

**vax**<sup>®</sup>

# VAX Platinum SmartWash

Pet-Design

Carpet Washer



# Welcome to the Vax family!

You are now the proud owner of a VAX Platinum SmartWash Pet-Design.

Here, you'll find everything you need to know about your machine and, most importantly, instructions on how to get started so that you can get cleaning!



- 1 Handle
- 2 Pretreat spray button
- 3 Pretreat wand battery cover
- 4 Pretreat solution tank release buttons
- 5 Pretreat solution tank
- 6 Clean water tank cap
- 7 Clean water tank
- 8 Dirty water tank handle
- 9 Dirty water tank filter (hidden)
- 10 Dirty water tank
- 11 Hose connection port cover
- 12 Wash/dry mode indicator
- 13 Nozzle release clip
- 14 Nozzle
- 15 Brushbars
- 16 Pretreat wand release button
- 17 Solution tank cap
- 18 Dry only button
- 19 Solution tank
- 20 Quick cord release hook
- 21 Carry handle
- 22 Quick cord release hook
- 23 Handle release pedal
- 24 On/Off pedal
- 25 2.5m Hose
- 26 2-in-1 Antimicrobial Tool
- 27 SpinScrub Tool
- 28 Accessory Bag
- 29 x2 250ml Platinum Antibacterial Solution
- 30 250ml Pet Stain & Odour Remover

Weight 12.75kg. Cord length 9m.

Dirty water tank capacity 1.9L.

Clean water tank capacity 3.5L.

Solution tank capacity 0.45L.

Subject to technical change without notice.

Images are illustrative only.



# Quick Start

# 1

## Assembly

Push the handle into the main body until it clicks into place.



# 2

## Filling solution tank

Fill the solution tank with the Vax carpet cleaning solution.



# 3

## Filling clean water tank

Fill the clean water tank with warm water (max 40°C).



# 4

## Wash

Slowly push the machine forwards. Water/solution will automatically dispense. Slowly pull the machine backwards to pick up the water/solution.

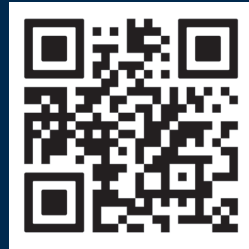


# Registration and Support

Claim your free 6 year guarantee†

For details visit: [vax.co.uk/registration](http://vax.co.uk/registration)

## Scan here



For help and support with your new product

or visit us online: [support.vax.co.uk](http://support.vax.co.uk)

### Still need to get in touch?

Our UK based Customer Care Team are here to support you. For help with assembly, operational or performance problems, or buying and fitting new accessories, you can find all our contact details at [vax.co.uk/contact](http://vax.co.uk/contact)

This user guide can be found online at: [support.vax.co.uk](http://support.vax.co.uk)

† Registration required. Terms and conditions apply, see [vax.co.uk](http://vax.co.uk) for details.

# Warranty and technical

## Warranty

If a Vax machine is used in the way it is intended and it breaks down within the guarantee period, it's our responsibility to repair or replace it.

Here's what isn't covered:

- Functional parts, tools and accessories after 12 months that may suffer premature failure due to every day wear and tear.
- Consumables after 3 months such as belts, filters, brushbars, fuses etc.
- Accidental damage.
- Cosmetic damage that does not affect the functioning of the product.
- Damage as a result of use not in accordance with the user guide.
- Damage caused by not carrying out regular maintenance.
- Damage to the power cord.
- Blockages; please refer to the user guide.
- Poor product performance caused by:
  - Negligent use, misuse or careless operation of the machine.
  - Failure to clean or maintain the product in accordance with the user guide.
  - Use of the machine which is not in accordance with the user guide.
  - Use of a Vax product for anything other than normal domestic household purposes in the country in which it was purchased.
  - Use of parts, accessories and consumables, which are not genuine VAX components.
  - Faulty installation or repairs - unless carried out by a qualified electrician or engineer.

