

# SW9 User Manual



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## Safety Precautions

- Carefully read all the safety warnings and precautions in these instructions as they provide important information for the safe assembly, use and maintenance of the steam generator.
- After removing the packaging, check that the steam generator is undamaged. If in any doubt, do not use the appliance and instead contact an authorised service agent. The packaging materials must be kept out of reach of children as they could pose a health and safety risk.
- This appliance must only be used in accordance with these instructions. It is to be used as a steam generator with steam cleaning accessories to clean flooring, walls, upholstery, tiles, windows, fabrics and bench tops. The manufacturer cannot be held liable for improper, incorrect or unreasonable use of this steam generator or its accessories. The user is solely responsible for ensuring that the item to be cleaned will not be damaged/discoloured by subjecting it to steam at high temperatures nor that the accessories will damage the item being cleaned.

### WARNING !

- There are no components serviceable by the user inside this appliance with exception to draining the boiler, all maintenance **MUST** be carried out by authorised personnel.
- This steam generator **MUST** be earthed.
- Never use extension leads without an earth or the appropriate safety marks
- Never use the appliance barefoot
- Never aim the steam at people or animals
- Never aim the steam at electrical switches, socket outlets or any electrical appliances
- Never pull the mains lead or the appliance itself to unplug from the mains supply
- Never allow the mains cord to rub against sharp edges; do not trap the cord between doors, windows or drawers
- Always check that the mains cord and plug are in good condition before use
- Protect the mains cord from heat, steam and oil
- Never allow children to operate this appliance
- Never allow inexperienced users to operate this appliance without supervision
- Never leave the steam generator unattended when switched on
- Never leave the appliance unprotected from the weather (sun, ice, rain, frost, etc)
- Never store the appliance in an area that is likely to freeze
- Never immerse in water
- Never overfill the water tank
- Never direct the steam into the steam generator or steam hose
- Never use any accessory that is damaged
- Never put the steam generator away while it is still hot, wait until it has completely cooled down
- Never steam synthetic velvet
- Only fill or top up the tank with clean tap water
- Only use the machine on a flat surface with all wheels touching the floor
- Always check in an inconspicuous area that the item to be cleaned will not be damaged or discolour
- Always keep the steam generator away from heat sources such as fires, radiators, direct sunlight, etc.
- During use the steam generator can reach very high temperatures, take care not to touch any metal or any of the steam jets from the machine, accessories or hoses.
- Always unplug at the mains;
  - Before emptying the boiler;

- Before cleaning the appliance;
- When interrupting its use, even for short periods.
- A hydraulically operated safety pressure relief valve is fitted inside the appliance, it MUST only be replaced by an authorised service personnel.
- The steam generator is fitted with a safety overload cut-out that MUST only be replaced with an identical component by authorised service personnel to prevent a safety hazard.
- In the event of a breakdown and/or malfunction, unplug the mains socket and do not tamper. Contact the authorised service personnel for advice or repair. Any tampering with this appliance could create a serious safety hazard.
- If the mains cord on this appliance is damaged, it MUST be replaced by authorised service personnel to prevent a safety hazard.
- Every time the steam generator heats up from cold, the air inside the appliance prevents steam from being delivered immediately. After one minute of heating up, activate the steam on the maximum setting to dispel this air.
- Electrical or electronic appliances (computers, tv, radio, lights, telephones, etc) should never be cleaned with steam as this could cause damage or create a safety hazard, even if these are not connected to the mains supply.
- Never put detergents, perfumes, any other chemical substances or debris in the water tank with the exception of products indicated by Steam Australia.
- Fill the tank with clean water, use a funnel and take care not to overfill. Fill to just below the filler cap and refit the water tank cap.

## Steam Cleaner Description

The SW9 permits cleaning and sanitising without the need to use chemicals. Steam cleaning is hygienic and helps us reduce our water and chemical consumption making us more environmentally responsible. High temperature steam removes dirt, kills bacteria and dust mites. It can be used on many different of surfaces including: ceramic floor tiles, stone floors, parquet flooring, vinyl floors, carpets, rugs, wooden ceilings, wall paper, windows, mirrors, sanitary ware, taps, cooking surfaces, ovens, grills, radiators, window and door frames, furniture, fireplaces, cars, seats etc. Steam can be generated continuously by topping up the water tank.

