



**Dirt Devil**

Bedienungsanleitung **DE**  
Dampfmopp

Operating Manual **GB**  
Steam mop

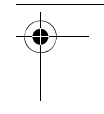
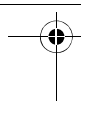
Mode d'emploi **FR**  
Appareil de nettoyage à vapeur

Bedieningshandleiding **NL**  
Stoomborstel

Manual de instrucciones **ES**  
Mopa de vapor

Istruzioni per l'uso **IT**  
Scopa a vapore

Kullanım Klavuzu **TR**  
Buharlı mop

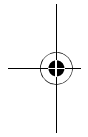


**Bedienungsanleitung** ..... 4 - 27 **DE**

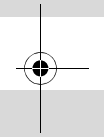
**Operating Manual** ..... 28 - 51 **GB**

**Mode d'emploi** ..... 52 - 75 **FR**

**Bedieningshandleiding**..... 76 - 99 **NL**

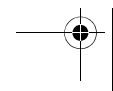
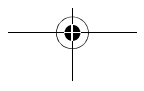
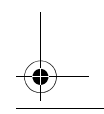
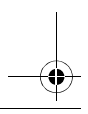
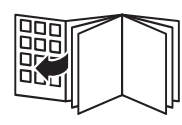


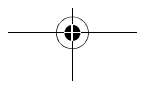
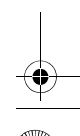
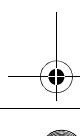
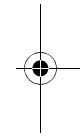
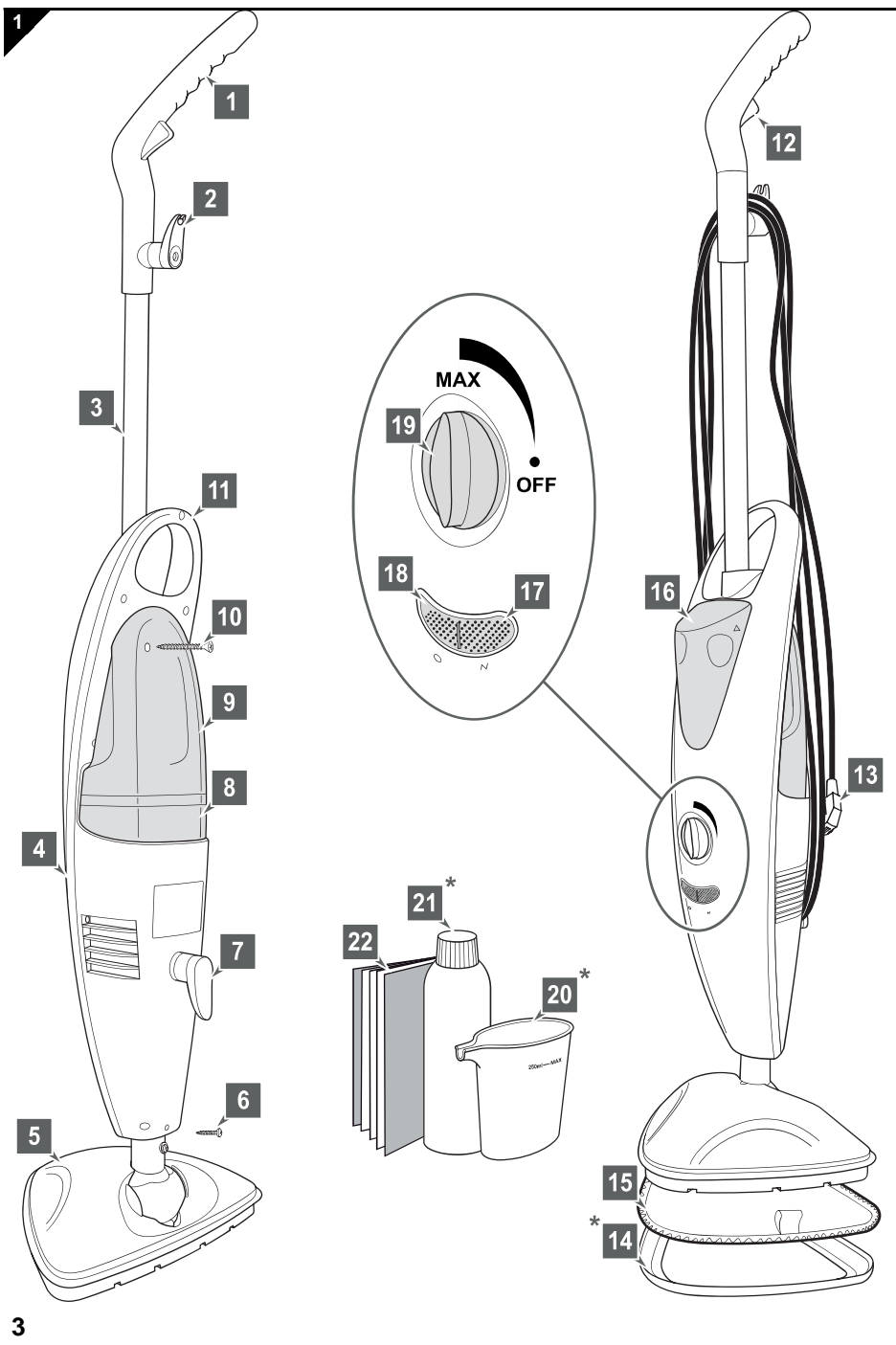
**Manual de instrucciones** ..... 100 - 123 **ES**



**Istruzioni per l'uso** ..... 124 - 147 **IT**

**Kullanım Klavuzu** ..... 148 - 171 **TR**





## Overview

### Thank you!

Thank you for buying the universal steam cleaner AquaClean and for your confidence in us.

### Scope of delivery (Fig. 1)

- |   |  |
|---|--|
| 1 Handle  | 14* Carpet glider base, optional*                                      |
| 2 Upper cable storage device with clip to secure power cord | 15 Micro-fibre cleaning cloth (2 units, 90% polyester, 10 % polyamide) |
| 3 Handle  | 16 Disinfectant tank   |
| 4 Central console   | 17 Mains control light   |
| 5 Steam base  | 18 Steam ready indicator   |
| 6 Locking screw (pre-installed)                             | 19 Disinfectant regulator  |
| 7 Lower cable storage device                                | 20* Refilling container, optional* (only for use with disinfectant)    |
| 8 Water filter cartridge                                    | 21* Disinfectant, optional* (only for use in the disinfectant tank)    |
| 9 Water tank  | 22 Operating manual  |
| 10 Locking screw (pre-installed)                            |  |
| 11 Carrying handle  |  |
| 12 Steam button   |  |
| 13 Power cord with plug                                     |  |
- \* i. e. included in the scope of delivery depending on model and features