## Technical

Statement of Compliance: Manufacturer/EU importer: Vax Limited, hereby on our own responsibility, declare that the **VAX Platinum SmartWash Pet-Design** is manufactured in compliance with the following Legislation:

Safety: 2014/35/EU Low Voltage Directives/Electrical Equipment (Safety) Regulations 2016. EMC: 2014/30/EU Electromagnetic Compatibility Directive/Electromagnetic Compatibility Regulations 2016.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

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Vax Ltd, Artillery House, Heritage Way, Droitwich, WR9 8YB, UK.

**PLEASE READ THE SAFETY GUIDE BEFORE USE.**

**IMPORTANT:** Carpets should be dry vacuumed thoroughly before washing.

- Test for colourfastness - Wet a white absorbent cloth with the solution. In a small hidden area of your carpet/rugs/upholstery, gently rub with the dampened cloth. Wait ten minutes and check for colour removal or bleed with a white paper towel or cloth. Check all carpets/rugs/upholstery material before first use and if your carpet has more than one colour, check all colours.
- Test all flooring/carpets/rugs before first usage. Run the machine over a small hidden area. If no damage or pile distortion occurs continue cleaning.
- When using the machine, basic safety precautions should always be observed. Do not over saturate your carpets and continue using dry strokes until little water is visibly passing through the nozzle. When using the hose and tools always finish on a dry stroke.
- When cleaning an entire room, move furniture out of the area to be cleaned. If the furniture cannot be moved, place aluminium foil or wax paper under the legs. This will prevent wood finishes from staining your carpet. Pin up furniture skirts and curtains.
- Only use VAX carpet solution. Using other solutions may cause excess foaming and will invalidate the guarantee.
- For heavily soiled areas, it may be necessary to repeat the cleaning process. Make criss-crossing strokes across the original pattern and overlap with each pass.
- The clean water tank should only be filled with warm water (max 40 °C). Filling the clean water tank with hot/boiling water will damage your machine and invalidate the guarantee.
- Empty and rinse out clean and dirty water tanks and leave to air dry before storage.
- This is a powerful machine, before plugging in make sure all controls are turned off and hold the machine firmly when starting and during use.

## Assembly



Pull the tab to remove the battery protector.



Stand the base of the machine on the floor in the upright position.



Push the handle into the main body until it clicks into place.



Align the clean water tank with the body of the machine. Slide it down and press firmly into place.

# Using your machine

## Filling the solution tank

**IMPORTANT:** It is recommended that the solution tank is filled when fitted on the machine. Unused solution can be left in the tank after use or poured back into the solution bottle.



Twist the solution tank cap anticlockwise and remove.



Fill the solution tank with the Vax carpet cleaning solution.



Twist the solution tank cap clockwise until tight.

## Filling the clean water tank



Slide up and lift to remove the clean water tank.



Twist the clean water tank cap anticlockwise and remove.



Fill the clean water tank with warm water (max 40°C).



To replace the clean water tank align the clean water tank with the body of the machine. Slide it down and press firmly into place.

## Pretreat wand

Use the pretreat wand to loosen stubborn stains and embedded dirt. For best results, leave the Vax Pet Stain & Odour Remover for 5 minutes before washing the carpet as normal.

**Note: The pretreat wand is fitted with 2x AAA batteries. Before first use, pull the tab to remove the battery protector. Solution can be left in the tank between uses. For prolonged storage, the solution can be poured back into the bottle.**

## Filling the pretreat solution tank



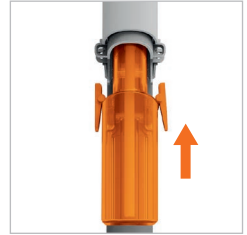
Press the buttons on the side of the tank and pull to remove.



Twist the pretreat solution tank cap anticlockwise and remove.



Fill the tank with Vax Pet Stain & Odour Remover. Twist the solution tank cap clockwise until tight.

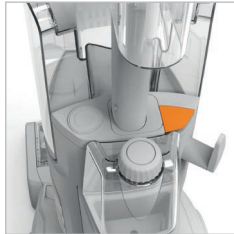


To replace the pretreat solution tank push the tank into the handle until it clicks into place.

