



Performance is everything.™

1 year  
warranty

# Steam Fresh Reach

Let's get started



VX36

[vax.com.au](http://vax.com.au)

# Let's talk safety



## Basic safety precautions

**This steam cleaner 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 steamer indoors and keep the area you're cleaning well lit.
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the steamer.
- Always unplug the steam mop and allow it to cool before connecting or disconnecting the 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/surface manufacture's care recommendations before use, and test your flooring/carpet/rugs/surfaces by running the steamer over a small hidden area. If no pile distortion or damage occurs continue cleaning. Not suitable for use on wax polished floors or furniture, acrylic surfaces and synthetics, velvet or steam/water sensitive materials.



## 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 on windows with extreme outside temperatures to avoid stressing the glass surface. Excessive temperature differences between the glass window and the steam can break the window.



## 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.

- This steamer should not be used to clean electrical appliances such as microwaves, televisions, 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.

**IMPORTANT:** The water tank lid must not be opened during use.

**IMPORTANT:** The appliance has to be unplugged after use and before carrying out the user maintenance on the appliance.

- 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, polyurethane sealer 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.
- 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.

- 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.
- Always stand the steamer using the wall bracket or securely against a wall/fixed structure.
- Always fill the twin tank with water/Vax detergent only as per the instructions in this user guide, never add perfume, stain remover or products containing alcohol.

**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 Reach

## Taking care of your sealed hard floors and surfaces

The Steam Fresh Reach is designed to make the regular cleaning of your home as effective and efficient as possible. This user guide will help you get the most out of your machine.

Maintaining your home with the Steam Fresh Reach will ensure it is kept looking beautiful, smell fresh and is hygienically clean.

## Taking care of your Steam Fresh Reach

Also inside this guide are instructions on maintaining your new machine, so that it is always ready to tackle your home when you are.

## 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**

\*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.



