

MODEL SF-560



DELUXE FABRIC STEAMER

OWNER'S GUIDE

# **IMPORTANT SAFETY INSTRUCTIONS**

This owner's guide and any additional inserts are considered part of the product. They contain important information about safety, use, and disposal. Before using the product, please familiarize yourself with all operating and safety instructions. Please keep all documents for future reference and pass these documents on, together with the product, to any future owner. See our website to read, download and print the most current version of this owner's guide.

**INTENDED USE:** This product is intended to be used indoors for the steaming of garments and other fabrics in the United States and/or Canada. This product is not intended for commercial or industrial uses. The manufacturer assumes no responsibility for damage or injury due to unauthorized use or product modification. Failure to follow these directions will void the product warranty.

## **WARNING:** Risk to Children and Impaired Persons.

Supervision is required during the installation, operation, cleaning and maintenance of this product by children under age 12 and anyone with reduced physical, sensory or mental capabilities. Children should be supervised to ensure that they do not play with the appliance, its parts and packaging material.

## Directions to reduce risk of fire, electrical shock, and injury:

- 1. Read all instructions before use.
- 2. Use caution when handling this steam unit. Burns could occur from touching hot metal parts, hot water, or steam. Use special care to avoid contact with hot water when turning the product upside down to empty the reservoir.
- **3.** To reduce the risk of contact with hot water, test whether steam is ready before each use while carefully holding the product away from your body. If no steam appears, wait a few more minutes and test again. Do not look into the appliance, use your hands or other objects to check for steam.
- **4.** Do not leave appliance unattended while connected. Unplug the appliance immediately after each use.
- **5.** To reduce the risk of electric shock, do not immerse the appliance in water or other liquids. If product falls into water or another liquid, immediately unplug. Do not reach into the water while product is plugged in.
- **6.** Always disconnect appliance from electrical outlet when filling with water or emptying, and when not in use.
- **7.** Do not place, set or store the product near water, such as a bathtub or sink. Never immerse the product in liquids. Do not allow cord to touch hot surfaces. Let appliance cool completely before putting away. Loop cord loosely around appliance when storing.
- **8.** Before plugging in, make sure that the rating label information is compatible with your power supply.
- 9. Never yank cord to disconnect from outlet. Instead, grasp just the plug and pull to disconnect.
- 10. Do not operate appliance with a damaged cord, or if the appliance has been dropped or damaged. To reduce the risk of electric shock, do not disassemble or attempt to repair the appliance. All repairs must be performed by a qualified service professional. Incorrect reassembly or repair could cause a risk of fire, electric shock, or injury when the appliance is used.
- **11.** A loose fit between wall outlet (receptacle) and plug may cause overheating and distortion of the plug. Discontinue use of the product in this outlet. Contact a qualified electrician to replace loose or worn outlets.
- **12.** To reduce the likelihood of circuit overload, do not operate another high wattage appliance on the same circuit.

- **13.** If an extension cord is absolutely necessary, a 15 amp rated cord should be used. Cords rated for less amperage may overheat. Care should be taken to arrange the cord so that the cord cannot be pulled or tripped over.
- 14. This GARMENT STEAMER is for use on 120 volts. The cord has a plug as shown at A in Figure 65.1. An adapter, as shown at C, can be used to connect three-blade grounding-type plugs to two-slot receptacles (it is not included with your product). The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. An adapter should not be used if a three-slot grounded receptacle is available. \*NOTE: A TWO-PRONG ADAPTOR IS NOT INCLUDED WITH THIS PRODUCT.

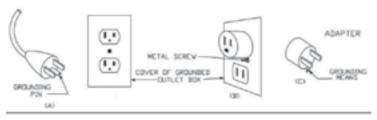


Figure 65.1

**WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC CONSUMER ADVISEMENT:** This equipment may generate, use and/or radiate radio frequency energy that may cause harmful interference to radio communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to contact Steamfast Consumer Service at 1-800-711-6617.

