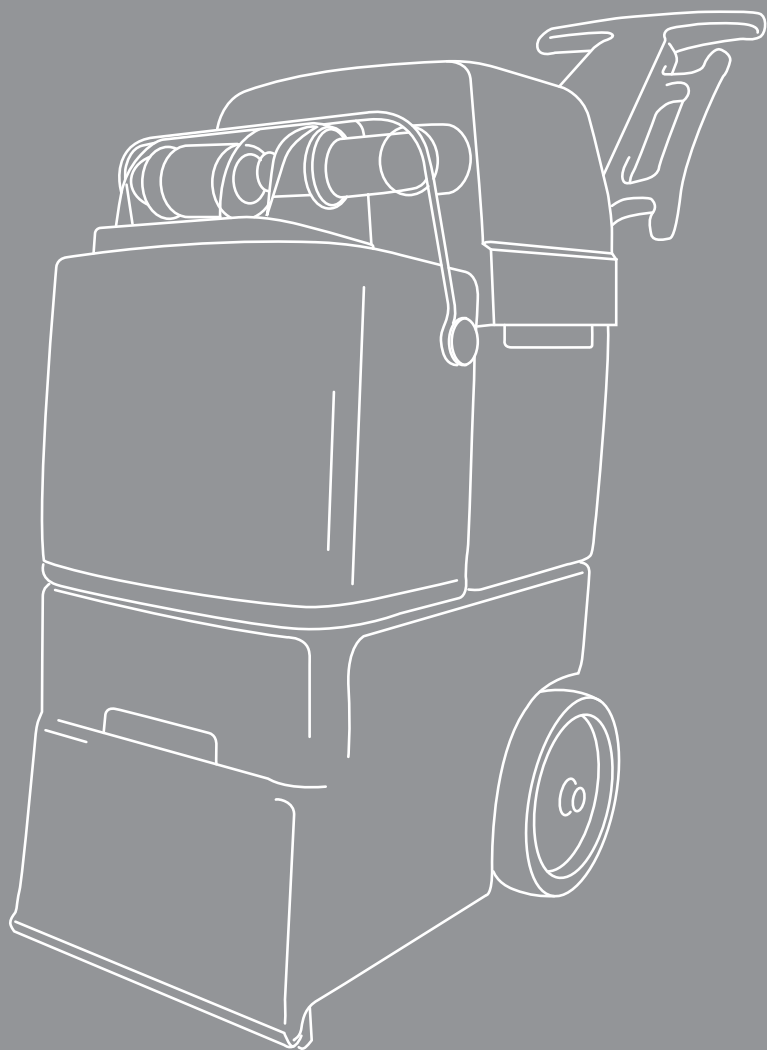


USER GUIDE

MIGHTY PRO X³™



RugDoctor

GUIDE CONTENTS

- 3 | Safety Instructions
- 4 | Getting Started
- 5 | For Best Results
- 6 | Cleaning Carpets
- 8 | Cleaning Upholstery
- 10 | Maintenance & Replacement Parts
- 12 | Troubleshooting
- 14 | Warranty & Product Registration

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 here:

SERIAL # _____

The Serial Number is found inside machine behind the recovery tank stamped into the body of the machine

Rug Doctor

Founded by a professional carpet cleaner in 1972, Rug Doctor began with machines designed and built specifically for professional use. Shortly after, the brand introduced the first hire program, making professional-grade carpet cleaning machines accessible to the public. Over 50 years later, Rug Doctor has become a household name, continuing to lead the industry in hire systems with its powerful and innovative products.

