

# **RugDoctor**<sup>®</sup>

## *Deep Carpet Cleaner*

### **USER MANUAL**

Model Number: 93170 series



**CONGRATULATIONS,  
YOU NOW OWN A  
RUG DOCTOR!**

**Deep down cleaning on:**



**Carpets**



**High Traffic  
Areas**



**Stairs**



**Upholstery**



**Vehicles**

## IMPORTANT SAFETY INSTRUCTIONS

### **! WARNING**

**TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY OR PROPERTY DAMAGE:**

Please read all instructions before using. When using an electrical appliance, basic precautions should always be followed, including the following:

### SAVE THESE INSTRUCTIONS

- △ To avoid scalding or burns, use caution when filling hand hot tap water into the clean water tank. Do not boil or microwave water to be used in machine.
- △ Do not leave appliance unattended when plugged in or while it is on. Unplug from mains socket when not in use and before cleaning or servicing.
- △ To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor® cleaning products intended for use with this appliance. See the Cleaning Product section of this manual.
- △ Do not allow to be used as a toy. Not intended for use by children age 12 and under. Close attention and adult supervision is necessary when used near children. Do not allow children to place their body parts in or near openings and moving parts.
- △ Use only as described in this manual. Use only Rug Doctor's recommended products.
- △ Do not use with damaged cable or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, stop using and return it to Rug Doctor.
- △ Do not pull or carry by cable, use cable as a handle, close a door on cable, or pull cable around sharp edges or corners. Do not run appliance over cable. Keep cable away from heated surfaces.
- △ Do not unplug by pulling on cable. To unplug, grasp the plug, not the cable.
- △ Do not handle plug or appliance with wet hands.
- △ Do not put any object into openings. Do not use if any opening is 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.
- △ Use extra care when cleaning on stairs.
- △ Do not use to pick up flammable or combustible liquids or materials such as petrol, solvents, paints or use in areas where they may be present.
- △ Do not use to pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- △ Do not place in or pick up caustic or toxic materials (Such as, bleach, ammonia, toilet bowl cleaner and drain cleaners) with machine.
- △ Use only on surfaces moistened by cleaning process or small spills. Do not place or submerge machine in standing water or try to clear flooded areas.
- △ Do not clean over floor electrical sockets.
- △ The use of an extension cable is not recommended. Failure to follow the foregoing instructions may expose the user to the possibility of electric shock, personal injury and/or death.
- △ When clean water tank runs out stop using and follow instructions to refill.
- △ Do not operate without tanks or in any manner inconsistent with above warnings or the operating instructions set forth in this manual.

# RugDoctor®

Founded by a professional carpet cleaner in 1972, the first machines were designed and built for professional use. A brand was born and soon after, Rug Doctor launched the first rental program that made professional-grade carpet cleaning machines available to the public. More than 40 years later, Rug Doctor has grown to become a household name and continues as the leader in carpet care rental systems with powerful machines and innovative products.

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**Retain for your records:** To save time if calling Customer Service for information about your Rug Doctor® machine, it is recommended that you record your machine information below.

Serial #: \_\_\_\_\_

Model #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Rug Doctor Ltd., Unit 29, Decoy Road  
Timberlaine Trading Estate, Worthing  
West Sussex BN14 8ND  
customerservices@rugdoctor.co.uk  
www.rugdoctor.co.uk

## PRODUCT PARTS, COMPONENTS

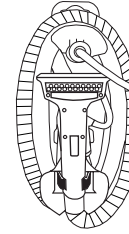


## CLEANING SOLUTION

- **RUG DOCTOR CARPET DETERGENT WITH SPOTBLOK® STAIN REPELLENT.** Cleans, deodorises, rejuvenates and protects your carpets. Proven deep cleaning performance. Protects your carpets against future stains and spills. Wool friendly and pet safe.
- **RUG DOCTOR OXY POWER FABRIC CLEANER WITH OXY ACTION CLEANING BOOSTERS.** Specially formulated to clean and revitalise fabrics and upholstery leaving them with a fresh clean scent.



