

RugDoctor[®]
The Carpet Care Experts

71250 © 10/14 Rug Doctor Ltd - All rights reserved.

RugDoctor[®]
The Carpet Care Experts

MIGHTY PRO
PROFESSIONAL X3[®]



User Guide



- 3 Safety Instructions
- 5 Cleaning Carpet and Upholstery
- 7 Maintenance
- 8 Replacement Parts & Troubleshooting
- 10 Warranty and Product Registration
- 11 Rug Doctor Cleaning Products

Retain for your records: To save time if calling Customer Service for information about your Mighty Pro X3[®], it is recommended that you record your machine information here:

Serial #

Serial # is found inside machine behind the recovery tank stamped into the body of the machine.



was founded by a professional carpet cleaner in 1972 with the first machines having been designed and built for professional use. A brand was born and soon after, Rug Doctor launched the first rental programme that made professional-grade carpet cleaning machines available to the public. Over 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.

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

IMPORTANT SAFETY INSTRUCTIONS

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

WARNING

Failure to follow the instructions below may expose the user to electric shock, personal injury and/or death.

To reduce the risk of fire, electric shock, or injury:

- Unplug from outlet when not in use and before servicing.
- Use only Rug Doctor chemicals in this machine to reduce the risk of fire and electric shock due to internal component damage. See the Cleaning Product section of this manual.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised to ensure that they do not play with the appliance.
- The plug must be removed from the socket-outlet before cleaning or maintaining the appliance.
- Do not use shampoo in this machine.
- Do not pull or carry machine by flex.
- Do not use boiling water in this machine - max temp 50°C. Use only luke warm water on wool carpets.
- Remove mains plug from supply prior to filling or cleaning the machine.
- Do not handle electrical switches or mains plug with wet hands.
- During operation, the liquid ejected could be hazardous due to it's temperature, pressure or chemical content. Refer to warnings printed on chemical bottles.
- If foam liquid appears from both sides or top of machine during operation, switch off immediately.
- Care must be taken to ensure that the power supply cable remains undamaged.
- To reduce the risk of electric shock - use indoors only.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only Rug Doctor's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to Rug Doctor Ltd. Call Customer Services on 01903 235558 to arrange.
- Do not pull or carry the machine by the power cable. Do not use power cable as a handle. Do not close a door on power cable cord, or pull power cable around sharp edges or corners. Do not run appliance over the power cable. Keep power cable away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, pull the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into openings. Do not use with any opening 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 such as petrol 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 use without filters in place.
- Use only on surfaces moistened by the cleaning process or small liquid spills. Do not place machine in standing water or try to clear flooded areas.
- Do not clean over floor mounted electrical outlets.
- Do not use without upper (white) tank in place.
- The use of an extension cord is not recommended.

Cleaning With Your Mighty Pro X3® Machine And Products

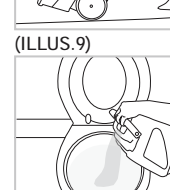
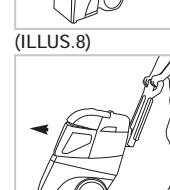
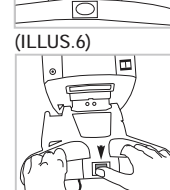
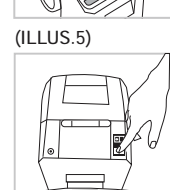
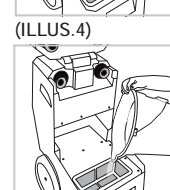
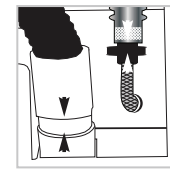
Read all instructions completely before you begin. To ensure satisfactory results, test carpets and upholstery for colourfastness. Wet an inconspicuous area with a small amount of cleaning solution. After 1–2 minutes, blot with a white paper towel and check for colour transfer. Follow these additional guidelines when cleaning with your Rug Doctor machine:

