

# TRUDEEP CLEANER™

## USER MANUAL

Model Number



### QUICK “HOW TO” VIDEOS

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for helpful instructional videos



# **RugDoctor**<sup>®</sup> pet

**F**or over 50 years, Rug Doctor has been the global market leader in professional-grade, do-it-yourself, deep cleaning systems. Today, Rug Doctor continues to evolve with new innovation in cleaning systems. We are committed to provide pro-grade power equipment that provides value, improves your home and simplifies your life.

Introducing Rug Doctor Pet TruDeep Cleaner™, our powerful pro-grade carpet cleaner with best-in-class suction power for superior deep cleaning results at home.

To help you achieve the best cleaning results, please review the quick, easy-to-navigate user manual.

**H A P P Y   C L E A N I N G !**

Rug Doctor UK LTD

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Worthing, BN14 8ND

Web Site: [www.rugdoctor.co.uk](http://www.rugdoctor.co.uk)

For household use only

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# IMPORTANT SAFETY INSTRUCTIONS

## USER MUST READ AND UNDERSTAND ALL INSTRUCTIONS BEFORE USING THIS MACHINE.

When using a machine, basic precautions should always be followed, including the following:



### WARNING

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

- › For indoor, household use only. Not for use outdoors.
- › Use the machine only as described in this guide and user manual. Use only Rug Doctor's recommended attachments and cleaning solutions.
- › **DO NOT** leave machine unattended when plugged in or while powered on. Unplug the machine when not in use and before cleaning or servicing.
- › Use only Rug Doctor® cleaning products intended for use with this machine. See the cleaning product section of this manual.
- › **DO NOT** use if you are under the influence of alcohol or drugs.
- › **DO NOT** immerse. Only use machine on surfaces moistened by the cleaning process.
- › **DO NOT** submerge machine, expose to rain, outdoor sun, place machine in standing water, or try to clear flooded areas with machine.
- › **DO NOT** leave or store machine outdoors. Always keep and store machine indoors in a safe, dry location. Keep machine away from heated surfaces and extreme temperatures.
- › **DO NOT** use or expose machine to any improper setting or environment, such as a construction settings.
- › Use caution when using hot tap water. **DO NOT** boil or microwave water to be used in this machine.
- › **DO NOT** use machine as a vacuum.
- › This machine is designed to clean normally soiled carpets in one (1) cleaning pass, except Berber multi-level or looped carpets.
- › **DO NOT** use more than two (2) cleaning passes on any area of carpet as over-wetting and damage may result which could include permanent staining of carpet.
- › **DO NOT** allow the machine to run dry. When the solution tank runs out, stop using and follow directions to refill.
- › **DO NOT** allow this machine to be used as a toy. Close attention and adult supervision is necessary when used by or near children or animals. This machine is not intended to be used by children under the age of 18.
- › **DO NOT** allow children or pets to place their body parts in or near openings or moving parts of machine.
- › **DO NOT** use with a damaged cord, plug or attachment. If this machine or any associated attachment is not working as it should, has been dropped, damaged, left outdoors, used in an improper manner or environment, rained on or dropped in water or other liquid, stop using immediately and return to your rental location or service center and immediately notify Rug Doctor at (800) 784-3628.
- › **DO NOT** attempt to repair a damaged or broken machine under any circumstances.
- › **DO NOT** pull by the cord, carry by the cord, use the cord as a handle, close a door on the cord, or pull the cord around sharp edges or corners. **DO NOT** run machine over cord. Keep cord away from heated surfaces.
- › **DO NOT** unplug by pulling on the cord. Unplug by pulling on the plug.
- › **DO NOT** abuse the cord. NEVER use the cord for carrying, pulling, or unplugging the machine.
- › **DO NOT** modify earthed plug.
- › **DO NOT** handle the plug or use this machine with wet or sweaty hands.
- › **DO NOT** put any objects into any machine openings. **DO NOT** use the machine if any opening is blocked. Keep openings free of dust, lint, hair and anything that could reduce airflow.
- › Keep hair, loose clothing, fingers and all parts of the body away from all openings and moving parts.
- › Turn off all controls before unplugging.
- › Use extra care when cleaning on stairs.
- › **DO NOT** use machine to pick up flammable or combustible materials or liquids, such as gasoline or certain 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** use to pick up hard or sharp objects, such as glass, nails, screws, coins, etc.