### Technical data

Type of appliance	: Steam mop
Model name	: Universal steam cleaner AquaClean
Model number	: M318 (-0/-1/.../-8/-9)
Voltage	: 230 V~, 50/60 Hz
Power	: 1500 W
Max. operating time per tank filling	: approx. 12–15 minutes (depending on steam use)
Steam availability	: after approx. 35–45 seconds
Water tank	: approx. 0.6 l
Disinfectant tank	: approx. 0.25 l
Power cord length	: approx. 6 m
Weight (without accessories and with the tanks empty)	: approx. 3.3 kg



Technical and design specifications may be changed in the course of continuous product improvement.  
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# List of contents

<b>1</b>	<b>Safety instructions.....</b>	<b>30</b>
1.1	Concerning the Operating Manual.....	30
1.2	Re: Certain groups of person .....	30
1.3	Concerning hot steam and hot parts of the appliance .....	31
1.4	Concerning the optionally supplied disinfectant .....	32
1.5	Concerning the power supply .....	33
1.6	Re: Appropriate Use.....	34
<b>2</b>	<b>Assembly .....</b>	<b>35</b>
2.1	Unpacking.....	35
2.2	Assembly .....	36
<b>3</b>	<b>Filling the tanks.....</b>	<b>39</b>
3.1	Filling the water tank.....	39
3.2	Filling the disinfectant tank .....	40
<b>4</b>	<b>Steam cleaning.....</b>	<b>41</b>
4.1	Before starting steam cleaning .....	41
4.2	Uncoiling the power cord quickly .....	42
4.3	Steam cleaning without the addition of disinfectant.....	42
4.4	Steam cleaning with the addition of disinfectant.....	43
4.5	Refreshing carpets .....	44
4.6	Putting the device into the neutral position .....	44
<b>5</b>	<b>After use .....</b>	<b>45</b>
5.1	Winding up the power cord.....	45
5.2	Taking care of the micro-fibre cleaning cloth.....	46
5.3	Transporting the device .....	46
5.4	Storing the device.....	46
<b>6</b>	<b>Maintenance .....</b>	<b>47</b>
6.1	Checking/replacing the water filter cartridge .....	47
6.2	Cleaning the housing.....	48
<b>7</b>	<b>Troubleshooting.....</b>	<b>49</b>
7.1	Before you send in the appliance .....	49
7.2	Accessories and spare parts .....	50
7.3	Supply sources .....	50
7.4	If the appliance is defective .....	50
7.5	Disposal.....	50
<b>8</b>	<b>Warranty .....</b>	<b>51</b>
8.1	Warranty conditions .....	51
8.2	In case of a warranty claim.....	51

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# 1 Safety instructions

## 1.1 Concerning the Operating Manual



**Violation of these instructions may cause injury or damage the appliance. We take no responsibility for damage due to violation of these operating instructions.**

- Read this operating manual completely before working with the appliance.
- Keep the operating manual in a safe place.
- Include the operating manual if you pass the appliance on to someone else.

Important notes for your safety are specially marked. Always observe these notices to avoid accidents and damage to the appliance.

### **WARNING:**

Warning concerning health hazards describing possible risks of injury.

### **ATTENTION:**

Warning concerning possible dangers to the appliance or other objects.

### **NOTE:**

Highlights tips and information for you.

## 1.2 Re: Certain groups of person



■ This appliance is not intended to be used by persons (including children) with impaired physical, sensory or mental abilities or insufficient experience or knowledge, unless they are supervised by a person responsible for their safety or have been instructed in the proper use of the appliance by this person. Keep the appliance out of reach of people of these groups.

■ Children should be supervised in order to make sure that they do not play with the appliance and its accessories. Children must not be allowed to stand or sit on the appliance.

■ Packing material must not be used to play with. There is danger of suffocation.

■ Keep the disinfectant inaccessible to children. If they swallow any, there is a danger of poisoning!

■ People with sensory problems, especially with reduced sensitivity to temperature differences, must use great caution when working with this appliance.

# 1 Safety instructions

## 1.3 Concerning hot steam and hot parts of the appliance



■ Never direct the steam base at persons, animals, or plants. Always point the steam base downwards towards the surface to be cleaned. Even then, take care that parts of your body never get under the steam base. Never operate the appliance without wearing shoes. There is a danger of scalding.

■ Never lay the appliance on its side during operation. Never use the appliance in a horizontal position, let alone over your head. Never leave the appliance on and unsupervised. There is a danger of scalding.

■ Do not point the steam base at electrical appliances, power sockets, cables, etc. Be even more careful where there are recessed sockets in the floor or similar. There is a risk of electric shock.

■ Do not use the appliance to clean pressure containers or containers where you are unsure of the content. There is danger of them bursting or exploding.

■ Let hot appliances and accessories, especially the micro-fibre cleaning cloth, cool off before touching them. Carry the appliance by its handle or carrying handle only.

■ Take care not to use the steam cleaner on one spot for too long. Otherwise, the surface might be damaged.

■ Provide adequate ventilation during and after your cleaning work.

GB



# 1 Safety instructions



## 1.4 Concerning the optionally supplied disinfectant



■ Keep the disinfectant inaccessible to children. If they swallow any, there is a danger of poisoning!

■ The disinfectant is harmful to health. Keep it away from the eyes and mucous membranes in particular. Carefully pour it into the disinfectant tank. If supplied, use the refilling container provided to do so. If you have sensitive skin, wear gloves when filling.

■ Wash your hands after handling the disinfectant.

■ Do not clean surfaces which come into contact with food with the steam mop or the disinfectant.

**What to do in an emergency, i. e. after the disinfectant has not be used properly:**

■ If the disinfectant has got into your eyes:

- If you are wearing contact lenses, remove them immediately.
- Rinse out your eyes immediately and thoroughly in clean water for at least 10 minutes.
- Consult a doctor if your eyes remain irritated.

■ If you have swallowed the disinfectant:

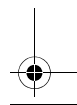
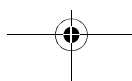
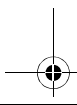
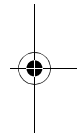
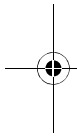
- First rinse out your mouth with plenty of water.
- Dilute the content of your stomach with plenty of water.
- Do not induce vomiting!
- Consult a doctor as a precaution.

■ If you have inhaled the vapours:

- Go into the open air.
- If you have trouble breathing, consult a doctor immediately!

■ If the disinfectant has come into contact with skin or clothes:

- Immediately wash the affected skin with water.
- Take off the relevant pieces of clothing and wash them before wearing them again.



# 1 Safety instructions

## 1.5 Concerning the power supply



■ The appliance is operated with electrical power which means there is always a risk of electric shock. So please observe the following in particular:

- Make sure that the steam base is always on the surface to be cleaned during operation. Never lay the device on its side or operate it in the air! Otherwise, liquid could flow into the engine and cause a short circuit!
- Keep the steam base away from the power cord when in operation. power cords must not come into contact with any sources of heat or damp. Otherwise there is a danger of the power cord getting damaged which could lead to an electric shock.
- Always pull directly on the plug if you want to disconnect the appliance from the mains. Never pull on the power cord. Never carry the appliance by its power cord. It could get damaged.
- Always completely uncoil the power cord before use. Take care that the power cord is not bent, pinched, or rolled over and ensure it does not come into contact with heat sources.
- Never immerse the appliance in water or other liquids; keep it away from rain and moisture. Never touch the plug with wet hands.
- Only operate the appliance if your mains voltage is the same as that indicated on the appliance's type plate. The wrong voltage can destroy the appliance.
- Only connect the appliance to 3-pole safety sockets.
- If possible, do not use extension cords. If you must use an extension cord, use only safety-certified, water-protected single extension cords (no multi-socket distributors) designed for the high power consumption of the appliance.
- Always check the power cord for possible damage before using the appliance.
- Pull the plug from the socket immediately after use. Before cleaning or performing maintenance on the appliance, ensure that the plug has been removed from the socket.