## HAND TOOL CADDY SYSTEM





Complete Tool Caddy Wrap System


Your RUG DOCTOR DEEP CARPET CLEANER has a HAND TOOL and REMOVABLE TOOL CADDY. Designed to easily slide on and off the back of the machine handle, the HAND TOOL CADDY can hang on a hook or peg when not in use. Simply slide the TOOL CADDY onto the back of the machine to store in one convenient and compact package.




To wrap the HAND TOOL around the HAND TOOL CADDY follow these 4 simple steps:

- 

1 Insert large connector with hose pointing up into clips.
- 

2 Wrap the tool hose clockwise around the caddy 3 times.
- 

3 Insert the Hand Tool into place with the brush facing out. Secure the tool with the clips locking it in place.
- 

4 Finally, insert the small connector into the opening directly above the Hand Tool.

## GETTING READY TO CLEAN CARPETS

Your RUG DOCTOR DEEP CARPET CLEANER is ready to start cleaning right out of the box. No assembly required! Follow these simple instructions to start cleaning.

- Using the HANDLE RELEASE raise the handle to a comfortable position: It will click into the nearest locking position. You will need to keep the front nozzle in contact with the carpet at all times when pulling machine backwards. (Fig. 6).



(Fig 6)

- Fill the CLEAN WATER TANK:

- Remove the CLEAN WATER TANK by gripping the tank HANDLE and lifting straight up. (Fig. 7)



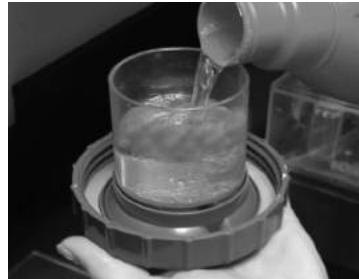
(Fig 7)

- Loosen the TANK LID by turning anti-clockwise and remove from the machine, set aside.
- Fill the tank with hand hot tap water to the "CLEAN WATER FILL LINE". Use luke warm water only on wool / wool mix carpets.  
**DO NOT USE BOILED OR MICROWAVED WATER IN TANK.**



**DO NOT USE BOILED OR MICROWAVED WATER IN TANK.** Doing so could result in scalding or burns and damage to the machine. Not recommended for use on wool, jute, sisal carpets and rugs. Doing so could damage material and void guarantee on machine. Do not walk on wet carpet.

- The TANK LID is also the "Carpet Detergent/Fabric Cleaner" measure. Fill the lid with Rug Doctor cleaning solution to the desired level. For normally soiled carpets fill up to the 60ml mark. For heavily soiled carpets fill up to the 120ml mark (Fig. 8)



(Fig 8)

- Pour the cleaning solution into the CLEAN WATER TANK and replace the lid. Turn clockwise to tighten.
- Place the CLEAN WATER TANK back in the machine, making sure it is secure.
- Check the black POWER SWITCH in the handle to make sure it is in the middle "off" position. This switch is also the cleaning mode selector.
- The MAINS POWER CABLE will come wrapped and tied. Release the MAINS POWER CABLE and plug in to a mains socket.
- NOTE:** The machine was designed with convenient rotating CABLE WRAP HOOKS to store the CABLE on board the machine. The CABLE WRAP HOOKS on the handle rotate to easily release the mains power cable.

## HOW TO CLEAN / FEATURES

You're now ready to deep clean your carpets and rugs. Your RUG DOCTOR DEEP CARPET CLEANER has innovative features: DUAL CROSS ACTION BRUSHES to clean deep down in carpet and SUPER BOOST SPRAY which allows you to customise your clean for high-traffic and heavily soiled areas.