Performance is everything.™

# Contents

Steam Fresh Reach

Let's talk safety

Getting to know your machine

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Accessories

What to do if it goes wrong

Getting in touch

## Included with your machine



Vax Steam Detergent



2x Microfibre Pad



Carpet Glider



Tool Storage Bag



Concentration Tool



Large Brush



Small Brush



Metal Brush



Grout Brush



Scraper Nozzle



Detail Nozzle



Upholstery/Window  
/Shower Tool



Upholstery Cloth

# Getting to know your machine

Control panel

Twin tank release button

Water tank

Detergent tank

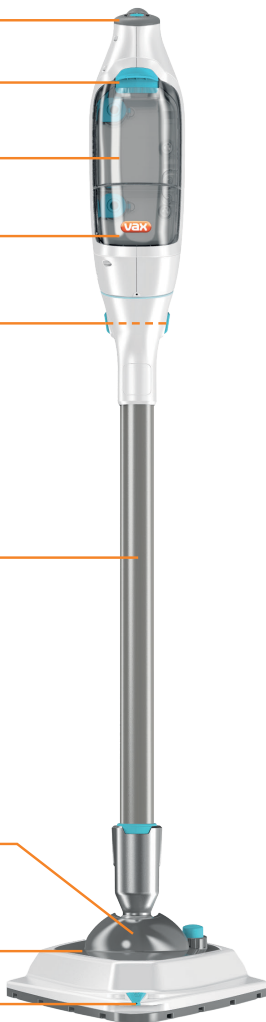
Handheld release buttons

Steam reach wand

Nano head

Floorhead

Steam burst nozzle



Handle

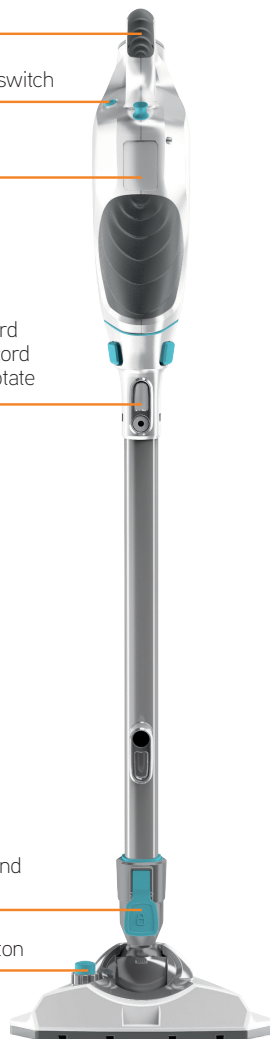
Power ON/OFF switch

Handheld

Quick release cord hooks – Lower cord hook does not rotate

Steam reach wand release pedal

Steam burst button



## Technical Specification

Name **Steam Fresh Reach**

Voltage **220-240V ~ 50Hz**

Wattage **1400-1600W**

Cord length **8m**

Weight **5.5kg**

## Accessories & Consumables\*

Microfibre Cleaning Pads 8pk

**VTHSP**

Pet pad 2pk

**VSPP**

Subject to technical change without notice.



**IPX4**

## Before you begin

**CAUTION:** The steamer and accessories get very hot during use, always allow them to cool down before handling, or changing to handheld or steam wand mode. Always switch off and unplug the steamer when assembling. Always switch off the steamer before emptying the twin tank or changing the cloths/accessories.

**CAUTION:** This steamer is not free standing, always stand using the wall bracket or securely against a wall/fixed structure.

**IMPORTANT:** Please refer to floor/surface manufacturer's care recommendations before use and test the steamer on a hidden area to begin with. Test for colour fastness in a small hidden area of upholstery/fabric to check for colour removal before use. When using the steamer, basic safety precautions should always be observed. Don't aim the steamer at people, animals, plants, and electrical components or wires. Never touch the steam jet or floorhead from a short distance (there is a risk of scalding). The steamer is equipped with a thermostat and a thermal cut-out. If for any reason the steamer overheats it will switch off. If this happens switch off and unplug the steamer, allow to cool for a least 2 to 4 hours and re-try.

## Assembling the steamer



Grip the steam reach wand. Push the steam reach wand down into the floorhead until it clicks into place.

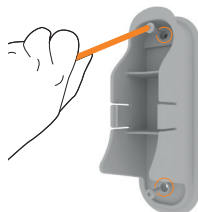
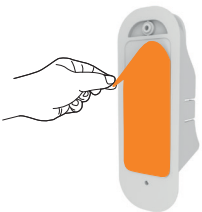


Grip the steam reach wand. Push the handheld down onto the steam reach wand until it clicks into place.



The steamer is not free standing and must always be stood either in the wall bracket or safely and securely against a wall or fixed structure when not in use.

## Fixing the wall bracket



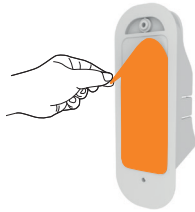
The wall bracket can be fixed against the wall by either adhesive strips or screw

# Getting started

## Fixing the wall bracket with adhesive strip



Fully assemble the unit and position it against the wall where it will be stored.



Remove the adhesive cover.



Attach the wall bracket to the handle.



Stand the unit close and upright against the wall.



Firmly press the handheld and wall storage clip to fix the wall storage clip to the wall in the correct place.

## Fixing the wall bracket with screws



Fully assemble the unit and position it against the wall where it will be stored.



Attach the wall bracket to the handle.



Using one of the supplied screws, screw the wall bracket to the wall using the top screw hole.



Carefully remove the unit from the wall bracket and use the other screw to secure the wall bracket to the wall.



# Using your machine

**IMPORTANT:** Always test on an inconspicuous area of flooring first before using detergent. Don't over fill the clean twin tanks or exceed the maximum amount required. Don't use the steamer without water in the water tank. Always top up with water when needed.

**CAUTION:** This steamer is not free standing, when filling or carrying out any maintenance always stand securely against a wall/ fixed structure.

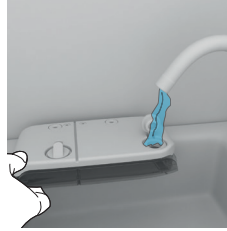
## Filling the twin tank



Press the twin tank release button down, grip the twin tank and pull to remove.



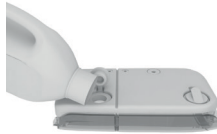
Grip the twin tank and pull the tab on the water tank cap to open.



Fill the water tank with water. Replace the cap and push firmly to close.