# **SAVE THESE INSTRUCTIONS**

# Questions or comments?

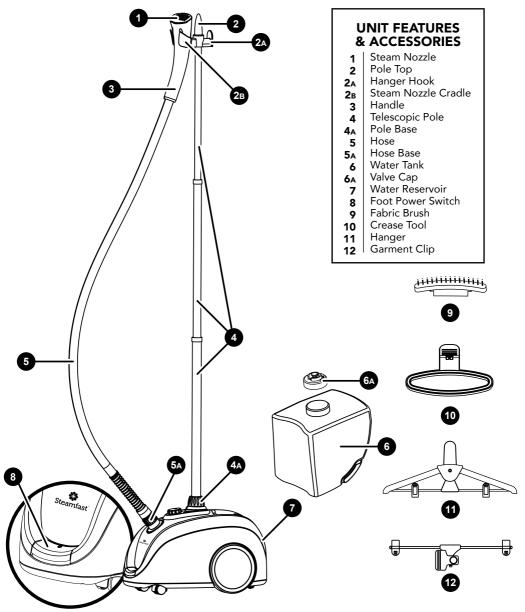
- steamfast.com
- consumerservice@steamfast.com
- 1-800-711-6617

Speak your mind! We invite you to review this product online: steamfast.com/reviews



# **Product Information**

The following features and accessories are included with your Deluxe Fabric Steamer. Carefully inspect the packing material for all parts listed below. To obtain possible missing parts, refer to **Product Support** on Page 14 of this manual for Consumer Service contact information.



- The Steam Nozzle (1) emits the flow of hot, penetrating steam produced by the Boiler. The Fabric Brush connects to the Steam Nozzle.
- The Pole Top (2) connects to the top section of the Telescopic Pole. The Pole Top is comprised of the Steam Nozzle Cradle and Hanger Hook.
- The Hanger Hook (2A) supports the included Hanger. The Hanger Hook can alternatively support garments hung from any clean rust-free hanger.
- The Steam Nozzle Cradle (2B) provides a safe and convenient place to hang the Steam Nozzle when not in use.
- The Handle (3) is engineered to stay cool while providing maximum grip and comfort.
- The *Telescopic Pole* (4) The Telescopic Pole is divided into three sections and can be extended and lowered to a variety of heights for optimal user comfort and convenient storage.
- The Pole Base (4A) is the receptacle into which the Telescopic Pole is inserted and secured to the top of the main unit.
- The Hose (5) directs steam flow from the main unit to the Steam Nozzle.
- The Hose Base (5A) is used for draining water and is the location where the Hose connects to the main unit.
- The Water Tank (6) is the container that holds water to be transferred into the Water Reservoir.
   The Water Tank is removable for convenient filling, up to a maximum capacity of 68.5 oz (2,025 ml).
- The Valve Cap (6A) regulates the flow of water between the Water Tank and the Water Reservoir,
   and must be removed in order to fill the Water Tank with water.
- The Water Reservoir (7) holds water before it is transferred to the internal heater and converted into steam.
- The Foot Power Switch (8) powers the unit on and off. When the foot switch has been pressed to the "ON" position, it illuminates to provide a clear visual indication that the unit is receiving power.
- The Fabric Brush (9) connects to the Steam Nozzle and is designed to brush away particles such as lint, hairs and loose threads.
- The Crease Tool (10) connects to the Steam Nozzle and is designed to create crisp creases by gently "pinching" fabric against the Steam Nozzle.
- The Hanger (11) connects to the Pole Top via the Hanger Hook, and is designed to support garments for easy, accessible steaming. The Hanger quickly collapses for convenient storage.
- The Garment Clip (12) fastens to the Telescopic Pole, and is designed to grip the bottom of a garment that is hung from the Hanger. This will pull the garment taut, making it easier to steam out wrinkles and create crisp creases.