Steam Cleaning is different to traditional cleaning as we are super heating the water to over 170°C and in most cases, we will only use the steam and the super-heated water vapour to sanitise and clean at the same time. This means we use a very small amount of water over the duration of our clean and the higher pressures reduces the amount of “elbow grease” required.

NOTE: Steam can cause damage, please read all instructions carefully and understand the safety instructions before use.

## Components

1. Water Tank Cap
2. Steam Pressure Lights
3. Pressure Gauge
4. Wheels
5. Steam Ready Indicator Light
6. No Water Light
7. Mains ON/OFF Switch
8. Steam Hose Socket



## Accessories

### Standard Accessories

1. AC8000011: Extension Tube S/O 500mm
2. AC8000065: Nozzle S/O Aluminium Long
3. AC8000006: Window Squeegee S/O w/ 250mm insert
4. AC8000075: Window Squeegee S/O Insert 350mm
5. AC8000037: Hose S/HW Rotative Controller 2.5M
6. AC8000002: Nozzle S/O Detail
7. Water Funnel
8. AC8000005: Brush Rectangular S/O Floor 300mm
9. AC8000061: Brush Triangle Red Bristles
10. AC0010021: Brush Round Nylon 38mm
11. AC0010022: Brush Round Nylon 30mm
12. AC0000009: Scraper
13. AC0030002: Cushion Triangular White
14. AC0030001: Cushion Rectangular 300mm White
15. Cloth



## Optional Accessories

AC8000086 SW9 Trolley w/ 5L Water Bottle.....



AC0010023 Brush Round Stainless Steel 30mm.....



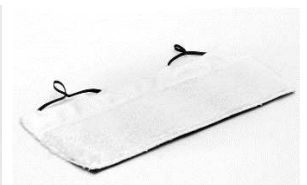
AC0010020 Brush Round Brass 30mm.....



AC8000040 Mop Head Wall 250mm +  
AC0020001 Microfibre Mop Pad Wall 250mm.....



AC8000016 Mop Head Floor 390mm +  
AC0020002 Microfibre Mop Pad Floor 390mm.....



## Before Switching On

### Water Quality

It is important to ensure that only clean water is being used with your machine. Water should be free of any sediment, detergents, oils or other contaminants. If there is any sediment or contaminants coming from your water system filtered water should be used. Water hardness should not exceed 180 parts per million, it is recommended that you check the water quality with your supplier. If water hardness exceeds 180 parts per million the machine should be drained and serviced more frequently. Distilled water should never be used. If the water quality is poor and you have no means of filter the water, you should dilute the tap water with distilled water with a 50:50 mix.

### Filling with Water

Open the filler cap, place funnel into the tank's intake and slowly fill the water tank with clean tap water until the water level reaches the top. Filling with warm water will reduce the heating time. If the water tank overflows, use a rag to absorb the excess water sitting near the intake before replacing the filler cap. Wipe dry any spilled water around the machine as any excess water spillage around the machine can cause electrical and/or slipping hazards if not removed.

### Attaching/Removing the Hose

Open the protective flap in front of the machine. Connect the hose by the plug end of the hose into the plug opening of the machine. Make sure that the round red button on the plug end of the hose is facing up (pictured), then push the plug in until it clicks. To remove the hose, press the red button and gently pull the hose plug out.



## Using Your Appliance

### Turning on the SW9

Plug the cable into a wall outlet. Do NOT use a multi-outlet power-board and avoid using low-quality extension cables. Multi-outlet power boards typically do not have the capacity to accommodate equipment rated at high-wattage making it unsuitable for use with the SW9. If you need to use an extension cable with the SW9, make sure that the wire thickness on the extension cable is equal or greater than the wire thickness of the SW9's power cable.

Turn the machine on using the black On/Off button. The button will light up and the boiler should start heating up the water. If there is too little water in the boiler, the SW9 will start pumping water from the tank into the boiler which will make the machine vibrate for a little while. It will take approximately 6 minutes for the water to heat up to the right temperature and for the pressure to build up to the right amount.