GB

# 1 Safety instructions

## 1.6 Re: Appropriate Use



■ This appliance may only be used in households. It is not suitable for industrial or commercial use.

■ Only use the steam mop in households for cleaning normally dirty, flat hard floors, e. g. tiles, stone floors, linoleum, and other smooth, coated surfaces, that can withstand the high temperature, pressure and moisture of hot steam.

■ If the carpet glider base is in place, the steam mop can also be used to refresh short-pile carpets, runners, etc.

**Any other use is considered inappropriate and is prohibited.**

### It is especially forbidden:

■ To clean:

- Persons, animals or plants, including clothing that is still being worn.
- Surfaces that are dirtied by substances hazardous to health. The hot steam could dissolve and release these substances.
- Textiles, leather, furniture, walls, window panes, uncoated, lacquered, oiled or waxed wood or parquet flooring, or surfaces made of soft or shiny plastic material. These might be damaged.

■ Use:

- in the proximity of explosive and flammable materials, at pressure containers or containers where you are unsure of the content.
- as a humidifier or as a space-heating system.
- in a less than fully assembled state or with accessories other than those cited in these instructions.
- on surfaces which come into contact with food.
- without the tanks inserted or with an empty water tank.
- in a horizontal position or even over your head.
- without a clean micro-fibre cleaning cloth.
- outdoors.

■ To fill the water tank with liquids other than cold water. Additives in the water tank, such as the disinfectant, make using the appliance unsafe.

■ Filling the disinfectant tank with liquids other than those supplied and disinfectant that has been ordered from us. Other products make using the appliance unsafe.



## 2 Assembly



### 2.1 Unpacking

1. Unpack the appliance and all its accessories.
2. Check the contents for completeness and possible damage. Information regarding scope of delivery  
▷Page 28, "Overview".

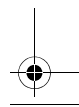
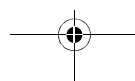
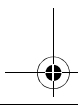
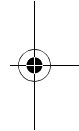
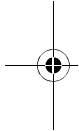
 **ATTENTION:**

Always transport/send the appliance in its original packaging to avoid transport damage. Keep the packaging for such an event. Dispose of no longer needed packaging material according to the applicable regulations of your country.

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**NOTE:**

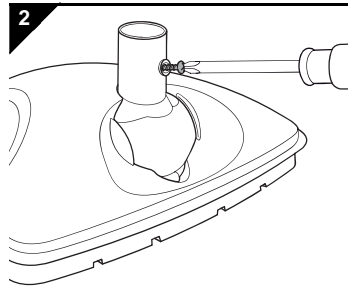
Immediately contact your dealer if you have found damage resulting from transport.



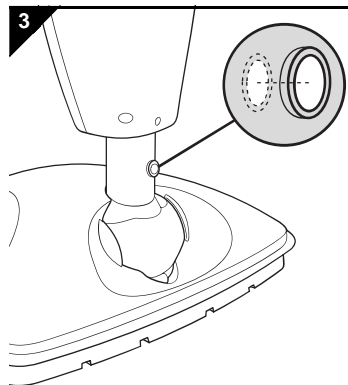


## 2 Assembly

### 2.2 Assembly



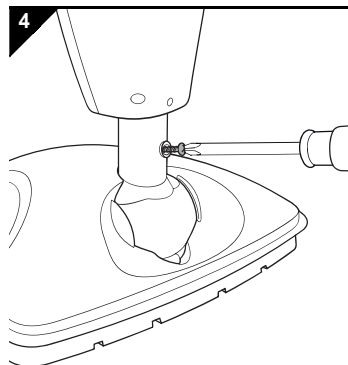
1. Place the steam base on a flat surface.
2. Screw the pre-installed cross-head screw out of the adapter on the steam base using a cross-head screwdriver (Fig. 2).



3. Push the central console powerfully into the adapter on the steam base as far as it will go.

**NOTE:**

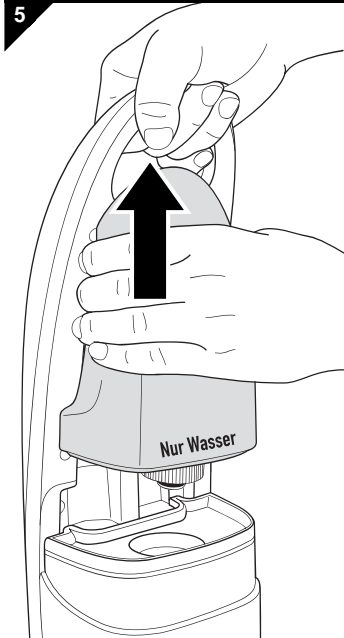
The hole in the adapter must be visible through the hole of the central console (Fig. 3). Otherwise, it will not be possible for the screw to engage fully.



4. Screw the cross-head screw you just took out into the hole provided (Fig. 4). Tighten the screw by hand.

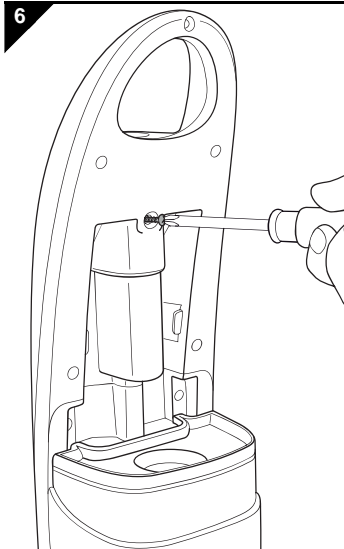


## 2 Assembly

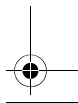
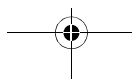
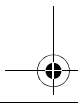
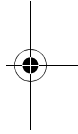
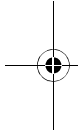


5. Hold the appliance firmly by the carrying handle and pull the water tank up and out of the console (Fig. 5).

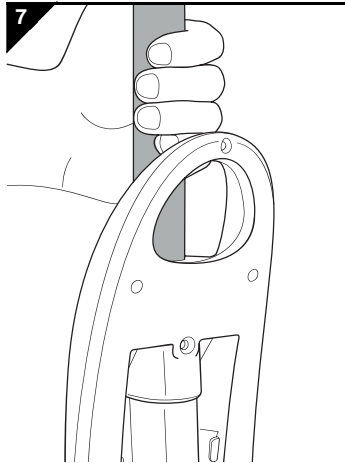
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6. Screw the pre-installed safety screw out of the central console (Fig. 6).