- › **DO NOT** place in or pick up anything with this machine that is a toxic material, such as bleach, ammonia, toilet bowl cleaners or drain cleaners.
- › **DO NOT** clean over floor electrical outlets.
- › **DO NOT** use an extension cord. Failure to follow this instruction may expose the user to the possibility of electric shock, personal loss, or injury and/or death.
- › The attachment hose contains electric wires. **DO NOT** use or repair a damaged hose. **DO NOT** use when the hose is cut or punctured. Avoid picking up sharp objects.
- › The upholstery tool and attachment hose are to be used only for indoor household cleaning applications using only manufacturer's recommended cleaning solutions.
- › Examine the attachment hose and upholstery tool periodically for visible deterioration, such as abrasions, cracks, splits and the like.
- › Always wear rubber-soled shoes when cleaning.
- › Always ensure float is properly installed before any wet pick-up operation.
- › **DO NOT** use machine without the tank, cap, or lid in its proper place.
- › **DO NOT** use or place machine on or near wood, laminate, or natural fiber floors.
- › **DO NOT** use or place machine on or near natural fiber, silk, wool, sisal, jute, hand-loomed, or braided carpets and rugs.
- › **DO NOT** use machine to clean the following fabrics: silk, Haitian cotton, velour, velvet, corduroy, leather, fabrics with cleaning code S or X, or any non-colorfast fabrics.
- › **DO NOT** use bleach, dye, laundry detergents, cleaning powders, harsh solvents, chemicals, or any non-Rug Doctor products with machine as permanent damage to your property may result.
- › Always turn off this machine before connecting or disconnecting either hose or solution hose.
- › Use only as described in this manual. Use only manufacturer's recommended attachments.
- › **DO NOT** operate without tanks or in any manner inconsistent with the above warnings or operating instructions included in this operations guide.



## **WARNING MACHINE MAY CONTAIN WATER**

### **For best cleaning results and to avoid the risk of permanent damage to property, carpets, floors and furniture, please follow the below listed warnings:**

- › Always read and follow your carpet or upholstery manufacturer's recommended cleaning instructions before using machine.
- › Use extra care when cleaning on stairs.
- › Machine is designed to clean normally soiled carpets in one (1) cleaning pass. Two (2) passes can be used for heavily soiled carpets but not on Berber, multi-level, or looped carpets. **DO NOT** use more than two (2) cleaning passes on any area or carpet. Failure to follow this instruction may result in over-wetting and permanent staining of carpet. If carpets are not sufficiently clean, allow to dry completely and clean again using only one (1) pass.
- › **DO NOT** leave water in clean or dirty water tank when not in use. Immediately empty clean and dirty water tank after each use.
- › **DO NOT** use or place machine on or near wood, laminate, or natural fiber floors.
- › **DO NOT** use or place machine on or near natural fiber, silk, wool, sisal, jute, hand-loomed, or braided carpets or rugs.
- › **DO NOT** use machine to clean the following fabrics: silk, Haitian cotton, velour, velvet, corduroy, leather, fabrics with cleaning code S or X, or any non-colorfast fabrics.
- › **DO NOT** use bleach, dye, laundry detergents, cleaning powders, harsh solvents, chemicals, or any non-Rug Doctor products with machine as permanent damage to your property may result.
- › When cleaning upholstery or furniture, make sure the black rocker switch on top of machine housing is set to "upholstery/hand tool." If this switch is set to "carpet," damage may result.
- › **Failure to follow the foregoing instructions may expose the user to electric shock, personal injury and/or death.**