- Rug Doctor machines and Rug Doctor cleaning products are safe for most carpets. However, you risk damage to carpets and hard floor surfaces not intended for a water extraction method of cleaning. **Do not use the Mighty Pro X3® or cleaning products on natural fibre oriental rugs (silk or wool), hand-loomed wool rugs, braided rugs, sisal or jute carpets; hardwood or laminate flooring. Some stains require professional treatment. Use luke warm water when cleaning wool, wool blends or delicate fibres.**
- Rug Doctor machines and Rug Doctor Pro cleaning products are safe for many fabrics, even delicate fibres. However, you risk damage to fabrics not intended for a water extraction method of cleaning. **Do not use the Mighty Pro X3® or products to clean fabrics with cleaning codes S or X, silk, Haitian cotton, velour, brushed corduroy, leather or noncolourfast fabrics, mattresses or mattress toppers made with memory foam, foam or goose down. Some stains like chewing gum will require professional treatment. Use luke warm water when cleaning wool, wool blends or delicate fibres.**
- The Mighty Pro X3® was designed for use on carpet and upholstery applications in accordance with the instructions and recommendations in this manual.
- Do NOT put bleach, dye or products other than Rug Doctor cleaners in this machine.** Use of inappropriate products may cause this machine to malfunction and may result in carpet or machine damage.
- Always use Rug Doctor Professional Oxy Fabric & Upholstery when cleaning fabrics and upholstery. Foam should never be allowed to build up in the recovery tank and then be sucked up through the dome filter into the machine. Damage to the carpet and/or vacuum motor could result.
- 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.
- Avoid picking up hard or sharp objects with the Mighty Pro X3®. They may damage the machine. Do not use the machine for dry vacuuming because this machine does not have a fine dust filter. Dry vacuuming damages the vacuum motor.
- Do not use the Mighty Pro X3® to vacuum large quantities of liquid, such as a flooded basement or large spill. This machine is not equipped with an automatic overflow shutoff.
- To avoid damage, do not place the Mighty Pro X3® or hand tool on hardwood or laminate flooring or allow any solution or overspray to contact such flooring.
- To avoid pump damage, do not continue to press the spray (pump) button when the solution tank is empty.

Read instructions carefully. Rug Doctor is not responsible for damage due to misuse of this machine.

Carpet Cleaning Tips For Best Results

- Treating difficult spots. **Some stains are impossible to remove due to their age and type of stain.** Rug Doctor machines are designed to deep clean and extract in one cleaning pass. Your best choice of cleaning difficult spots, stains or traffic areas is to use Rug Doctor's specially formulated products: Rug Doctor Pro Odour Remover, Rug Doctor Pro Urine Eliminator, Rug Doctor Pro Traffic Lane Cleaner, Rug Doctor Pro Spot & Stain Remover, Rug Doctor Pro Oxy Stain Remover & Rug Doctor Pro Oxy Fabric & Upholstery Cleaner.
- Avoid over-wetting your carpet. Don't go over a heavily-soiled spot more than 2 times. Berber, Multi-Level or Looped carpets retain more liquid. For these types of carpets, **DO NOT** repeat cleaning passes. If additional cleaning is desired, allow carpets to dry before attempting to reclean heavily-soiled areas. Because they retain more liquid, Berber carpets that are overwet can experience "wick up" of soils or spills very deeply embedded in the carpet or backing. If you experience this problem, allow area to dry completely then clean again using single, quick passes (1-2 feet per second).
- Cleaning Berber carpet: You can use your Mighty Pro X3® to clean Berber carpet. For best results, make only one pass while depressing the thumb switch to release solution. Make a second pass over the same area without pressing the spray switch so that you are only vacuuming the liquid. Make sure the vacuum slot at the front bottom edge of the machine is snug against the carpet.
- Overlap passes slightly to cover all areas. **IMPORTANT: When pressing the red button, keep machine moving so vibrating brush does not agitate in one place.**
- Liquid recovery. You should recover 70 - 80% of the liquid used depending on your carpet type. With Berber carpet, you may recover a little less liquid.
- Avoid excess foam in the recovery tank which can be expelled through the machine and may affect your carpet.
- If you replace furniture before the carpet is completely dry, place aluminium foil under furniture legs to prevent wood dye or rust stains. Leave aluminium foil under furniture legs until carpet is completely dry.
- For faster drying, ventilate area. Open doors and windows. Place fans pointing downwards onto the carpet. Turn on heat in damp or cold weather. Turn on air conditioner in humid or hot weather. This is highly recommended when cleaning Berber carpets.