# Assembling Your Deluxe Fabric Steamer

#### TELESCOPIC POLE

The Telescopic Pole is made up of three sections (FIGURE 1):

- TOP (SECTION 1)
- MIDDLE (SECTION 2)
- BOTTOM (SECTION 3)

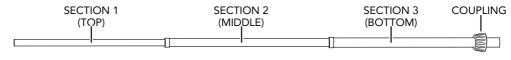


FIGURE 1

SECTIONS 1 & 2 are adjustable in length. SECTION 3 is not adjustable. By turning the pole either counterclockwise to loosen or clockwise to tighten, these sections may be extended or retracted in order to achieve the desired length. Refer to **Adjusting Telescopic Pole** section on Page 7 for more details.

NOTE: SECTION 3 (BOTTOM) is the widest section of the Telescopic Pole. The COUPLING is placed on this section to secure the Telescopic Pole to the Pole Base.

#### CONNECTING TELESCOPIC POLE

1. Fully extend the telescopic pole. To do so, loosen SECTIONS 1 & 2 by turning the pole counterclockwise, fully extend the pole and then tighten by turning clockwise (FIGURE 2-A). Make sure the pole is securely locked in place and cannot be pushed down.

NOTE: The Telescopic Pole must be fully extended during operation to insure a free flow of steam through the Hose.

- 2. Insert the bottom (widest section) of the Telescopic Pole through the Pole Base coupling (FIGURE 2-B). Then screw the coupling clockwise to lock the Telescopic Pole in place. The Telescopic Pole should now be secured to the Pole Base.
- **3.** To attach the Steam Hose: Align the hose nut with the hose base on top of unit, then turn the hose nut clockwise to tighten (FIGURE 2-C).

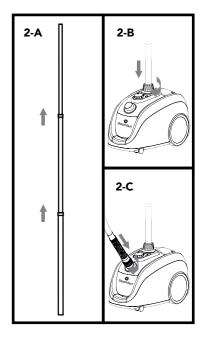


FIGURE 2

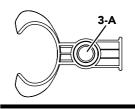
#### **CONNECTING POLE TOP**

- Look at underside of Pole Top, and locate circular opening (FIGURE 3-A).
- 2. Align Pole Top circular opening on SECTION 1 of Telescopic Pole.

NOTE: It is recommended to orient Pole Top so Nozzle Cradle faces forwards towards front of the unit.

**3.** Slide Pole Top onto SECTION 1 of Telescopic Pole (FIGURE 3-B). Press down firmly until Pole Top fits securely in place.

CAUTION: To prevent steam from causing bodily injury or damage to surfaces, always hang Steam Nozzle on Steam Nozzle Cradle when not in use. Do not lay Hose on the floor as condensation may build up, causing unwanted water droplets in the steam.



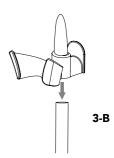


FIGURE 3

# **ADJUSTING TELESCOPIC POLE**

To adjust the length of SECTIONS 1 & 2 of the Telescopic Pole:

- To adjust SECTION 1: Loosen by grasping SECTION 1 and turning SECTION 2 clockwise as shown. SECTION 1 can then be extended / retracted (FIGURE 4-A).
- **2.** Once SECTION 1 is at highest position, turn SECTION 2 counterclockwise to secure.
- **3. To adjust SECTION 2:** Loosen by grasping SECTION 3 and turning SECTION 2 counterclockwise as shown. SECTION 2 can then be extended / retracted (FIGURE 4-B).
- **4.** Once SECTION 2 is at highest position, turn SECTION 3 counterclockwise to secure.

NOTE: It is recommended to extend Telescopic Pole to its full height during steamer operation; this will ensure optimal steam flow through the Hose.

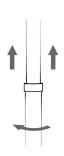


FIGURE 4-A



FIGURE 4-B

#### **CONNECTING HANGER**

- **1.** Locate vertical arm on top of Hanger. Locate the side with a raised rim.
- **2.** Align Hanger arm with Pole Top Hanger Hook. Slot raised rim around top of Hanger Hook.
- **3.** Press downward gently to lock Hanger onto Hanger Hook (FIGURE 5).

