



Performance is everything.™

1 year
warranty

Steam Fresh Pet

Let's get started



VX23 Series

vax.com.au

Let's talk safety



Basic safety precautions

This steam mop is intended for household use only and NOT for commercial or industrial use.



WARNING: Danger of scalding

WARNING: The stick steam mop head gets very hot during operation.

- Only use the steam mop indoors away from rain and moisture and keep the area you're cleaning well lit
- Turn OFF the on/off switch on the steam mop controls before disconnecting or connecting from the mains supply
- Always unplug the steam mop and allow it to cool before connecting or disconnecting the hose or accessories
- Children should be supervised to ensure that they do not play with the appliance
- This appliance is not intended for use by children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety
- Please refer to floor manufacturers care recommendations before use, and test your flooring/carpet/rugs by running the steam mop over a small hidden area, if no pile distortion or no damage occurs continue cleaning. Not suitable for use on wax

polished floors or furniture, acrylic surfaces and synthetic, velvet or steam/water sensitive materials

- Keep fingers, hair and loose clothing from moving parts and openings whilst using the steam mop
- This steam mop should not be used to clean electrical appliances such as microwaves, oven, televisions and electrical heating systems etc
- Only Vax recommended cloths and detergent should be used with this steam mop. Using other detergents will invalidate the warranty

IMPORTANT: The steam mop is equipped with a thermostat and a thermal cut-out. If for any reason the unit should overheat, the thermostat will automatically turn the unit off. Should this occur, unplug the steam mop from the electrical outlet and turn off the switch. Let the unit cool, remove and empty the water tank. To re-start the machine, plug it into an electrical outlet and switch it back on.

IMPORTANT: We recommend the use of a Residual Current Device with a Residual Current rating of 30mA or less.

IMPORTANT: This steam mop may not be suitable for all floating floorboards or sealed floors – please check with your floorboard manufacturer first prior to use.



Don'ts

- ✗ Don't touch any hot areas/accessories on your steam mop. It's normal for the steam mop and accessories to heat up during use, always allow them to cool down before handling
 - ✗ Don't use the steam mop if it has been dropped, if there are visible signs of damage or if it is leaking, if it has been immersed in water or left outdoors
 - ✗ Don't handle the plug or use the steam mop with wet hands
 - ✗ Don't pull or carry this steam mop by the power cord
 - ✗ Don't use the power cord as a handle, pull the power cord around corners or sharp edges or close a door over the power cord
 - ✗ Don't attempt to remove blockages with sharp objects as this may cause damage to the steam mop, remove blockages only as instructed in this guide
 - ✗ Don't unplug steam mop by pulling on the power cord or run over the power cord. If the power cord or plug is damaged please contact our Customer Care Line
 - ✗ Don't aim the steam mop at people, animals, plants and electrical components such as interior of ovens or wires. Never touch the floor head from a short distance (there is a risk of scalding)
 - ✗ Don't use the steam mop with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label
 - ✗ Don't leave this steam mop unattended while it is connected to the supply mains
 - ✗ Do not use this steam mop with a damaged cord or plug. If the supply cord is damaged return the steam mop to a Vax authorised Service Agent
 - ✗ Do not use without the tank cap in place. Ensure that the water tank cap has been screwed down fully before use
 - ✗ Do not use the steam mop to treat any items of clothing that are still being worn on the body
 - ✗ Never immerse the steam mop in water or in other liquids
 - ✗ Do not operate the steam mop without water in the tank
 - ✗ Do not use the unit on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate steam or water sensitive materials
 - ✗ Do not use on acrylic surfaces
 - ✗ Do not overfill the tank. Do not exceed the maximum prescribed filling level. Please use the measuring jug and funnel included
 - ✗ Do not use without the hard water filter in place
- WARNING:** Never leave the steam mop in one spot on any surface for an extended period of time as this may damage the floor surface.



