

## **IMPORTANT SAFETY INSTRUCTIONS**

**WARNING:** When using an electrical product, basic precautions should always be followed to avoid electric shock, fire, and/or serious injury, including the following

- Fully assemble product prior to use.
- Operate cleaner only at voltage specified on data plate on lower back of cleaner.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- Use indoors only. Do not immerse. Use only on surfaces moistened by the cleaning process.
- To Reduce the Risk of Fire and Electric Shock due to internal component damage, use only Hoover® Cleaning Fluids intended for use with this appliance. See the Cleaning Fluid section (page 9) of this manual.
- Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close supervision is necessary when used near children. To avoid injury or damage, keep children away from product, and do not allow children to place fingers or other objects into any openings.
- Use only as described in this manual. Use only manufacturer's recommended attachments and products.
- Do not use product with damaged cord or plug. If product is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service prior to continuing use.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not place product on cord. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the cleaner from falling, always place cleaner at bottom of stairs or on floor. Do not place cleaner on stairs or furniture, as it may result in injury or damage.

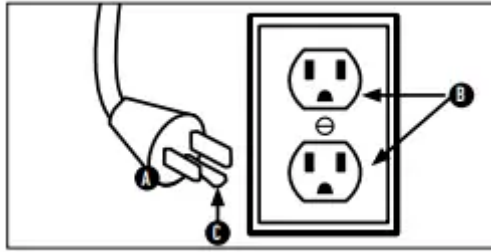
- Do not use to pick up flammable or combustible liquids, such as gasoline, or fine wood sandings, or use in areas where they may be present.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters and tanks in place.
- Do not clean over floor electrical outlets.

**CAUTION: TO REDUCE THE RISK OF DAMAGE:**

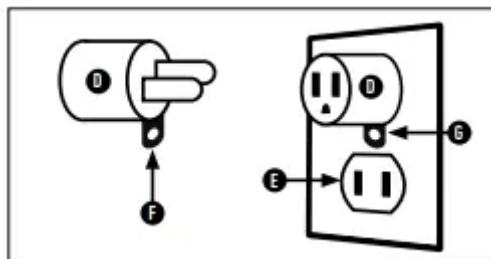
- Avoid picking up hard, sharp objects with this product, as they may cause damage.
- Store appropriately indoors in a dry place. Do not expose machine to freezing temperatures.
- Do not use sharp objects to clean out hose as they can cause damage.
- To assist in reducing drying time, be certain the area is well ventilated when using detergents and other cleaners with this machine.
- To help prevent matting and resoiling, avoid contact with carpets until they are dry. Keep children and pets away from carpets until they are completely dry.
- Do not store extractor with solution in tanks.
- With brushes on, do not allow cleaner to sit in one location for an extended period of time, as damage to floor can result.
- **DO NOT USE THIS EXTRACTOR ON HARD FLOORS. USING THIS PRODUCT ON HARD FLOORS MAY SCRATCH OR DAMAGE YOUR FLOOR.**
- Water will drip from the brushes and underside of the product after use and may puddle. To avoid damage to wood and laminate flooring and to avoid potential slip hazard, after use (a) do not leave the product on wood and laminate surfaces and remove to a hard surface and (b) place unit on absorbent material (such as a towel) to soak up drips.