## FLOAT WARNING WHEN EMPTYING DIRTY WATER

**Always exercise caution when emptying the dirty water tank. The dirty water tank should only be emptied in a toilet or safely outside. It is possible for the float and cage located within the dirty water tank to become dislodged during use and while disposing of water. Always pour water out slowly to ensure both float and cage remain inside the tank. Never “dump” out dirty water. Failure to follow these instructions can result in the float and cage becoming lodged in toilets, sinks, and the like. Rug Doctor is not responsible for any damages caused to toilets, sinks, and the like resulting from failure to follow these instructions.**

## CLEANING WITH YOUR RUG DOCTOR MACHINE AND PRODUCTS

Read all instructions completely before you begin. To assure proper results, test carpets and upholstery for colorfastness. Wet an inconspicuous area with a small amount of cleaner.

After 1–2 minutes, blot with a white paper towel and check for color 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 water extraction method cleaning. **DO NOT** use the Rug Doctor machine or cleaning products on natural fiber oriental rugs (silk or wool), hand-loomed wool rugs, braided rugs, sisal or jute carpets, hardwood or laminate flooring. Some stains require professional treatment.
- › The machine was designed for use on carpet and upholstery applications in accordance with the instructions and recommendations in this manual. If you use the Rug Doctor machine to clean surfaces other than carpet and upholstery, such as hard surface floors, use only Rug Doctor recommended products. Rug Doctor Oxy Carpet Cleaner can be safely and effectively used for either carpeting or water-safe hard surface floor coverings.
- › **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.
- › Foam should never be ingested through the dome filter. Damage to the carpet and/or vacuum motor could result.
- › Use only Rug Doctor® cleaning products intended for use with this appliance to reduce the risk of fire and electric shock due to internal component damage.
- › Avoid picking up hard or sharp objects with the carpet cleaning machine. These objects may damage the machine.
- › **DO NOT** use the machine for dry vacuuming. This machine does not have a fine dust filter. Using machine to dry vacuum causes damage to the vacuum motor.
- › **DO NOT** use the machine to vacuum large quantities of liquid, such as a flooded basement or a large spill. This machine is not equipped with an automatic overflow shutoff.
- › To avoid damage, **DO NOT** place the machine or hand tool on or near 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) switch when the solution tank is empty.
- › To avoid property damage, **DO NOT** place the machine or hand tool on or near hardwood or laminate flooring. In addition, **DO NOT** allow any solution or overspray to contact such flooring.
- › **Read instructions carefully. Rug Doctor, LLC is not responsible for damage due to misuse of this machine.**

## CARPET CLEANING TIPS FOR BEST RESULTS

- › Treating difficult spots: Rug Doctor Machines are designed to deep clean and extract in one cleaning pass. Your best choice for cleaning difficult spots, stains or traffic areas is to use Rug Doctor's specialty products.
- › Avoid over-wetting your carpet. **DO NOT** 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 Rug Doctor machine 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 switch so that you are only vacuuming the liquid.
- › Overlap passes slightly to cover all areas. **IMPORTANT: When pressing the red button, keep machine moving so rotating 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.
- › If you replace furniture before the carpet is completely dry, place aluminum foil under furniture legs to prevent stains. Leave aluminum foil under furniture legs until carpet is completely dry.
- › Avoid excessive foam in the recovery tank, which can be expelled through the machine and may affect your carpet. If foaming occurs, turn off the machine and empty the upper white tank if it is full.
- › For faster drying, ventilate area. Open doors and windows. Place fans pointed downward on 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. These procedures are especially recommended when cleaning Berber carpets.

