



Performance is everything.™

1 year
warranty

Steam Fresh Combi

Let's get started



VX24

vax.com.au

Let's talk safety



Basic safety precautions

This steam mop is intended for household use only and NOT for commercial or industrial use.



WARNING: Danger of scalding

WARNING: The stick steam mop head gets very hot during operation.

- Only use the steam mop indoors away from rain and moisture and keep the area you're cleaning well lit
- Turn OFF the on/off switch on the steam mop controls before disconnecting or connecting from the mains supply
- Always unplug the steam mop and allow it to cool before connecting or disconnecting the hose or accessories
- Children should be supervised to ensure that they do not play with the appliance
- This appliance is not intended for use by children and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety
- Please refer to floor manufacturers care recommendations before use, and test your flooring/carpet/rugs by running the steam mop over a small hidden area, if no pile distortion or no damage occurs continue cleaning. Not suitable for use on wax

polished floors or furniture, acrylic surfaces and synthetic, velvet or steam/water sensitive materials

- Keep fingers, hair and loose clothing from moving parts and openings whilst using the steam mop
- This steam mop should not be used to clean electrical appliances such as microwaves, oven, televisions and electrical heating systems etc
- Only Vax recommended cloths and detergent should be used with this steam mop. Using other detergents will invalidate the warranty

IMPORTANT: The steam mop is equipped with a thermostat and a thermal cut-out. If for any reason the unit should overheat, the thermostat will automatically turn the unit off. Should this occur, unplug the steam mop from the electrical outlet and turn off the switch. Let the unit cool, remove and empty the water tank. To re-start the machine, plug it into an electrical outlet and switch it back on.

IMPORTANT: We recommend the use of a Residual Current Device with a Residual Current rating of 30mA or less.

IMPORTANT: This steam mop may not be suitable for all floating floorboards or sealed floors – please check with your floorboard manufacturer first prior to use.



Don'ts

- ✗ Don't touch any hot areas/accessories on your steam mop. It's normal for the steam mop and accessories to heat up during use, always allow them to cool down before handling
 - ✗ Don't use the steam mop if it has been dropped, if there are visible signs of damage or if it is leaking, if it has been immersed in water or left outdoors
 - ✗ Don't handle the plug or use the steam mop with wet hands
 - ✗ Don't pull or carry this steam mop by the power cord
 - ✗ Don't use the power cord as a handle, pull the power cord around corners or sharp edges or close a door over the power cord
 - ✗ Don't attempt to remove blockages with sharp objects as this may cause damage to the steam mop, remove blockages only as instructed in this guide
 - ✗ Don't unplug steam mop by pulling on the power cord or run over the power cord. If the power cord or plug is damaged please contact our Customer Care Line
 - ✗ Don't aim the steam mop at people, animals, plants and electrical components such as interior of ovens or wires. Never touch the floor head from a short distance (there is a risk of scalding)
 - ✗ Don't use the steam mop with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label
 - ✗ Don't leave this steam mop unattended while it is connected to the supply mains
 - ✗ Do not use this steam mop with a damaged cord or plug. If the supply cord is damaged return the steam mop to a Vax authorised Service Agent
 - ✗ Do not use without the tank cap in place. Ensure that the water tank cap has been screwed down fully before use
 - ✗ Do not use the steam mop to treat any items of clothing that are still being worn on the body
 - ✗ Never immerse the steam mop in water or in other liquids
 - ✗ Do not operate the steam mop without water in the tank
 - ✗ Do not use the unit on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate steam or water sensitive materials
 - ✗ Do not use on acrylic surfaces
 - ✗ Do not overfill the tank. Do not exceed the maximum prescribed filling level. Please use the measuring jug and funnel included
 - ✗ Do not use without the hard water filter in place
- WARNING:** Never leave the steam mop in one spot on any surface for an extended period of time as this may damage the floor surface.