Do's

- ✓ Always make sure the concentration nozzle and accessories are securely connected to the handheld before use
- ✓ Always fill the clean water tank with water only, never add perfume, stain remover or products containing alcohol. Filling the clean water tank with hot or boiling water will damage the machine and invalidate your warranty
- ✓ Always make sure tanks are fitted correctly before using the steam mop
- ✓ Always vacuum your carpets thoroughly and ensure hard floor areas are free from grit and debris before using the steam mop
- ✓ Always carry the steam mop by the handle
- ✓ Always unplug the steam mop before carrying out any maintenance or when unattended
- ✓ Turn off all controls on the steam mop before disconnecting or connecting the power cord, after use always wrap the power cord around the cord clips provided
- ✓ Take extra care when cleaning on stairs
- ✓ Always protect the power cable from heated surfaces or near open flames
- ✓ Store the steam mop in a cool, dry area away from children
- ✓ Before storing the steam mop please ensure all water/detergents tanks and hard water filter are thoroughly clean and dry
- ✓ The force and heat of the steam may have an adverse effect on some materials. Always check whether a surface is suitable for treatment with the steam by carrying out a test before hand on a concealed area
- ✓ The steam mop must be kept level during operation.
- ✓ Always remove the mains plug from the socket and allow the steam mop to cool down completely before topping up with water
- ✓ In wet rooms, e.g. bathrooms, connect the appliance to sockets with an RCD adaptor connected in series.
- ✓ Be very careful when cleaning tiled walls with sockets.

WARNING: Always switch off and unplug the steam mop from the electrical outlet before assembling, opening or emptying the water tank, or before connecting/disconnecting the attachments.

Thank you for buying this Steam Fresh

Taking care of your sealed hard floors and surfaces

The Steam Fresh is designed to make steam cleaning your sealed hard floors regularly, as effective and efficient as possible, and this user guide will help you get the most out of your machine.

Maintaining your sealed hard floors with the Steam Fresh will ensure they keep looking beautiful, smell fresh and are hygienically clean.

Taking care of your Steam Fresh

Also inside this guide are instructions on maintaining your new machine, so that it's always ready when you are to tackle your sealed hard floors.

We're here if you need us

For troubleshooting simply visit or call:

Australia: 1300 361 505*
vax.com.au

New Zealand: 0800 800 900*
vax.co.nz



Performance is everything.™

*Monday – Friday: 8:30am -5:00pm

Calls are charged at the standard local rate. Please make note of the serial number and model number of the product before calling.

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Notes

+ Steam Fresh Boost

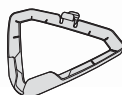
Included with your machine



x2 250ml
Vax Steam Detergent



x2 Microfibre
cleaning pad



Carpet glider



Hard water filter

+ Steam Fresh Pet



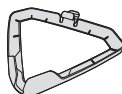
250ml Vax Pet
Steam Detergent



x2 Microfibre
cleaning pad



Pet pad



Carpet glider



Hard water filter

Getting to know your machine

Handle

Solution trigger (hidden)

On/Off switch

Twin tank release button

Twin tank

Hard water filter (hidden)

Steam and
solution dial

On/Off switch

Steam Burst button

Compact scrub brush (hidden)

Floorhead

Steam Burst nozzle

Handle release button

Quick cord
release hook

Plug storage

Quick cord
release hook

Floorhead
release button

Carpet glider

*Please note model shown is Steam Fresh Boost, the Pet version is a different colour

Technical Specification

Name **Steam Fresh Boost**

Voltage **220-240V**

Wattage **1400-1600W**

Cord length **8m**

Weight **3.3kg**

Name **Steam Fresh Pet**

Voltage **220-240V**

Wattage **1400-1600W**

Cord length **9m**

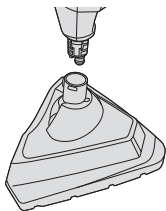
Weight **3.3kg**

Subject to technical change without notice.