## **GROUNDING INSTRUCTIONS**

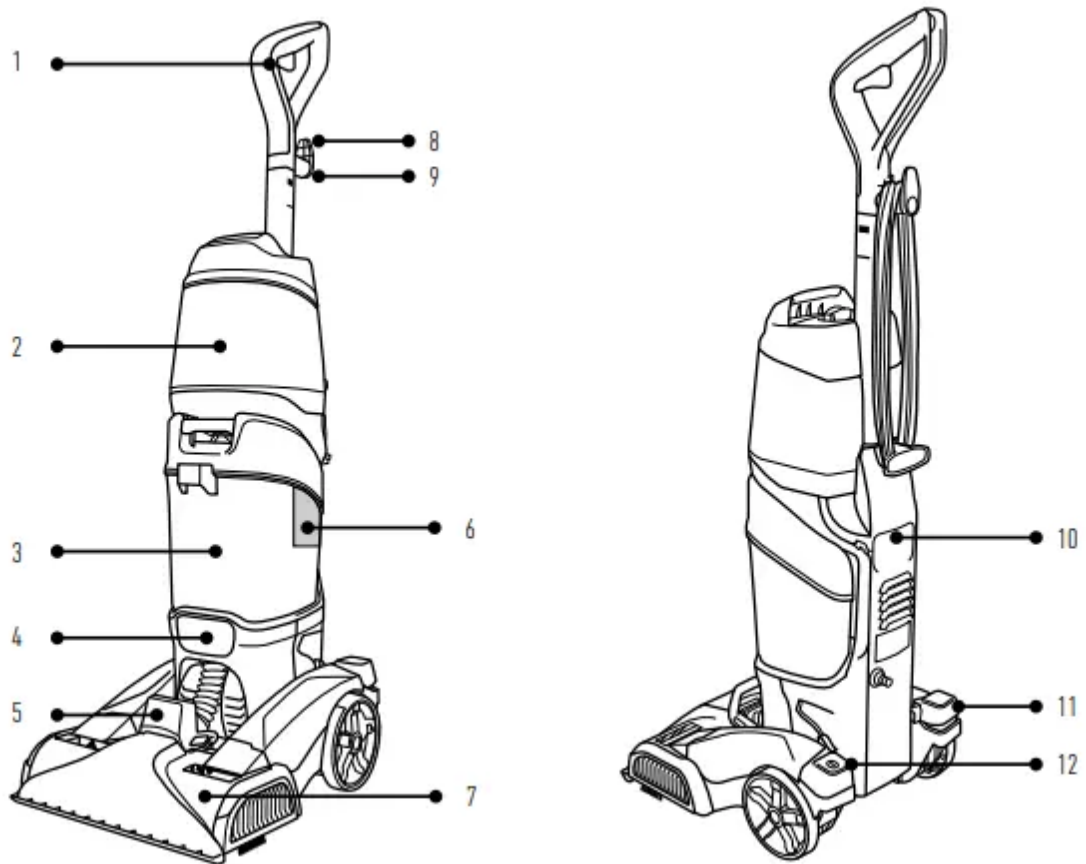
- This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor (C) and grounding plug (A). The plug must be inserted into an appropriate outlet (B) that is properly installed and grounded in accordance with all local codes and ordinances.



- **WARNING:** Improper connection of the equipment-grounding conductor can result in the risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.
- This appliance is for use on a nominal 120-volt circuit and has a grounding plug that looks like the plug (A) illustrated
- A temporary adapter (D) may be used to connect this plug to a 2-pole receptacle (E) if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (B) can be installed by a qualified electrician. The rigid ear, lug, or the like (F) extending from the adapter must be connected to a permanent ground (G) such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by a metal screw. NOTE: In Canada, the use of a temporary adapter is not permitted by the Canadian Electrical Code.



## Getting to Know Your HOOVER® Dual Power™ Max Pet



1. Water/Solution Trigger
2. Clean Water Tank
3. Dirty Water/Recovery Tank
4. Hose Connection
5. Removable Recovery Nozzle
6. Filter
7. DualSpin™ PowerBrushes
8. Cord Clip
9. Quick Release Cord Wrap
10. Carry Handle
11. Handle Release Pedal
12. On/Off Pedal

## Before You Begin Cleaning:

- Vacuum carpet and upholstery thoroughly with a HOOVER® vacuum before use.
- Don't use the carpet cleaner as a traditional vacuum cleaner.
- Use your HOOVER® carpet cleaner only if upholstery fabric is marked with a "W" (for "wet" clean) or "S/W" (for "solvent/dry" or "wet" clean). Don't clean fabric marked "S" ("solvent/dry" clean only).
- Test for colorfastness in a small, hidden area. Gently rub surface with a dampened white cloth. Wait ten minutes and check for color removal or bleed with a white paper towel.
- Move furniture out of area to be cleaned. Place aluminum foil or wax paper under legs of furniture too heavy to move to prevent wood finishes from staining carpet. Pin up furniture skirts and draperies.