(ILLUS.10)

Cleaning Carpets

Before You Begin

Review machine safety warnings found in the front of this manual. Using a normal vacuum cleaner, vacuum the area you want to clean to remove loose dirt before using the Mighty Pro X3®. This will help keep the brushes and water vacuum system working efficiently. Pre-treat any special problem areas with appropriate Rug Doctor solutions. For example, use Urine Eliminator on tough pet stains and other bio-origin stains.

Set Up

Check the back of the machine to ensure hose connections are secure (ILLUS.1) and set the switch to CARPET instead of TOOL.

Release recovery tank latch and lift up dome hood (ILLUS.2).

Remove the recovery tank (ILLUS.3).

Depending on how dirty your carpets are, add a third of a coffee mug (110ml) of Rug Doctor Pro Carpet Detergent directly into the lower blue tank, by pouring through the white filter screen (ILLUS.4).

The lower tank recommended fill capacity from empty is approximately 11 litres. Fill the lower blue tank with hot water from a clean bucket by pouring it through the white filter screen. Machine is full when the hot water covers halfway up the filter screen (ILLUS.5).

Use caution to ensure water is not so hot as to scald or burn skin. Use only luke warm water when cleaning wool carpets.

Replace the recovery tank and close dome hood (ILLUS.6).

Unwind the power cable and plug in the machine to the mains. Move furniture as necessary and then position the machine at the start of your first cleaning pass. Ensure that the mode switch on top of the machine is turned to "CARPET" (ILLUS.6).

Start Cleaning

Press down the "Vacuum On" switch to start the Mighty Pro X3®. While depressing red spray button on the top of the handle (ILLUS.7), pull the machine slowly and steadily backwards in a straight line, keeping the vacuum slot against the carpet surface. On lightly soiled carpets you can pull the machine quickly at one foot per second. For moderately, or heavily soiled carpets, pull the machine at approximately one foot every two seconds. You will begin to see soiled solution entering the clear dome. (If you don't, stop and refer to the Troubleshooting section).

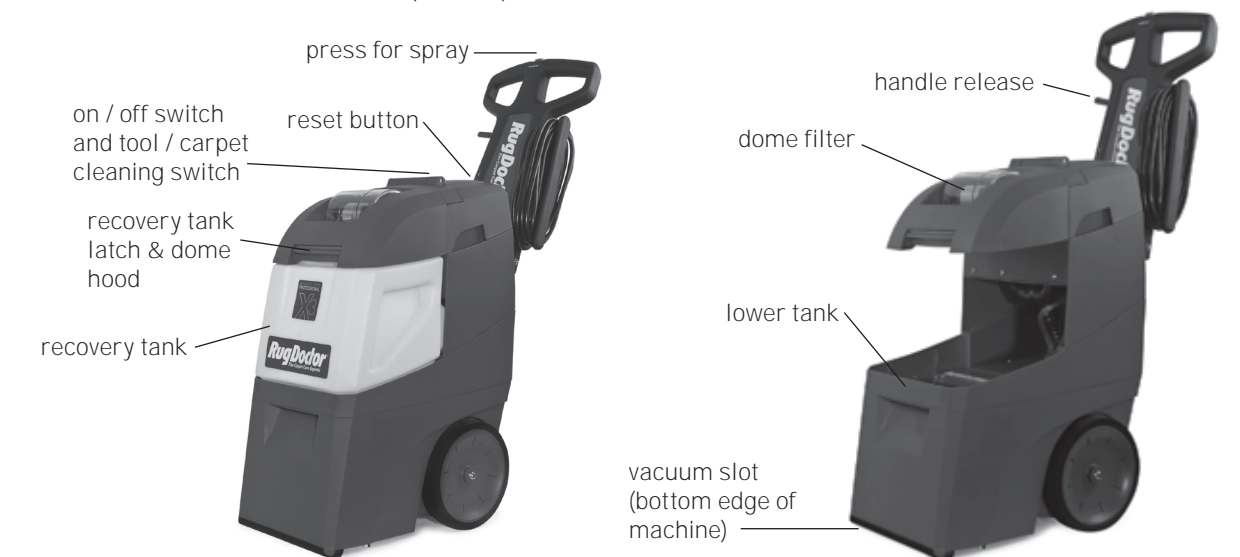
IMPORTANT: When depressing red spray button, keep machine moving backwards so the vibrating brush does not agitate in one place (ILLUS.8).