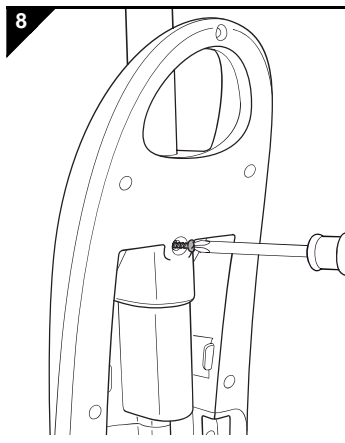
## 2 Assembly



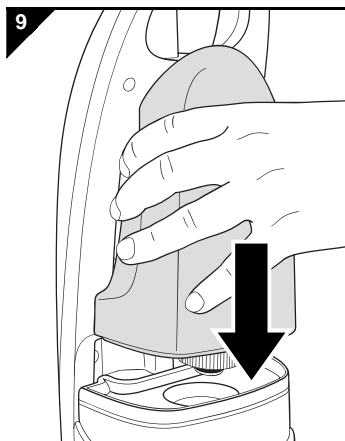
7. Now powerfully insert the handle into the central console from the top (Fig. 7) until it will go no further.

**NOTE:**

The hole in the handle must be visible through the hole of the central console. Otherwise, it will not be possible to get the screw all the way through.



8. Screw the safety screw you removed before back on by hand (Fig. 8).



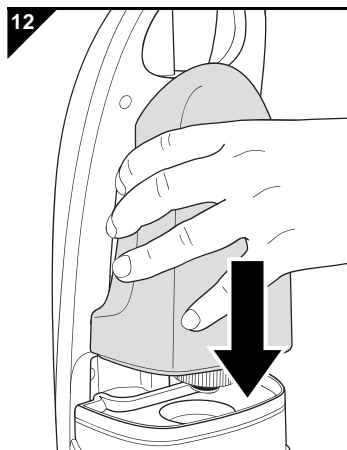
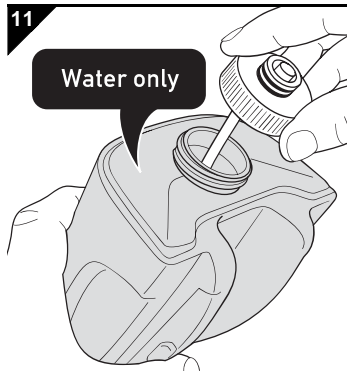
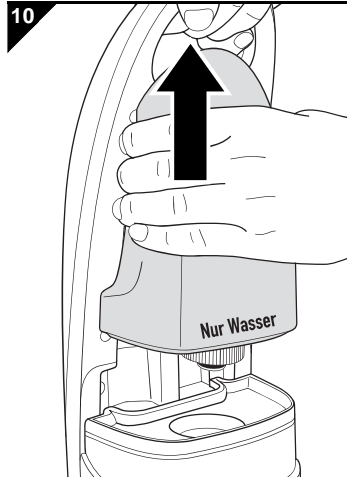
9. Put the water container back on (Fig. 9).

**NOTE:**

If you want to start steam cleaning immediately, we recommend taking this opportunity to fill the water tank with water before reattaching it, [▷Chapter 3.1, "Filling the water tank"](#).

## 3 Filling the tanks

### 3.1 Filling the water tank



#### **⚠ ATTENTION:**

First, pull the plug out of the plug socket. Otherwise, the appliance might run without water and get damaged.

1. Put the appliance into the neutral position by straightening the handle until it is at about 90° to the steam base, you can feel it lock into place, and the appliance remains standing without support.
2. Hold the appliance firmly by the carrying handle and pull the water tank up and out of the console (Fig. 10).

GB

3. Twist the tank cap anti-clockwise and take it completely off the tank (Fig. 11).
4. Fill the water tank with clear, cold tap water no higher than just under the filling nozzle (Fig. 11).

#### **⚠ WARNING:**

Danger of injury! Do not add disinfectant or any other additives such as cleaning agents, alcohol, perfumes or chemicals into the water tank. These make use of the appliance unsafe.

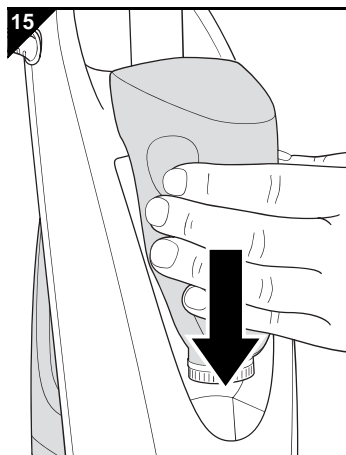
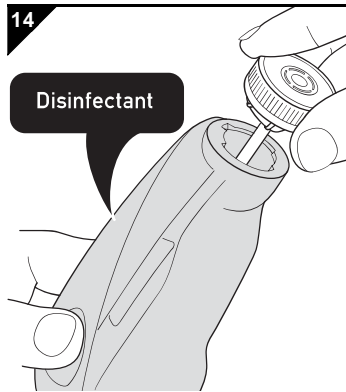
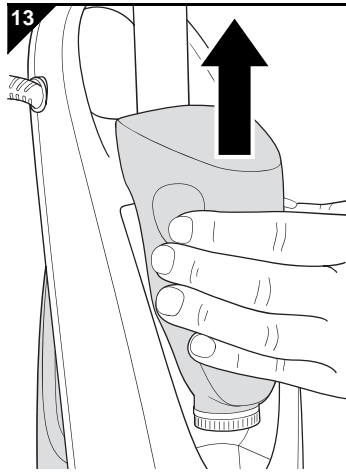
#### **NOTE:**

Do not overfill the tank. Take into consideration that the tube at the lid also takes up some space after being screwed on.

5. Turn the tank cap clockwise until it is completely back on the water tank (Fig. 11).
6. Put the water tank back on powerfully (Fig. 12).
7. Check that it is securely fitted.

## 3 Filling the tanks

### 3.2 Filling the disinfectant tank



40

**⚠ WARNING:**

Health hazard! Only use the disinfectant supplied or ordered from us. The device has been designed for and tested with this disinfectant. Do not mix this disinfectant. Other products may make using the appliance unsafe.

**⚠ WARNING:**

Health hazard! Always make sure you store the disinfectant in a place that is inaccessible to children, particularly after filling the disinfectant tank and before steam cleaning.

**NOTE:**

If you do not have any original disinfectant available, simply leave the disinfectant tank empty. You can still steam clean with the steam mop normally. In this case, set the disinfectant regulator (Fig. 1/19) to 'OFF'.

1. Put the appliance into the neutral position, ▷ *Chapter 4.6, "Putting the device into the neutral position"*.
2. Hold the appliance firmly by the carrying handle and pull the disinfectant tank up and out of the console (Fig. 13).
3. Twist the tank cap anti-clockwise and take it completely off the disinfectant tank (Fig. 14).
4. Pour in the undiluted disinfectant carefully into the disinfectant tank no higher than just under the filling nozzle.