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## SAVE THESE INSTRUCTIONS FOR FUTURE USE

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Your New **RugDoctor**<sup>®</sup>  
pet   
**TRUDEEP CLEANER**<sup>™</sup>



- 1. Soap & Scrub Solution Button
- 2. Handle Release
- 3. Clean Water Tank
- 4. Dirty Water Tank
- 5. Upholstery Tool Port A
- 6. Rolling Brush

- 7. Comfort Grip Handle
- 8. Power Button
- 9. Rotating Cord Wrap
- 10. Upholstery Tool Port B
- 11. Super Boost Spray
- 12. Upholstery Tool

How to Use:

# FILLING THE CLEAN WATER TANK

1

## Raise the Collapsible Handle

Raise the **HANDLE** by pulling upward into the upright position.



2

## Remove Clean Water Tank

Remove the **CLEAN WATER TANK** from the machine by grasping the **TANK HANDLE** and lifting straight up.



3

## Fill the Clean Water Tank

Unscrew the **EASY MEASURE SOLUTION POUR CAP** from the **CLEAN WATER TANK**.

Fill the **CLEAN WATER TANK** with **HOT** tap water until it reaches the fill line.



## REMEMBER

**Always use RUG DOCTOR deep cleaning solutions.**

Other cleaning solutions may harm the machine and void the machine and carpet warranties.

4

## Adding Rug Doctor Cleaning Solution

Follow the directions on the back of the Rug Doctor cleaning solution and fill the **EASY MEASURE SOLUTION POUR CAP** with the recommended ounces of solution.

Clean water tank holds **3.7trs** of water. Turn clockwise to tighten the **EASY MEASURE SOLUTION POUR CAP** onto the tank.



5

## Now You're Ready to Clean

Securely place the full **CLEAN WATER TANK** back onto the machine.



How to Use:

# CLEANING YOUR CARPET

## IMPORTANT CLEANING TIP:

Vacuum area with a dry vacuum cleaner thoroughly before deep cleaning

### Dual Cross Action Brushes

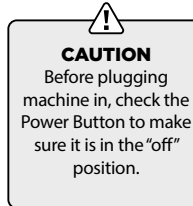
Your Rug Doctor TruDeep Cleaner is equipped with Dual Cross-Action Brush technology. The vibrating brush deep cleans each carpet fiber, then the rolling brush grooms and polishes resulting in an all-in-one cleaning pass.



1

### Plug in the Machine

Insert plug into a properly grounded outlet.



2

### Select Cleaning Mode

Use the **"SUPER BOOST SPRAY"** setting on the machine for an extra "boost" in cleaning heavily soiled and high-traffic areas. **SUPER BOOST "OFF"**: For lightly soiled carpets. **SUPER BOOST "ON"**: For moderately/heavy soiled or high-traffic carpets.



3

### Turn on the Machine

Press the **POWER BUTTON** located on the **COMFORT GRIP HANDLE** to Carpet position.



4

### Clean Your Carpets

**Wet Pass:** Press the **"SOAP & SCRUB"** solution button on the top of the handle while pulling the machine slowly and steadily backward in a straight line.

**To Dry:** Release the **"SOAP & SCRUB"** button and pull the machine slowly over the same path.



How to Use:

# EMPTYING DIRTY WATER TANK

1

## Empty Dirty Water Tank

Empty the **DIRTY WATER TANK** before the dirty water reaches the "Full Line"

Turn off the machine using the **POWER BUTTON**.



2

## Remove Dirty Water Tank

Remove the **DIRTY WATER TANK** from the machine by grasping the **TANK HANDLE** and lifting straight up.

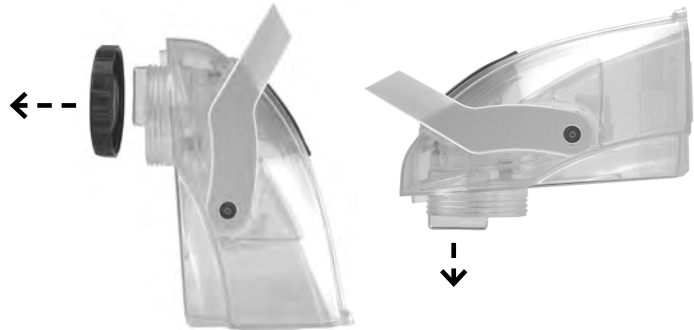


3

## Fill the Clean Water Tank

Unscrew the **DIRTY WATER TANK LID** and pour out the dirty water. Dirty water should be poured into a toilet or outside. Do not pour into sink or tub.