Grip the twin tank and pull the tab on the detergent tank cap to open.



Fill the detergent tank up to the fill line with water and top up with detergent replace the cap and push firmly to close.



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



Line up the lip on the base of twin tank with the main body. Push in a hinge like manner to click into place.



Important : If the twin tank is not fitted correctly there will be a reduction in the amount of steam/ detergent produced.

# Using your machine

**IMPORTANT:** Never use the steam floor steamer without a microfibre cleaning pad attached to the floorhead.

Never leave the floor steamer in one spot for an extended period of time or with a damp or wet microfibre pad attached as this may damage the floor surface.

**CAUTION:** This steamer is not free standing, always stand using the wall bracket or securely against a wall/fixed structure.

## Using the floor steamer



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



Plug the steamer into mains power supply and slide the On/Off switch to "On".



The orange light will illuminate to indicate power on.



The green light will illuminate to indicate the steamer is ready to use. The steamer will automatically set to Max steam (no detergent).



Press the button in the centre of the control panel to select steam and detergent setting. The light will illuminate at the desired setting:  
Max steam  
Low steam  
Max steam + detergent  
Low steam + detergent



Pull handle backwards to recline.



To produce steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over wetting floors.



Move the steamer slowly forwards and backwards across the floor paying particular attention to high traffic areas. Squeeze/release trigger to release steam as required.

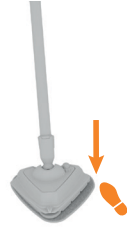
When the steamer is switched on the control panel will automatically set to max steam (no detergent).



# Using your machine



For more concentrated steam use the steam boost.  
For best results use max steam + detergent setting.  
Press the steam boost button on the floorhead to activate. Squeeze the trigger to release steam.  
Press the steam burst button to switch off.



After cleaning, switch off and unplug the steamer.  
Allow the steamer to cool down. Hold the corner of the microfibre pad down with your foot and lift steamer to peel away.

**CAUTION:** The steamer and accessories get very hot during use, always allow them to cool down before handling.

## Using the floor steamer with the Scrub brush



Place foot on outer floorhead and lift steamer to release the Scrub brush.



To produce steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over wetting floors.



Move the steamer forwards and backwards across the floor, getting into corners and awkward places.



For more concentrated steam use the steam boost.  
For best results use Max steam + detergent setting.  
Press the steam burst button on the floorhead to activate. Squeeze the trigger to release steam.  
Press the steam boost button to switch off.



Re-fit the Scrub brush by lining up with floorhead and pushing firmly into place.

For best cleaning results on stubborn stains in awkward places use the Scrub brush on the Max steam detergent setting.



# Using your machine

**IMPORTANT:** When using on carpets, always make sure the microfibre cleaning pad covers the floorhead entirely before using the carpet glider.

Only use the carpet glider when refreshing carpets. Never use the carpet glider on hard floors.

Never leave the floor steamer in one spot for extended period of time or with a damp or wet pad attached as this may damage the floor surface.

Do not use detergent when refreshing carpets.

## Refreshing carpets



Place the microfibre pad on the floor white side facing up. Place steamer onto pad making sure the entire pad covers the floorhead.



With microfibre pad attached, slide the floorhead into the carpet glider, then push the back of the floorhead downwards into the clip to secure. The carpet glider should only be used when refreshing carpets.



Plug the steamer into mains and slide the On/Off switch to "On". The green light will illuminate when it is ready to use. The steamer will automatically set to Max steam (no detergent).



To refresh your carpets press the button on the control panel to select **Steam Only LOW**. Do not use detergent when refreshing carpets.



Pull handle backwards to recline.



To produce steam squeeze the trigger in short bursts. To prevent over wetting carpets avoid holding the trigger continuously.

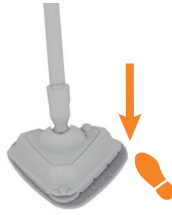


Move the steamer slowly backwards and forwards across the carpet.

# Using your machine



When releasing the carpet glider, ensure the steam trigger is fully released first. To release the carpet glider, place your foot on the clip and press down. Lift steamer out of the glider to remove.



