



# CLEANSLATE™

## CARPET & UPHOLSTERY SPOT CLEANER

### USER MANUAL

Please visit [Hoover.com](http://Hoover.com) for video instructions and FAQ's for this Carpet Cleaner.

IMPORTANT: READ ALL INSTRUCTIONS CAREFULLY BEFORE ASSEMBLY AND USE.

This product is intended for Household use only. If used Commercially warranty is VOID.

If you need further assistance, please contact Refurb Product Support via the website at [www.RefurbProductSupport.com](http://www.RefurbProductSupport.com). Support agents are available Monday through Friday from 8am to 4pm EST. Always identify your vacuum by the complete model number when requesting information.

The model number appears on the bottom of the vacuum.

## IMPORTANT SAFETY INSTRUCTIONS

### SAVE THESE INSTRUCTIONS

READ ALL SAFETY WARNINGS AND INSTRUCTIONS BEFORE USING THIS PRODUCT.

**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 bottom of cleaner.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before cleaning or servicing.
- Do not expose to rain, store indoors.
- Do not immerse. Use only on surfaces moistened by 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 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 by or 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 at 1-800-944-9200 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.
- 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.
- Put product away after use to prevent tripping accidents.

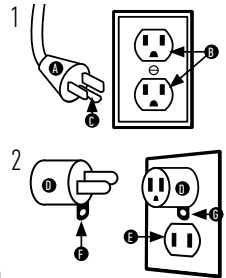
### CAUTION: TO REDUCE THE RISK OF DAMAGE:

- 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.
- DO NOT USE THIS EXTRACTOR ON HARD FLOORS UNLESS YOU HAVE THE PROPER HARD FLOOR ATTACHMENT. USING THIS PRODUCT ON HARD FLOORS MAY SCRATCH OR DAMAGE YOUR FLOOR.

- Water will drip from the tool 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 in Fig. 1. 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 (Fig. 2). The temporary adapter should be used only until a properly grounded outlet (B) can be installed by a qualified electrician (Fig. 1). The green colored 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 (Fig. 2). 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.

### WARRANTY

Remanufactured, refurbished, or reconditioned products have a limited warranty as determined by the retailer selling the product to you. This product is warranted against failure due to a defect in materials or workmanship from the date of original purchase. Proof of the original purchase date is needed to make a warranty request or claim. Consumers are required to register their products by visiting <https://www.refurbproductsupport.com>

This warranty is extended to the original purchaser only for products purchased for home use within the contiguous 48 US states. The warranty is not transferrable.

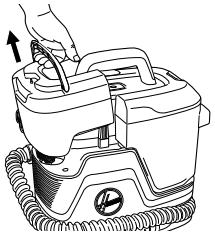
What your warranty does not cover:

- Product purchased "as-is"; clearance; closeout; directly or indirectly from a liquidation website
- Improper installation; Content losses due to failure of the unit
- Failure of the product if it is abused, misused, or used for other than the intended purpose or used for commercial purposes
- Products with original serial number or ARC license plate number that has been removed, altered, or cannot be readily determined
- Rust on the interior or exterior of the product
- Replacement of house fuses or resetting of circuit breakers
- Damage to the product caused by accident, fire, flood or acts of God
- Incidental or consequential damage to personal property caused by possible defects with this appliance
- Costs for removal, packaging, transportation, shipping and/or installation of the unit repair or replacement
- Cosmetic defects, including any plastic part. Inside components such as door panels, door shelves, racks, light bulbs, etc.
- Batteries of any chemistry

Some states do not allow the exclusion or limitation of incidental or inconsequential damages. This warranty gives you specific legal rights and you may have other rights which vary from state to state. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

Exclusion of implied warranty. Except where prohibited or restricted by law, there are no warranties, whether express, oral, or statutory which extend beyond the description of the face hereof, including specifically the implied warranties of merchantability or fitness for a particular purpose.

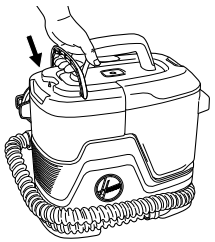
## GETTING STARTED



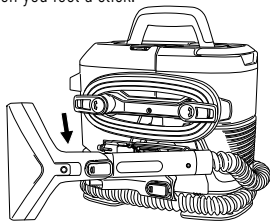
1 Remove Solution Tank from the side of the unit, then remove the cap.