PLEASE KEEP INSTRUCTIONS FOR FURTHER USE AND USE ONLY AS INSTRUCTED IN THIS GUIDE



Do's

- ✓ Always make sure the concentration nozzle and accessories are securely connected to the handheld before use
- ✓ Always fill the clean water tank with water only, never add perfume, stain remover or products containing alcohol. Filling the clean water tank with hot or boiling water will damage the machine and invalidate your warranty
- ✓ Always make sure tanks are fitted correctly before using the steam mop
- ✓ Always vacuum your carpets thoroughly and ensure hard floor areas are free from grit and debris before using the steam mop
- ✓ Always carry the steam mop by the handle
- ✓ Always unplug the steam mop before carrying out any maintenance or when unattended
- ✓ Turn off all controls on the steam mop before disconnecting or connecting the power cord, after use always wrap the power cord around the cord clips provided
- ✓ Take extra care when cleaning on stairs
- ✓ Always protect the power cable from heated surfaces or near open flames
- ✓ Store the steam mop in a cool, dry area away from children
- ✓ Before storing the steam mop please ensure all water/detergents tanks and hard water filter are thoroughly clean and dry
- ✓ The force and heat of the steam may have an adverse effect on some materials. Always check whether a surface is suitable for treatment with the steam by carrying out a test before hand on a concealed area
- ✓ The steam mop must be kept level during operation.
- ✓ Always remove the mains plug from the socket and allow the steam mop to cool down completely before topping up with water
- ✓ In wet rooms, e.g. bathrooms, connect the appliance to sockets with an RCD adaptor connected in series.
- ✓ Be very careful when cleaning tiled walls with sockets.

WARNING: Always switch off and unplug the steam mop from the electrical outlet before assembling, opening or emptying the water tank, or before connecting/disconnecting the attachments.

Thank you for buying this Steam Fresh Combi

Taking care of your sealed hard floors and surfaces

The Steam Fresh is designed to make steam cleaning your sealed hard floors regularly, as effective and efficient as possible, and this user guide will help you get the most out of your machine.

Maintaining your sealed hard floors with the Steam Fresh will ensure they keep looking beautiful, smell fresh and are hygienically clean.

Taking care of your Steam Fresh

Also inside this guide are instructions on maintaining your new machine, so that it's always ready when you are to tackle your sealed hard floors.

We're here if you need us

For troubleshooting simply visit or call:

Australia: 1300 361 505*
vax.com.au

New Zealand: 0800 800 900*
vax.co.nz










Performance is everything.™

*Monday – Friday: 8:30am -5:00pm

Calls are charged at the standard local rate. Please make note of the serial number and model number of the product before calling.

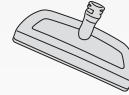
Contents

-  Let's talk safety
-  Getting to know your machine
-  Getting started
-  Using your machine
-  Taking care of your machine
-  What to do if it goes wrong
-  Getting in touch

Included with your machine



Hose



Window tool



Window tool cloth



Large plastic brush



Small plastic brush



Metal brush



Scraper nozzle



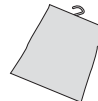
Grout brush



Concentration nozzle



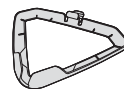
Detail nozzle



Accessory bag



2x Velcro microfibre cleaning pad



Carpet glider



250ml detergent

Getting to know your machine

Handle

Detergent trigger (hidden)

Concentration
nozzle storage

Handle release button

Detergent tank

Handheld release button

Handheld steam trigger

Detergent control dial

Steam ready indicator

Steam control dial

On/Off switch

Water tank

Hard water filter (hidden)

Compact scrub brush

Floorhead

Quick cord
release hook

Tool storage

Quick cord
release hook

Floorhead
release button

Carpet glider

Technical Specification

Name **Stream Fresh Combi**

Voltage **220-240V**

Wattage **1600W**

Cord length **8m**

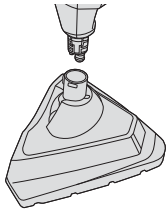
Weight **3.7kg**

Subject to technical change without notice.