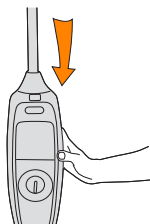
Getting started

PLEASE READ 'LET'S TALK SAFETY' AT THE BEGINNING BEFORE USE

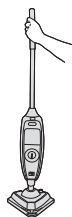
Assembling your steam mop



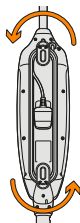
Push the main body down into the floor head until it clicks into place



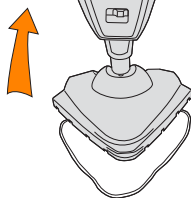
Push the handle into main body until it clicks into place



To stand steam mop upright push handle until clicks into place

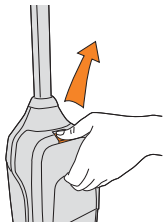


Wrap power cord around hooks for easy storage and insert into plug storage

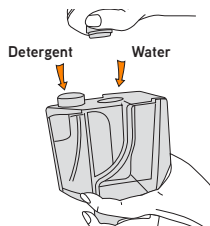


Place the cleaning pad on the floor white side facing up. Place steam mop onto pad making sure the entire pad covers the floor head

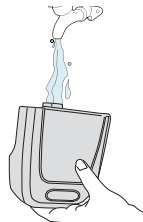
Filling twin tank



Press the twin tank release button and lift the twin tank by the handle



Twist water cap anti-clockwise and lift to remove

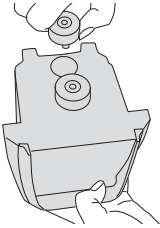


Fill the water tank with 500ml of water, replace cap to tighten and twist clockwise

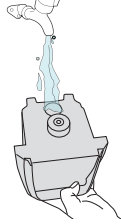
Using your machine

IMPORTANT: If you do not want to use detergent on your flooring, select **carpet** or **wood** on the surface selector. Always test on an inconspicuous area of flooring first before using detergent.

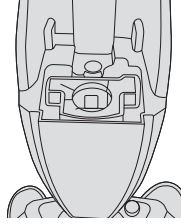
Filling twin tank



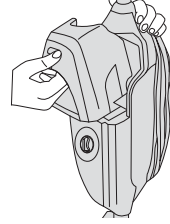
Twist the detergent cap anti-clockwise and lift to remove



Pour 50ml of Vax detergent and 250ml of water into the detergent tank then replace cap and twist clockwise to tighten



Before replacing the twin tank make sure the hard water filter is in place

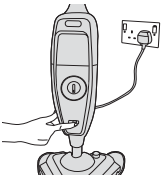


Align the twin tank and push until it clicks into place

Before you begin cleaning

- The steam mop and accessories get very hot during use, always allow them to cool down before handling.
- Always unplug and switch off the steam mop when assembling and filling water and solution tank.
- Always switch off the steam mop before emptying the water tank or changing the cleaning pads/accessories.
- **IMPORTANT:** Please refer to floor manufacturer's care recommendations before use and test the steam mop on a discrete area of flooring to begin with.
- When using the steam mop, basic safety precautions should always be observed.
- Don't aim the steam mop at people, animals, plants and electrical components such as interior of ovens or wires. Never touch the steam burst or floor head from a short distance. (There is a risk of scalding)
- The steam mop is equipped with a thermostat and a thermal cut-out. If for any reason the steam mop overheats it will switch off. If this happens turn off and unplug the steam mop, allow to cool for a least 2 to 4 hours and re-start.