## Pretreating:

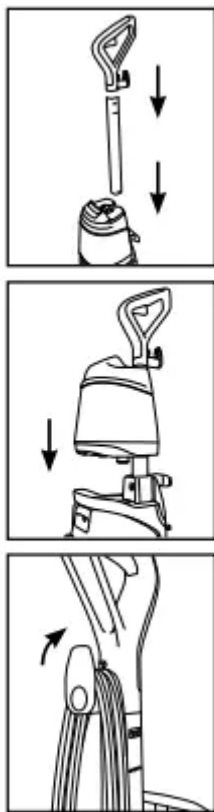
For best results, pretreat stains with a HOOVER® spot treatment (See HOOVER® Cleaning Solutions Guide) to help loosen and remove even the most stubborn stains.

Available at additional cost if not included with your model.

- NOTE: To prevent staining, use plastic or aluminum foil to protect wood or metal surfaces from possible water spray.
- NOTE: To avoid damage to wood floors underneath area rugs or carpet, place waterproof material (ex: plastic) underneath them before cleaning.
- CAUTION: Do not clean over floor electrical outlets. Water will drip from the brushes and underside of the product after use and may puddle. To avoid damage to wood and laminate flooring and to avoid potential slip hazard, after use (a) do not leave the product on wood and laminate surfaces and move to a hard surface and (b) place unit on an absorbent material (such as a towel) to soak up drips.
- NOTE: For full suction, it is important that the Dirty Water Tank is properly secured before cleaning
- Continue using dry strokes until little water is visible passing through the nozzle. For best results, HOOVER® recommends rinsing carpet with water only. This removes residual carpet cleaning solution. For heavily soiled areas, repeat. Avoid saturating carpet
- NOTE: Empty Dirty Water Tank when the motor sound becomes higher pitched and there is a loss in suction (see "Automatic shut-off"). You will also see the float rise and shut off suction at the same time.

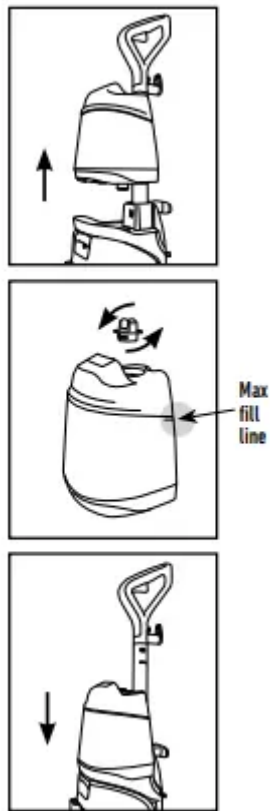
# Getting Started With Your Dual Power™ Max Pet Carpet Cleaner:

## HOW TO ASSEMBLE



1. Insert the handle into the base until you hear a “CLICK”.
2. Slide the Clean Water Tank securely into place on the back of the cleaner. Push down firmly
3. Cord Storage: Wrap the power cord around the cord hooks for convenient storage. Attach the plug end to the cord.

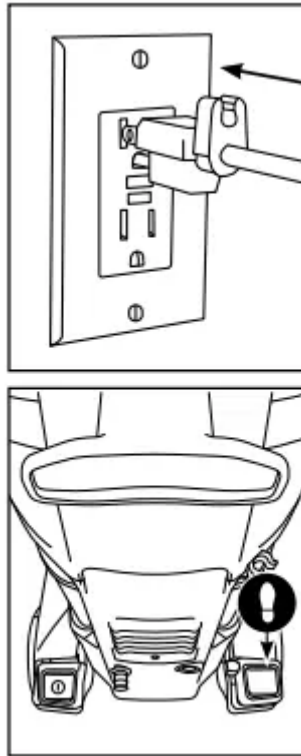
## FILL THE CLEAN WATER TANK



1. Lift up to remove the Clean Water Tank.
2. Remove the cap and add warm water to the max fill line. Add 3oz. of Hoover solution. Secure cap.
3. Align Clean Water Tank with the body of the cleaner and press FIRMLY into place.