**NOTE:**

If the optional refilling container (Fig. 1/20\*) is included in the scope of delivery, only use it to safely fill the tank with disinfectant. When the disinfectant tank is empty, the content of a refilling container filled to the MAX mark fits into the disinfectant tank.

**NOTE:**

Also observe the instructions on the disinfectant bottle.

5. Screw the tank lid back onto the disinfectant tank fully (Fig. 14).
6. Push the disinfectant tank powerfully back into the console (Fig. 15).

## 4 Steam cleaning

### 4.1 Before starting steam cleaning

 **WARNING:**

Danger of injury! Check appliance and power cord before each use. A damaged appliance must never be used.

 **ATTENTION:**

Before starting cleaning, check whether the surface to be cleaned is suitable for steam cleaning. Always follow the cleaning recommendations of the material manufacturers. The steam mop is definitely not suitable for use on uncoated wooden floors, soft plastics, and high-quality furnishings. Cold glass surfaces can shatter as a result of heat shock.

 **ATTENTION:**

Operate the device only with the water tank filled. Ensure that the water level in the water tank is always above the MIN mark. Although the appliance is fitted with overheating protection, running it without water would shorten the appliance's service life.

**NOTE:**

The steam mop has overheating protection. It will switch off automatically if overheated (e. g. due to an empty water tank). If this happens, pull the mains plug and refill the water tank ▷ *Chapter 3.1, "Filling the water tank"*. Wait for about 45 minutes. Once the steam mop has cooled down you can switch it on again.

**NOTE:**

It is recommended to first sweep or vacuum-clean floors to remove loose dirt before using the steam cleaner on them.

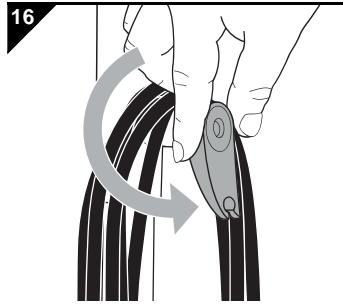
**NOTE:**

Provide adequate ventilation during and after your cleaning work.

GB

## 4 Steam cleaning

### 4.2 Uncoiling the power cord quickly

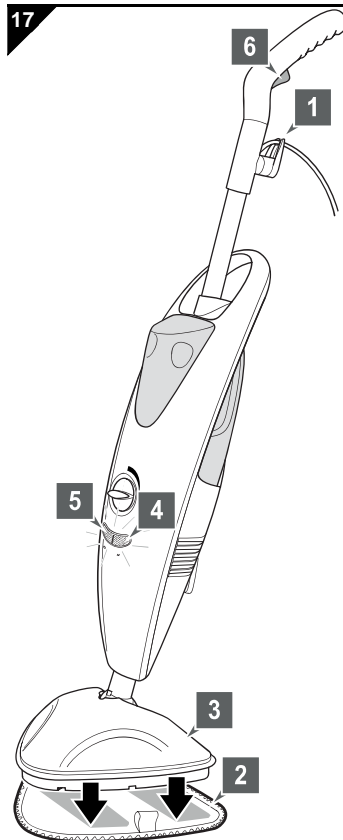


#### **⚠ WARNING:**

Danger of electric shock! Always completely uncoil the power cord. Otherwise there is a danger of underestimating the reach of the appliance, over-exerting the power cord, and possibly damaging it.

1. Turn the upper coil storage device down and anti-clockwise through 180° (Fig. 16).
2. Take the entire coil from the upper and lower coil storage device.
3. Secure the cable to the clip of the upper coil storage device so you do not run over it during operation.

### 4.3 Steam cleaning without the addition of disinfectant



#### **⚠ WARNING:**

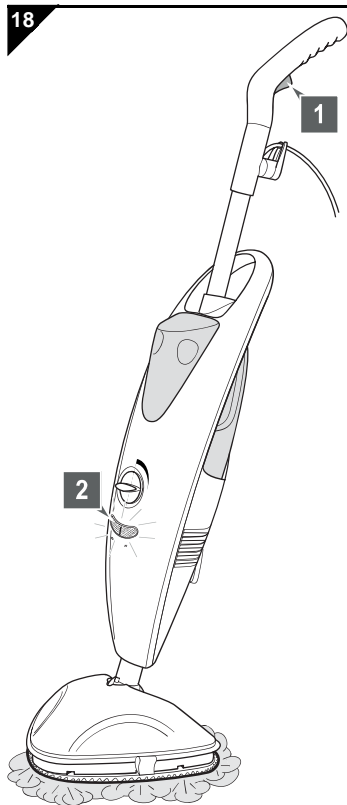
Danger of scalding! Always point the steam jet downwards towards the surface to be cleaned. Never lay the appliance on its side during operation. Using the appliance in a horizontal position or even over your head is forbidden.

#### **⚠ ATTENTION:**

Only use sockets whose voltage matches the voltage given on the type plate of the appliance. Only use sockets with a ground/safety contact.

1. Check that the water tank is full. If not, fill it ▷ *Chapter 3.1, "Filling the water tank"*.
2. Unwind the power cord (▷ *Chapter 4.2, "Uncoiling the power cord quickly"*) and secure it in the clip of the upper cable-storage device (Fig. 17/1).
3. Place a clean micro-fibre cleaning cloth (Fig. 17/2) on the ground so that its two Velcro strips face upwards.
4. Now place the steam base (Fig. 17/3) exactly onto the micro-fibre cleaning cloth. This attaches the cloth to the appliance.
5. Insert the plug into a mains socket.
  - The mains control light (Fig. 17/4) goes on.
  - The appliance is now heating up.
6. Wait about 35–45 seconds until the steam ready indicator (Fig. 17/5) lights up.
7. Now press the steam button (Fig. 17/6) on the handle and keep it depressed whilst you want to emit steam.

## 4 Steam cleaning



8. To steam-clean, move the appliance back and forth slowly.

### NOTE:

If the steam ready indicator goes out, you can continue working. Only if the steam produced is no longer sufficient, should you release the steam button (Fig. 18/1) and wait until the steam ready indicator (Fig. 18/2) lights up again. Then, as required, you can wet the micro-fibre cleaning cloth again by depressing the steam button whilst you want to emit steam.

### ⚠ WARNING:

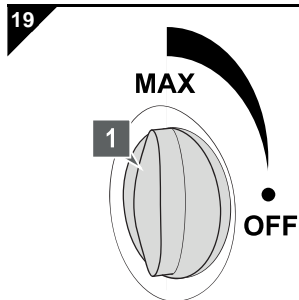
Danger of falling! Always be especially careful when cleaning smooth floors as well as steps and stairs! Only work with moderate amounts of steam when cleaning smooth floors, otherwise a moisture film will be left on the floor. Using less steam also ensures quicker drying and reduces the risk of slipping.