Once the machine is ready for use, the yellow "Steam Ready" indicator light will turn on.

### Steam Operation

Steam levels can be selected using the switches located on the hose handle (i.).

Switch Position	Steam Level	Display Lights
1 + Trigger(ii.)	Low	Light 1 On
2 + Trigger(ii.)	Medium	Light 2 On
3 + Trigger(ii.)	High	Light 1 + Light 2 On
4 + Trigger(ii.)	Water Injection	Light 3 On



Note: Using the hot water injection continuously will quickly drain the water tank, therefore it is advised that the hot water injection function is to be used only when cleaning hard to remove stained areas.

## Accessories Guide

### Rectangular Floor Brush Head



AC8000005 Brush  
Rectangular S/O  
Floor 300mm



2 x AC8000011 Extension  
Tube S/O 500mm



Microfibre Cloth

For hard floor surfaces such as:

- Tiles
- Marble
- Most sealed hardwood
- Linoleum & Vinyl
- Non-slip surfaces

Use the floor brush to scrub off hard-to-remove dirt. In stubborn areas, spray a stream of hot water injection onto the surface followed by moderate brushing. Can be fitted with microfibre cloth (clips on top of the head) to be used as a steam mop to clean and sanitize floors.

### Triangular Brush



AC8000061 Brush  
Triangle Red Bristles  
2 x AC8000011  
Extension Tube S/O  
500mm  
Microfibre Cloth



For cleaning skirting boards, kitchen benchtops, underneath kitchen cabinets, rangehoods and other areas. Wrap the triangular brush with a microfibre cloth to steam clean upholstery and other surfaces.



## Detail Nozzle



AC8000002 Nozzle S/O  
Detail  
2 x AC8000011  
Extension Tube S/O  
500mm  
AC0010022 Brush Round  
Nylon 30mm



*Optional Accessories:*  
AC0010023 Brush Round  
Stainless Steel 30mm  
AC0010020 Brush  
Round Brass 30mm

For detail cleaning in kitchens, bathrooms and other areas:

- Tile grouts (walls and floors)
- Sinks
- Toilet side lip
- Drains



For best results, hold brush on angle to clean sides of the grout line, and then tilt in other direction to clean the other side of the grout line.

Optional stainless steel and/or brass brushes can be fitted onto the detailing nozzle to scrub off certain hard-to-remove stains in nooks and crannies.

Stainless steel is particularly effective on grout.

Be wary that the stainless steel and brass brushes may scratch certain surfaces, leaving unwanted scratch marks. Always test areas in an inconspicuous spot before proceeding.

## Window Squeegee

	 <p>AC8000006 Window Squeegee S/O w/ 250mm insert</p>	<p>For cleaning glass surfaces (windows and bathroom mirrors). Spray a stream of steam in a circular motion onto the glass surface, then use the rubber squeegee part to remove water condensation and clean the surface. If using in areas with frosty climates, warm the windows or mirrors by spraying a high stream of steam for a slightly prolonged time before cleaning.</p>
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## Optional Accessories

### Floor Mop Head

	 <p>AC8000016 Mop Head Floor 390mm</p> <p>AC0020002 Microfibre Mop Pad Floor 390mm</p> <p>2 x AC8000011 Extension Tube S/O 500mm</p>	<p>For cleaning non-carpeted hard-floor surfaces. Use medium steam flow and move forwards and backwards quickly over the floor surface.</p>
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### Wall Mop Head

	 <p>AC8000040 Mop Head Wall 250mm</p> <p>AC0020001 Microfibre Mop Pad Wall 250mm</p> <p>2 x AC8000011 Extension Tube S/O 500mm</p>	<p>For hard wall surfaces and ceilings. Used for cleaning dirt, dust and food stains off walls. Can also be used to sanitise walls in kitchens and other areas.</p>
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# Maintenance

## Accessory Maintenance

It is recommended that you visually inspect your accessories prior to use. It is important to ensure that your hose and accessories are all in good condition before use. You should ensure all locking clips are undamaged, the flexible hose is in good condition and all O-rings are present. O-rings can be found on some accessories, all extensions and both ends of the hose. If you notice steam leaking from some accessories, check the O-rings from the area where the hose/accessories connection leaks steam. Replace the O-rings if needed.



