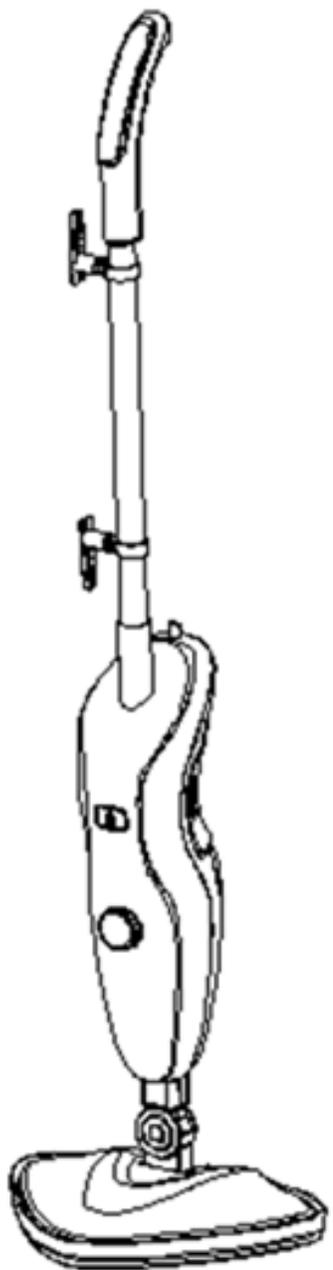


SMART • HANDY • RELIABLE • INNOVATIVE • NEW • FUNCTION • DESIGN

# True & Tidy<sup>TM</sup>

## HEAVY DUTY STEAM MOP STM-500

### USE & CARE MANUAL



[www.trueandtidy.com](http://www.trueandtidy.com)



TRUE & TIDY  
One Year Limited Warranty

True & Tidy products are warranted for 1 year from the date of purchase if the appliance is defective in materials or workmanship. True & Tidy will repair or replace (at our option) your unit during this period. Any replacement product will carry the remaining warranty of the original product.

True & Tidy is not liable for any incidental, misuse, negligence or failure to follow True & Tidy's Use & Care manual.

To obtain a repair or replacement under the terms of this warranty, contact customer service for return authorization. After receiving authorization, carefully pack your unit and return to the service center. Please enclose a note or letter explaining the issue along with proof of purchase and \$9.95 for shipping and handling. Please provide your name, phone number, and complete address.

If you have any questions regarding this warranty, you may contact us through our website: [www.trueandtidy.com](http://www.trueandtidy.com)

Customers located outside of the continental US will be responsible for all international shipping charges for your return or replacement.



[www.trueandtidy.com](http://www.trueandtidy.com)



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## IMPORTANT SAFEGUARDS

**At True & Tidy, safe performance is our top priority with any consumer product, so that you can use and trust our products confidently. Please use and operate product with due care and attention placed on the following operating instructions and precautions.**

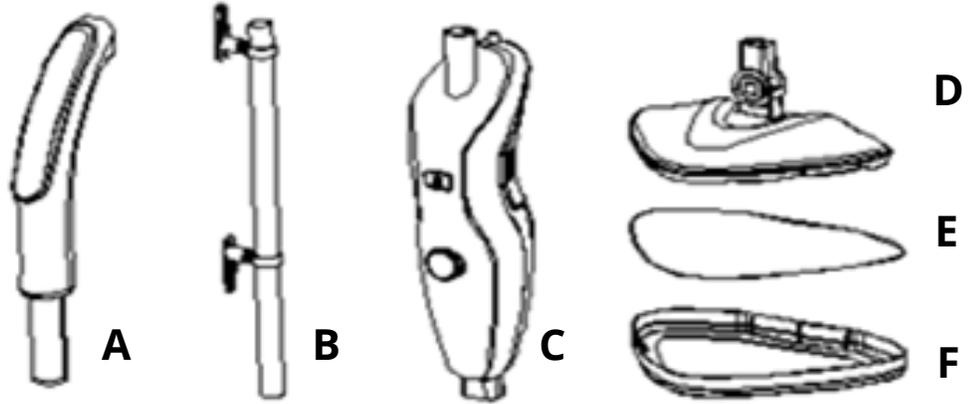
- Carefully read all instructions before operating the steam mop for the first time.
- This appliance is not intended for use by children or persons with physical, mental or sensory capabilities, or lack of experience and knowledge without the supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Ensure the steam mop is properly assembled before use.
- Only use attachments or accessories provided and specified in this instruction manual.
- Do not place the appliance in the same spot for more than 10 seconds to avoid damage from heavy heating.
- Never use the appliance without the mop pad.
- Allow the steam mop to cool down completely before storing.
- Store the appliance indoors in a cool, dry place.
- Do not touch the bottom of the appliance during operation.
- Do not leave appliance unattended while it is in operation or connected.
- Do not use steam mop if it shows visible signs of damage or if there is leaking.
- Do not use the appliance if the power cord is damaged.
- Do not tilt or turn the appliance over when in use. Only use on flat, horizontal surfaces.
- Do not fill the water tank with hot water or corrosive cleaning agents. Distilled or filtered water is strongly recommended.
- Only connect to 120V power outlet.
- Do not use on any unsealed hard floor surfaces. Additionally, on surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend end that you check the use and care instructions from the floor manufacturer.
- Do not immerse the appliance, plug, or power cord in water to reduce the risk of electric shock.