## Using the pretreat wand



Click the machine into the upright position. Press the ON/OFF peddle to switch the machine off.



Press the button to release the pretreat wand and pull to remove.



Press the pretreat wand spray button to spray the solution. Do not over-saturate. If the solution tank has just been filled you may need to hold the button for 10 seconds before the solution is sprayed.

## Replacing the pretreat wand batteries



Using a crosshead screwdriver, undo the screw to release the cover. Slide 2 AAA batteries into the handle. Refit the cover and tighten the screw.

## Operation

**CAUTION:** The brushbars constantly rotate when switched on and the machine is reclined. Never use on one spot for an extended period of time as the brushbars may damage the floor surface.

**IMPORTANT:** Carpets should be dry vacuumed thoroughly before washing. For heavily soiled areas, it may be necessary to use the pretreat wand before cleaning and also repeat the cleaning process. Make criss-crossing strokes across the original pattern and overlap with each pass. Do not over saturate the carpet.



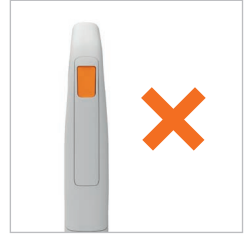
Plug the machine into the mains and press the On/Off pedal to switch on.



Press the handle release pedal and pull the handle backwards to recline the machine. The brushes will start rotating.



Slowly push the machine forwards. Water/solution will automatically dispense.



DO NOT press the button on the handle. This is only to be pressed when the pretreat wand is removed and in use.



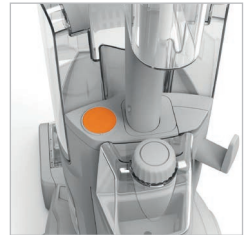
The mode indicator will illuminate **WASH** on the forward stroke.



Slowly pull the machine backwards to pick up the water/solution.



The mode indicator will illuminate **DRY** on the backward stroke.



For a dryer finish, press the dry only button to stop the water delivery. Continue using dry strokes until little water is visibly passing through the nozzle.



# Using your machine

## Rinsing the carpet

**IMPORTANT:** Optional step: To extract any remaining solution from your carpet, rinse your carpets with water only.



Pull up the solution tank and lift to remove.



Slowly push the machine forwards. The brushes will start rotating and just water will automatically dispense.



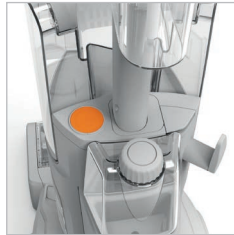
The mode indicator will illuminate **WASH** on the forward stroke.



Slowly pull the machine backwards to pick up the water.



The mode indicator will illuminate **DRY** on the backward stroke.



For a dryer finish, press the dry only button to stop the water delivery. Continue using dry strokes until little water is visibly passing through the nozzle.

# Using your machine

## Using the hose and tools

**IMPORTANT:** The machine should be in the upright position when using the hose and tools; this will de-activate the brushes. To avoid saturating the carpet, do not use more than 4 wet strokes over any one area. Always end with dry strokes (trigger released).

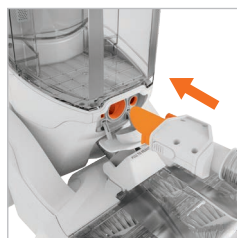


### SpinScrub Hand Tool

Suitable for targeting stains and stubborn marks on rugs and carpet.

### 2-in-1 Antimicrobial Tool

Suitable for use on upholstery and carpeted stairs. Perfect for reaching into crevices.

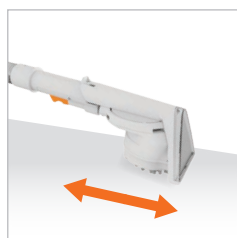


Open the hose connection port cover.

Push the hose end and hose solution connector into the hose connection port.

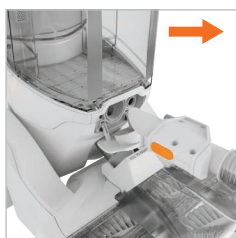


Select the SpinScrub or 2-in-1 Antimicrobial tool. Slide the tool over the tab at the end of the hose until it clicks into place.