Fully assemble before operating

## HOW TO CLEAN CARPETS



1. Plug power cord into electrical outlet
2. Step on the Handle Release Pedal to recline the cleaner for cleaning position.
3. Step on the Power Pedal to turn ON.
4. Squeeze trigger for a slow forward and backward wet stroke.\*
5. Release trigger for a slow forward and backward dry stroke.\*

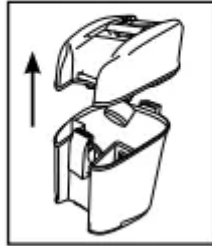
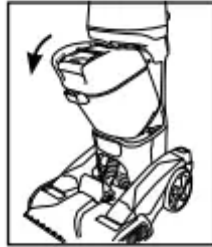
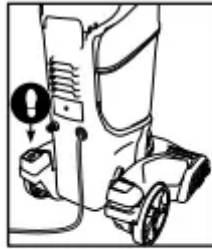


TIP: Repeat step 5 for faster drying times.

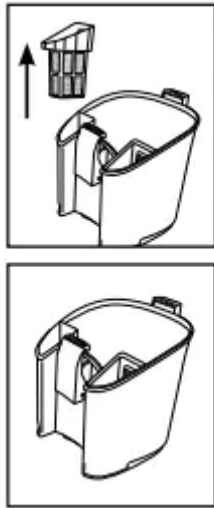
CLEANING FLUID: SEE THE HOOVER'S SOLUTIONS GUIDE insert or visit [Hoover.com/cleaning-solutions](http://Hoover.com/cleaning-solutions).

## Maintenance

### HOW TO EMPTY AND CLEAN YOUR TANKS:



1. Turn the cleaner off and unplug from electrical outlet.
2. Grab the Dirty Water Tank handle and pull up to release. Remove Tank from carpet cleaner base at an angle.
3. Place on a flat surface and unlatch Dirty Water Tank lid to remove top of tank.
4. Remove filter basket and rinse out any debris. Allow to air dry. Keeping the filter clean is critical to maintain strong suction performance.
5. Empty tank, rinse, and allow to air dry



NOTE: Regarding the Dirty Water Tank: For full suction it is important that the Dirty Water Tank Lid is securely in place. If misplaced, poor to no suction will result.

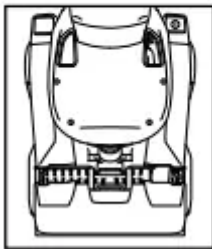
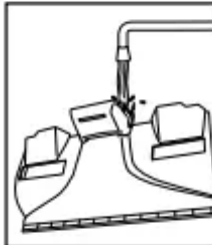
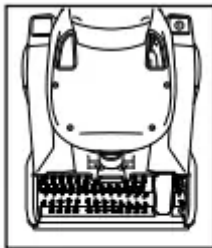
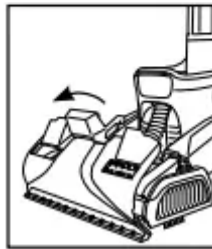
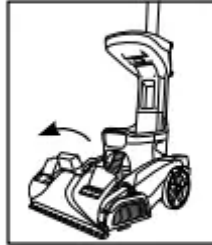
NOTE: For full suction, it is important that the Dirty Water Tank is properly secured before cleaning.

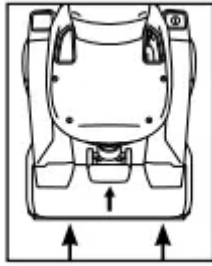
Continue using dry strokes until little water is visible passing through the nozzle. For best results, HOOVER® recommends rinsing carpet by filling Clean Water Tank with water only. This removes residual carpet cleaning solution. For heavily soiled areas, repeat. Avoid saturating carpet.