Using your machine



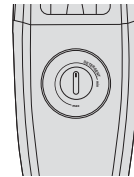
Plug into mains and slide switch to on position. The red light will illuminate to show power on. The blue light will illuminate to show the steam mop is ready to use



To recline the steam mop place your foot onto the floor head and pull handle backwards



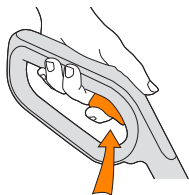
To steam your floors **without** solution select **carpet** or **wood** setting



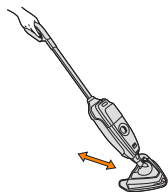
To use **with** detergent select desired setting for the area you want to clean. These settings are **tile** or **vinyl**

Using your machine

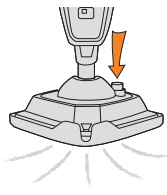
Using your machine



To produce steam, squeeze the trigger. To prevent over wetting floors avoid holding the trigger continuously

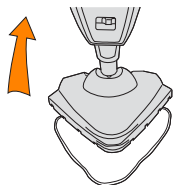


Move the steam mop slowly backwards and forwards across the floor paying particular attention to high traffic areas, squeeze/release trigger as required

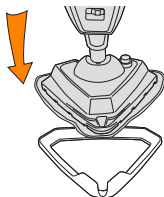


For steam burst from front nozzle set to **steam only** select **wood** or **carpet**. Press the steam burst button to activate, squeeze the trigger to release steam. Press the steam burst button to turn off

Refreshing carpets



Place the microfibre pad on the floor white side facing up. Place steam mop onto pad making sure the entire pad covers the floor head



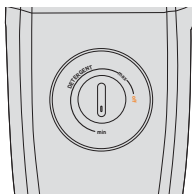
With microfibre pad attached, hook steam mop into the front of the carpet glider and push to clip into place. Carpet glider should only be used when refreshing carpets

*Never leave the steam mop in one spot on any surface for an extended period of time as this may damage the floor surface.

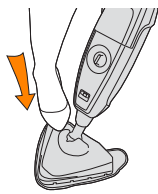


WARNING

When using on carpets, always make sure the velcro microfibre cleaning pad is used and covers the floor head entirely before using the carpet glider. Only use the carpet glider when refreshing carpets



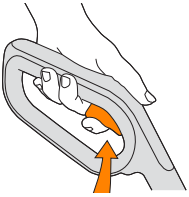
Select the **Carpet** setting



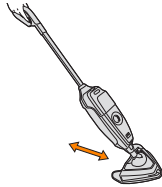
To recline the steam mop place foot on floor head and pull handle backwards

Using your machine

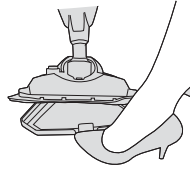
Refreshing carpets



To produce steam, squeeze the trigger. To prevent over wetting floors avoid holding the trigger continuously

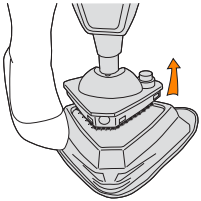


Move the steam mop slowly backwards and forwards across the carpet paying particular attention to high traffic areas

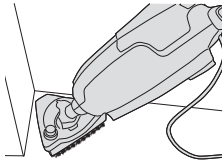


To remove carpet glider push down on clip and lift steam mop

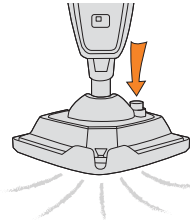
Using accessories



Place foot on outer floor head and gently pull away steam mop to release the compact scrub brush

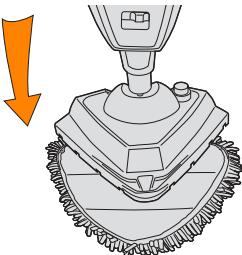


Move steam mop back and forwards across the floor, getting into corners and awkward places



For steam burst from front nozzle set to steam only select **wood** or **carpet**. Press the steam burst button to activate, squeeze the trigger to release steam. Press the steam burst button to turn off

Applying the pet pad



Place the pet pad on the floor white side facing up. Place steam mop onto pad making sure the entire pad covers the floor head.

WARNING: Always turn OFF the steam mop when changing accessories and steam pads.