Plug the machine into the mains and press the On/Off pedal to switch on.

Press the trigger on the forward stroke to release water/solution. Release the trigger on the backward stroke to pick up water/solution. For a dryer finish continue using dry strokes (trigger released) until little water is visibly passing through the tool.



To remove the hose press the hose release clip on the end of the hose and pull to remove.



Always close the hose connection port cover after using the hose. The machine may lose suction if it is not closed properly.

# Cleaning and maintenance

**CAUTION:** Always switch off and unplug the machine before performing any maintenance/troubleshooting checks. The dirty water tank is fitted with a float. When the dirty water tank is full or the floorhead is not in contact with the carpet, the float will activate by shutting off the suction on the machine. This will be noticeable as the motor noise on the machine will increase. If the float has been activated empty the dirty water tank if it is full. If the dirty water tank is not full turn off the machine at the power switch and wait for the float to settle before restarting your machine. Empty and rinse out the clean and dirty water tanks and leave to air dry before replacing.

**IMPORTANT:** The motor is equipped with a thermal cut-out. If for any reason the machine should overheat, the thermostat will automatically turn the machine off. Switch off and unplug the machine. Check the machine for blockages and clean the dirty water tank filter.

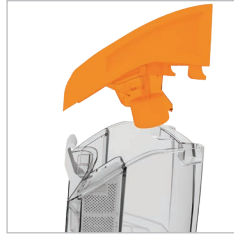
## Emptying and cleaning the dirty water tank



Squeeze the dirty water tank handle and pull to remove.



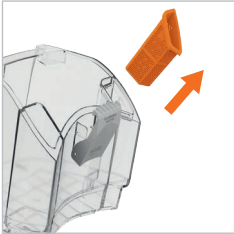
Unhook and lift the dirty water tank clip to release the lid.



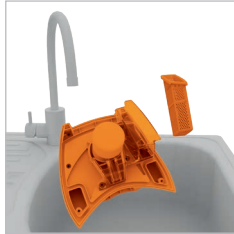
Lift the lid to remove.



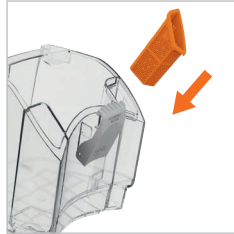
Empty the dirty water tank over the sink or toilet. Rinse under warm water (max 40°C) to remove dirt/debris.



Slide the filter out of the dirty water tank.



Rinse the filter and dirty water tank lid under warm water (max 40°C) to remove dirt/debris.



Slide the filter back into the dirty water tank.



To replace the lid, hook the tabs on the front of the lid into the front of the dirty water tank.



Push the clip up and press down onto the dirty water tank to secure the lid.



To replace the dirty water tank, tilt and line the front of the dirty water tank up onto the machine. Push back until it clicks into place.

# Cleaning and maintenance

## Removing and emptying the solution tank



Pull up the solution tank and lift to remove.



Twist the solution tank cap anticlockwise and remove.



Pour unused solution into the solution bottle. Twist the solution tank cap clockwise until tight.



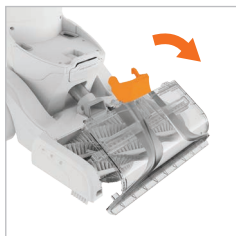
To replace, slide and push the solution tank firmly into the machine.

## Removing and cleaning the nozzle

**IMPORTANT: Carpets should be dry vacuumed thoroughly before washing. This will prevent excessive build up of dirt/debris in the nozzle. If the nozzle is fitted incorrectly, this will cause poor dirty water pick up.**



Remove both tanks and tilt the machine back.



Lift the nozzle release clip and pull the nozzle forward to remove.



Rinse the nozzle under warm water (max 40°C) to remove dirt/debris.



To replace the nozzle align the tabs at the top of the nozzle with the machine.