SAFETY INSTRUCTIONS

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

- Do not leave the machine whilst it is running. Turn the machine off and unplug from outlet when not in use.
- To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor and recommended cleaning products that are intended for use with the machine.
- Do not allow to be used as a toy. Not intended to be used by children under the age of 18.
- Use only as described in this User Guide.
- Use only Rug Doctor attachments.
- Do not use if the power cord or plug is damaged or is not working as it should.
- If the machine has been dropped, damaged, left outdoors, or dropped into water, cease use immediately.
- The power cord should not be used to pull or carry the machine, used as a handle, exposed to heated surfaces or pulled around sharp edges or corners.
- Avoid closing doors on the power cord or running the machine over the power cord.
- Do not unplug by pulling on the power cord. To unplug, grasp the plug, not the power cord.
- Do not handle the plug or power cord with wet hands.
- Do not insert any object into any opening on the machine.
- 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.
- Take extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids such as petrol 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 power outlet only. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a power cord with 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.
- 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 or power board is not recommended.

Failure to follow the instructions provided in this User Guide may expose the user to electric shock, personal injury and/or death.

GETTING STARTED

Read all instructions completely before you begin. Rug Doctor is not responsible for damage due to misuse of this machine. To ensure proper results, test carpets and upholstery for colour fastness prior to use.

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 hot water extraction method cleaning.
- Rug Doctor machines and Rug Doctor cleaning products are safe for many fabrics, even delicate fibres. We recommend you check care instructions prior to use.
- The machine was designed for use on carpet and upholstery in accordance with the instructions and recommendations in this User Guide.
- Do NOT put bleach, dye or products other than Rug Doctor or Britex cleaning solutions 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 or Britex cleaning solutions in this machine.
- Avoid picking up hard or sharp objects with the Rug Doctor. They may damage the machine. Do not use the machine for dry vacuuming as this machine does not have a fine dust filter. Dry vacuuming will damage the vacuum motor.
- Do not use the machine to vacuum large quantities of liquid, such as flooded rooms or large spills. This machine is not equipped with an automatic overflow shutoff.
- To avoid damage, do not place the machine or upholstery 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.

FOR BEST RESULTS

Rug Doctor machines are designed to deep clean and extract in one cleaning pass.

To clean difficult spots, stains or high traffic areas we recommend pre-treatment with Britex Spot 'n' Stain or Urine Remover.

- Avoid over wetting your carpet. Do not 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. Berber carpets retain more liquid and if they are over wet, they 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 (30 - 60cm per second).
- 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.
- You should recover 70 - 80% of the liquid used depending on your carpet type. With Berber carpet, you may recover a little less liquid.
- Avoid excessive foam in the recovery tank, which can be expelled through the machine and may affect your carpet. If foaming occurs turn off the machine and empty the upper white tank.
- If you replace furniture before the carpet is completely dry, place aluminium foil under furniture legs to prevent stains. Leave aluminium foil under furniture legs until carpet is completely dry.
- For faster drying, ventilate area by opening 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.

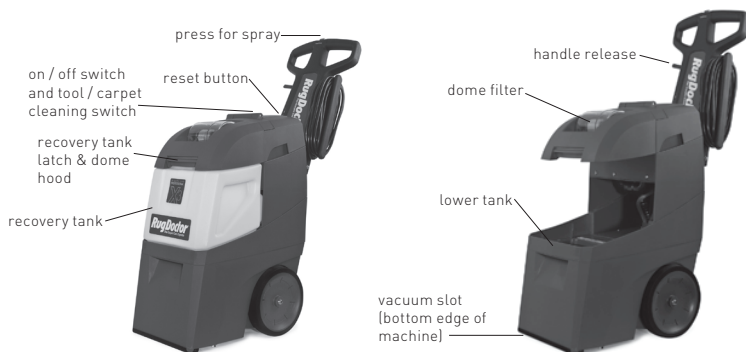
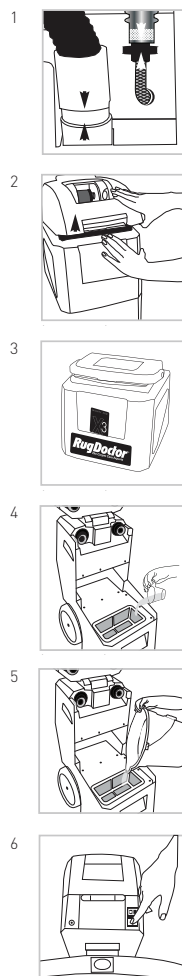
CLEANING CARPETS

BEFORE YOU BEGIN

Review machine safety warnings found in the front of this User Guide. Using a normal vacuum cleaner, vacuum the area you intend to clean to remove any loose dirt or debris before using the Rug Doctor. This will help keep the brushes and water vacuum system working efficiently. Pre-treat any special problem areas with appropriate recommended Rug Doctor solutions, such as Britex Spot 'n' Stain or Britex Urine Remover for tough pet stains.