### ⚠ ATTENTION:

Do not leave the appliance standing still when in operation. Keep it moving continuously. Otherwise there will be increased danger of damaging the surface to be cleaned.

9. Pull out the plug just before finishing the cleaning process and use up the remaining steam reserves.

### 4.4 Steam cleaning with the addition of disinfectant



1. Turn the disinfectant regulator (Fig. 19/1) in the MAX direction according to how much disinfectant you want to add.
2. Proceed as described in [Chapter 4.3](#), "Steam cleaning without the addition of disinfectant".

### NOTE:

Disinfectant will be added to the jet of steam until the disinfectant tank is empty or you turn the regulator back to the OFF position.

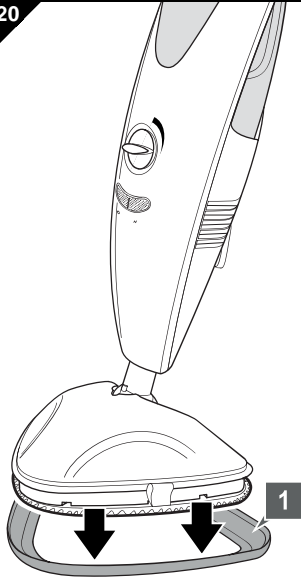
3. Cover each stretch of floor several times (at least 3) so that a closed film of disinfectant is produced.

GB

## 4 Steam cleaning

### 4.5 Refreshing carpets

20



#### ⚠ ATTENTION:

Always comply with the cleaning instructions of the manufacturer of the carpet. Before starting cleaning, check whether the particular floor surface is suitable for steam cleaning.

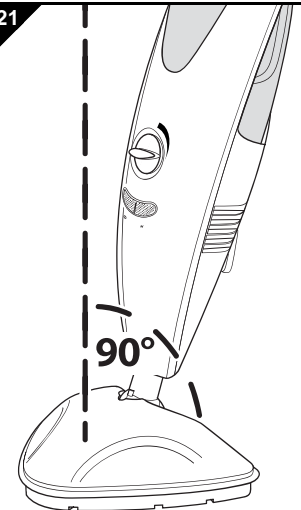
#### NOTE:

Your steam mop is not suitable for deep cleaning carpets or for removing stubborn stains. Even adding disinfectant cannot change this. To remove stubborn stains, we recommend, before using the steam cleaner, working on the stain beforehand with a commercial chemical cleaner, provided the particular flooring permits this.

1. Put the carpet glider base (Fig. 20/1) under the steam base with the attached micro-fibre cleaning cloth. Otherwise you will not be able to move back and forth effectively on this surface.
2. Proceed as described in ▷Chapter 4.3, "Steam cleaning without the addition of disinfectant" or ▷Chapter 4.4, "Steam cleaning with the addition of disinfectant".

### 4.6 Putting the device into the neutral position

21



#### ⚠ WARNING:

Danger of injury! To avoid risk, keep to the following sequence at the end of the cleaning process:

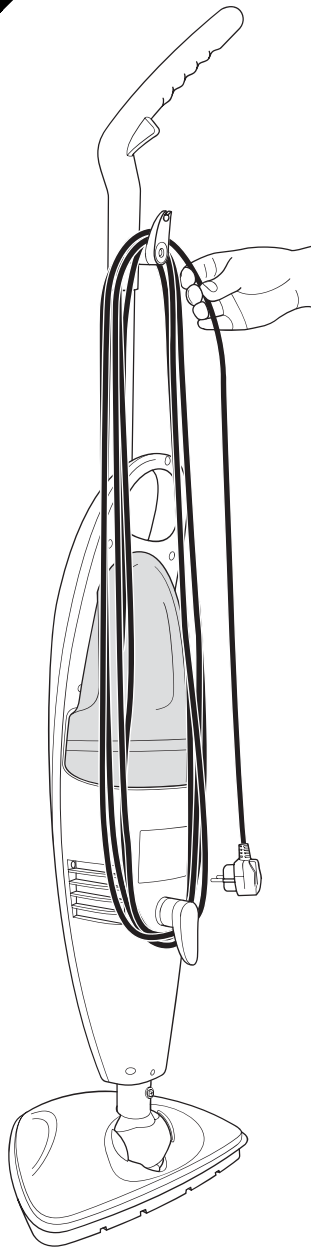
1. Pull out plug.
2. Use up steam reserves completely.
3. Put device into the neutral position.
4. Allow appliance to cool for five minutes.
5. Wind up the power cord.
6. Remove micro-fibre cleaning cloth.
7. Dry micro-fibre cleaning cloth or wash if required.

1. Put the appliance into the neutral position by straightening the handle until it is at about 90° to the steam base (Fig. 21), you can feel it lock into place, and the appliance remains standing without support.
2. Wind up the power cord, ▷Chapter 5.1, "Winding up the power cord".

## 5 After use

### 5.1 Winding up the power cord

22



#### **⚠ WARNING:**

Danger of tripping! Wind up the power cord as soon as you have finished cleaning. Otherwise the power cord is a tripping hazard.

1. If this has not yet been done, turn the upper cable storage device clockwise through 180° right to the end.
2. Now wind the power cord around the lower and upper cable storage devices as shown (Fig. 22).
3. Remove the micro-fibre cleaning cloth and allow to dry or wash if required, ▷ *Chapter 5.2, "Taking care of the micro-fibre cleaning cloth"*.

GB

## 5 After use

### 5.2 Taking care of the micro-fibre cleaning cloth

 **WARNING:**

Danger of scalding! The appliance continues to run. Even after you have pulled the mains plug from the socket, hot steam will continue to be available.






 **ATTENTION:**

As soon as it has cooled off, remove the micro-fibre cleaning cloth from the steam base. Otherwise, germs and mould might develop.

 **ATTENTION:**

It is best to wash the micro-fibre cleaning cloth after each cleaning session. Comply with the following care information in doing so.

Care for the micro-fibre cleaning cloth as follows:

-  ■ Wash normally at 60 degrees.
-  ■ Do not bleach.
-  ■ Do not put in a dryer.
-  ■ Do not iron.
-  ■ Do not clean chemically.

### 5.3 Transporting the device

 **ATTENTION:**

Carry the appliance by its handle (Fig. 1/1) or the carrying handle (Fig. 1/11) only.

- Before sending, empty the tanks and allow them to dry completely.