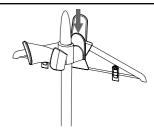


FIGURE 5

#### CONNECTING GARMENT CLIP

NOTE: Telescopic Pole should be extended to maximum height (see Page 7 for details).

- 1. Align Garment Clip with Telescopic Pole. Which section of the pole you choose will depend on the length of the garment you are steaming.
- 2. Pinch middle clasp of Garment Clip open.
- 3. Place open clasp around Telescopic Pole.
- 4. Release clasp to close it around Telescopic Pole.

#### CONNECTING FABRIC BRUSH

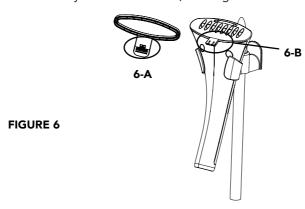
1. Make sure Foot Power Switch is set to "OFF" position, and that unit is not emitting any steam.

CAUTION: Do not try to connect Fabric Brush while unit is emitting steam, as this can cause burns and injury.

- 2. Align long peg on back of Fabric Brush with corresponding slot on face of Steam Nozzle.
- 3. Press Fabric Brush firmly onto Steam Nozzle, until it fits snugly and firmly in place.

#### CONNECTING CREASE TOOL

- 1. Locate hinged adapter on Crease Tool; note open slot on top (FIGURE 6-A).
- 2. Position Crease Tool so that slot on top of hinged adapter aligns with tab on bottom of Steam Nozzle.
- 3. Press Crease Tool firmly onto Steam Nozzle, ensuring tab fits into slot (FIGURE 6-B).



# Using Your Deluxe Fabric Steamer

#### **FILLING WITH WATER**

- 1. Remove Water Tank from main unit.
- **2.** Holding Water Tank upside-down, unscrew and remove Valve Cap by rotating it in a counterclockwise direction (FIGURE 7-A).
- **3.** Fill Water Tank with water through Valve Cap hole. At full capacity, the Water Tank holds 68.5 oz (2,025 ml) of water, and depending on the steam setting selected, will provide a continuous steam time of 70 min. on High, 100 min. on Medium High, 193 min. on Medium Low and 583 min. on Low (approximately).

NOTE: In order to significantly reduce mineral build-up and prolong the life of your Deluxe Fabric Steamer, use of distilled or de-mineralized water in the unit is highly recommended. Refer to Page 12 for more information about mineral build-up.

CAUTION: Only water and vinegar should be used in unit – other chemicals or cleaning agents may cause internal damage. If vinegar is used, please be aware that it will create a smell. Do not attempt to substitute any other water tank for the one designed for use with this unit.

- **4.** Replace Valve Cap by rotating it in a clockwise direction.
- **5.** Place Water Tank back onto main unit (FIGURE 7-B). The sound of water flowing from Water Tank into Water Reservoir should be audible for a short period of time.

NOTE: Water Tank can be removed and refilled at any time during operation – there is no need to turn unit off or allow any cooling period.

IMPORTANT: Do not attempt to operate unit with an empty Water Tank.





FIGURE 7

#### **GENERAL OPERATION**

NOTE: Be sure that Water Tank has been filled and, if desired, the Fabric Brush or Crease Tool is connected before following these steps.

1. For first-time use, remove protective plastic cover that is shipped on electrical plug. Plug power cord into a convenient electrical outlet.

CAUTION: This unit uses a grounded electrical plug with three prongs. This plug will fit into a wall outlet only one way. If the plug does not correctly fit in the outlet, contact a licensed electrician to install a proper outlet. Do not attempt to alter plug or circumvent this safety feature in any way.

- 2. Press Foot Power Switch to "ON" position, and verify that switch is illuminated.
- 3. After approximately 35 seconds of heating time, unit will begin producing a flow of steam from Steam Nozzle.

NOTE: It is common for the unit to produce gurgling sounds and small amounts of water during the first few minutes of steaming. This is due to water condensation inside cold Hose, and should be reduced as the Hose heats up.