Release the red button 15cm to 30cm (6 to 12 inches) before ending each pass to stop cleaning solution and ensure vacuum picks up the last part of the spray action. Tilt machine back and push it forward to start a new backward cleaning pass (ILLUS.9).

Continue cleaning in this manner, overlapping each pass slightly. When the lower tank runs out of cleaning solution, the pump sound will increase in volume slightly and dirty water will stop entering the dome. Switch the machine to the OFF position. Remove and empty the recovery tank by pouring the dirty solution into a toilet or outdoor drain (ILLUS.10).

Rinse the recovery tank and refill the lower tank with clean solution/water mixture using a clean bucket. If you are near the end of your cleaning job, fill the lower tank half full so it empties by the end of your job. Replace the recovery tank.

Continue the cleaning process until area to be cleaned is covered. When cleaning is complete, switch the machine to the OFF position. To drain and clean the machine, please refer to the **Maintaining your rug doctor machine** section in this User Guide.



To learn more about how to clean your carpets, refer to "Using Your Rug Doctor" section on www.rugdoctor.co.uk

Cleaning Upholstery

Set Up

Prepare surfaces for cleaning by thoroughly vacuuming or brushing. When cleaning and drying cushions, first spread sheets or towels on the floor to act as a drying surface for the dampened cushions.

Disconnect the Mighty Pro X3® large vacuum hose at the back of the machine. Reconnect the top portion to the large vacuum hose of hand tool. Slide up the nickel plated quick release coupler ring and pull out the small solution hose (ILLUS. 1).

Insert the metal end of the hand tool solution hose into the quick release coupler. Tug gently on the hose to make certain the connection is secure.

Remove the upper recovery tank (ILLUS.2)

Add 250ml of Rug Doctor Pro Oxy Fabric Cleaner directly into the lower blue tank, by pouring through the white filter screen (ILLUS.3).

The lower tank recommended fill capacity from empty is approximately 11 litres. Fill the lower blue tank with hot water from a clean bucket by pouring it through the white filter screen. Machine is full when the hot water covers halfway up the filter screen (ILLUS.4).

Slide the recovery tank back in place and close the dome hood (ILLUS.5). Unwind the power cable and plug in the machine to the mains.

Ensure the mode switch on top of the machine is turned to "TOOL" (ILLUS.6).

Start Cleaning

Test upholstery for colourfastness by first cleaning a small, hidden area, then rubbing the test area with a white paper towel. If no colour appears, continue cleaning. A little colour on the towel means there's some chance of colour running, but it's likely you can still clean safely. Try using cool or cold water and test again with a white paper towel.

Press down the "VACUUM ON" switch to start the machine.

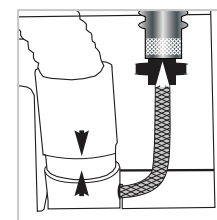
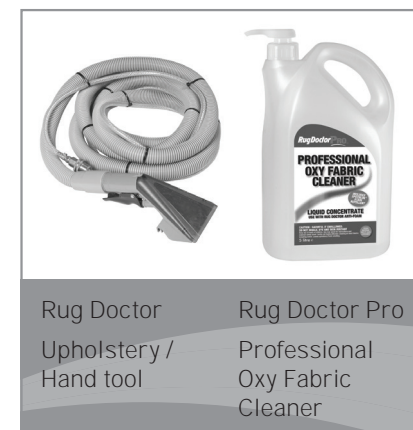
Working at a slow, steady pace, begin cleaning by squeezing the hand tool lever as you pull the tool over fabric (ILLUS.7). Overlap strokes slightly.

If foam builds up around the hand tool, pull the tool slightly faster or vacuum up the excess solution by passing over the area a second time **without squeezing the spray lever on the hand tool**. When cleaning is complete, switch the machine to OFF position.

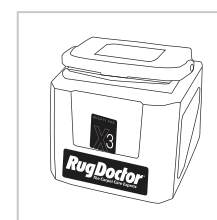
Disconnect both of the hoses from the machine. Holding the hose ends over a sink, squeeze the hand tool trigger until all liquid is drained from the solution tank.