After refreshing carpets, switch off and unplug the steamer. Allow the steamer to cool down. Hold the corner of the microfibre pad down with your foot and lift steamer to peel away.

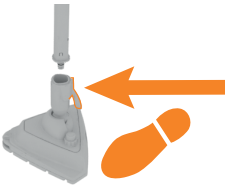
**CAUTION:** Always switch off the steamer and allow steamer to cool before attaching/detaching the steam wand, floorhead, accessories and twin tank.

Always stand steamer securely against a wall/fixed structure.

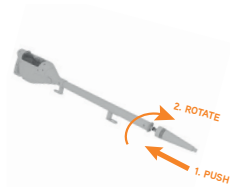
When using the steam reach wand do not aim towards electrical components such as light fittings, sockets and wiring.

**IMPORTANT:** Always check the accessories are clean and free from debris, don't use if damaged, broken or worn.

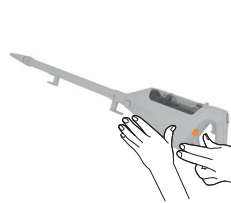
## Using the steam fresh reach wand



Press the steam wand release pedal and pull the steam wand and handheld out of the floorhead.



Use the arrows to align the concentration nozzle to the end of the steam wand. Push the concentration tool onto the steam wand and twist clockwise to lock into position.

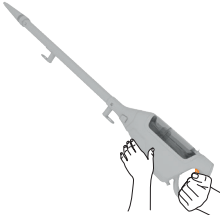


Plug the steamer into mains and slide the On/Off switch to On. The green light will illuminate when it is ready to use. The steamer will automatically set to Max steam (no detergent).

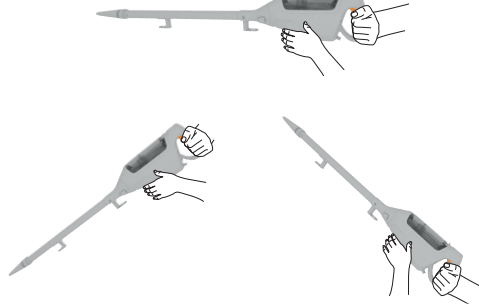


Press the centre pad on the control panel to select preferred setting steam/detergent.

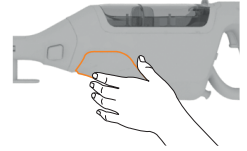
# Using your machine



To produce steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over saturation.



The Steam Reach wand can be used at different heights for hard to reach places.



To improve your comfort, use the additional handgrip on the handheld to support the unit and help you clean difficult to reach areas.



**CAUTION:** Always switch off the steamer and allow to cool before attaching/detaching the steam wand, floorhead, accessories and twin tank. Always stand securely against a wall/fixed structure. When using the steam reach wand do not aim towards electrical components such as light fittings, sockets and wiring.

**IMPORTANT:** Always check the tools are clean and free from debris, don't use if damaged, broken or worn.

## Using the steam fresh reach handheld



Standing behind the unit, press the handheld release buttons and carefully release the handheld from the steam wand.



Place the steam wand safely and securely to one side against a wall or fixed structure.



Push the concentration tool onto the handheld and twist clockwise to lock into position.



Plug into mains and slide the On/Off switch to on. The green light will illuminate when it is ready to use. The steamer will automatically set to Max steam (no detergent).

# Using your machine



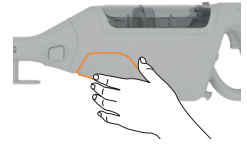
Press the button on the control panel to select preferred setting steam/detergent.



To produce steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over saturation.



To re-attach the handheld to the reach wand, grip the top of the steam wand, remove the concentration tool and line up handheld with steam wand and push down firmly until handheld clicks into place.



To improve your comfort, use the additional handgrip on the handheld to support the unit and help you clean difficult to reach areas.



**CAUTION:** Always switch off the steamer before attaching/detaching the steam wand, floorhead, accessories and twin tank. Always stand steamer securely against a wall/fixed structure. The steamer and accessories get very hot during use, always allow them to cool down before handling. Taps should be turned off when steaming around them. Don't steam clean ovens, oven surfaces or grills when hot, allow to cool to room temperature first.