4. Once steam flow is steady and excess condensation has been removed from Hose, you may proceed with your steaming tasks. Refer to Fabric Steaming section on Page 11 for more information about steaming garments and other fabrics.

CAUTION: Always be sure that Steam Nozzle is pointed in a safe direction (away from yourself, other people, pets and plants) when steaming.

5. When you are finished using the Deluxe Fabric Steamer, immediately press Foot Power Switch to "OFF" position and unplug power cord from electrical outlet. Refer to Storage & Care on Page 12 for proper cleaning and storage procedures.

#### USING GARMENT CLIP

- 1. Make sure Garment Clip is properly connected to Telescopic Pole (refer to Page 8 for details).
- 2. Hang garment on unit, using either the Hanger or Hanger Hook.
- **3.** Open one of the clasps and insert one side of the garment. Repeat for other clasp/side.
- 4. Slide Garment Clip down towards bottom of Telescopic Pole, until pants are pulled taut.
- **5.** Proceed with steaming. Using the Crease Tool is recommended for creating crisp creases.

#### USING CREASE TOOL

- 1. Make sure Crease Tool is properly connected to Steam Nozzle (refer to Page 8 for details).
- 2. Hang garment on unit, using either the Hanger or Hanger Hook.
- 3. Press in on lever to open Crease Tool.
- Insert edge of fabric between face of Steam Nozzle and Crease Tool. Release lever to close Crease Tool.
- 5. While pulling on bottom of garment to stretch it taut (either by hand or using the Garment Clip), slowly pull Steam Nozzle downward along edge of fabric.

NOTE: It is recommended to start at top of garment and pull Steam Nozzle downward.

6. Press in on lever again to open Crease Tool and release fabric. Repeat STEPS 3-6 as necessary.

#### **FABRIC STEAMING**

#### STEAMING GARMENTS:

- 1. To expand Hanger for use, fold the two arms upward until they lock into place. A garment may now be placed on the Hanger.
- 2. Alternatively, place garment on a clean, rust-free clothes hanger. Place hanger (with garment) around Hanger Hook (FIGURE 8).

CAUTION: Use care when handling garments hanging on unit. Pulling on the garment with too much force may cause the unit to tip over.

3. Direct Steam Nozzle towards bottom of garment. Steam will rise along inside and outside of fabric, removing wrinkles. Slowly slide Steam Nozzle vertically, from bottom to top of garment (FIGURE 9).

NOTE: Do not allow kinks to form in Hose at any time during use.

- 4. Direct Steam Nozzle away from garment and smooth fabric with your free hand.
- 5. Repeat STEPS 3 & 4 as necessary until fabric is fresh and wrinkle-free.



FIGURE 8



FIGURE 9

#### **GENERAL STEAMING TIPS:**

- For most effective results, hold Steam Nozzle within 1/2" of fabrics, or press it directly against surfaces. Avoid direct contact to silk.
- Check the fabric care label for manufacturer recommendations. Test the fabric on an unobtrusive area such as an inner seam.
- Test the strength of the color of the fabric on an area of the fabric that is not visible.
- Curtains and draperies can be steamed while still hanging.
- To remove wrinkles from towels, handkerchiefs and napkins, drape them over a rod or towel rack and gently steam them.
- Heavier fabrics may require repeated steaming to achieve desired results.
- To remove exceptionally stubborn wrinkles, steam both sides of fabric.
- Be careful when steaming any delicate fabrics that may be damaged by heat or water spotting.
- To sanitize a fabric, hold Steam Nozzle within 1/2 inch of a single area for at least 5 seconds. Use caution when doing this on more delicate fabrics.
- To remove particles like lint, hairs and threads, connect the Fabric Brush to the Steam Nozzle.
- Certain fabrics are smoothed more easily from the inside.