To completely drain and clean the machine, refer to the Maintaining Your Rug Doctor Machine section. Reconnect the machine vacuum and solution hoses for carpet cleaning mode.

NOTE: For velvet upholstery, fluff up damp pile with a soft brush or towel to keep from matting.



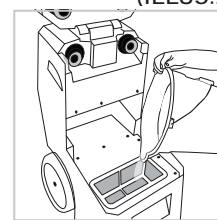
(ILLUS.1)



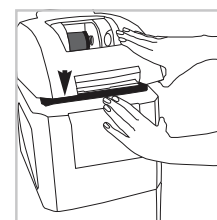
(ILLUS.2)



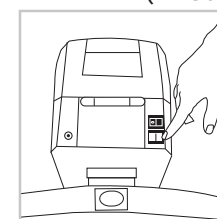
(ILLUS.3)



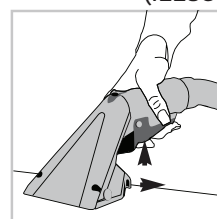
(ILLUS.4)



(ILLUS.5)



(ILLUS.6)



(ILLUS.7)

Maintaining Your Rug Doctor Mighty Pro X3®

Follow these guidelines to ensure your Rug Doctor Mighty Pro X3® will last you a lifetime. Please note failure to comply with the instructions, cautions and safety warnings in this User Guide voids the warranty.

- Drain the machine by spraying out remaining solution over a floor drain such as a shower base, kitchen sink or outdoor drain (never in the rain or on wet ground). Do not allow machine to stand in liquid while emptying. For best results, spray out liquid with machine set to "Tool" to prevent the carpet cleaning brush from wear while emptying. Using this method you can spray out remaining liquid through the Hand Tool.

Always make sure the machine is in the OFF position, unplugged and the tanks are empty when carrying out the following maintenance procedures:

- Clean the vibrating brush. After each use, unplug the machine from the mains power source and, wearing household rubber gloves, use your finger or an old comb to remove any debris from the vibrating brush. If you used a Rug Doctor and hand tool attachment, remove debris from the attachment's vacuum slot.
- Clean the vacuum filter. After each use, inspect the cylindrical filter screen located inside of the clear plastic dome on the front of the machine. If debris is present, remove the filter screen by pushing it right and compressing the spring until the filter end is clear of the dome. Clean by running water through the screen from the inside to the outside. Replace by compressing the spring wire and inserting the black end securely into place in the hole inside the dome.
- Clean the solution tank filter screen. After each use, inspect the rectangular filter screen located in the fill opening of the solution (lower) tank. If debris is present, remove screws that hold the filter in place and remove filter from the solution tank opening. Clean filter by holding it under a tap and letting the water run through the filter in the opposite direction from the normal filling flow. Before replacing the filter screen, inspect the cylindrical filter mounted on the end of the solution line inside of the lower tank. If debris is present, remove the filter by pulling it off the solution line. Hold the filter under flowing water until debris is cleared. Replace the filter by pushing it over the end of the solution hose. Then replace the filter screen and fasten it in place with the two mounting screws.
- Remove carpet fibres and any lint from vacuum slot. Periodically check the vacuum slot on the bottom front of the machine for debris. Remove any fibre, hair or other debris that may be caught in the slot.

Caring For Your Rug Doctor Mighty Pro X3®

- Always use recommended Rug Doctor cleaning products. **Do not use dye or bleach in this machine. Dye and bleach will permanently damage your carpets.**
- Store the machine indoors out of dusty, wet and freezing areas. This prolongs the life of your Mighty Pro X3® and helps keep it trouble free.
- Do not expose the Mighty Pro X3® to freezing temperatures for a prolonged period of time. In freezing temperatures, liquid in the machine system can damage the pump and solution hoses.
- Use care when transporting your Mighty Pro X3®. Rug Doctor machines are designed for rugged use. However, avoid mishandling such as dropping the unit or transporting it in an open van or truck. Jarring or impacts from sudden vehicle stops and starts could damage the machine.