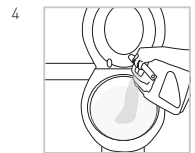
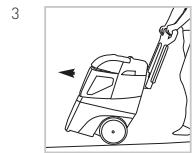
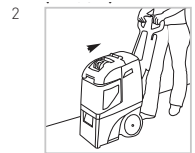
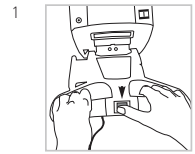
SET UP

1. Check the back of the machine to ensure hose connections are secure and set the switch to "CARPET".
2. Release recovery tank latch and lift up dome hood.
3. Remove the recovery tank.
4. Depending on how dirty your carpets are, add 2/3 Cup (150ml) of Rug Doctor Carpet Cleaner or Britex Carpet Cleaner directly into the lower blue tank, by pouring through the white filter screen.
5. The lower tank recommended fill capacity from empty is approximately 11 litres. Fill the lower blue tank with hot 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.
Use caution to ensure water is too hot as to scald or burn skin.
Use only lukewarm water when cleaning wool carpets.
Replace the recovery tank and close dome hood.
Unwind the power cord and plug the machine into the mains.
Move furniture as necessary and then position the machine at the start of your first cleaning pass.
6. Ensure that the mode switch on top of the machine is turned to "CARPET".



START CLEANING

1. Press down the "VACUUM ON" switch to start the Rug Doctor.
While depressing red spray button on the top of the handle.
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 around 30cm per second. For moderately, or heavily soiled carpets, pull the machine at approximately 30cm every two seconds.
You will begin to see soiled solution entering the clear dome, if soiled solution is not seen stop the machine and refer to the Troubleshooting section.
2. When depressing red spray button, keep machine moving backwards so the vibrating brush does not agitate in one place.
Release the red button approximately 15-30cm before ending each pass to stop cleaning solution and ensure the vacuum picks up the last part of the spray action.
3. Tilt machine back and push it forward to start a new backward cleaning pass.
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.
4. Remove and empty the recovery tank by pouring the dirty water into a toilet or outdoor drain.
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 cleaning, fill the lower tank half full so it empties by the end of your cleaning 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 Maintenance section.



Tips:

- Do not use the Rug Doctor machine or cleaning products on natural fibre oriental rugs (silk or wool), hand-loomed wool rugs, braided rugs, sisal or jute carpets; hardwood, tiled or laminate flooring; Some stains may require a pre-treatment. Use cool water when cleaning wool, wool blends or delicate fibres.
- Always check the manufacturers care instructions prior to cleaning.

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.

SET UP

1. Disconnect the Rug Doctor large vacuum hose at the back of the machine.
Reconnect the top portion to the large vacuum hose of upholstery tool.
Slide up the nickel-plated quick release coupler ring and pull out the small solution hose.

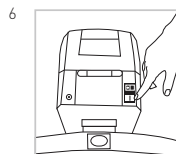
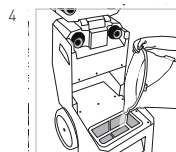
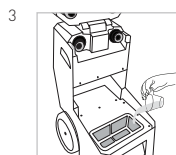
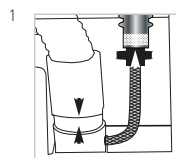
Insert the metal end of the upholstery tool solution hose into the quick release coupler. Tug gently on the hose to make certain the connection is secure.
2. Remove the upper recovery tank.
3. Add 125ml (4 capfuls) of Britex Upholstery Cleaner directly into the lower blue tank, by pouring through the white filter screen.
4. The lower tank recommended fill capacity from empty is approximately 11 litres. Fill the lower blue tank with hot 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.
5. Slide the recovery tank back in place and close the dome hood.
Unwind the power cable and plug in the machine to the mains.
6. Ensure the mode switch on top of the machine is turned to "TOOL".