Auto Shut Off Float: Your carpet cleaner is equipped with a shut off float within your Dirty Water Tank. When the Dirty Water Tank becomes full, the float will rise, shutting off the air flow through the nozzle. Once the air flow is shut off, empty the Dirty Water Tank.

## How to Remove and Clean Nozzle

WARNING: Risk of personal injury – Brush roll may suddenly restart – unplug before cleaning or servicing





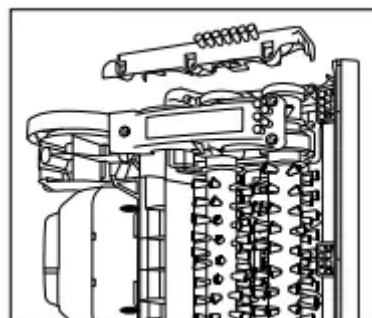
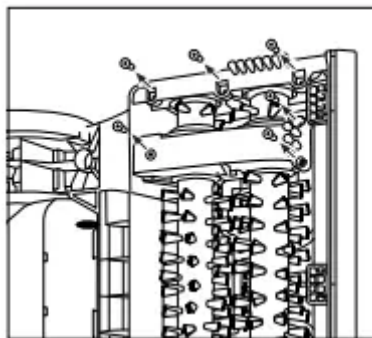
1. To prevent possible leaking, remove and empty Clean Water Tank & Dirty Water Tank.
2. With handle in upright position, tilt carpet cleaner back slightly. Pull up on nozzle latch to remove nozzle from foot of carpet cleaner.
3. Rotate nozzle up and forward to remove.
4. Remove debris from easily 1 accessible brushes.
5. Rinse debris from nozzle.
6. Position nozzle onto foot, making sure to align the tabs at the front bottom of the nozzle with the notches under the front of the foot.
7. Snap nozzle to foot.

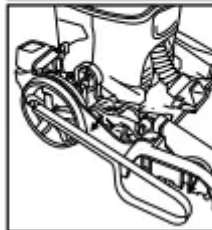
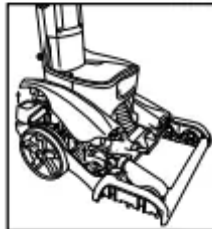
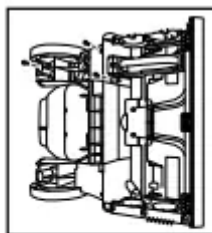
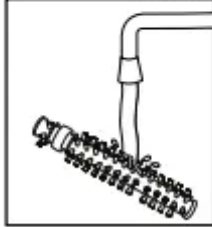
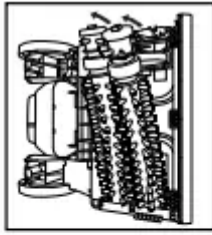
NOTE: The nozzle must be in the proper position for the unit to have proper suction.

## Cleaning Brush roll & Belt Maintenance

CAUTION: To reduce the risk of injury from moving parts, unplug before servicing

HOW TO REMOVE:





NOTE: Rotate brush rolls manually to make sure belt is not twisted or pinched.

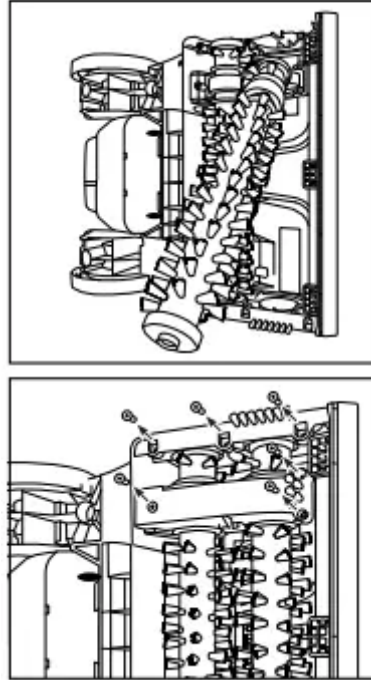
1. Turn cleaner off and unplug from electrical outlet.
2. Remove suction nozzle from foot.
3. Flip cleaner on its side to expose the underside. To remove belt covers, use Philips screwdriver to remove 6 screws. Arrows show location of screws.
4. Remove underside belt cover and the brush roll end cap
5. Pull both brush rolls out toward user to remove from cleaner. Belt will still be attached to cleaner.
6. Rinse brush rolls and allow to dry.
7. To remove belt, unscrew foot side cover from underside (3 screws).
8. Flip cleaner upright and remove upper belt cover from foot.