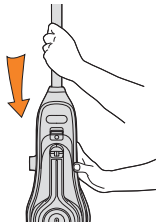
Getting started

PLEASE READ 'LET'S TALK SAFETY' AT THE BEGINNING BEFORE USE

Assembling your steam mop



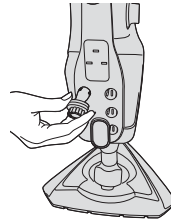
Push the main body down into the floor head until it clicks into place



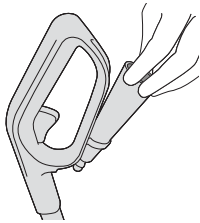
Push the handle into main body until it clicks into place



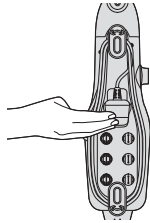
To stand the steam mop upright push handle until clicks into place



Insert tools into the back of the steam mop



Insert concentration nozzle into the storage hook on the back of handle



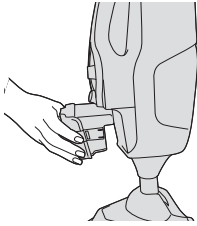
Wrap the power cord around the quick cord release hooks.

Using your machine

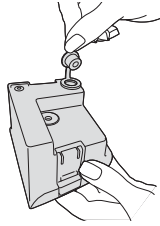


IMPORTANT: If you don't want to use detergent on your flooring, turn detergent dial to OFF position. Always test on an inconspicuous area of flooring first before using detergent.

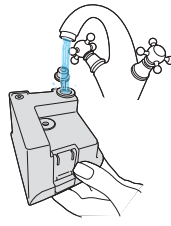
Filling water tank



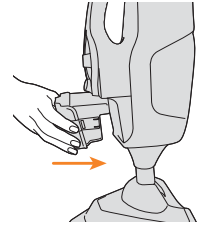
Press the water tank release buttons and pull the water tank to remove



Pull the tab on the water tank cap to open

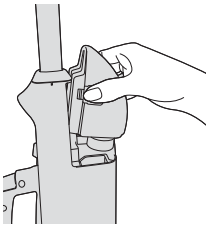


Fill the water tank with 260ml of water, replace the cap and push firmly to close

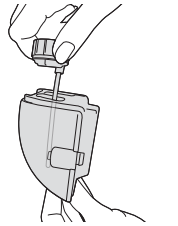


Slide the water tank back into the machine until it clicks into place

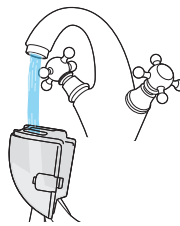
Filling detergent tank



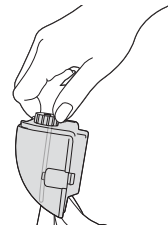
To remove the detergent tank press both release buttons and pull to release



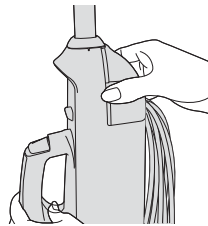
Twist the detergent tank cap anti-clockwise and lift to remove



Pour 50ml of Vax detergent and 150ml of water into the detergent tank



Replace the detergent tank cap and twist clockwise to close

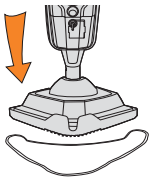


Insert the detergent tank back into the machine until it clicks into place

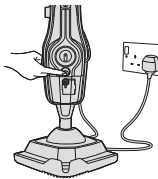
Using your machine

- The steam mop and accessories get very hot during use, always allow them to cool down before handling.
- Always unplug and switch off the steam mop when assembling and filling water & solution tank.
- Always switch off the steam mop before emptying the water tank or changing the cleaning pads/accessories.
- **IMPORTANT:** Please refer to floor manufacturer's care recommendations before use and test the steam mop on a discrete area of flooring to begin with.
- When using the steam mop, basic safety precautions should always be observed.
- Don't aim the steam mop at people, animals, plants and electrical components such as interior of ovens or wires. Never touch the steam burst or floor head from a short distance. (There is a risk of scalding)
- The steam mop is equipped with a thermostat and a thermal cut-out. If for any reason the steam mop overheats it will switch off. If this happens turn off and unplug the steam mop, allow to cool for a least 2 to 4 hours and re-start.