## STEAM SETTING RECOMMENDATIONS

| Low ⇒                    | Medium Low 🗐                |
|--------------------------|-----------------------------|
| •Silk •Cashmere          | •Satin •Velvet •Rayon       |
| Medium High 🚭            | High <i>☜</i>               |
| Polyester •Nylon •Jersey | •Cotton •Denim •Wool •Khaki |

# Storage & Care

#### PROPER STORAGE

Preparing your Deluxe Fabric Steamer for storage is quick and simple. When you have finished your steaming tasks, follow the steps listed below.

- **1.** Press Foot Power Switch to "OFF" position, and unplug power cord from electrical outlet.
- 2. Allow unit to cool (30 minutes for complete cooling).
- 3. Bring unit to a convenient sink or tub.
- **4.** Remove Water Tank from unit. Unscrew Valve Cap and drain all remaining water from Water Tank. Replace Valve Cap when finished.
- 5. Flush unit by pouring water into hose base opening (you must first remove hose from main unit) and drain by pouring the water out of the hose base opening into sink or tub. Place empty Water Tank back onto main unit.
- **6.** For storage convenience, you may wish to collapse Telescopic Pole to its most compact height (refer to Page 7 for details). You may also collapse the Hanger by pressing the center button and folding the arms down.
- 7. Loosely bundle power cord and store Deluxe Fabric Steamer in a cool dry location.

#### MINERAL BUILD-UP

A common maintenance need for steam appliances is the removal of build-up caused by high mineral content in many municipal water supplies. This mineral build-up may limit the effectiveness and reduce the life of your Deluxe Fabric Steamer.

The best way to minimize mineral build-up is to use distilled or de-mineralized water when using your Deluxe Fabric Steamer. In addition, it is recommended that the cleaning procedure below be followed at least once a month in order to remove any deposits that form. This will help to extend the life of your Deluxe Fabric Steamer and keep it functioning at its maximum potential.

## To remove mineral build-up:

- **1.** Press Foot Power Switch to "OFF" position and unplug power cord from electrical outlet.
- 2. Allow unit to cool (30 minutes for complete cooling).
- 3. Bring unit to a convenient sink or tub.
- **4.** Remove Water Tank from unit. Unscrew Valve Cap and drain all remaining water from Water Tank.
- 5. Drain all remaining water from the Water Reservoir through Hose Base.
- 6. Fill a measuring cup (not included) with 12 oz (355 ml) vinegar.
- 7. Pour vinegar into Water Tank, then replace Valve Cap and place Water Tank back onto main unit.
- 8. Allow vinegar to flow into Water Reservoir / Boiler and soak for 30-40 minutes.
- **9.** Plug power cord into an electrical outlet and set Foot Power Switch to "ON" position. Allow unit to steam until no vinegar remains.
- 10. Drain any remaining cleaning solution from the Water Reservoir through Hose Base.
- Remove and refill Water Tank to maximum capacity (68.5 oz / 2,025 ml) with fresh water and place it back onto main unit. Allow all fresh water to flow into Water Reservoir / Boiler and be steamed out. Refill and repeat as necessary until vinegar odor has completely dissipated.
   When finished, press Foot Power Switch to "OFF" position and unplug power cord from
- 12. When finished, press Foot Power Switch to "OFF" position and unplug power cord from electrical outlet. Follow normal storage procedure as outlined in Proper Storage section above.