Rinse the inside of the **DIRTY WATER TANK** and replace the **DIRTY WATER TANK LID**. Firmly tighten the lid rotating clockwise.



4

## Replace Dirty Water Tank

Securely place the empty **DIRTY WATER TANK** back onto the machine.



## REMEMBER

**Always use RUG DOCTOR deep cleaning solutions.**

Other cleaning solutions may harm the machine and void the machine and carpet warranties.

How to Use:

# UPHOLSTERY TOOL

1

## Raise the Collapsible Handle

Raise the **HANDLE** by pulling upward into the upright position. For best results, lower the **HANDLE** to its lowest position by pulling the **HANDLE RELEASE** lever upward.



2

## Remove Clean Water Tank

Remove the **CLEAN WATER TANK** from the machine by grasping the tank **HANDLE** and lifting straight up.



3

## Fill the Clean Water Tank

Unscrew the **EASY MEASURE SOLUTION POUR CAP** from the **CLEAN WATER TANK**.

Fill the **CLEAN WATER TANK** with **HOT** tap water until it reaches the fill line.



## REMEMBER

**Always use RUG DOCTOR deep cleaning solutions.**

Other cleaning solutions may harm the machine and void the machine and carpet warranties.

4

## Add Rug Doctor Cleaning Solution

Follow the directions on the back of the Rug Doctor cleaning solution and fill the **EASY MEASURE SOLUTION POUR CAP** with the recommended ounces of solution.

Clean water tank holds **3.7trs** of water. Tightly screw the **EASY MEASURE SOLUTION POUR CAP** onto the tank.



5

## Place Clean Water Tank in Machine

Securely place the full **CLEAN WATER TANK** back onto the machine.



How to Use:

# UPHOLSTERY TOOL (CONT)

**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.

6

## Plug in the Machine

Insert plug into a properly grounded outlet.

**CAUTION**  
Before plugging machine in, check the Power Button to make sure it is in the "off" position.



7

## Insert Upholstery Tool

1. Open the **UPHOLSTERY TOOL A** by pulling on the black rubber flap.
2. Insert the **UPHOLSTERY TOOL A** on the front of the **DIRTY WATER TANK** by lining up the "O" icons on the tank and the **UPHOLSTERY TOOL**.
3. Lock the TOOL into place by rotating to the right, the icon will be straight up.



8

## Connect Solution Hose

Connect the **SOLUTION HOSE** to the "**TOOL CLEAN PORT B**" located on the top of the machine by lining up the "O" icons on the hose. Lock the hose into place by rotating to the right. The icon will be straight up.



9

## Turn on the Machine

Press the **POWER BUTTON** located on the **COMFORT GRIP HANDLE** to Tool position.



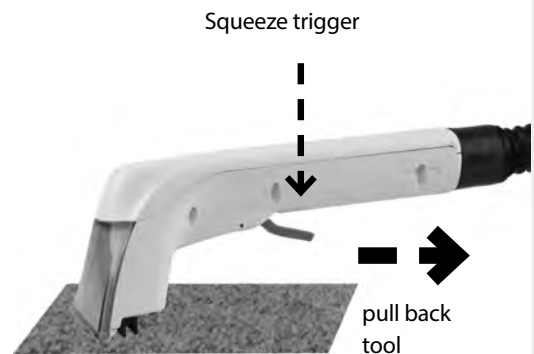
10

## Clean Your Upholstery, Stairs, Stains

To Clean: Position the **UPHOLSTERY TOOL** in front of the area or stain you want to deep clean. Squeeze trigger on the handle to begin cleaning. 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.

To Dry: Release the trigger. Move the tool back over the wet area. Make sure to press the suction nozzle down into the surface.