Using the steam mop



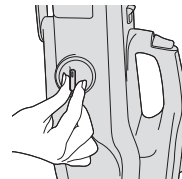
Place the microfibre pad on the floor white side facing up. Place steam mop onto pad making sure the entire pad covers the floor head



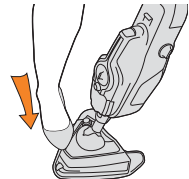
Plug into mains and press the power button to switch on. The blue light will illuminate to show power on. The green light will illuminate to show the steam mop is ready to use



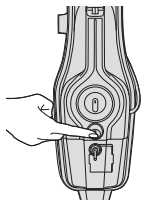
Adjust the steam dial to desired setting



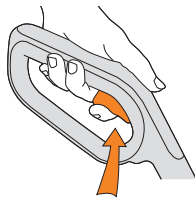
To steam your floors with detergent turn the dial to ON and without detergent turn the dial to OFF



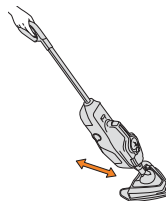
To recline the steam mop place foot on floor head and pull handle backwards



Push On/Off switch to turn machine on

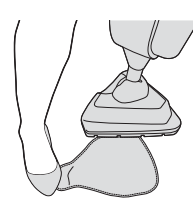


To produce steam squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent over wetting floors



Move the steam mop slowly backwards and forwards across the floor paying particular attention to high traffic areas. Squeeze/release trigger as required.

Never leave the steam mop in one spot on any surface for an extended period of time as this may damage the floor surface.

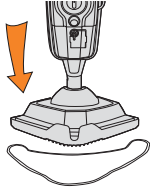


To remove steam pad, hold corner of pad down with foot and lift steam mop to peel away

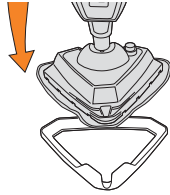
Using your machine

IMPORTANT: When using on carpets, always make sure the velcro microfibre cleaning pad is used and covers the floor head entirely before using the carpet glider. Only use the carpet glider when refreshing carpets and turn the detergent dial to **OFF**.

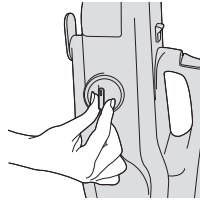
Refreshing carpets



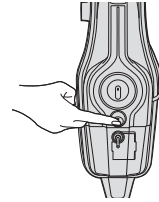
Place the microfibre pad on the floor white side facing up. Place steam mop onto pad making sure the entire pad covers the floor head



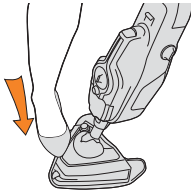
With microfibre pad attached, hook the steam mop into the front of the carpet glider and push to clip into place. Carpet glider should only be used when refreshing carpets



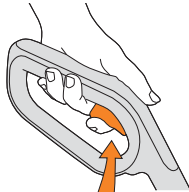
Turn the detergent dial to OFF when refreshing carpets



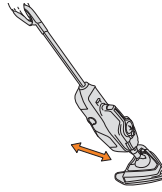
Push On/Off button to switch on



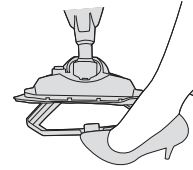
To recline the steam mop place foot on floor head and pull handle backwards



To produce steam squeeze the trigger. To prevent overwetting the carpet, avoid holding the trigger continuously

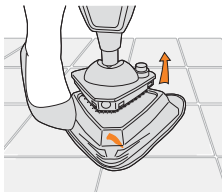


Move the steam mop slowly backwards and forwards across the carpet paying particular attention to high traffic areas*

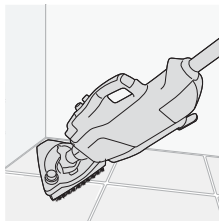


To release the carpet glider, place foot on clip and push down. Lift steam mop to unhook and remove

Using accessories



Place foot on outer floor head and gently pull away steam mop to release the compact scrub brush



Move steam mop back and forwards across the floor, getting into corners and awkward places

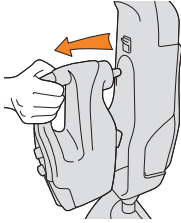
***IMPORTANT:** Never leave the steam mop in one spot on any surface for an extended period of time as this may damage the floor surface.