# **Product Support**

#### **TROUBLESHOOTING**

| PROBLEM  | POSSIBLE CAUSE  | SOLUTION   |
|--|---|--|
| Unit fails to heat up. When pressed, Foot Power Switch <b>DOES NOT</b> illuminate when set to "ON" position.   | Unit is not plugged in.   | Plug power cord into electrical outlet.  |
|  | Household circuit breaker / ground fault interrupter has tripped or blown a fuse. | Reset circuit breaker / ground fault inter-<br>rupter, or replace fuse. For<br>assistance, contact a licensed electrician.   |
|  | Unit is damaged or otherwise in need of repair.                                   | Immediately cease usage and unplug. Contact Consumer Service for assistance (see below for details).   |
| Unit fails to heat up. When pressed,<br>Foot Power Switch <b>DOES</b> illuminate<br>when set to "ON" position. | No water in unit.   | Refer to <b>Filling With Water</b> procedure on Page 9 to fill unit with water.  |
| NOTE: Always allow sufficient time for unit to heat up and begin producing steam.                              | Mineral build-up in unit.   | Refer to <b>Care &amp; Maintenance</b> section on Page 12 for details.   |
| producing steam.   | Unit is damaged or otherwise in need of repair.                                   | Immediately cease usage and unplug. Contact Consumer Service for assistance (see below for details).   |
| Excessive gurgling in Hose and<br>Steam Nozzle / water drips from<br>Steam Nozzle.                             | Condensation build-up inside of<br>Steam Nozzle / Hose.                           | Some gurgling is a natural effect of the steaming process. For excessive gurgling or dripping water, point Steam Nozzle downward and shake thoroughly to remove excess water droplets or extend hose vertically to allow water to drain back into water reservoir. Condensation build-up inside hose may cause excess water to escape from nozzle. To prevent build-up, periodically straighten hose during use. |
|  | Mineral build-up in unit.   | Refer to <b>Care &amp; Maintenance</b> section on Page 12 for details.   |
| Steam output is weak or intermittent.  | Water level in Water Reservoir is running low.                                    | Refer to <b>Filling With Water</b> procedure on Page 9 to refill unit with water.  |
|  | Mineral build-up in unit.   | Refer to <b>Care &amp; Maintenance</b> section on Page 12 for details.   |

## **CONSUMER SERVICES**

For problems with your Deluxe Fabric Steamer, please refer to the troubleshooting guide located above. Additional inquiries should be directed to our consumer support services through our website, **www.steamfast.com**. If you do not have internet access, you may also contact our Consumer Service Department by telephone, at **1-800-711-6617**.

NOTE: In order for our Consumer Service representatives to help you as quickly and efficiently as possible, please have the following information ready before calling:

- Purchase information (where and when you purchased this product)
- Copy of purchase receipt / proof of purchase
- Product serial number (located near electrical specification label on bottom of unit)

For information regarding your 1 year limited warranty, refer to Page 15 of this manual.

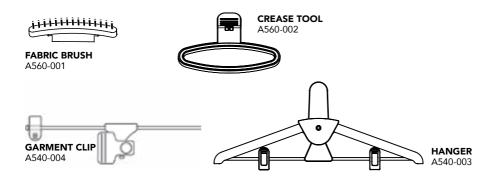
## **PARTS & ACCESSORIES**

When ordering replacement parts and accessories for your Deluxe Fabric Steamer, you may refer to the part numbers below. Parts and accessories may be ordered through our Website:

#### www.steamfast.com

You may also contact Consumer Service directly:

## consumerservice@steamfast.com or 1-800-711-6617



| PRODUCT SPECIFICATIONS |   |  |
|------------------------|---|--|
| MODEL                  | SF-560  |  |
| VOLTAGE                | 120V~   |  |
| WATTAGE                | 1500W   |  |
| AMPERAGE               | 12.5A   |  |
| WATER CAPACITY         | 68.5 OZ (2,025 ML)  |  |
| HEATING TIME           | 35 SEC (APPROXIMATE)  |  |
| CONTINUOUS STEAM TIME  | 70 min HIGH, 100 min MED HIGH, 193 min MED LOW, 583 min LOW (APPROXIMATE) |  |
| UNIT WEIGHT            | 10.88 LBS. (4.9 KG.)  |  |
| UNIT DIMENSIONS        | 16.89" (42.9 CM) x 9.72" (24.7 CM) x 10.94" (27.8 CM)                     |  |
| POWER CORD LENGTH      | 6' (183.0 CM)   |  |



# Warranty Information

#### 2-YEAR LIMITED WARRANTY

#### What is covered

Steamfast, a division of Vornado Air, LLC ("Steamfast"). Subject to the terms and conditions of this 2-Year Limited Warranty ("Warranty") as set forth below, Steamfast warrants to the original consumer or purchaser ("Buyer") that this Steamfast®-branded steam product, excluding all accessories and attachments, (the "Product") is to be free from defects in material and workmanship for a period of two (2) years from the date of purchase when used and maintained in accordance with the Owner's Guide (the "Warranty Period"). In the event Buyer notifies Steamfast of a defect in the Product within the Warranty Period, Steamfast will replace the Product and/or defective component parts, as applicable and necessary. Any such replacement will be made at no charge to Buyer for parts or labor, provided that Buyer shall be responsible for all shipping and transportation costs associated with returning the Product to Steamfast for inspection and covered replacement.