Tip:

Do not use the Rug Doctor machine or cleaning products on fabrics marked with cleaning codes S or X, silk or fine cotton, velour, brushed corduroy, leather or non-colourfast fabrics mattresses or mattress toppers made with memory foam, foam or goose down. Some stains may require a pre-treatment. Use cool water when cleaning wool, wool blends or delicate fibres.

Tip:

Always check the manufacturers care instructions prior to cleaning.



START CLEANING

Test upholstery for colour fastness 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.

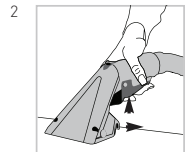
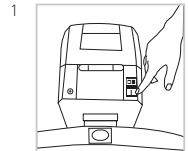
1. Press down the "VACUUM ON" switch to start the machine.
2. Working at a slow, steady pace, begin cleaning by squeezing the upholstery tool lever as you pull the tool over fabric. Overlap strokes slightly.

If foam builds up around the upholstery 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 upholstery tool.
3. When cleaning is complete, switch the machine to "OFF" position.
4. Disconnect both of the hoses from the machine. Holding the hose ends over a sink, squeeze the upholstery tool trigger until all liquid is drained from the solution tank.

To completely drain and clean the machine, refer to the Maintenance section. Reconnect the machine vacuum and solution hoses for carpet cleaning mode.

Tip:

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



MAINTENANCE

Follow these guidelines to ensure your Rug Doctor machine operates at its optimal level. Failure to comply with the instructions, cautions and safety warnings in this User Guide may void the warranty

- Drain the machine by spraying out remaining solution over a floor drain or outdoors (never in 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 brushes from movement and wear while emptying. Using this method, you can spray out remaining liquid either through the upholstery tool or machine spray tips.
- After each use, unplug the machine from power source and use your finger or an old comb to remove any debris from the vibrating brush.
- Clean the vibrating brush by pulling down on the plastic brush body (Refer to Replacing the Brush section).
- If you used any Rug Doctor attachments, also remove any debris from the attachment vacuum slot.
- After each use, inspect and clean the vacuum filter and the cylindrical filter screen located inside 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 use and 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 tap and letting the water run through the filter in the opposite direction from normal filling flow. Replace the filter screen and fasten it in place with the two mounting screws.
- When the solution tank line strainer and filter screen is removed for cleaning, inspect the cylindrical filter mounted on the end of the solution line inside 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.
- Remove carpet fibres from vacuum slot and periodically check the vacuum slot on the bottom front of the machine for debris ensuring to remove any fibre, hair or other debris that may be caught in the slot. Always make sure the machine is in the "OFF" position, unplugged and the tanks are empty.

CARING FOR YOUR MACHINE

- Always use Rug Doctor or Britex cleaning solutions.
- 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 Rug Doctor machine and helps keep it trouble free.
- Do not expose Rug Doctor machines 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 Rug Doctor machine.
- Avoid mishandling such as dropping the unit or transporting unsecured as jarring can damage the machine.

AVAILABLE REPLACEMENT PARTS

Refer to the following diagram 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 the machine whilst under warranty.



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

The brush strip is held in place by a snap fit connection.

1. Remove the old brush strip by pulling down on the plastic brush body.
2. Insert the new brush strip until it is fully seated



Replacing A Brush

TROUBLESHOOTING

Use this section to help resolve any issues you experience with your machine.

POWER ISSUES

Always use a grounded outlet with this machine, failure to do so may result in electrical shock.

