

Leaving Streaks

Letting the machine linger a second or two too long can leave a milky spot/streak on waxed floors – may be removed with vinegar and water. The 15-20 second step in the User's Guide is meant to sterilize the area being cleaned and is not necessary during normal use. You should only hold the trigger down long enough to wet the mop pad and should continue as necessary. You should not exceed 20 seconds of continually depressing the trigger.

Allowing the machine to sit too long on a high gloss vinyl floor may melt the top layer.

Detail all answers to questions below in the support notes.

- 1) Did the consumer thoroughly sweep or vacuum the floor prior to using the Steam Mop? Per the User Guide, this step should be followed to remove any loose debris.
- 2) What type of flooring does consumer have? (vinyl and linoleum are 2 separate materials. Vinyl is a synthetic, petroleum-based material, while linoleum is made of all-natural materials. In fact, linoleum gets its name from linseed oil, which is its main ingredient.)
- 3) If hardwood flooring, is it sealed? Per the User Guide, Steam Mop is NOT for use on unsealed hardwood flooring.
- 4) Ask the consumer if ONLY water was used in the water tank. If not, what was used? Inform consumer that per the User Guide, only water is to be used.
- 5) Ask consumer to use a damp towel to attempt removal of a small part of the streaks. Was consumer able to remove the streaks?
- 6) Ask consumer if the micro-fiber pad appears normal. If the pad shows an abnormal substance, it most likely has come from the flooring.

7) Ask consumer if flooring has a polish, wax, that was manually applied by consumer. If so, the streaking may be the effect of steam on the compound used by the consumer. Per the User Guide.

8) Ask consumer if they tested the machine in an inconspicuous area, or checked the care instructions from the flooring manufacturer (stated on page 8 of the User Guide)

If the consumer is able to remove the streaks advise consumer to wash pads with a mild detergent in their wash machine, DO NOT ADD FABRIC SOFTENER or bleach.

If the pad-bottom appears abnormal, inform the consumer that they should check with the flooring manufacturer on what has been applied to the surface (unless the consumer has applied something to the surface). You may send a pad at no-charge as a one-time concession if it appears that the substance that was applied to the flooring's surface has come off on the pad. **NOTE:**