2 Follow the formula ratio chart to add cleaning formula in the Solution Tank.



3 Replace and tighten cap. Slide the tank back into the unit. The tank is secured when you feel a click.



4 Unwrap hose from unit. Select preferred tool and make sure it is attached securely. NOTE: Read the directions on the HOOVER® Carpet Cleaning fluid prior to use.

**CLEANING FLUID:** SEE THE HOOVER SOLUTION GUIDE insert or visit Hoover.com/cleaning-solutions.

**CAUTION:** Not to be used for grooming a pet.

**CAUTION:** DO NOT USE THIS EXTRACTOR ON HARD FLOORS. USING THIS PRODUCT ON HARD FLOORS MAY SCRATCH OR DAMAGE YOUR FLOOR.

### Before You Begin Cleaning

Use your Hoover upholstery and spot 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).

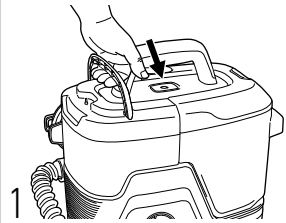
Test for colorfastness in a small, hidden area. Gently rub surface with a dampened white cloth. Wait ten minutes and check for color removal or bleed with a white paper towel.

NOTE: To prevent staining, use plastic or aluminum foil to protect wood or metal surfaces from possible water spray.

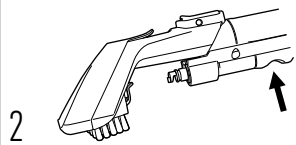
NOTE: To avoid damage to wood floors underneath area rugs or carpet, place waterproof material (e.g. plastic) underneath them before cleaning.

## OPERATION

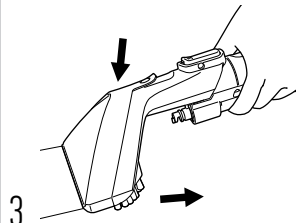
**CAUTION:** Do not clean over floor electrical outlets. Water will drip from the tool after use and may puddle. To avoid damage to wood and laminate flooring and to avoid potential slip hazard, after use (a) do not leave the product on wood and laminate surfaces and move to a hard surface and (b) place unit on an absorbent material (such as a towel) to soak up drips.



1 Press Red Power button on top of unit to turn ON.



2 Hold tool about 5 inches over the spot or stain. Spray a generous amount of cleaning solution over the soiled area by pressing the trigger behind the tool and scrub the stain in a back and forth motion.



3 To lift the stain, suction up the dirt and cleaning solution by applying downward pressure on the front of the cleaning tool and pulling towards you. Repeat as needed.

**IMPORTANT:** Empty the Recovery Tank when it reaches the MAX fill line or you hear an audible change. Ensure the tank is secured before cleaning. Ensure the tank is secured before cleaning.

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

Distribute a generous amount of pretreat spray on spot, stain, or high traffic area.

Always follow specific directions found on solution label.

Wait 5-10 minutes before using machine.

**STORAGE:** Wrap cord around the cord hooks for convenient storage. Attach the plug end to the cord. For fast cord release, simply turn the cord wraps 180 degrees to the right or left.

**LUBRICATION:** The motor is equipped with bearings which contain sufficient lubrication for their lifetime. The addition of lubricant could cause damage. Do not add lubricant to motor bearings.

Tools and formula may vary by model.

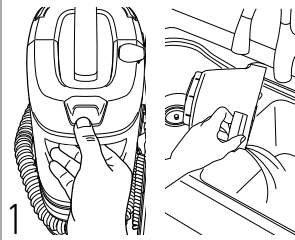
## MAINTENANCE

**WARNING:** To reduce the risk of personal injury - Unplug before cleaning or servicing.

**WARNING:** To reduce risk of fire and electric shock due to internal component damage, use only HOOVER® cleaning products intended for use with the appliance as noted.

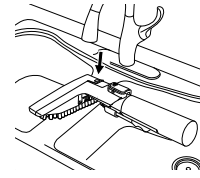
This product contains no serviceable parts. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, call customer service at 1.800.944.9200 prior to continuing use.

### HOW TO CLEAN THE RECOVERY TANK

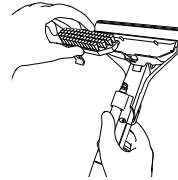


1 Press TANK RELEASE button then lift lid off for emptying and rinsing. Clean water will help remove dirt & debris from the tank. Let air dry before reinstalling.