# PARTS & ACCESSORIES

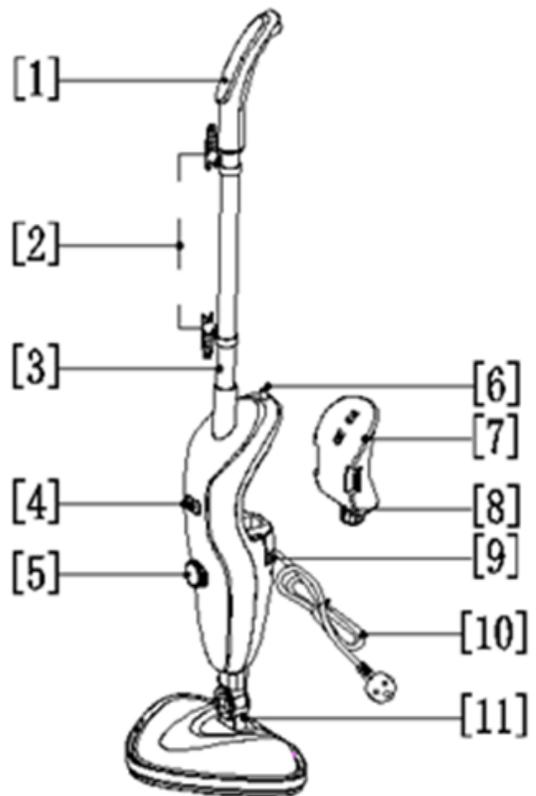
## PARTS & ACCESSORIES

- A Handle
- B Handle Bar
- C Main Body
- D Steam Head
- E Mop Pad
- F Carpet Glider



## COMPONENTS

- 1 Handle
- 2 Cord Hooks
- 3 Handle Bar
- 4 On/Off Power Button
- 5 Steam Control Knob
- 6 Water Tank Release Button
- 7 Water Tank
- 8 Water Tank Cap
- 9 Water Filter
- 10 Power cord
- 11 Steam Head Joint



Model: STM-500  
Water Tank Capacity: 450 ml  
Steam Ready Time: 30 seconds  
Input Voltage: 120v  
Output Power: 1500 Watts

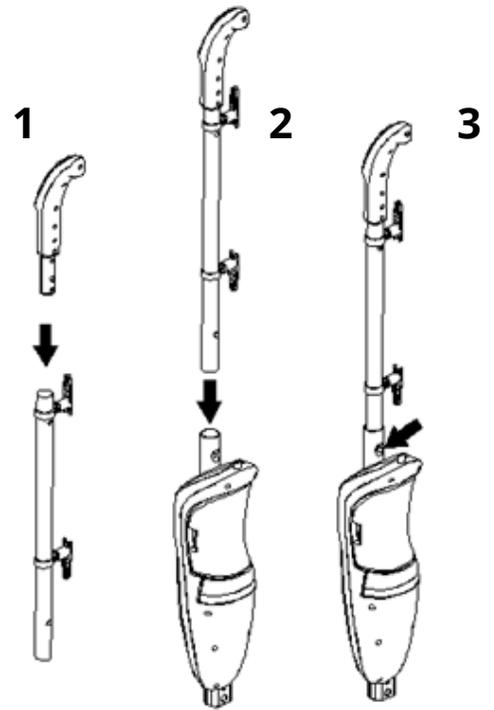


# ASSEMBLY INSTRUCTIONS

1. Attach the Handle to the Handle Bar:  
Press down on the circle release button located on the bottom of the handle and slide the handle in to the handle bar until the release button locks into place.

