

**RugDoctor**

# PET PORTABLE SPOT CLEANER

## USER MANUAL

Model Number

**93407**



### QUICK "HOW TO" VIDEOS

Visit [www.rugdoctor.co.uk/how-to-use](http://www.rugdoctor.co.uk/how-to-use)

for helpful instructional videos



rugdoctor.co.uk | 01903 235558  
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# IMPORTANT SAFETY INSTRUCTIONS

USER MUST READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS PET PORTABLE SPOT CLEANER ("MACHINE"). WHEN USING MACHINE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:



## WARNING TO REDUCE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

- Use only as described in this User Manual and use only with manufacturers recommended directions and attachments
- For indoor, household use only. Use only Rug Doctor recommended cleaning solutions. Refer to "The Rug Doctor Cleaning System" section of User Manual.
- **DO NOT** leave unattended when plugged in or while powered on (the "I" position on Machine). Unplug from main socket when not in use and before cleaning or servicing. **DO NOT** unplug by pulling on the cord. Unplug by pulling on the plug.
- **DO NOT** allow to be used as a toy. Children shall not play with Machine. Close attention and adult supervision is necessary when used by or near children. Not intended to be used by children 12 years of age or younger. **DO NOT** allow children to place body parts in or near openings or moving parts.
- Machine is not intended for use by persons with reduced physical, sensory or mental capacities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of Machine in a safe way and understand the hazards involved.
- **DO NOT** use as a vacuum.
- Use caution when using hot tap water. **DO NOT** boil or microwave water to be used in Machine.
- **DO NOT** allow to run dry. When the Clean Water tank runs out, stop using and follow directions to refill.
- **DO NOT** use with damaged cord or plug. If Machine is not working as it should, has been damaged by dropping, rained on, dropped in water, or has been left outdoors, stop using and immediately return it to Rug Doctor.
- **DO NOT** pull by cord or flexible hose, carry or use cord or flexible hose as a handle, close door on cord or flexible hose, or pull cord or flexible hose around sharp edges or corners.
- **DO NOT** run over cord. Keep Machine, cord, and flexible hose away from heated surfaces.
- **DO NOT** handle the plug or use with wet or sweaty hands.
- **DO NOT** put objects into any opening. **DO NOT** use if any opening is blocked. Keep openings free of dust, lint, hair, and anything that could reduce air flow.
- **KEEP HAIR, LOOSE CLOTHING, FINGERS, AND ALL OTHER PARTS OF THE BODY AWAY FROM OPENINGS AND MOVING PARTS.**
- Turn off (the "O" position on Machine) all controls before unplugging.
- Use extra care when cleaning on stairs.
- **DO NOT** use to pick up flammable or combustible liquids and materials, such as petrol, solvents, or paints. **DO NOT** 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 anything that is caustic or toxic, such as bleach, ammonia, toilet bowl cleaners, or drain cleaners.
- **DO NOT** clean over floor electrical sockets.
- Use only on surfaces moistened by cleaning process or small spills. **DO NOT** place, immerse, or submerge machine in standing water or try to clean flooded areas.
- The use of an extension cord is not recommended. Failure to follow this instruction may expose the user to the possibility of electric shock, personal loss or injury, and/or death.
- **DO NOT** operate without tanks, without tanks properly and adequately secured, or in any manner inconsistent with these warnings or this User Manual.
- Machine contains electric wires. **DO NOT** use or repair a damaged Machine, cord, plug or flexible hose. **DO NOT** use when Machine, flexible hose, or cord are cut or punctured. Avoid picking up sharp objects. Flexible hose should be examined periodically for visible deterioration, such as abrasions, cracks, and splits.
- Always ensure float is properly installed before any wet pick-up operation.
- Always read and follow your carpet, upholstery, and flooring manufacturer's recommended cleaning instructions before use.
- **DO NOT** use or place on wood, laminate, or natural fibre. **DO NOT** use or place on upholstery, carpet, or rugs that are hand-loomed, braided or made with wool, sisal, jute, or other natural fibres.
- **DO NOT** use to clean silk, Haitian cotton, velour, velvet, corduroy, leather, or if manufacturer's tag is coded with an "S" or "X", says "Dry Clean Only", is coded with any non-colorfast fabric, is missing, or is not coded.
- Avoid over-wetting. Berber and multi-level or looped carpets hold water and damage may result, which could include permanent staining.