### DUAL CROSS ACTION BRUSHES

Your Rug Doctor Deep Carpet Cleaner uses DUAL CROSS ACTION BRUSHES. Two brushes under the machine deep clean all sides of the carpet fibres. This innovative technology deep cleans each carpet fibre, then grooms and polishes the carpet to restore bounce and provide a plush looking result - all in one cleaning pass.

- With the machine MAINS POWER CABLE plugged into a mains socket and the socket turned on, turn the machine ON by pressing the POWER SWITCH down toward the "CARPET" setting.
- The DUAL CROSS ACTION BRUSHES are activated by the red "DEEP CLEAN" button on the top of the handle. (Fig. 9)



(Fig 9)

- The Vibrating oscillating brush scrubs all sides of the carpet pile, deep cleaning each fibre from the base of the carpet up.
- The Roller Brush grooms and polishes the carpet, restoring it's bounce and leaving it looking clean and plush. Note: Your Rug Doctor Deep Carpet Cleaner also features Side Brushes for edge cleaning along carpets.

### SUPER BOOST CLEANING

Not every carpet needs the same level of deep clean, some need a SUPER BOOST. Use the "SUPER BOOST SPRAY" setting on the machine for an extra "boost" in cleaning heavily soiled and high-traffic areas.

- Use the SUPER BOOST SPRAY selector to choose your desired level of deep

cleaning. (Fig. 10)



(Fig10)

- SUPER BOOST "OFF":** For lightly soiled carpets set the SUPER BOOST SPRAY on the machine to "OFF". The machine will only then spray cleaning solution onto the carpet under the machine. As you pull the machine backwards, you'll see the dirty solution from the carpet being suctioned into the machine.
  - SUPER BOOST "ON":** For moderately/heavily soiled or high-traffic carpets set the SUPER BOOST SPRAY selector on the machine to "ON". The machine will spray additional cleaning solution from the "SUPER BOOST SPRAY" nozzle in advance of the machine clean.
- Position the machine on carpet and push the POWER SWITCH down toward the "CARPET" setting.
  - Press the "DEEP CLEAN" button on the top of the handle while pulling the machine slowly and steadily backward in a straight line. You will see the SUPER BOOST SPRAY lifting the dirt in advance of the machine clean. (Fig. 9)
  - Release the "DEEP CLEAN" button approximately 2 steps before ending each pass to stop cleaning solution as there will be no vacuuming for the very last part of the run. Tilt the machine back and push it forward to the beginning of the next run to start a new backward cleaning pass.
  - To clean the area where you stopped the run, position the machine at right angles to the cleaning paths you have already completed and repeat the above.



## HOW TO CLEAN / FEATURES (CONT.)

### EMPTYING THE WASTE WATER TANK

1. Empty the WASTE WATER TANK before the dirty water reaches the “Full Line” (Fig. 11).



(Fig 11)

2. Turn off the machine by pressing the POWER SWITCH into the middle setting.
3. Remove the WASTE WATER TANK from the machine by gripping the tank HANDLE and lifting straight up. (Fig. 12)



(Fig 12)

4. Unscrew the WIDE OPENING LID and pour out the dirty water. DO NOT open the black rubber tool vacuum connection flap (Fig. 13). Dirty water should be poured into a toilet or outside drain, do not pour into sink or bathtub/shower.



(Fig 13)

5. Rinse the inside of the WASTE WATER TANK and replace the WIDE OPENING LID, firmly tighten the lid.
6. Place the tank back on the machine by setting it straight down on the base until it is secure. (Fig. 14)



(Fig 14)

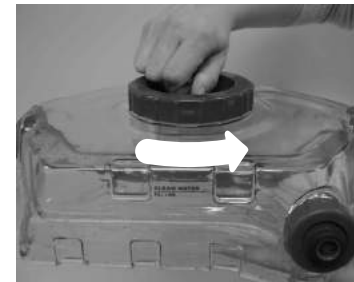
### REFILLING THE CLEAN WATER TANK

1. When the unit no longer sprays water out of the sides of the machine, check the CLEAN WATER TANK to see if it's empty.
2. If the CLEAN WATER TANK is empty, turn off the machine by pressing the POWER SWITCH into the middle setting.
3. Remove the CLEAN WATER TANK by gripping the TANK HANDLE and lifting straight up. (Fig. 15)