The machine switch is on, but there is no power:

- Make sure the electrical cord is plugged in and turned on.
- Check the circuit breaker switch on the machine and reset if necessary.
- Check the 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, cease use immediately.

The machine switch is on, but there is intermittent power:

- Faulty electrical cable, defective switches, or loose terminal connections can cause intermittent power failures, cease use if you experience any of these issues.

VACUUM ISSUES

The machine is on, but the vacuum is not working:

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

The machine is on, but the vacuum motor works intermittently;

Loose wiring connections can cause intermittent vacuuming performance, if the problem persists cease use immediately.

SOLUTION SYSTEM ISSUES

The machine has lost water pressure:

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

The machine is on, and the spray button or upholstery tool lever is depressed, but no spray comes out or the spray is weak or uneven:

- Make sure the ON switch is set to the appropriate setting, either "TOOL" or "CARPET".
- Check the small solution line hose at the back of the machine. Connect the line securely at the quick coupler if necessary.

The spray from the spray tips is weak or uneven:

- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any 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 inserting any foreign object into the tip.
- To check the upholstery tool, remove the spray tip with a spanner or torque wrench. Rinse the tip, blow air through it to remove any build-up that may be clogging the tip. Reattach the tip and ensure 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 Maintenance section for more information.

EXCESSIVE FOAMING

Foam in the recovery tank is caused most often by cleaning carpet where spray foams have been used previously, or non-recommended cleaning solutions have been used. Rug Doctor and Britex cleaning solutions are specially designed to maximize performance. If excessive foaming occurs, turn off the machine and empty the recovery tank.

CARPET DISCOLOURATION | STAINS | STREAKS

If carpet discolouration or stained areas appear on the carpet after cleaning:

- If the problem is with the upholstery tool, remove the spray tip with a spanner or torque wrench. Rinse the tip and blow air through it to remove any build-up that may be clogging the tip. Reattach the tip and ensure that the tip opening is positioned so that it sprays side to side.
- After the carpet is completely dry, re-clean the area with your Rug Doctor machine making sure to avoid over wetting the carpet. Stains may continue to appear if the carpet is over wet.

If streaks appear after cleaning:

- 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 insert any foreign object into the tip to unclog. Check the brush bristles for damage or wear. Replace the brush if necessary.

Should you require additional assistance contact:

CUSTOMER SERVICE

Carpet Machine Hire Pty Ltd

ABN: 79 008 665 932

Unit 10 | 25-37 Chapman Street Blackburn North, Vic 3130

Phone: 1800 804 973

Email: customerservice@rugdoctor.com.au

Website: rugdoctor.com.au

Monday – Friday: 9:00am – 5:00pm

Saturday & Sunday: 10:00am – 5:00pm

Public Holidays: 10:00am – 5:00pm

Closed: Good Friday
Christmas Day
Boxing Day

WARRANTY AGAINST DEFECTS

Rug Doctor Machines and Tools are manufactured, tested and inspected in accordance with the highest standards. We provide a limited warranty period (see Warranty Against Defects 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 Customer Service helpline on 1800 804 973 Monday to Friday (9:00am to 5:00pm) to discuss any warranty information.

This warranty is intended for Machines and Upholstery Tool used for ^domestic and private use and does not cover commercial* usage.

WHAT DOES THIS WARRANTY AGAINST DEFECTS COVER?

Our goods come with guarantees 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 Warranty Against Defects ("Warranty Against Defects") does not impact, limit, reduce or change (or purport to impact, limit, reduce or change) any of the statutory warranties and must be read separately. Under this Warranty Against Defects, we warrant as follows:

- 1.1 Carpet Machine Hire Pty Ltd ("Carpet Machine Hire") guarantees to the original purchaser for the Warranty Against Defects Period, the machine or wand supplied by Carpet Machine Hire and every component part thereof (collectively, "Machine" and/or "Upholstery Tool") 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, you can make a claim under this Warranty Against Defects if:
 - a) you give notice (in accordance with the "How Do I Claim Under This Warranty Against Defects" section (below)) to Carpet Machine Hire during the Warranty Against Defects Period, and
 - b) you (if asked to do so by Carpet Machine Hire) return the Machine and/or Upholstery Tool to Carpet Machine Hire's place of business or an alternative address as instructed by Carpet Machine Hire, and
 - c) where relevant Carpet Machine Hire is given a reasonable opportunity of examining the Machine and/or Upholstery Tool.