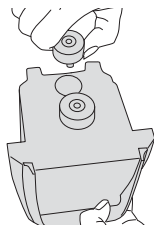
Taking care of your machine

IMPORTANT: Allow the steam mop to fully cool down before performing any maintenance or troubleshooting checks. Don't leave water or detergent in the twin tank between uses, as this can effect the machines performance, the twin tank needs to be emptied and rinsed after each use.

Emptying the twin tank



Press the twin tank release button and lift the twin tank by the handle

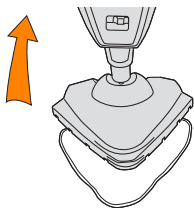


Twist water cap anti-clockwise and lift to remove



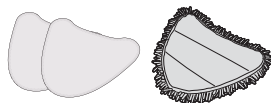
Empty any excess water over the sink, replace water cap and turn clockwise to tighten

Removing cleaning pads



Hold corner of pad down with foot and lift steam mop to peel away

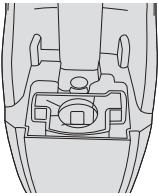
Max 40°C



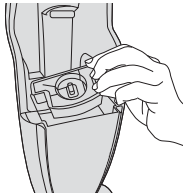
All cleaning pads are machine washable (Max 40°C) allow to fully dry before use

Taking care of your machine

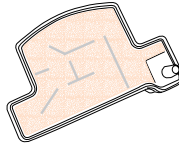
Replacing the hard water filter



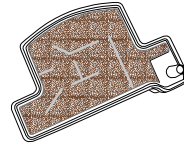
Remove twin water tank to access the hard water filter



Lift to remove the hard water filter

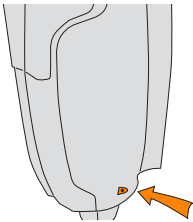


New filter -
(beige/cream colour)

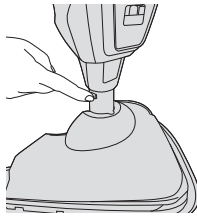


Hard water filter should be replaced every 6-8 months or when discoloured and darkened (dark orange)

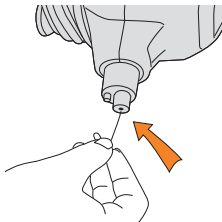
Clearing blockages



If there is an obstruction to the steam flow through the machine, steam may be released through the bleed valve



To remove the floor head from main body push the plastic clip and lift



After floor head is removed, using a thin object such as a paper-clip (in the area shown), insert to remove the blockage



Remove cleaning pad and inspect steam mop base for blockages. If a blockage can be seen use a small thin object such as a paper-clip insert to remove

*Ensure steam cleaner is completely cool before clearing blockages.

What to do if it goes wrong

Problem

Solution

There is an accessory missing

- Check the 'This pack contains' panel on the box to make sure the part is included with your machine

The steam mop has no power?

- Check the On/Off switch is in the On position
- The plug may not be fully pushed into the electrical socket
- Check the fuse in the plug if this needs replacing

Why is the steam mop not producing steam/solution?

- There may be no water in twin tank, check the twin tank has water
- Check the twin tank is securely fitted and the hard water filter is in place
- Hard water filter may be blocked and need to be replaced
- Steam path may be blocked. Go to 'Taking care of your machine' page
- Check correct setting has been selected, to use solution selected **vinyl** or **tile**
- Check the solution has been diluted to correct strength

Why won't the cleaning pad pick up dirt?

- The cleaning pad may already be saturated or dirty, wash the cleaning pad. Go to 'Taking care of your machine' page

Why is steam coming from the side of the steam mop?

- Steam coming from the side of the machine may indicate a blockage within the machine. To clear any blockages go to 'Taking care of your machine' page

Warning: Always unplug the steam mop before performing maintenance/troubleshooting checks

Taking care of you

We're here if you need us. For trouble shooting, simply call or visit:

Australia: 1300 361 505*

vax.com.au

New Zealand: 0800 800 900*

vax.co.nz

*Monday-Friday 8.30am to 5.00pm





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