9. Slide belt off shaft and remove. If replacing belt, install the new belt.

## How to Remove and Clean Brush roll

CAUTION: To reduce the risk of injury from moving parts, unplug before servicing.

HOW TO INSTALL:



1. Slip brush roll through belt. Make sure belt is centered on pulley when replacing.
2. With belt in place, pull and slide brush roll into unit, making sure that the brush roll end caps are in correct orientation.
3. Replace belt cover and secure by replacing all 6 screws.

NOTE: Rotate brush rolls manually to make sure belt is not twisted or pinched

## STORAGE

- Before storing: Empty Clean Water Tank and let air dry. Replace on cleaner. Empty Dirty Water Tank, rinse tank and lid thoroughly with clean water and let air dry.
- Allow brushes and underside of carpet cleaner to air dry thoroughly before storing carpet cleaner on a carpeted or wood surface.

## CORD STORAGE

- Wrap the power cord around the cord hooks for convenient storage. Attach the plug end to the cord.

## LUBRICATION

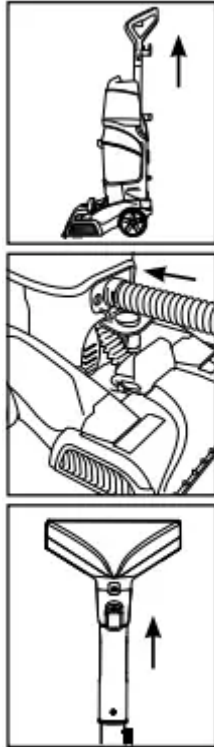
- The motor and brush rolls are equipped with bearings which contain sufficient lubrication for their lifetime.

- The addition of lubricant could cause damage. Do not add lubricant to motor bearings or brush rolls.

## Tools and Accessories

CAUTION: Always turn off this product before connecting or disconnecting hose

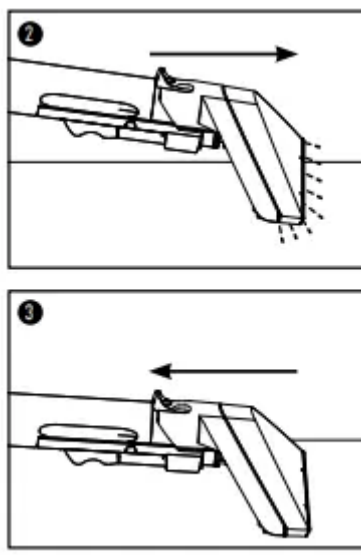
### HOW TO ATTACH HOSE & TOOLS



1. Be sure handle is in upright position. This will shut off the power brushes.
2. Open Hose Connection Port. Insert hose end by inserting FIRMLY into hose connection port.
3. Connect tool to hose by sliding it onto the connector until it securely locks into place.

CAUTION: Use extra care when cleaning on stairs. To avoid personal injury or damage, and to prevent the cleaner from falling, always place cleaner at the bottom of stairs or on floor. Do not place cleaner on stairs or furniture, as it may result in injury or damage

### CLEANING CARPETED STAIRS AND UPHOLSTERY



1. Fill Clean Water Tank according to instructions.
2. Pre-spray the area by holding the tool about one inch above the carpet and push it forward while pressing the trigger.
3. Press the tool into cleaning area. Scrub area back and forth as needed. Press the trigger and pull the tool slowly over the carpet. Release trigger at end of stroke.
4. Position tool nozzle against wet area. Pull tool slowly over wet area without pressing trigger to suction dirty water
5. Overlap strokes by ½ inch to help prevent streaking. It is best to alternate wet and dry strokes as described in steps.