Obtaining Service For Your Rug Doctor Mighty Pro X3®

- Register your new Rug Doctor Mighty Pro X3® by completing our online Product Registration form at www.rugdoctor.co.uk.
- The registration entitles you to service work and replacement parts during the five year warranty period should your machine need repairs.
- **Do not attempt repair on a machine under warranty. Servicing and warranty repairs should be performed by Rug Doctor Ltd or an authorised service representative only.**
- If you experience an operational problem, call our Consumer Support Hotline at 01903 235558. Basic replacement parts can be ordered through Consumer Support. If repair is required, you will be directed to take or ship your Rug Doctor machine direct to Rug Doctor or the nearest authorised repair centre. Rug Doctor recommends you keep the original Mighty Pro X3® carton and packing materials.
- When returning a machine for non-warranty or out of warranty repairs, always take out delivery insurance on the machine to its full value before shipping.

Available Replacement Parts For Your Rug Doctor Mighty Pro X3®

Refer to the following images if you need to order basic replacement parts for your machine. Do not use replacement parts other than those available through Rug Doctor. Do not attempt repairs on a machine under warranty.



Replacing A Brush

1. The brush strip is held in place by 2 bolts and a snap fit connection.
2. Undo the 2 nuts and bolts that secure it to the oscillating arm and remove the old brush strip by pulling down on the plastic brush body.
3. Insert the new brush strip until it is fully seated and replace the 2 bolts.



Replacing A Brush

Troubleshooting

Use this section to help resolve any issues that you may experience with your Mighty Pro X3®. If you do not find the answer to your questions here, please contact the Rug Doctor Hotline at 01903 235558 or visit our web site at www.rugdoctor.co.uk. The Rug Doctor Hotline is available 5 days a week (except on bank holidays) from 9.00 am to 5.00 pm.

The machine is switched on, but there is no power.

Try the following:

- Make sure the electrical cable is plugged in. If the electrical outlet is connected to a wall socket with a switch, make sure the switch is in the ON position.
- Check the circuit breaker switch on the machine and reset if necessary.
- Check your mains circuit breaker in your fuse box. If it is off or if a fuse has tripped, unplug the machine and reset the circuit breaker or reset the fuse. Plug the machine into a different wall socket before beginning again.
- Check the power cable. If it is defective, please contact Rug Doctor Customer Services or an authorised service agent. A qualified registered electrical professional must repair the machine.

The machine switch is on, but there is intermittent power.

Please contact Rug Doctor or an authorised service agent. A faulty electrical cable, defective switches, or loose terminal connections can cause intermittent power failures. A qualified registered electrical professional must repair the machine.

Vacuum Issues

Try the following:

- Make sure the dome hood latch is closed and securely sealed
- Check the hose connection at the back of the machine and secure it properly as necessary .
- Clean the filter that is in the dome.
- Remove any accumulated debris around the vacuum slot.

If none of the above steps fix the problem, the vacuum hose assembly inside the machine may be defective. Contact the Rug Doctor or an authorised service agent. A qualified registered electrical professional must repair the machine.

The machine is on, but the vacuum motor works intermittently.

Please contact the Rug Doctor or an authorised service agent. A loose wiring connection can cause intermittent vacuuming performance. A qualified registered electrical professional must repair the machine.

Troubleshooting (continued)

Solution System Issues

The machine has lost cleaning solution water pressure.

Check the level of solution in the lower tank and refill if necessary.

The machine is on and the spray button or hand tool lever is depressed, but no spray comes out.

Try the following:

- Make sure the cleaning mode switch is set to the appropriate setting, either Tool or Carpet.
- Make sure the machine is switched to the VACUUM ON position.
- Check the small solution line hose at the back of the machine. Connect the hose line securely with the quick release coupler if necessary.
- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any debris build-up that may be clogging the tips. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object.
- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip, blow air through it to remove any debris build-up that may be clogging the tip. Reattach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- Check the lower tank sump filter inside the lower tank and clean if necessary. Refer to the Maintaining Your Rug Doctor Mighty Pro X3® section in this document for more information.

The spray from the spray tip(s) is weak or uneven.

Try the following:

- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any build-up that may be clogging the tip. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object.
- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip and blow air through it to remove any build-up that may be clogging the tip. Reattach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- Check the lower tank sump filter inside the lower tank and clean if necessary. Refer to the Maintaining Your Rug Doctor Mighty Pro X3® section in this document for more information.