### 5.4 Storing the device

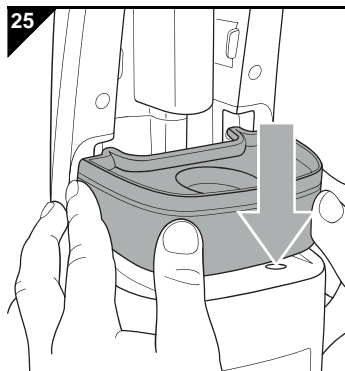
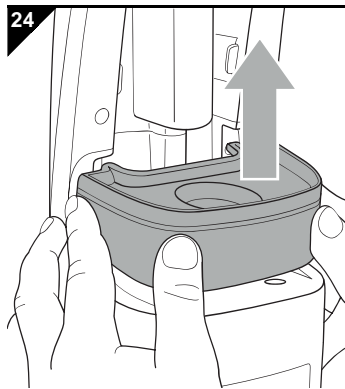
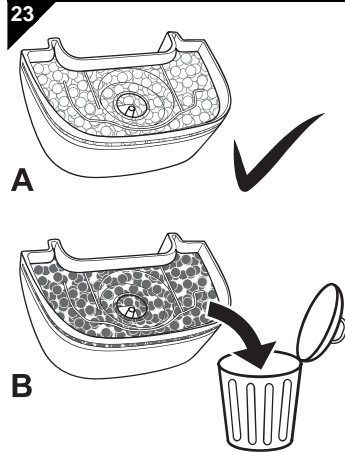
 **ATTENTION:**

Never put away the appliance with a wet micro-fibre cleaning cloth. Otherwise the floor might be damaged.

- Always keep the appliance away from sources of heat or damp and keep it out of reach of children. Also ensure that the appliance is never exposed to cold, not to mention frost.
- Before long-term storage, empty the tanks and allow them to dry completely.

## 6 Maintenance

### 6.1 Checking/replacing the water filter cartridge



There is always a small quantity of lime in your home's tap water. For this reason we have installed a water filter cartridge which is designed to remove the lime particles before the water runs through the appliance.

■ Check the water filter cartridge (Fig. 23) every time you fill the water tank, ▷ *Chapter 3.1, "Filling the water tank"*.

■ When first supplied, the filter medium on the inside of the cartridge is a very light colour (Fig. 23/A). If when you check it you discover that the filter medium on the inside of the cartridge has significantly changed colour (Fig. 23/B) compared to its supply state or less steam is emitted, replace the cartridge as follows:

1. Switch off the device, put it into the neutral position and pull the plug from the socket, ▷ *Chapter 4.6, "Putting the device into the neutral position"*.
2. Remove the water tank, ▷ *Chapter 3.1, "Filling the water tank"*.
3. Check the colour of the cartridge. If the inside of the cartridge has changed colour considerably compared to the supply state (Fig. 23/B), the cartridge has to be replaced.
4. If the water filter cartridge has to be replaced, pull it up and out of the console powerfully (Fig. 24).
5. Then replace the water filter cartridge with a new one (order no.: ▷ *Chapter 7.2, "Accessories and spare parts"*).

#### NOTE:

You can dispose of the worn-out water filter cartridge with your household waste.

6. Push the new cartridge powerfully back into the console (Fig. 25).
7. Put the water tank back on, ▷ *Chapter 3.1, "Filling the water tank"*.
8. Make sure that both the elements are securely fastened to each other.

GB



## 6 Maintenance



### 6.2 Cleaning the housing

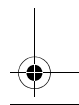
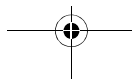
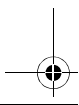
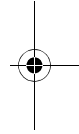
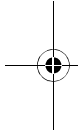
 **WARNING:**

Danger of injury! Before you clean the appliance, switch off the appliance and unplug the mains plug, ▷ *Chapter 4.6, "Putting the device into the neutral position"*.

 **ATTENTION:**

Do not use cleaning or scouring agents or alcohol, as these might damage the appliance's housing.

- Only clean the outside of the housing using a slightly damp cloth.



## 7 Troubleshooting

### 7.1 Before you send in the appliance

Before contacting your authorised Royal dealer, Royal service partner or appliance market, first follow the procedure in the following table to check if you can solve the problem yourself.

**⚠ WARNING:**

Danger of injury! Never use a defective appliance! Always switch off the appliance, put it into the neutral position, and disconnect it from the mains before starting troubleshooting ▷ *Chapter 4.6, "Putting the device into the neutral position"*.

GB

Problem	Possible cause	Solution
Appliance will not go into operational readiness mode or suddenly stops producing steam.	Water tank has not be mounted correctly.	Mount the water tank again, ▷ <i>Chapter 3.1, "Filling the water tank"</i> .
	Water tank is empty.	<ol style="list-style-type: none"> <li>1. Switch off the device, put it into the neutral position, and pull the plug from the socket, ▷ <i>Chapter 4.6, "Putting the device into the neutral position"</i>.</li> <li>2. Fill the water tank, ▷ <i>Chapter 3.1, "Filling the water tank"</i>.</li> <li>3. If the overheating protection has tripped, wait about 45 minutes before connecting the appliance again.</li> </ol>
	The overheating protection device has tripped due to an empty water tank.	
Cleaning performance is not satisfactory even though the appliance is working fine.	The floor was not cleaned beforehand with a vacuum cleaner or brush.	Ensure that the floor has been cleared of loose dirt before cleaning with the steam mop.
	Stains are stubborn.	Repeat the cleaning process several times. If that is not enough, remove the stain before steam cleaning.
	Micro-fibre cleaning cloth is dirty.	<ol style="list-style-type: none"> <li>1. Switch off the device, put it into the neutral position, and pull the plug from the socket, ▷ <i>Chapter 4.6, "Putting the device into the neutral position"</i>.</li> <li>2. Wait for about 5 minutes. You can now remove the cold micro-fibre cleaning cloth and replace with a fresh one, ▷ <i>Chapter 7.2, "Accessories and spare parts"</i>.</li> </ol>
	Water filter cartridge is worn out.	Replace the water filter cartridge, ▷ <i>Chapter 6.1, "Checking/replacing the water filter cartridge"</i> .

**NOTE:**

If you cannot solve the problem following the above table, contact our service hotline (▷ *Page 51, "Warranty"*) or the Royal customer service (▷ *Page 172, "International Service"*).

## 7 Troubleshooting

### 7.2 Accessories and spare parts

Item number	Contents
0318001	Water filter cartridge
0318002	Micro-fibre cleaning cloth set (3 units)
0318004	Carpet glider base
0319002	Set of 3 bottles of disinfectant

### 7.3 Supply sources

Accessory parts and spare parts can be reordered. You can get these:

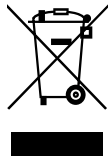
- at the Dirt Devil online shop at [www.dirtdevil.de](http://www.dirtdevil.de)
- by e-mailing [Ersatzteilshop@dirtdevil.de](mailto:Ersatzteilshop@dirtdevil.de)
- or from the companies: ▷ *Page 172, "International Service"*

### 7.4 If the appliance is defective

Never use a defective appliance or operate an appliance with a defective power cord. If the power cord of the appliance is damaged, it must be replaced by the manufacturer, their authorised service representative, or a similarly qualified person to avoid danger.

Refer a defective appliance or an appliance with a damaged power cord to an authorised dealer or the Royal Appliance service for repair. Address ▷ *Chapter 8.2, "In case of a warranty claim"*.

### 7.5 Disposal



Dispose of the appliance in compliance with the environmental protection laws of your country. Electrical waste may not be disposed of together with domestic waste. Use local old-appliance collection points instead.