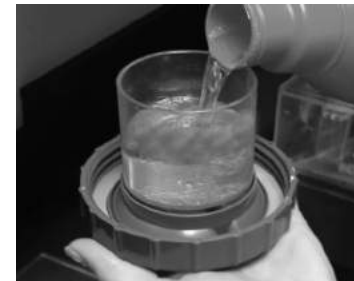
(Fig 15)

4. Loosen the TANK LID by turning anti-clockwise and remove from the machine, set aside (Fig. 16). Fill the tank with hand hot tap water to the “CLEAN WATER FILL LINE”. Use luke warm water on wool/wool mix carpets. DO NOT BOIL OR MICROWAVE WATER.



(Fig 16)

5. The TANK LID is also the “Carpet detergent/fabric cleaner” measure. (Fig. 17). For normally soiled carpets fill up to the 60ml mark. For heavily soiled carpets fill up to the 120ml mark



(Fig 17)

6. Pour the cleaning solution into the CLEAN WATER TANK and replace the lid. Turn clockwise to tighten.
7. Place the CLEAN WATER TANK back in the machine, making sure it is secure.

### CLEANING UP/STORAGE AFTER USE

After you've used your RUG DOCTOR DEEP CARPET CLEANER follow these easy steps for quick clean-up and storage for your machine.

1. Turn the machine off by pressing the POWER SWITCH to the middle “OFF” setting.
2. Turn off the mains socket switch. Unplug the MAINS POWER CABLE from the mains socket and wrap it around the ROTATING CABLE HOOKS and secure with the cable tidy clip.
3. Empty the CLEAN WATER TANK (if necessary), rinse, dry and replace on the machine.
4. Empty the WASTE WATER TANK then

rinse, clean and dry before placing back on the machine.

The WIDE OPENING LID is designed to allow your hand to get inside in order to thoroughly clean, rinse and dry so you are storing a fresh and clean tank. (Fig. 18)



(Fig 18)

5. Wheel the machine to a cupboard or other indoor storage place. Use the HANDLE RELEASE lever to fold down the HANDLE for convenient and compact storage. (Fig. 19). Tip: Let the machine brushes dry before putting the machine away.

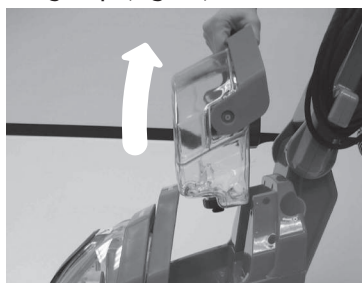


(Fig 19)

## GETTING READY TO CLEAN UPHOLSTERY, MATTRESSES, STAIRS, VEHICLE INTERIORS AND FRESH STAINS, USING THE HAND TOOL

### SETTING UP/GETTING READY TO CLEAN USING THE HAND TOOL

1. Position the FOLD DOWN HANDLE as far back as possible to allow easy access to the TOOL SPRAY CONNECTION.
2. Fill the CLEAN WATER TANK:
  - a. Remove the CLEAN WATER TANK by gripping the tank HANDLE and lifting straight up. (Fig. 20)



(Fig 20)

- b. Loosen the TANK LID by turning anti-clockwise and remove from the machine, set aside.
- c. Fill the tank with hand hot tap water to the "CLEAN WATER FILL LINE". Use luke warm water on wool/wool mix fabrics.  
**DO NOT USE BOILED OR MICROWAVED WATER IN TANK.**
- d. The TANK LID is also the "Carpet detergent/fabric cleaner" measure. Fill the lid with Rug Doctor Oxy Fabric Cleaner to the 120ml mark. (Fig. 21)