Excessive Foaming

Foam in the recovery tank is caused most often by cleaning carpets where spray foams have been used previously. If the machine ingests foam through the dome filter of the recovery tank it could damage the carpet and vacuum motors. Always empty the recovery tank before this happens.

Carpet Discolouration / Stained areas appear on the carpet after cleaning

Try the following:

- Hand Tool only: Remove the spray tip with a spanner. Rinse the tip and blow air through it to remove any build-up that may be clogging the tip. Reattach the tip with the spanner. Make sure to position the tip opening so that it sprays side to side.
- After the carpet is completely dry, clean the area with your Mighty Pro X3® machine making sure to avoid overwetting the carpet. Stains may continue to appear if the carpet is overwetted.

Streaks appear on the carpet during cleaning

Try the following:

- Brush the spray tips with a soft-bristle brush, such as an old toothbrush, to remove any build-up that may be clogging the tip. Do not brush spray tips with any kind of wire or metal brush. Do not try to unclog the tip by poking it with a pin or any other object. Check the brush bristles for damage or wear. Replace the brush if necessary.

Guarantee and Product Registration

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

- 1.1. Rug Doctor guarantees to the original purchaser that on delivery, and for a period of 12 months from the date of delivery ("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 12 months 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. 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 Web Site: 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 Rug Doctor Mighty Pro X3® cleaning experience.

Parts Ordering

Spare parts are available at www.rugdoctortrade.co.uk:

You can register your Rug Doctor Mighty Pro X3® machine at www.rugdoctor.co.uk

Or please complete the Product Registration Card that comes with your Mighty Pro X3® machine and post it to:

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

Now that you have the power of the professionals, make sure you keep cleaning like one!

RugDoctor®

The Carpet Care Experts

Carpet Cleaner



Rug Doctor Pro
Professional Carpet
Detergent
Pack Size: 4 x 5LTR

Stain and Spot Removers



Rug Doctor Pro
Oxy Stain Remover
Pack Size: 6 x 500ml

Rug Doctor Pro
Spot & Stain
Remover
Pack Size: 6 x 500ml

Rug Doctor Pro
Urine Eliminator
Pack Size: 6 x 500ml



Upholstery Cleaner and Special Solutions



Rug Doctor Pro
Professional Oxy
Fabric Cleaner
Pack Size: 4 x 5LTR

Rug Doctor Pro
Odour Remover
Pack Size: 6 x 500ml

Rug Doctor Pro
Traffic Lane Cleaner
Pack Size: 6 x 500ml

Rug Doctor Pro Professional Carpet Detergent formulation has been specially developed to really deep clean your carpet and remove stubborn spots and stains. It is unique to Rug Doctor and it is pet safe and wool friendly. Rug Doctor Pro Professional Carpet Detergent cleans, deodorises, rejuvenates and protects.

Comes in pack size 4 x 5LTR

Rug Doctor Pro Oxy Stain Remover - Lifts the toughest stains from carpets and upholstery including red wine, blackcurrant juice, black coffee, ketchup and most other stubborn stains both in the home and in vehicles. Works on dried in stains. It can also be used as a pre-treatment to machine cleaning.

Rug Doctor Pro Spot & Stain Remover - A carpet stain remover especially formulated to remove spots and stains such as blood, oil, ink and grease. It can also be used as a pre-treatment to machine cleaning.

Rug Doctor Pro Urine Eliminator - Eliminates foul odours in carpets and furnishings caused by pets, children or the incontinent. It's enzyme technology removes the hard urine crystals from dried in stains. Effective against urine, blood, faeces and vomit stains. It can also be used as a pre-treatment to machine cleaning.

Rug Doctor Pro Professional Oxy Fabric Cleaner (with Anti Foam) - Specially formulated using oxygen boosters to clean and revitalise fabrics and upholstery without over-wetting them. Giving you a professional result every time. When used with the Rug Doctor hand tool attachment, it leaves fabrics almost as dry as if they had been dry cleaned - but with a fresh, clean scent.

Rug Doctor Pro Odour Remover - An alkaline based treatment. Can be mixed with the cleaning solution in the Mighty Pro X3® machine or used on its own. It uses an enzymatic process to eliminate most foul odours including food, smoke and animal waste, leaving the affected area deodorised. Effective on some dried in stains.

Rug Doctor Pro Traffic Lane 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.