SAVE THESE INSTRUCTIONS FOR FUTURE USE

# RugDoctor®

## THANK YOU FOR BUYING A RUG DOCTOR PET PORTABLE SPOT CLEANER

**W**e love pets, pet parents, and are excited to share one of our innovative products with you. Your Rug Doctor Pet Portable Spot Cleaning machine has been engineered to tackle the toughest everyday pet messes - Anytime, Anywhere.

It's simple to use with no assembly required - just a few steps and you'll be ready to go.

**HAPPY CLEANING!**



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Your New **RugDoctor**

## PET PORTABLE SPOT CLEANER



- |                                      |                                |
|--------------------------------------|--------------------------------|
| <b>1.</b> Retractable Handle Release | <b>5.</b> Flexible hose        |
| <b>2.</b> Easy Carry Handle          | <b>6.</b> Clean Water Tank     |
| <b>3.</b> Waste Water Tank           | <b>7.</b> Dual Action Pet Tool |
| <b>4.</b> Carpet-friendly wheels     | <b>8.</b> Soap Trigger         |

# THE RUG DOCTOR CLEANING SYSTEM



## Rug Doctor Pet Formula Carpet Detergent

Homes with pets need a deep carpet cleaning solution. When your furry friends lay on the carpet, oils and smells stick to the pile. You might have become used to these odours over time.

Want to revitalise your carpets, but not sure what to try? Then look no further! Rug Doctor's Pet Formula Carpet Detergent uses pro-enzymatic technology to refresh your carpets, leaving them looking and smelling great.



## Rug Doctor 2 in 1 Pet Odour & Stain Remover

Rug Doctor 2 in 1 Pet Odour & Stain Remover is designed to remove those nasty pet stains and odours. The powerful cleaning action is effective against acid-based stains, including vomit and urine.

2 in 1 Pet Odour & Stain Remover is designed for pet owners. The formula means you'll never have to worry about carpet or upholstery damage if your furry friend has an unfortunate accident.

**Always use RUG DOCTOR cleaning solutions in Machine.**

Other cleaning solutions may harm Machine and void the warranty.



**WARNING** To reduce the risk of fire and electric shock due to internal component damage, use only Rug Doctor cleaning solutions intended for use with machine.

# PREPARING TO CLEAN

## IMPORTANT CLEANING TIPS:

1. Pick up and discard any solid debris.
2. Vacuum/clean area with a dry vacuum before spot cleaning.
3. Always test inconspicuous area with small amount of cleaner before using.

1

### Remove Clean Water Tank

Lift straight up and away from Machine.



2

### Unscrew The Cap

Unscrew the cap turning anti clockwise.

Remove the cap and pull the tube from the Clean Water Tank.



3

### Add Hot Water

Add hot tap water, filling to the "Clean Water" line marked on the tank.

**DO NOT BOIL OR MICROWAVE WATER.**



4

### Add Cleaning Solution

Add Rug Doctor cleaning solution to the hot tap water, filling to the "Soap" line marked on the Clean Water Tank. Recommended use is 60 millilitres per tank. (tank size is 1.85 litres)



5

### Replace The Cap

Insert the tube back into the Clean Water Tank. Replace the outer cap turning clockwise and tighten.



6

### Replace Clean Water Tank

Replace the tank by setting it straight down into the Machine, pressing down firmly until secure.