The water filter cartridge is made from environmentally compatible material and can be disposed of with domestic waste.

## 8 Warranty

### 8.1 Warranty conditions

**We offer a warranty of 24 months from the date of purchase for the appliances we sell.**

Within this warranty period, we will correct all defects free of charge that are due to material or manufacturing faults, either by repair work or replacing the appliance or accessories, at our discretion (damage to accessory parts does not automatically lead to the entire appliance being replaced). Damage due to inappropriate use (operation on wrong voltage or type of current, connecting to unsuitable power supplies, breakage, etc.) are exempt from warranty, as are normal wear and minor defects that only negligibly affect the appliance's value or serviceability.

GB

Interventions by unauthorised parties and the use of spare parts not supplied by Royal Appliance make the warranty null and void. Consumable parts are not included in the warranty and therefore must be purchased by the customer!

The warranty is only valid if the date of purchase has been acknowledged by the dealer's stamp and signature on the warranty card or if a copy of the invoice is included with the appliance that has been sent in. Warranty work does not extend the warranty period nor does it constitute a claim for a new warranty!

### 8.2 In case of a warranty claim

Send us the appliance with empty and dry tanks and a short description of the fault in printed letters. Head your accompanying letter with the comment 'warranty claim'. Send it to the following address, including the warranty card or a copy of the receipt:



▷ Page 172, "International Service"



# **Royal International Service**

## **DE**

Royal Appliance International GmbH  
Abt. Kundenservice  
Jagenbergstraße 19  
41468 Neuss  
DEUTSCHLAND  
Tel.: +49 (0) 180 - 501 50 50\*  
Fax: +49 (0) 2131 - 60 90 60 95  
www.dirtdevil.de  
info@dirtdevil.de

\*0,14 €/Minute aus dem deutschen Festnetz  
(deutscher Mobilfunkhöchstpreis 0,42 €/Minute)

## **AT**

Zmugg Elektronik Service  
und Vertriebes. M.b.H.  
Fabriksgasse 27  
8020 Graz  
ÖSTERREICH  
Tel. +43 - 316 - 77 21 20  
Fax +43 - 316 - 77 21 20 10  
Tel. Ersatzteile: +43 - 316 - 77 21 20 14  
Fax Ersatzteile: +43 - 316 - 77 21 20 15  
zmuggelektronik@utanet.at

## **BE**

Z.E.S. Goes B.V.  
T.a.v. afd. Service  
Pearyweg 1  
4462 GT Goes  
NEDERLAND  
Tel: +31 - 113 - 24 07 00  
Fax: +31 - 113 - 24 07 50  
dirtdevil@zesgoes.nl

## **CH**

Bluepoint-Service SAGL  
Via Cantonale 14  
6917 Barbengo  
SWITZERLAND  
Tel. +41 (0)91 980 49 73  
E-Mail: info@bluepoint-service.ch  
www.bluepoint-service.ch

## **CZ**

Le Cygne electronic service spol. s r.o.  
Jablonecká 722/8  
190 00 Praha 9  
ČESKÁ REPUBLIKA  
Tel: +420 - 28 68 83 940  
Fax: +420 - 28 68 85 064  
servis@lce.cz

## **ES**

Royal Appliance Espana, SL  
Royal, Dirt Devil, Stellar  
C/Cronos, Nº 20 , Portal 2 ,3º 13  
28037 Madrid  
ESPAÑA  
Tel: +34 - 902 - 43 06 63

## **FR**

OPM France Nant'Est entreprise  
33 rue du bois Briand  
44316 Nantes cdx 3  
FRANCE  
Tel. +33 - 2 - 40 49 64 25  
Fax +33 - 2 - 40 93 96 22  
www.opm-france.com

## **HR**

TD "MEDJIMURKA" D.D.  
Trg Republike 6  
40000 Čakovec  
HRVATSKA  
Tel.: +385 - 40 - 31 27 60  
Fax: +385 - 40 - 32 86 61

## **HU**

Aspico Kft.  
Puskás Tivadar út.4.  
9027 Győr  
MAGYARORSZÁG  
Tel.: +36 - 96 - 51 12 91  
szerviz@aspico.hu

## **IT**

Smart s.r.l.  
Via Tintoretto, 12  
21012, Cassano Magnago, (VA)  
ITALIA  
Assistenza Tecnica: 199 24 44 24  
Orari: 9:00 - 13:00h / 14:00 - 18:00h  
Fax: +39 0331 181 21 37  
info-dirtdevil@smartsrl.net

## **NL**

Z.E.S. Goes B.V.  
T.a.v. afd. Service  
Pearyweg 1  
4462 GT Goes  
NEDERLAND  
Tel: +31 - 113 - 24 07 00  
Fax: +31 - 113 - 24 07 50  
dirtdevil@zesgoes.nl

## **PL**

OBSŁUGA GWARANCYJNA I  
SERWISOWA  
QUADRA-NET Sp. z o.o.  
61-888 Poznań, ul. Składowa 5  
infolinia: 66 444 88 00

DYSTRYBUTOR I GWARANT  
DSV Sp. z o.o. S.K.A. Gdynia,  
Plac Kaszubski 8

## **SI**

Strojinc Ciril s.p.  
Koseskega ul. 1a  
1000 Ljubljana  
SLOVENIJA  
Tel: +386 -1- 42 28 489

## **SK**

Aspico Slovakia s r.o.  
Kracanska 40/104  
92901 Dunajská Streda  
SLOVAKIA  
Tel: +421 - 31 - 55 11 815

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# Royal AquaClean

Garantiekarte • Warranty Card • Card de garantie • Garantiekaart  
Certificado de garantía • Tagliando di garanzia • Garanti Karti

Name • Name • Nom • Naam • Nombres y apellidos • Nome • İsim

Straße und Hausnummer • Street and house number • Rue et numéro de maison • Straat en huisnummer • Calle y número • Via e numero civico • Sokak ve ev no

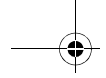
PLZ und Ort • Zip code and town • Numéro postal et lieu • Postcode en plaats • C.P. y ciudad • CAP e località • Posta kodu ve yer

E-Mail • email • Courriel • E-mail • Correo electrónico • e-mail • E-Posta

Telefon mit Vorwahl • Phone number with area code • Téléphone avec indicatif • Telefoon met kengetal • Telefono con prefijo • Telefono con prefisso • Şehirlerarası kodla telefon

**Fehlerbeschreibung • Description of the malfunction • Description du problème  
Omschrijving van de fout • Descripción del fallo • Descrizione del difetto • Hata tanımı:**

Bitte diesen Abschnitt ausschneiden und dem Gerät beilegen. • Please detach this part and send it in with the appliance.  
Veuillez détacher cette partie et la joindre à l'appareil. • Dit deel a.u.b. uitknippen en bij het apparaat leggen.  
Por favor, recorte este resguardo y añádelo al aparato. • Per cortesia ritagliare questa sezione e allegarla all'apparecchio.  
Lütfen bu bölümü kesin ve cihazın yanına ekleyin.



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