2. Attach the Handle Bar in to the Main Body:  
Press down on the circle release button located on the bottom of the handle bar and slide the handle bar in to the main body until the release button locks into place.

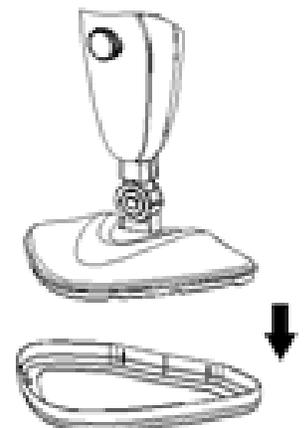
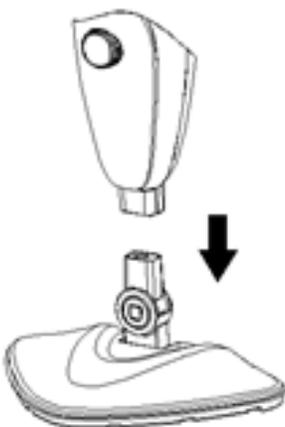
3. Make sure the release button is securely locked into place.



4. Attach the Steam Head:  
Slide the bottom of the the main body on to the steam head joint until it locks into place.

5. Attach the microfiber mop pad by lining up the Velcro attachments & triangular shape.

6. Line up the triangle steam head with the carpet glider and press the steam mop in to the carpet glider.



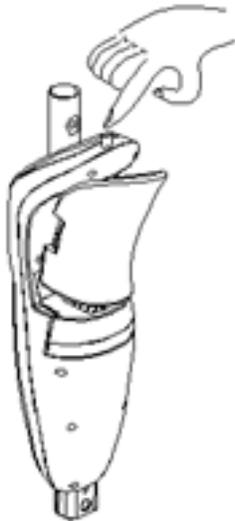


# USING YOUR STEAM MOP

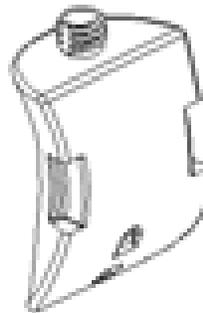
## FILLING THE WATER TANK

### 1. Remove the Water Tank

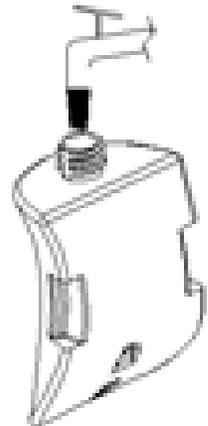
Press down on the water tank release button and gently remove the water tank.



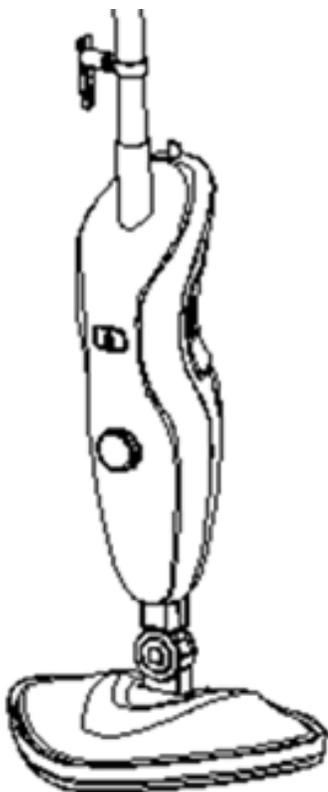
### 2. Open the water tank by unscrewing the water tank cap.



### 3. Fill the water tank with water. Screw the water cap back on and insert water tank in to the body of the steam mop.