**DO NOT USE BOILED OR MICROWAVED WATER IN EITHER TANK.** Doing so could result in scalding or burns. Not recommended for use on upholstery, carpet or rugs that are hand-loomed, braided or made with wool, sisal, jute or other natural fibres. Doing so could result in damage to material and void warranty on machine. Do not walk on wet carpet. Do not use or place machine on wood, laminate or natural fibre floors. If using machine on mattresses, please check mattress for suitability.

## PRE-TREATING HEAVILY STAINED OR SOILED AREAS

Why pre-treat? Cleaning effectiveness will be enhanced if you pre-treat heavily stained or highly soiled areas.

**IMPORTANT:** Check the manufacturer's tag before cleaning upholstery. "W" or "WS" on the tag means you can use Machine. If tag is coded with an "S" or "X", says "Dry Clean Only", is coded with any non-color-fast fabric, is missing, or not coded, do not proceed.

1

### Prepare To Use Machine

Lift the Dual Action Pet Tool from Machine and completely unwrap the flexible hose.



2

### Plug In The Power Cord

Rotate the cord wrap hooks on the back of Machine to release the power cord (unwrap completely).



**CAUTION**  
Before plugging Machine in, check the power button to make sure it is in the OFF position.

3

### Turn Power On

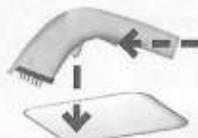
Press the power button to the ON position.



4

### Pre-Treat

Hold the Dual Action Pet Tool just above the area to be cleaned. Press the Soap Trigger to mist solution over the soiled area.



5

### Let Solution Set For 5 Minutes

Let cleaning solution set for 5 minutes before cleaning.



## REMEMBER

Always use RUG DOCTOR cleaning solutions. Other cleaning solutions may harm Machine and void the warranty.

Fill with hot tap water.  
**DO NOT USE BOILING WATER! DO NOT HEAT WATER OR TANK IN MICROWAVE!**

## HOW TO CLEAN

**CAUTION** Before plugging Machine in, check the **POWER BUTTON** to make sure it is in the **OFF** position.

1

### Prepare The Machine

Lift the Dual Action Pet Tool from Machine and completely unwrap the flexible hose.



2

### Plug In The Power Cord

Rotate the cord wrap hooks on the back of Machine to release the power cord (unwrap completely).



**CAUTION**  
Before plugging Machine in, check the power button to make sure it is in the OFF position.

3

### Turn Power On

Press the power button to the ON position.



5

### To Clean

1. Squeeze and hold the Soap Trigger to spray Rug Doctor cleaning solution over and onto the soiled area.
2. Pull backwards **SLOWLY** over the soiled area to clean.
3. Release the Soap Trigger when complete.
4. Repeat as needed.



Take it slow! Slower action allows the Dual Action Pet Tool and suction power to clean deeper.

15

Seconds

### AFTER CLEANING: BEST PRACTICES

Keep Machine ON 15 seconds after cleaning to allow for all of the dirty solution to be collected into the Waste Water Tank.

6

### To Lift The Stain

Excess solution can be removed by making additional "dry" passes with the Dual Action Pet Tool without squeezing the Soap Trigger.

1. Release the Soap Trigger.
2. Apply downward pressure on the Dual Action Pet Tool and slowly move tool over the soiled area to remove remaining moisture.
3. Repeat as needed.



**WARNING**  
TO REDUCE RISK OF FIRE, ELECTRIC SHOCK, INJURY TO PERSONS, OR PROPERTY DAMAGE, FOLLOW ALL IMPORTANT SAFETY INSTRUCTIONS AND GUIDELINES CONTAINED IN THIS USER MANUAL.

8

9

How to Use:

## EMPTY WASTE WATER TANK

1

### Turn Machine Off

Press the power button to the OFF position.



3

### Empty Waste Water Tank

1. Over a toilet or outside, turn the tank on its side where "Easy Empty Pour Spout" is marked.

2. Carefully empty waste water until empty.

NOTE: **DO NOT** pour into sink or tub. Waste water should be poured into toilet or outside.