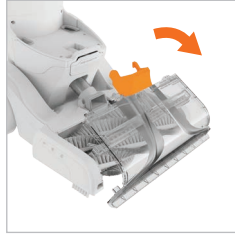


Push the nozzle backwards until it clicks into place.

## Removing and cleaning the brushbars



Remove both tanks and tilt the machine back.



Lift the nozzle release clip and pull the nozzle forward to remove.



Pull the tabs up on the side of both brushbars to remove them.



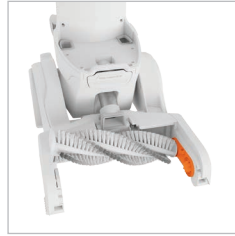
Pull to remove the brushbars end caps.



Rinse the brushbars under warm water (max 40°C) to remove dirt/debris.



Replace the brushbars end caps.



To replace the brushbars, align the right side of the first brushbar onto the circular gearing. Push the left tab downwards until it clicks into place. Repeat the same process with the other brushbar.



To replace the nozzle align the tabs at the top of the nozzle with the machine.



Push the nozzle backwards until it clicks into place.

# Troubleshooting

**WARNING: Always switch off and unplug the machine before performing any checks or maintenance.**

## There is an accessory missing

- Check the contents on the box to make sure the part is definitely included with your machine.

## Why won't the machine turn on?

- The plug may not be fully pushed into the electrical socket.
- The fuse in the plug may need replacing. Always replace with a British 13amp fuse.
- The motor thermostat may have tripped. If this has happened, unplug the machine. Check the machine for blockages and clean the dirty water tank filter.

## Why won't the machine pick up?

- The float in the dirty water tank may have been activated. Empty the dirty water tank and wait for the float to settle before restarting your machine. **See Emptying and cleaning the dirty water tank page 11.**
- Check the brushbars for blockages and clear. **See Removing and cleaning the brushbars page 13.**
- The dirty water tank and/or lid may not be fitted correctly. **See Emptying and cleaning the dirty water tank page 11.**
- Check the nozzle for blockages and clear. **See Removing and cleaning the nozzle page 12.**
- Check the nozzle is correctly fitted. **See Removing and cleaning the nozzle page 12.**
- Check the filter in the dirty water tank for dirt/debris. Remove and clean. **See Emptying and cleaning the dirty water tank page 11.**
- The hose connector port cover may be open, close and retry. **See Using the hose and tools page 10.**

## Why is the machine leaking solution?

- The solution tank may not be correctly fitted. Slide and push the solution tank firmly into the machine. **See Removing and emptying the solution tank page 12.**
- The solution may have overflowed into the reservoir underneath the solution tank. Remove the solution tank and dry any solution from underneath.

## Why won't the solution/clean water dispense?

- Make sure the solution and clean water tank is fitted securely. **See Removing and emptying the solution tank page 12.**
- Dry mode may be activated. Deactivate and retry . **See Operation page 8.**
- Solution/water will only be delivered on the forward stroke. **See Operation page 8.**
- The solution or clean water tank valve may be stuck. Hold the tank over the sink and press the valve underneath to release.
- The solution or clean water tank is empty. Refill the tank. **See Filling the solution tank/Filling the clean water tank page 6.**

## Why won't the solution/clean water dispense when using the hose?

- Make sure the solution and clean water tank is fitted securely. **See Removing and emptying the solution tank page 12.**
- Dry mode may be activated. Deactivate and retry . **See Operation page 8.**
- Trigger on the hose may not be fully pressed. **See Using the hose and tools page 10.**
- The solution or clean water tank valve may be stuck. Hold the tank over the sink and press the valve underneath to release.
- The solution or clean water tank is empty. Refill the tank. **See Filling the solution tank/Filling the clean water tank page 6.**

## Why won't the pretreat wand release solution?

- Remove the pretreat wand from the machine and press the button on the handle. **See Using the pretreat wand page 7.**
- Pretreat solution tank may be empty. Refill. **See Filling the pretreat solution tank page 7.**
- The AAA batteries in the handle may need replacing. **See Replacing the pretreat wand batteries page 7.**



For how-to videos and  
warranty registration visit  
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