### HOW TO CLEAN TOOLS



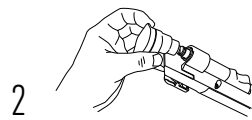
1 Remove the tool from the hose. Rinse hand tool under faucet. Remove the nozzle cover by unlatching the clear tab.



2 Remove Insert and rinse under faucet.

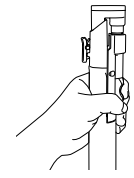
### HOW TO CLEAN HOSE

1 Remove the solution tank and fill with warm water (max 140°F (60°C)) to the small area fill line.



2 Remove any cleaning tool or attachment from the hose, and attach the Hose Rinse Tool to the hose.

### HOW TO CLEAN HOSE (CONT'D)



3 Ensure both the solution and recovery tanks are secured on unit. Turn unit on and hold the trigger for 30 seconds. The clean water will rush through the hose, effectively cleaning and removing odor causing bacteria left in the hose. Repeat as needed. Let unit run for 5-10 seconds before turning off.

4 Repeat process as needed and turn off the unit when hose is fully clean. Empty the recovery tank.

### THERMAL PROTECTION

A thermal protector has been designed into your cleaner to protect it from overheating. When the thermal protector activates the cleaner will stop running.

If this happens proceed as follows:

1. Turn cleaner OFF and unplug it from the electrical outlet.
2. Empty Recovery Tank.
3. Inspect for any obstructions. Clear obstructions if present.
4. When cleaner is unplugged and motor cools for 30 minutes, the thermal protector will deactivate and cleaning may continue.

If the thermal protector continues to activate after following the above steps, your cleaner needs servicing.

FORMULA RATIO CHART	SMALL AREA (20 OZ)	LARGE AREA (40 OZ)
<b>IF USING HOOVER CONCENTRATE</b>	<b>PRO TIPS</b> FOR BEST EXPERIENCE: Add water before concentrated formula.	
Water	Fill water Small Area Line (20 oz)	Fill water Large Area Line (39 oz)
HOOVER 2X Concentrated Formula	0.5 oz	1 oz
Clean Complements Enhancer	Up to 1 oz	Up to 1 oz
<b>IF USING HOOVER READY-TO-USE PREMIX</b>		
Premixed Formula	Fill premix Small Area Line	Fill premix Large Area Line
Clean Complements Enhancer	Up to 1 oz	Up to 1 oz

## TROUBLESHOOTING **WARNING:** To reduce the risk of personal injury - Unplug before cleaning or servicing.

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PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Cleaner won't run	1. Power cord not firmly plugged into outlet. 2. Blown fuse or tripped breaker. 3. Needs service.	1. Plug unit in firmly. 2. Check fuse or breaker in home. Replace fuse/reset breaker in home. 3. Visit our website at <a href="http://www.hoover.com">www.hoover.com</a> or call 1-800-944-9200.
Cleaner won't pick-up or low suction	1. Recovery Tank is not installed correctly. 2. Recovery Tank is full. 3. Recovery Tank is clogged. 4. Air path is clogged. 5. Recovery Tank debris filter is clogged.	1. Check placement of Recovery Tank in base of cleaner. 2. Empty Recovery Tank. 3. Clean Recovery Tank. 4. Remove Hose and Flush out with Clean Water. 5. Remove debris filter and rinse thoroughly, then replace.
Water escaping from Cleaner	1. Recovery Tank is full. 2. Recovery Tank is not installed correctly. 3. Solution Tank not installed properly.	1. Empty Recovery Tank. 2. Check placement of Recovery Tank in base of cleaner. 3. Review "Getting Started" for Solution Tank Installation.
Cleaner won't dispense	1. Solution Tank is empty. 2. Solution Tank not installed properly. 3. Needs service.	1. Fill Solution Tank. 2. Review "Getting Started" Solution Tank Installation. 3. Visit our website at <a href="http://www.hoover.com">www.hoover.com</a> or call 1-800-944-9200.
Hose nozzle will not spray after filling the Clean Water Tank or Solution Tank Container.	1. Air is trapped in the pump and hose.	1. 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 1 minute.
Motor noise becomes high-pitched	1. Recovery Tank is full. 2. Recovery Tank is clogged. 3. Air path is clogged. 4. The float in the Recovery Tank has been activated.	1. Empty Recovery Tank. 2. Clean the Recovery Tank. 3. Unclog air path. 4. Review Cleaning the Recovery Tank.