5

### Rinse and Clean

1. Rinse with water until all debris is removed. Let air dry.

2. Replace float assembly and lid on the Waste Water Tank.

3. Firmly tighten the cap turning clockwise to lock.



Make sure float assembly is installed before returning the tank to Machine.

2

### Remove Waste Water Tank

Empty the Waste Water Tank when the dirty water reaches the "FULL" line and when cleaning is complete.

Remove the Waste Water Tank from the machine.

KEEP TANK IN UPRIGHT POSITION WHEN REMOVING - DO NOT TILT



4

### Remove Float Assembly

1. After waste water has been removed, turn tank upside down.

2. Unscrew lid anti clockwise.

3. Remove lid and float assembly from tank and set aside.



6

### Place Waste Water Tank Back On Machine

Replace the tank by setting it straight down into Machine, pressing down firmly until secure.



## CLEANING AND STORING

1

### Turn Off Machine

1. Make sure the power button is in the OFF position.

2. Unplug the power cord from the outlet and wrap it around the rotating cord hooks on the back of Machine.



2

### Store Hose and Tool

1. Wrap the flexible hose around the hose wraps.

2. Replace Dual Action Pet Tool on Machine.



3

### Empty Clean Water Tank

Empty the Clean Water Tank (if necessary), rinse with clean water, fully dry, and replace on Machine securely.



4

### Empty Waste Water Tank

Empty the Waste Water Tank then rinse with clean water, clean, fully dry, and replace on Machine securely.



5

### Store Machine

Place the retractable handle in the recessed position for compact storage.

Keep in a protected, dry area at room temperature.



**IMPORTANT:**

**DO NOT EXPOSE MACHINE TO TEMPERATURES BELOW 4°C AND ABOVE 43°C**

## TROUBLESHOOTING

The following troubleshooting guide is provided to help you resolve issues that may arise with common usage of Machine.

If you are not able to resolve or have other questions, visit [www.rugdoctor.co.uk/support](http://www.rugdoctor.co.uk/support).

PROBLEM	POSSIBLE REASON	HOW TO FIX
No Power	<ul style="list-style-type: none"> <li>› Power cord not plugged in</li> <li>› Power button not turned to ON position</li> </ul>	<ul style="list-style-type: none"> <li>› Plug power cord into wall outlet</li> <li>› Press power button to ON position</li> </ul>
No / Low Spray	<ul style="list-style-type: none"> <li>› Not pressing Soap Trigger</li> <li>› Clean Water Tank is empty or low</li> <li>› Clean Water Tank is not locked or installed correctly</li> <li>› Valve of Clean Water Tank is clogged</li> </ul>	<ul style="list-style-type: none"> <li>› Press and hold Soap Trigger</li> <li>› Fill Clean Water Tank with water and solution</li> <li>› Lift up Clean Water Tank, and place back into position. Tank should click into place when positioned properly</li> <li>› Remove valve from bottom of Clean Water Tank. Clean with warm soapy water</li> </ul>
No / Low Suction	<ul style="list-style-type: none"> <li>› Waste Water Tank full</li> <li>› Waste Water Tank is not fully secure or installed correctly</li> <li>› Filter screen inside Waste Water Tank clogged</li> </ul>	<ul style="list-style-type: none"> <li>› Empty Waste Water Tank and securely replace empty tank to Machine</li> <li>› Lift up Waste Water Tank and securely place back into Machine</li> <li>› Clean off debris on filter screen inside Waste Water Tank</li> </ul>

## WARRANTY INFORMATION

Rug Doctor® carpet cleaning machines have been manufactured, tested, and inspected in accordance with Rug Doctor's high standards of quality. Subject to the conditions below, the Rug Doctor Pet Portable Spot Cleaner and every component part thereof (collectively, "Machine") is backed by a two (2) year limited guarantee to be free from material defects from the date of purchase ("Guarantee" or "Guarantee Period").

