provided to help you resolve issues that may arise with common usage of the machine.

PROBLEM	POSSIBLE REASON	HOW TO FIX
<b>NO POWER</b>	<ul style="list-style-type: none"> <li>› Power Cord not plugged in</li> <li>› Power Button not turned on</li> </ul>	<ul style="list-style-type: none"> <li>› Plug Power Cord into wall outlet.</li> <li>› Press Power Button to "Floor Clean."</li> </ul>
<b>NO / LOW SPRAY, MACHINE</b>	<ul style="list-style-type: none"> <li>› Not pressing Spray &amp; Clean Trigger.</li> <li>› Clean Water Tank is empty or low</li> <li>› Clean Water Tank is not locked or installed correctly</li> <li>› Valve of Clean Water Tank is clogged</li> </ul>	<ul style="list-style-type: none"> <li>› Press and hold Spray &amp; Clean Trigger.</li> <li>› Fill Clean Water Tank with water and solution.</li> <li>› Lift up Clean Water Tank, and place back into position. Tank should click into place when positioned properly.</li> <li>› Remove valve from bottom of Clean Water Tank. Clean with warm soapy water.</li> </ul>
<b>NO / LOW SUCTION, MACHINE</b>	<ul style="list-style-type: none"> <li>› Dirty Water Tank Is full</li> <li>› Dirty Water Tank is not installed correctly</li> <li>› Nozzle is not properly installed</li> </ul>	<ul style="list-style-type: none"> <li>› Empty Dirty Water Tank and replace empty tank when finished.</li> <li>› Lift up Dirty Water Tank and place back into position.</li> <li>› Disconnect Nozzle. Reconnect Nozzle ensuring the tabs are latched at the bottom and the latch is fully engaged.</li> </ul>
<b>ROTATING BRUSH DOESN'T ROTATE</b>	<ul style="list-style-type: none"> <li>› If something is lodged in the Brush Roll, brush will stop rotating</li> </ul>	<ul style="list-style-type: none"> <li>› Turn machine off and unplug Power Cord from outlet. Check that there is nothing stopping the Brush Roll from rotating. The Brush Roll can be removed by unlocking the cover with a coin or screwdriver on the bottom of the machine. Clean and check the Brush Roll spins freely. Replace the Brush Roll and secure by locking the Brush Roll cover. Then plug in the Machine and turn the Machine on to continue cleaning.</li> </ul>

If you are not able to resolve or have other questions call customer service on  
**1800 804 973**

# GUARANTEE 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 there of (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](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.

**Note:** You must keep your original sales receipt. It provides proof of date of purchase in the event of a guarantee claim.

## ••• **SERVICING YOUR MACHINE**

**If your Rug Doctor® FlexClean® All-In-One Floor Cleaner should require service:**

Contact Rug Doctor Customer Service if you need information about repairs or replacement parts

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### **RUG DOCTOR CUSTOMER SERVICES CONTACT INFORMATION:**

WEBSITE: [www.rugdoctor.com.au/support](http://www.rugdoctor.com.au/support)

EMAIL: [customerservice@rugdoctor.com](mailto:customerservice@rugdoctor.com)

PHONE: 1800 804 973

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### **PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE**

For any questions or concerns, please contact Rug Doctor customer service on **1800 804 973**

# REGISTER YOUR RUG DOCTOR® FLEXCLEAN® TODAY!

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 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 guarantee claim. **See guarantee on Page 18.**

## Machine Replacement Parts & Accessories

Visit

**RUGDOCTOR.COM.AU**

for Rug Doctor FlexClean®  
All-In-One Floor Cleaner  
replacements parts and  
accessories. Contact customer  
service on 1800 804 973









## Let us know how much you love your machine!

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For over 40 years, Rug Doctor has engineered powerful, professional grade deep carpet cleaner machines. We pride ourselves on producing best-in-class machines.

*Rate this product on [rugdoctor.com.au](http://rugdoctor.com.au) or any of our retailer sites and let us know what you think!*



IT WAS AMAZING.



REALLY LIKED HOW WELL  
IT CLEANED MY CARPETS.

For cleaning tips and more visit **[rugdoctor.com.au](http://rugdoctor.com.au)** or find us at:



@rugdoctoraus

***RugDoctor***<sup>®</sup>  
***Clean deeper. Feel better.***