Read “Before You Begin Cleaning” instructions page 7. Be sure to check HOOVER® Cleaning Solutions Guide and the cleaning code on your upholstery. Use your cleaner only on upholstery marked “W” or “W/S”.

#### Tips

- To avoid saturating carpet, do not use more than 4 wet strokes over any one area. Always end with dry strokes.
- If additional cleaning is necessary, wait until the carpet is completely dry before using the tool again.
- Empty Dirty Water Tank when the motor sound becomes higher pitched and there is a loss of suction. You will also see the float rise and shut off suction at the same time.
- When finished cleaning, follow “How to Remove Hose & Tools” instructions

## How to Remove Hose and Tools

CAUTION: Always turn off this product before connecting or disconnecting hose.



1. Turn cleaner off. Press trigger on tool to ensure all fluid has discharged from the hose. Press button on end of hose and pull to remove hose and solution connection from cleaner.
2. Close the Hose Port Door back into place. Make sure to close door to ensure proper suction. Cleaner may lose suction if not closed properly
3. Using your thumb, push forward and up on the latch to remove tool.

## Troubleshooting

This product contains no servicable parts.

If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call Customer Service prior to continuing use

USE TROUBLESHOOTING GUIDE AS A FIRST STEP TO RESOLVE ANY PROBLEMS YOU MAY BE EXPERIENCING.

### 1. Cleaner won't run

- Not firmly plugged in: Plug unit in firmly.
- No voltage in wall plug: Check fuse or breaker in home.
- Blown fuse or tripped breaker: Replace fuse or reset breaker in home.
- Fuse in cleaner blown: Take to service center.
- On/Off pedal not depressed: Press pedal.

## 2. Low suction

- Dirty Water Tank full/automatic shut off engaged: Remove and empty Dirty Water Tank. See "How to Empty"
- Blockage in tool on end of hose: Remove tool and clear blockage.
- Dirty Water Lid not on correctly: Make sure lid is on securely. See "How to Clean"
- Dirty Water Tank Debris Filter clogged: See "How to Clean"
- Blockage in nozzle: See "How to Clean"
- Recovery Tank not properly secured: Replace Recovery Tank and secure recovery tank latch.
- Recovery Nozzle not on correctly: Remove and replace Recovery Nozzle. See "How to Remove & Clean Nozzle"
- Blockage in hose: Drop a coin through, clear with broom handle.

## 3. Hose Nozzle stops spraying liquid during use

- Clean Water Tank is empty: Turn off Cleaner and fill Clean Water tank.
- Loose connection to connection port on foot of cleaner: Check for secure connection to connection port on foot of Cleaner

## 4. Accessory Tool will not spray after filling the Clean Water Tank or Solution Tank

- Air is trapped in the hose & pump: Turn on the Cleaner. If hose does not spray, prime the pump by lowering the hose down to the floor and hold the trigger for up to one minute. Aim downward & squeeze trigger

## 5. Hose will not spray after priming pump

- Pump is defective: Call for service
- Not connected properly: Check connection

## 6. Clean water won't dispense

- Clean Water Tank not firmly in place: Make sure tank is securely locked in position.
- Clean Water Tank empty: Refill container according to cleaning instructions.

## 7. Brushes won't rotate during floor cleaning

- Belt is broken: Replace belt. See "Maintenance"
- Unit in upright position: Brushes will not rotate in upright position. Step on handle release to start cleaning.

## 8. Water is Leaking out of Carpet Cleaner

- Clean Water Tank or Dirty Water Tank not FIRMLY in place: Make sure the tank is secure. Carpet Cleaner may drip residual moisture after use. Allow unit and brushes to dry before storing on hard floor surface.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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