**IMPORTANT:** Always check the tools are clean and free from debris, don't use if damaged, broken or worn.

## Attaching small accessory tools



Small accessory tools can be attached to the concentration tool nozzle when using the reach wand or handheld. First ensure the steam trigger is fully released, no steam is coming out of the steamer and the concentration nozzle has cooled down. Use the arrows to align the accessory tool to the end of the concentration nozzle. Twist accessory tool clockwise until locked into position and secure. Turn anti-clockwise to remove.

After attaching your chosen accessory tool gently pull to make sure it's locked into place.



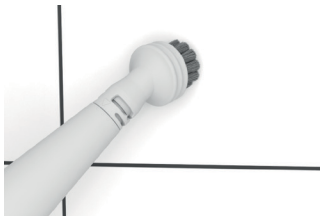
# Using your machine

## Using the accessory tools



### Concentration nozzle

Concentrated steam flow to lift grime. Use on any sealed surface in the home or car to tackle stubborn stains. The nozzle allows a powerful jet of steam to remove dirt in hard to reach places. Use with handheld, wand and also your connector for other tools.



### Brushes

Hard-wearing for use on hard sealed surfaces. Always test a hidden area before use.



### Squeegee tool Window/shower tool

Clean your windows and mirrors quickly and easily. The Squeegee disperses steam evenly to clean then swipe dry to avoid streaks. Use on any glass surface including shower doors, oven glass and in your car. Use with handheld & wand



### Upholstery tool

Attach the cloth to the window/shower tool for use on upholstery and clothes.



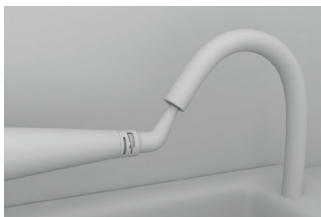
### Grout brush

Wide straight brush to tackle grout on tiled floors and surfaces. Lifts embedded dirt from in between tiles, and grouting. Use with the handheld and wand.



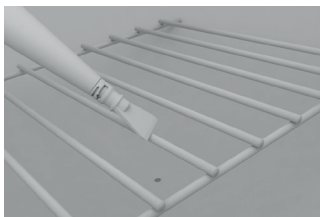
### Carpet Glider

A detachable carpet glider accessory, which adapts the floorhead and enables you to make a seamless transition between cleaning hard floors and carpets. This can be used on all carpeted areas around the home.



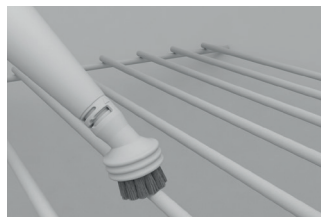
### Detail nozzle

For those hard to reach places you can't get to any other way. This super-concentrated steam nozzle fits in small crevices at a 90 degree angle for easy access. Use to clean taps, under rails and radiators quickly and thoroughly. Use with handheld and wand.



### Scraper tool

Perfect for shifting dried on or stubborn residue from ovens, work surfaces, bathroom surfaces and even pots and pans.



### Metal Brush

Strong metal bristles to lift resilient grime from tough surfaces. Use when deep cleaning your oven, wire racks or BBQ to make light work of difficult cleaning tasks. Not for use on soft or delicate surfaces or material/upholstery. Use with handheld and wand.



# Taking care of your machine

**CAUTION:** Switch off the steamer and unplug from the mains. Allow the steamer to fully cool down before performing any maintenance or troubleshooting checks.

Don't leave water or detergent in the tanks between uses, as this can effect the steamer performance, the water/detergent twin tanks need to be emptied and rinsed after each use.

## Emptying the twin tank



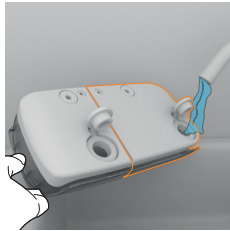
Press the twin tank release button, grip the twin tank and pull to remove tanks.



Grip the twin tank and pull the tab on the water tank cap to open.



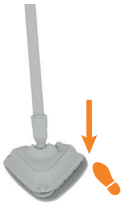
Turn the twin tank over to empty any excess water and detergent over the sink.



Rinse the detergent tank with water and replace both caps, pushing firmly to close before replacing the twin tank back onto the steamer.