(Fig 21)

- e. Pour the fabric cleaning solution into the CLEAN WATER TANK and replace the lid. Turn clockwise to tighten.
  - f. Place the CLEAN WATER TANK back in the machine, making sure it is secure.
3. Rotate the CABLE WRAP HOOK on the handle to release the mains power cable. Unwrap the MAINS POWER CABLE and plug in to a mains socket. Making sure the POWER SWITCH is in the "OFF" (middle) position. (Fig. 22)



(Fig 22)

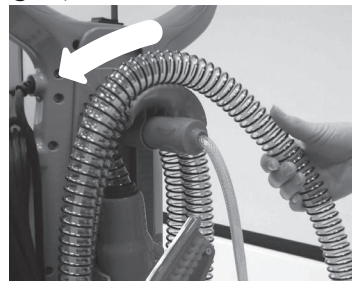


**DO NOT USE BOILED OR MICROWAVED WATER IN TANK.** Doing so could result in scalding or burns and damage to the machine. **ALWAYS CHECK FOR COLOURFASTNESS.** Do not overwet the carpet. Use luke warm water on wool and wool blend carpets. **DO NOT USE** on natural fibre, silk or pure wool oriental rugs, hand loomed wool rugs, braided rugs, sisal, sea grass matting or jute carpets, silk, haitian cotton, brushed corduroy, leather, non colourfast fabrics, berber, Flotex, Ryalux carpets, wood effect laminate flooring. Doing so could damage material and void warranty on machine. Do not walk on wet carpet.

## HOW TO CLEAN / FEATURES

### CLEANING WITH THE HAND TOOL

1. Unwrap the HAND TOOL from the CADDY. (Fig. 23)



(Fig 23)

2. Open the TOOL VACUUM CONNECTION by pulling open the black rubber flap. (Fig. 24)



(Fig 24)

3. Insert the HAND TOOL vacuum connection horizontally into the WASTE WATER PORT on the front of the WASTE WATER TANK by lining up the "O" icons on the tank and the TOOL. If there is any problem fitting this in it is only because it is not being pushed in at the correct angle. (Fig. 25)



(Fig 25)

4. Lock the TOOL into place by rotating to the right, the icon will be straight up. (Fig. 26)



(Fig 26)

5. With the machine handle tilted as far back as possible to allow easy access, connect the red braided hose connector to the "TOOL SPRAY CONNECTION" located on the side of the top of the machine. The O-ring on new machines can be a tight fit so you may need to wiggle it from side-to-side while pushing firmly down in order to ease the coupling into the connection. Lock the tool into place by rotating clockwise. After a few uses the connection will ease up. (Fig. 27)



(Fig 27)

6. You're now ready to deep clean your upholstery, mattresses, stairs, fabric vehicle interiors and carpet spots and stains. Turn the machine on by pressing the POWER SWITCH down toward the "TOOL" setting. (Fig. 28)



(Fig 28)

## HOW TO CLEAN / FEATURES (CONT.)

### CLEANING WITH THE HAND TOOL (CONT)

7. Position the HAND TOOL well in front of the area or stain you want to deep clean.
8. Squeeze the "SPRAY" trigger on the handle to begin cleaning. (Fig. 29)



(Fig 29)

9. While squeezing the trigger, move the tool back and forth over the area you want to clean, making sure to press the suction nozzle down into the surface. (Fig. 30)



(Fig 30)

10. Release the "SPRAY" trigger when area is cleaned. Excess water can be removed by making additional passes with the tool without squeezing the "SPRAY" trigger. This may allow faster drying.
11. Leave the machine on for 15 seconds after cleaning to allow for all of the dirty solution to be collected into the WASTE WATER TANK.