Once Carpet Machine Hire receives your Machine and/or Upholstery Tool, it will be assessed. If your Machine and/or Upholstery Tool suffers a defect within the Warranty Against Defects Period, Carpet Machine Hire will either repair or replace the Machine and/or Upholstery Tool without further charge or refund you (either in part or in full).

- 1.3 The guarantee at Clause 1.1 shall apply to any replacement Machine and/or Upholstery Tool (for the Warranty Against Defects Period from the date of delivery of the replacement Machine and/or Upholstery Tool) and any repaired Machine (for the original Warranty Against Defects Period from the original date of purchase and delivery of the Machine and/or Upholstery Tool) supplied by Carpet Machine Hire.
- 1.4 This Warranty Against Defects is given in addition to and does not affect any rights and remedies available to you under Australian Consumer Law.

Product	Model Number	Warranty Against Defects Period
Rug Doctor Mighty Pro 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
Rug Doctor Upholstery Tool	91647	1 year

WHAT THE WARRANTY AGAINST DEFECTS 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 and/or Upholstery Tool arising from:
- a) any further use of the Machine and/or Upholstery Tool 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 reasonable oral or written instructions (including but not limited to the User Guide supplied with the Machine) as to the proper 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 of the Machine and/or Upholstery Tool, by you or any third party without 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 and/or Upholstery Tool in any way or at any time for rental or hire purposes.

EXPENSES

If a Machine and/or Upholstery Tool is returned to Carpet Machine Hire for repair under the guarantee at Clause 1.1, Carpet Machine Hire will pay these delivery charges. However, you will be responsible for paying any delivery charges for Carpet Machine Hire sending the Machine and/or Upholstery Tool back to you if the Machine and/or Upholstery Tool is not considered by Carpet Machine Hire, acting reasonably, to have a material defect.

Subject to law, you will be responsible for paying any delivery charges for sending the Machine and/or Upholstery Tool to and from Carpet Machine Hire for repairs occurring outside of the Warrant Against Defects Period.

HOW DO I CLAIM UNDER THIS WARRANTY AGAINST DEFECTS?

To obtain warranty assistance, contact the Carpet Machine Hire Customer Support team using the details below. Carpet Machine Hire will require the following information in order to assist you: your name, address and telephone number, model number, serial number, proof of purchase showing the date and place of purchase and a detailed explanation of the nature of the problem. Carpet Machine Hire will review all the facts involved and advise you as to the correct procedure. Carpet Machine Hire recommend you keep the original carton and packaging materials.

Contact information:

Carpet Machine Hire Pty Ltd

ABN: 79 008 665 92

Unit 10 | 25-37 Chapman Street Blackburn North VIC 3130

Phone: 1800 804 973 (Monday to Friday 9:00am to 5:00pm AEST/AEDT)

Email: customerservice@rugdoctor.com

Website: rugdoctor.com.au

AFTER THE WARRANTY AGAINST DEFECTS PERIOD EXPIRES

After the Warranty Against Defects Period expires, Carpet Machine Hire agrees to carry out any maintenance of the Machine and/or Upholstery Tool in a prompt and efficient manner. Subject to law, you agree to pay a designated hourly rate for maintenance plus any applicable costs including (without limitation) replacement parts and freight costs.

^ Domestic and private use only. You agree not to use the Machine or Upholstery Tool for any commercial, business or re-sale purposes. IN the event that you do, Carpet Machine Hire does not accept any liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity to the fullest extent permissible by law.

* Commercial use applies when Machine or Upholstery Tool is being used in a non-domestic capacity