## POWERING ON YOUR STEAM MOP



1. Plug in the appliance. Since this is a powerful 1500 watt appliance, please make sure your outlet and circuit can handle the wattage.
2. Press the On/Off Power Button. The indicator lights will turn red, it indicates preheating. If the lights does not illuminate, please check the "troubleshooting" section for more details.
3. The appliance warm-up time is 25 seconds. When steam mop is ready to steam the indicator lights will turn blue.
4. Adjust the level of steam to your desired amount. Max is suggested for heavy duty tile and carpet. Min is suggested for fabricated and/or coated surfaces such as vinyl or laminate.



## CARE & CLEANING

**IMPORTANT: Allow the steamer to fully cool down before performing any care & cleaning**

### STORING YOUR STEAM MOP

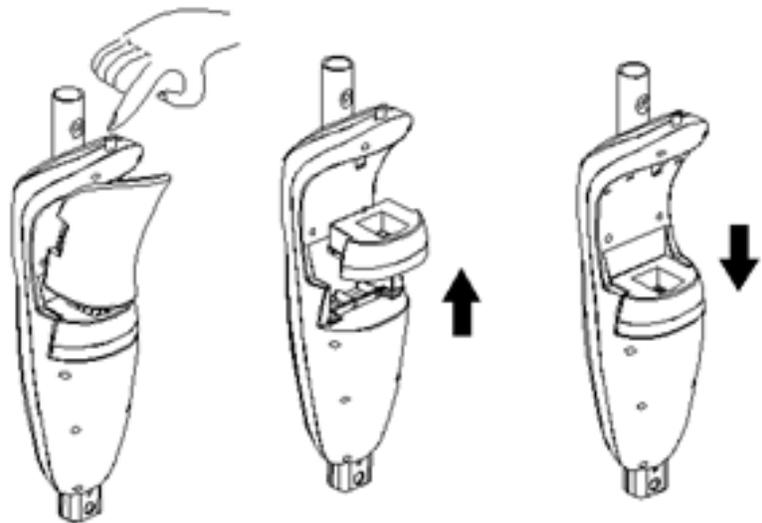
1. After each use, once the steam mop is cooled down, empty the water tank and clean the external surface of the steam mop with a damp cloth.
2. Use the cord wrap to safely & securely wrap & store the power cord.
3. Remove the mop pad and wash it following the instructions below.
4. Store your steam mop in a dry area.

### CLEANING THE MICROFIBER MOP PADS

1. The Microfiber mop pads are machine washable.
2. Wash with warm water and detergent of your choice.
3. Do not use fabric softener or bleach.
4. Lay flat to dry.

### REPLACING THE WATER FILTER

1. Make sure your steam mop is cooled down before attempting to replace the filter.
2. Press the water tank button and remove the water tank from main body.
3. Pull up firmly on the filter until it is released from the main body.
4. Place the new filter securely in to the main body of the steam mop.
5. It is recommended that the water filter is changed every 6 months



**You can find replacement parts, extra mop pads and water filters at [www.trueandtidy.com](http://www.trueandtidy.com)**



## CARE & CLEANING

**IMPORTANT:** Allow the steamer to fully cool down before performing any care, cleaning & troubleshooting

### DESCALING INSTRUCTIONS

1. Prepare a solution of 1/3 white distilled vinegar and 2/3 tap water and add to the water tank.
2. Plug in the cord and turn on the steam mop.
3. Let the steam mop produce steam until the vinegar/water solution runs out.
4. Repeat the above procedure as needed until a normal steam flow rate is achieved.
5. Fill the water tank with distilled water to clean.
6. Run the distilled water until it runs out.

### WARNING

Do not leave the appliance unattended during the descaling process and/or while in use.



## TROUBLESHOOTING

PROBLEM	POSSIBLE REASON	POSSIBLE SOLUTION
Reduced steam or no steam	Empty water tank	Fill water tank with water
	Water is not feeding into the boiler correctly	Make sure water tank cap is properly and securely attached to the water tank and make sure water tank is securely inserted into body of steam mop
	Steam mop head may be blocked	Clean steam mop head
Unit will not turn on	Blown fuse or overloaded circuit breaker	Unplug other appliances on same circuit, reset circuit breaker and/or replace fuse if necessary
	No power to the unit	Make sure unit is plugged in and power outlet is working
	Internal fuse is broken	Contact customer service

Visit [www.trueandtidy.com](http://www.trueandtidy.com) for more troubleshooting, cleaning tips, FAQ and customer service