### EMPTYING THE WASTE WATER TANK

See instruction on Page 8

### REFILLING THE CLEAN WATER TANK

See instruction on Page 8

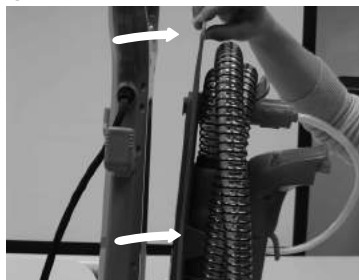
### STORING THE UPHOLSTERY TOOL ON THE TOOL CADDY

1. The Tool Caddy is labelled so you can wrap the upholstery tool hose securely for storage. See the comprehensive instructions on wrapping the tool caddy on page 5. (Fig. 31)



(Fig 31)

2. The TOOL CADDY can be easily removed and replaced on the unit. Simply lift up to remove. To replace back on the unit, align the connection hooks on the back with the connection inlets on the back of the HANDLE and push down to secure. (Fig. 32)



(Fig 32)

### CLEANING UP/STORAGE AFTER USE

After you've used your RUG DOCTOR DEEP CARPET CLEANER Upholstery Tool follow these easy steps for quick clean-up and storage for your machine.

1. Turn the machine off by pressing the POWER SWITCH down toward the "OFF" setting.
2. Turn off the mains socket switch. Unplug the MAINS POWER CABLE from the mains socket and wrap it around the ROTATING CABLE HOOKS.

3. Empty the CLEAN WATER TANK (if necessary), rinse, dry and replace on the machine.
4. Empty the WASTE WATER TANK then rinse, clean and dry before placing back on the machine base. The WIDE OPENING LID is designed to allow your hand to get inside in order to thoroughly clean, rinse and dry so you are storing a fresh and clean tank. (Fig. 33)



(Fig 33)

5. Ensure that the black rubber flap is pressed firmly back into the WASTE WATER TANK to form a seal.
6. Wheel the machine to a cupboard or other indoor storage place. Use the HANDLE RELEASE lever to fold down the HANDLE for convenient and compact storage. (Fig. 34)



(Fig 34)



## TROUBLE SHOOTING

Problem	Possible Reason	How to Fix
No Power	Mains Power Cable not plugged in Mains power switch not switched on Cleaning mode not selected	Plug Mains Power Cable into mains socket Turn on mains power switch Select CARPET or TOOL at the POWER SWITCH.
No / Low Spray	Not pressing spray trigger Clean Water / solution tank is empty or low Clean Water tank is not seated or installed correctly Spray is clogged	Press spray trigger Fill Clean Water tank with water and solution Lift Up Clean Water tank, and place back into position Clean spray tip
No / Low Suction	Dirty Water / collection tank is full Dirty Water / collection tank is not seated / installed correctly	Empty Dirty Water / collection tank Lift Up Dirty Water / collection tank and place back into position
Rotating Brush Doesn't Rotate	Not Pressing Deep clean Button If something gets lodged in the brush roll, Brush will stop rotating	Press Deep clean Button on Handle Turn Unit off at both POWER SWITCH & mains before removing obstruction. Turn machine back on to reset.
Vibrating Oscillating Brush doesn't vibrate or oscillate	Not Pressing DEEP CLEAN Button If something gets lodged in the brush roll, Brush will stop rotating	Press DEEP CLEAN Button on Handle Turn Unit off at both POWER SWITCH & mains before removing obstruction. Turn machine back on to reset.
No/Low Spray from the Hand Tool	Not Pressing Spray Trigger Red braided hose connector not installed correctly into Tool Spray Connection Clean Water/Solution Tank Empty/Low Clean Water Tank Is Not Seated/Installed Correctly	Press Spray Trigger Make sure symbols are aligned when installing and push firmly down. You may need to wiggle the connector from side to side whilst pushing down when machine is new. Fill Clean Water Tank with Water and Solution Lift Up Clean Water tank and place back into position
No/Low Suction from the Hand Tool	Dirty Water/Collection Tank Is Full Dirty Water/Collection Tank is Not Seated/Installed Correctly TOOL VACUUM CONNECTOR not fitted horizontally into the Tool Vacuum Connection	Empty Dirty Water/Collection Tank Lift Up Dirty Water/Collection tank and place back into position Make sure symbols are aligned when installing and that the connector is installed horizontally.