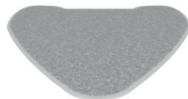
## Cleaning the microfibre cleaning pad

**IMPORTANT:** Don't use bleach or fabric softener when washing the microfibre cleaning pad. Always switch off the steamer and allow the steamer to fully cool down before removing the microfibre cleaning pad.



Hold the corner of the microfibre pad down with your foot and lift steamer to peel away.

**Max 40°C**



The microfibre pad is machine washable (Max 40°C) allow to fully dry before use.

After cleaning, ensure the microfibre pad is thoroughly dried before using with the mop steamer again or storing.



# Taking care of your machine

**CAUTION:** Switch off the steamer and unplug from the mains. Allow the steamer to fully cool down before performing any maintenance or troubleshooting checks.

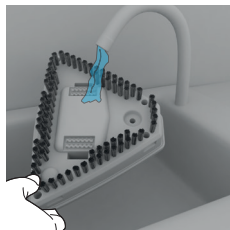
## Cleaning the Scrub Brush



Press the steam wand release pedal and pull the steam wand and handheld out of the floorhead.



Pull to remove the Scrub brush from the floorhead.



Remove any dirt /debris from the brushes and wash under running water (max 40 °C) Leave to dry before re-fitting the Scrub brush onto the steamer.

**IMPORTANT:** Don't operate the steamer without hard water filter in place. The condition of the filter affects the performance of your steamer, check and change filter periodically. Depending on water hardness and frequency of use, the filter should be changed every 3 to 6 months.

## Replacing the hard water filter



Press the twin tank release button grip the twin tank and pull to remove tanks.



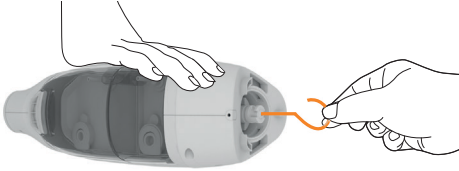
Use your thumb and index finger to grip the hard water filter. Pull the hard water filter towards you to remove.



Hard water filter should be replaced every 3 to 6 months or when darkened in colour.

**CAUTION:** Switch off and unplug steamer, allow to fully cool down before performing maintenance or troubleshooting checks.

## Clearing blockages from the handheld



Place the handheld on a firm surface and hold securely. Grip the large end of the de-scaling pin, insert the pin into the nozzle and push the de-scaling pin through. Move the pin inwards and outwards to allow the tip of the pin to unblock the nozzle



Remove the pin from the nozzle. Holding the handheld steamer vertically, tap the nozzle on a hard surface to release any mineral deposits.

# 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 steamer has no power?

- Check the On/Off button has been switched to on. The red light should illuminate when on. The green light will illuminate when product is ready to steam.
- The plug may not be fully pushed into the electrical socket.

Why is the steamer not producing steam?

- There may be no water in twin tank. Fill the twin tank. Go to 'Using your machine'.
- Check the twin tank is correctly fitted. Go to 'Using your machine'.
- The water may not yet be at temperature, the green indicator light will be illuminated when it is ready.
- Trigger on handle has not been pressed go to 'Using your machine'. The trigger may need to be pumped a few times before steam is visible.
- Check the hard water filter is in place, not damaged or needs replacing. Go to 'Taking care of your machine'.
- The float in twin tank may be stuck. Shake handheld to release.
- Steam path may be blocked. Go to 'Let's talk technical'.
- Tools/accessories not correctly fitted. Go to 'Using your machine'.

Why is the steamer not delivering detergent?

- Check correct setting has been selected on control panel dial go to 'Using your machine'.
- Check the detergent has been diluted to correct strength. Go to 'Using your machine'.
- Check the twin tank is correctly fitted. Go to 'Using your machine'.
- There may be no water/detergent mix in twin tank. Fill the twin tank. Go to 'Using your machine'.

Why won't the cleaning pad pick up dirt?

- The cleaning pad may already be saturated or dirty. Switch off the steamer, unplug from mains and allow to cool. Then wash the cleaning pad. Go to 'Taking care of your machine'.

**Caution:** Always unplug the steam cleaner 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



## Notes





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