Leave the machine on for 15 seconds after cleaning to allow for all of the dirty solution to be collected into the **DIRTY WATER TANK**.



# CLEANING AND STORING MACHINE

1

## Clean & Rinse Water Tanks

Remove the **DIRTY WATER** and **CLEAN WATER** TANKS.

Carry tanks to the sink and rinse both tanks out with water.

Allow tanks to dry thoroughly to prevent odor when stored.



2

## Secure Water Tanks

After rinsing and drying both tanks, place both tanks onto machine and lock in place. Ensure caps are on the tanks.



3

## Wrap the Cord

Wrap the cord around the **CORD WRAP**.



4

## Fold Handle

Lower the handle by pulling the **HANDLE RELEASE** upward. Push handle forward into storage position.



# TROUBLESHOOTING

The following Troubleshooting guide is provided to help you resolve issues that may arise with common usage of the machine.

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 on</li> </ul>	<ul style="list-style-type: none"> <li>› Plug power cord into wall outlet</li> <li>› Push Power Button to Carpet or Tool depending on need</li> </ul>
No / Low Spray	<ul style="list-style-type: none"> <li>› Not pressing Soap &amp; Scrub Solution Button</li> <li>› Clean Water Tank is empty or low</li> <li>› Clean Water Tank is not seated or installed correctly</li> <li>› Power Button is in the incorrect position</li> </ul>	<ul style="list-style-type: none"> <li>› Press and hold Soap &amp; Scrub Solution Button</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>› Verify that the Power button is in the correct position depending on usage</li> </ul>
No / Low Suction	<ul style="list-style-type: none"> <li>› Dirty Water Tank Is full</li> <li>› Dirty Water Tank is not seated / installed correctly</li> <li>› Power Button is in the incorrect position</li> </ul>	<ul style="list-style-type: none"> <li>› Empty Dirty Water Tank and replace empty tank when finished</li> <li>› Lift up Dirty Water Tank and place back into position</li> <li>› Double check the Power Button, and ensure it is on the desired mode (Carpet is for carpet cleaning; Tool is for powered, optional accessories)</li> </ul>
Rotating Brush Roll Doesn't Rotate	<ul style="list-style-type: none"> <li>› Not Pressing Soap and Scrub Solution Button</li> <li>› Power Button in the incorrect position</li> </ul>	<ul style="list-style-type: none"> <li>› Press Soap and Scrub Solution Button on Handle</li> <li>› Push Power Button to Carpet</li> </ul>
No/Low Spray from the Upholstery Tool	<ul style="list-style-type: none"> <li>› Not Pressing Spray Trigger</li> <li>› Upholstery Solution Plug not installed correctly on Tool Clean Port</li> <li>› Clean Water/Solution Tank Empty/Low</li> <li>› Clean Water Tank Is Not Seated / Installed Correctly</li> </ul>	<ul style="list-style-type: none"> <li>› Press Spray Trigger</li> <li>› Make sure symbols are aligned when installing</li> <li>› Fill Clean Water Tank with water and solution</li> <li>› Lift Up Clean Water tank and place back into position</li> </ul>
No/Low Suction from the Upholstery Tool	<ul style="list-style-type: none"> <li>› Dirty Water/Collection Tank Is Full</li> <li>› Dirty Water/Collection Tank is Not Seated/Installed Correctly</li> <li>› Upholstery Vacuum Plug in</li> <li>› Not installed correctly on the Dirty Water Port</li> </ul>	<ul style="list-style-type: none"> <li>› Empty Dirty Water/Collection Tank</li> <li>› Lift Up Dirty Water/Collection tank and place back into position</li> <li>› Make sure symbols are aligned when installing</li> </ul>

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



# 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 2 years 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. This guarantee applies to machines used for normal household purposes only. 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 or 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, willful 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 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 Rug Doctor Customer Services 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.

## 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.

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



# ***Rug Doctor***<sup>®</sup>