## Boiler maintenance

Water that goes through the boiler contains minerals that solidify to the insides of the boiler causing a limescale build-up. Whenever scaling occurs, the boiler may not heat up to the correct temperature, produce excessively wet steam or in some cases can cause damage to the machine. Preparing the water inside the water tank with the Antical-Spray included with the machine helps prevent excessive scaling of the boiler. 1 spray of the Antical-Spray into a full water tank is recommended each time when you're refilling the machine with clean water.

It is also best to drain the SW9's boiler every 1-3 months. This can be done in a few steps. However, you will need:

- A pan or container that can hold at least 5 litres of water
- A flathead screwdriver
- A rag
- The supplied socket wrench



Make sure the machine isn't plugged into a power source. Check that the pressure gauge shows '0' bar and the machine isn't warm. If the machine is still warm, do NOT attempt to open the machine. Even with zero pressure the boiler may still be hot. Let the machine cool down completely.



Fig. 1

Fig. 2

Fig. 3

Fig. 4

Once the machine has completely cooled down, move the SW9 onto an elevated platform/bench that has an opening for you to reach the bottom part of the machine (Fig. 1). Underneath you will see a black plastic cover with a slit big enough for a large flat-head screwdriver to fit in (Fig. 2). Use the screwdriver to remove the cover by inserting the flat-head screwdriver into the cover's slit and turn counter-clockwise (Fig. 3). This will expose the brass boiler plug (Fig. 4). Prepare the pan or container by placing it underneath the SW9 to catch any water that will drain later. NOTE: To avoid damaging the SW9 by losing balance off the platform, hold the top handle with your free hand or strap the machine onto the platform.



Fig. 5

Fig. 6

Fig. 7

Use the supplied socket wrench and unscrew the boiler plug by turning clockwise (Fig. 5). Once you have loosened the boiler plug a little, you can wrap the boiler plug with a rag and unscrew it by hand until it comes off (Fig. 6). Using a rag is optional, however wrapping the boiler plug with a rag decreases the chances of hurting yourself while increasing the grip. Water should drain out and depending on how old or how often you use the machine, there may be sediments and/or limescales that drains out with the water (Fig. 7). As water drains out, you can give the machine a little shake to remove excess sediments or limescales that may be trapped in the nooks of the boiler.

Once all the water has drained out completely, replace the brass boiler plug by tightening using the supplied socket wrench, and replace the black plastic cover.

## Servicing

It is recommended that your machine be serviced by an authorised service agent every 12 months. More frequent servicing is recommended if the machine is used frequently, particularly in areas with hard water, or if the boiler has been subjected to contaminated water.

The SW9 may present certain symptoms depending on age, water quality or rough use. Usually a visual inspection is adequate to determine and rectify any abnormal symptoms.

### 1. Steam leaking from hose plug/accessories

Check the O-rings from the area where the hose/accessories connection leaks steam. Replace the O-rings if needed.

### 2. Drop in steam pressure at all steam level settings

Follow the steps in “Boiler Maintenance” to drain the boiler. If problem persists, contact your local authorised service agents.

If you are unsure about any symptoms you should stop use of the steam cleaner and contact Steam Australia or your local authorised repair agent.

## Warranty

### Warranty Terms and Conditions

Steam Australia warrants that the products and services it provides are free from defective design, materials and workmanship and are fit for the purpose they are intended for a period of 12 months for machines, 24 months for boilers and 3 months for service, repair and spare parts.

**Note:** Warranty does not cover damage resulting from fair wear and tear, misuse including the use of incorrect accessories or consumables, wilful damage, use beyond specification or design, unauthorised alterations or additions. This includes addition of chemical or distilled water to the water tank, snapped accessories due to excessive force, damaged or missing power plug pins etc.

Warranty is decided by Steam Australia at its sole discretion.

### Making a Warranty Claim

If you are experiencing issues with your machine your machine must be returned to an authorised repairer or place of purchase. If you are unsure where to take your machine, please contact Steam Australia for assistance.