Please call Customer Services on 01903 235558 if problem is not resolved

Please do not return this product to the store.

## REPLACEMENT PARTS

Accessories and replacement parts are available for your RUG DOCTOR DEEP CARPET CLEANER by calling Rug Doctor Customer Service on 01903 235558 or visiting [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk).

Replacement Parts	Image	Part #
Waste Water Tank Assembly		93278
Clean Water Tank Assembly		93279
Upholstery Tool		93270
Basic Tool Caddy		93271



## RUG DOCTOR CLEANING SOLUTIONS



1 Litre



2 Litres



4 Litres

### Rug Doctor Carpet Detergent 1 Litre / 2 Litres / 4 Litres

Contains SpotBlok® carpet shield to protect your carpets from future spills and stains. 1 litre cleans up to 2 rooms / 2 litres cleans up to 4 rooms / 4 litres cleans up to 8 rooms



1 Litre

### Oxy Power Fabric Cleaner

Contains oxygen boosters to clean and revitalise fabrics and upholstery without over-wetting them, giving a professional result every time. Use with the hand tool and it will leave your fabrics fresh with a clean scent.



500ml

### Oxy Power Stain Remover

A Which? Best Buy Carpet Stain Remover that lifts the toughest stains from carpets and upholstery. Works on dried in stains and can also be used as a pre-treatment to machine cleaning.



500ml

### Urine Eliminator

Eliminates foul odours in carpets and upholstery left by pet accidents and nappy overflows. Removes the hard urine crystals from dried in stains. Can also be used as a pre-treatment.



500ml

### Odour Remover

Eliminates foul odours in carpets and upholstery. The enzymatic process eliminates most foul odours. Can be used by itself or mixed with the cleaning solution in the machine.



500ml

### Spot & Stain Remover

A Which? Best Buy Carpet Stain Remover that is specially formulated to remove spots and stains. Can also be used as a pre-treatment to machine cleaning.



500ml

### High Foot Traffic Cleaner

A pre-treatment for cleaning heavy traffic areas on carpets. It helps to lift and loosen ground in dirt and soiling and is especially effective on greasy and oil based stains.



## GUARANTEE INFORMATION

### What Does This Guarantee Cover / How Long Does The Guarantee Last

- 1.1. Rug Doctor guarantees to the original purchaser for a period of 12 months from the date of purchase (“Guarantee Period”), the machine supplied by Rug Doctor and every component part thereof (collectively, “Machine”) shall be free from material defects. However, this guarantee is subject to Clauses 1.2, 1.4 and 2.4 and does not apply in the circumstances described in Clause 2.1.
- 1.2. Subject to Clause 2.1, if:
  - (a) you give notice (in accordance with the “How Do I Get Service Under This Guarantee” section below) to Rug Doctor during the Guarantee Period within a reasonable time of discovery that the Machine has a material defect; and
  - (b) Rug Doctor is given a reasonable opportunity of examining the Machine; and
  - (c) you (if asked to do so by Rug Doctor) return the Machine to Rug Doctor’s place of business, payment for which will be in accordance with the “Expenses” section below;

Rug Doctor will repair or replace the Machine without further charge.

- 1.3. The guarantee at Clause 1.1 shall apply to any replacement Machine (for a period of 2 years from the date of delivery of that replacement) and any repaired Machine (for the original Guarantee Period) supplied by Rug Doctor.
- 1.4. This Guarantee is given in addition to, and does not affect, your legal rights in relation to the Machine that is faulty or not as described. Advice about your legal rights is available from your local Citizens’ Advice Bureau or Trading Standards office.