#### What is not covered

This Warranty shall not be applicable to damage or loss caused in whole or in part by:

- Repairs, modifications or alterations to the Product by anyone other than Steamfast.
- Use or operation of the Product outside the permitted or intended uses described by Steamfast in the Owner's Guide, or other careless operation, handling, misuse, or abuse of the Product.
- Lack of proper maintenance or timely cleaning of the Product as specified in the Owner's Guide.
- Use of the Product other than for normal household purposes.
- · Normal wear and tear.
- · Used consumable parts, accessories and attachments, including, but not limited to, brushes, hangers, scrub pads and mop pads.
- Use of parts and accessories other than those produced or recommended by Steamfast.
- Cosmetic damage, such as scratches, nicks and dents.
- Damage caused by accident, water, flood, fire or other acts of nature or external causes.

#### Warranty limitations and exclusions

- NO OTHER EXPRESS WARRANTY IS GIVEN BY STEAMFAST TO BUYER AND NO REPRESENTATIVE HAS THE AUTHORITY TO MAKE REPRESENTATIONS OTHER THAN THOSE PROVIDED HEREIN.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF AND ALL IMPLIED WARRANTIES,
   SPECIFICALLY THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY LIMITED
   TO THE DURATION OF THE WARRANTY PERIOD, UNLESS A SHORTER PERIOD IS PERMITTED BY LAW.
- STEAMFAST'S REPLACEMENT OF THE PRODUCT IS THE EXCLUSIVE REMEDY. UNDER NO CIRCUMSTANCES SHALL STEAMFAST BE LIABLE TO BUYER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR OTHER DAMAGES, EVEN IF STEAMFAST HAS BEEN ADVISED OF OR COULD REASONABLY FORESEE THE POSSIBILITY OF SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR DAMAGE, WHETHER RISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT OR UNDER ANY OTHER THEORY OF LAW.
- THIS WARRANTY GIVES BUYER SPECIFIC LEGAL RIGHTS. BUYER MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE-TO-STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO BUYER.

#### How do you register the Warranty

Buyer must complete an application to register this Warranty within sixty (60) days following date of purchase. Buyer may either visit Steamfast's website at steamfast.com and complete an online application or mail a completed application to Steamfast. Failure to register this Warranty within sixty (60) days following date of purchase will render this Warranty null and void.

#### Warranty service

For warranty service, call 1-800-711-6617 or email consumerservice@steamfast.com to obtain a Return Authorization ("RA") form. Include the Product model number and serial number, as well as Buyer's name, address, city, state, zip code and phone number when contacting Steamfast for warranty service. Buyer may be required to provide the original sales receipt for purposes of verifying date of purchase. After receiving the RA form, the Product must be shipped, postage prepaid by Buyer, to:

Steamfast Attn: Warranty & Repair 415 E. 13th Street Andover, KS 67002

To assure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock.

Important: After receiving return authorization, carefully pack the Product to avoid damage in shipping. Damage in shipping is not covered by the Warranty and shall be the sole responsibility of Buyer. Damage or loss not covered by this Warranty or occurring outside the Warranty Period will require a fee to cover the cost of handling and shipping. All such fees and costs shall be the sole responsibility of Buyer.

Please allow at least 1-2 weeks for return of the Product after it is received by Steamfast. For ease of recordkeeping, it is recommended that Buyer staple or attached the original sales receipt to this Owner's Guide and record the Product serial number (located on the Product specifications decal) here:

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