The conditions below relate only to our manufacturer's warranty—other legal rights relating to the quality of the Machine are not impacted.

### WHAT DOES THIS LIMITED CONSUMER GUARANTEE COVER / HOW LONG DOES THE GUARANTEE LAST?

Rug Doctor gives you, the original purchaser, who retains proof of purchase from Rug Doctor or an authorised Rug Doctor Dealer, this Guarantee for your Machine acquired for normal household use only (commercial and rental use is excluded). This Guarantee also applies to any replacement or repaired Machine (for the original Guarantee Period) supplied directly by Rug Doctor. Subject to the conditions herein, Rug Doctor will repair or replace (at Rug Doctor's discretion) any part that is defective in material or workmanship for your Machine within the Guarantee Period if:

- 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
- Rug Doctor is given a reasonable opportunity to examine the Machine; and
- you, if requested 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).

Your statutory rights are not affected by this Guarantee. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office.

### WHAT THE GUARANTEE DOES NOT COVER

The Guarantee does not apply to any defect in the Machine arising from:

- any further use of the Machine made by you or any third party after giving notice in accordance with the terms herein;
- your failure, or that of any third party, to follow Rug Doctor's oral or written instructions (including but not limited to this User Manual) 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);
- 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;
- fair wear and tear, willful damage, negligence by you or any third party, accident, improper use and abuse, careless operation of the Machine, or abnormal storage or working conditions; or
- use by you or any third party of the Machine in any way or at any time for rental purposes.

If Rug Doctor fails to comply with these terms, then it shall be responsible for loss or damage that you suffer or damage that you suffer that is a reasonably foreseeable result of its breach of the terms or its negligence, but Rug Doctor will not be responsible for any loss or damage that is not reasonably foreseeable.

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.

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

- death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors;
- fraud or fraudulent misrepresentation;
- breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession);
- 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
- defective products under the Consumer Protection Act 1987

#### EXPENSES

If a Machine is returned to Rug Doctor for repair under the Guarantee within thirty (30) days of original purchase, 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 visit [www.rugdoctor.co.uk/support](http://www.rugdoctor.co.uk/support).

Rug Doctor will need the following information in order to assist you:

- your name, address, and telephone number;
- the product model and serial number; and
- 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.

#### 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

You can register your Rug Doctor Pet Portable Spot Cleaner at [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk).

**Note:** You must keep your original sales receipt. It provides proof of date of purchase in the event of a warranty claim.

## SERVICING YOUR MACHINE

**If your Rug Doctor Pet Portable Spot Cleaner should require service, please visit [www.rugdoctor.co.uk/support](http://www.rugdoctor.co.uk/support).**



**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE**

For any questions or concerns, please visit [www.rugdoctor.co.uk/support](http://www.rugdoctor.co.uk/support).

# REGISTER YOUR RUG DOCTOR® TODAY!

Visit us at

**RUGDOCTOR.CO.UK**

Retain for your records, it is recommended you record your machine information below.

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

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

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

**NOTE:**

You must keep your original sales receipt. It provides proof of purchase date in the event of guarantee claim. **see warranty on page 13**

## Machine Replacement Parts & Accessories

Visit

[WWW.RUGDOCTOR.CO.UK/PRODUCT-CATEGORY/PARTS-AND-ACCESSORIES](http://WWW.RUGDOCTOR.CO.UK/PRODUCT-CATEGORY/PARTS-AND-ACCESSORIES)

for Rug Doctor replacements parts and accessories.



### Let us know how much you love your machine!

For over 40 years, Rug Doctor has engineered powerful, professional grade deep carpet cleaning machines. We pride ourselves on producing best-in-class machines.

Rate this product on [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk) or any of our retailer sites and let us know what you think!



IT WAS AMAZING



REALLY LIKED HOW WELL IT CLEANED MY CARPETS

Find cleaning tips and more on [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk) or find us at:



# Rug Doctor®

Clean deeper. Feel better.