### What The Guarantee Does Not Cover

- 2.1. The guarantee at Clause 1.1 does not apply to any defect in the Machine arising from:
  - (a) any further use of the Machine made by you or any third party after giving notice in accordance with Clause 1.2;
  - (b) your failure, or that of any third party, to follow Rug Doctor’s oral or written instructions (including but not limited to the User Guide supplied with the Machine) as to the storage, use and maintenance of the Machine (as to the latter, for best operating efficiency and cleaning, use of only Rug Doctor cleaning products is recommended);
  - (c) any alteration or repair, or attempted alteration or repair, by you or any third party of the Machine without the written consent of Rug Doctor;
  - (d) fair wear and tear, wilful damage, negligence by you or any third party, accident, improper use and abuse, or abnormal storage or working conditions; or
  - (e) use by you or any third party of the Machine in any way or at any time for rental purposes.
- 2.2. If Rug Doctor fails to comply with these terms, then it shall be responsible for loss or damage that you suffer that is a reasonably foreseeable result of its breach of the terms or its negligence, but Rug Doctor shall not be responsible for any loss or damage that is not reasonably foreseeable.
- 2.3. Rug Doctor is only supplying the Machine for domestic and private use. You agree not to use the Machine for any commercial, business or re-sale purpose, and Rug Doctor has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

2.4. Rug Doctor does not exclude or limit in any way its liability for:

- (a) death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession);
- (d) breach of the terms implied by sections 13, 14 and 15 of the Sale of Goods Act 1979 (description, satisfactory quality, fitness for purpose and samples); and
- (e) defective products under the Consumer Protection Act 1987.

### Expenses

If a Machine is returned to Rug Doctor for repair under the guarantee at Clause 1.1 within thirty (30) days of delivery, Rug Doctor will pay the delivery charges both from and back to you. However, you will be responsible for paying any delivery charges for Rug Doctor sending the Machine back to you if the Machine is not considered by Rug Doctor to have a material defect.

Thereafter, you may be required to send the machine to Rug Doctor should repairs be required during the Guarantee Period. You will be responsible for paying any delivery charges for sending the Machine to and from Rug Doctor for repairs occurring under the guarantee and within the Guarantee Period and after the initial thirty (30) days.

### How Do I Get Service Under This Guarantee?

TO OBTAIN GUARANTEE ASSISTANCE, please call the Rug Doctor Consumer Support Team on: 01903 235558 (9.00 am to 5.00 pm Mon - Fri) or e-mail [customerservices@rugdoctor.co.uk](mailto:customerservices@rugdoctor.co.uk). Rug Doctor will need the following information in order to assist you: your name, address and telephone number, product model and serial number, proof of purchase showing date and place of purchase. Please explain the nature of the problem. Rug Doctor will review all the facts involved and advise you as to recommended procedure. We recommend you keep the original carton and packing materials.

**Rug Doctor Ltd, Unit 29, Timberlaine Trading Estate Decoy Road, Worthing, West Sussex BN14 8ND**

**E-mail: [customerservices@rugdoctor.co.uk](mailto:customerservices@rugdoctor.co.uk) Web Site: [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk)**

### Unauthorised Use

For the avoidance of doubt, use of the Machine for rental purposes is strictly forbidden and would result in you being unable to rely on this Guarantee. This Guarantee gives you specific legal rights. We hope you enjoy your Portable Spot Cleaner cleaning experience.

**You can register your Rug Doctor® Deep Carpet Cleaner machine at [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk)**

# *RugDoctor*<sup>®</sup>

## *Deep Carpet Cleaner*

### EEC Statement of Compliance

Manufacturer/EEC importer: Rug Doctor, LLC, hereby on our own responsibility, declare that the product 93170 Deep Carpet Cleaner has been manufactured in compliance with the following Directives:

Safety: using the following transposed harmonised European Standards and technical specifications: IEC 60335-2-2

The Low Voltage Directive EMC: 2004/108/EC Electromagnetic Compatibility Directive and subsequent amendments



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.