IMPORTANT: Always switch off the steam mop before attaching or removing the floor head.

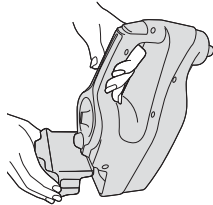
Using your machine

WARNING: Always switch off the handheld steamer before attaching the concentration nozzle and accessories.

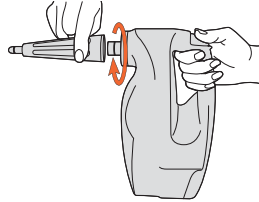
Using the handheld steamer



Lift the handheld release button and gently pull the handheld to release from the steam mop



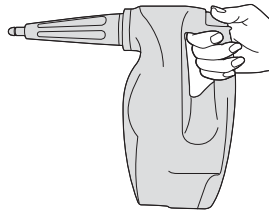
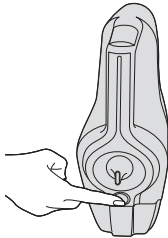
Remove water tank and refill before use



When using the handheld always attach the concentration nozzle or hose. Push the concentration nozzle/hose onto the handheld nozzle and twist clockwise to lock into position



Adjust the dial on the front of the handheld to desired steam setting and push On/Off button to switch on

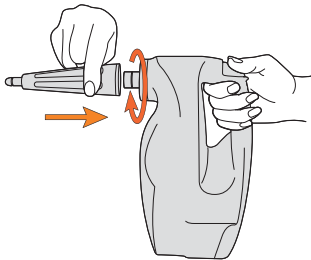


Insert the detergent tank back into the machine until it clicks into place



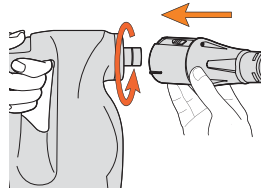
Insert the detergent tank back into the machine until it clicks into place

Using small accessories



Small tools can be attached via concentration nozzle, twist clockwise until locked into position and secure. To remove concentration nozzle, turn anticlockwise

Using large accessories



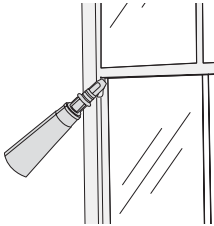
Larger accessories can be attached using the concentration nozzle or hose. To attach the hose twist clockwise until locked into position and secure. To remove hose, turn anti-clockwise

Using your machine

IMPORTANT: Taps should be turned off when steaming around them. Don't steam clean ovens, oven surfaces or grills when hot. Allow to cool to room temperature.

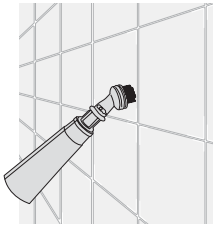
Using the tools

Concentration nozzle



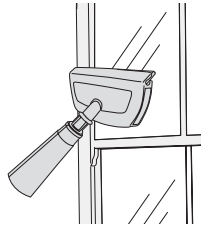
Use to remove soap scum in baths and shower enclosures and to clean heavily soiled areas in kitchens

Brushes



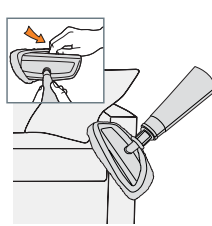
Ideal for any surface from tiles, sinks, toilets and oven tops

Squeegee tool



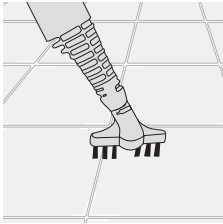
Great for leaving your windows, tiles and mirrors gleaming

Upholstery/cloth tool



Attach the cloth to the squeegee tool for use on upholstery and clothes

Grout brush



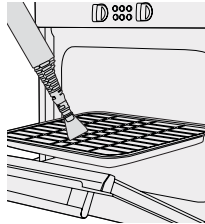
Lifts embedded dirt from in between tiles

Detail nozzle



For hard to reach areas e.g. around taps

Scraper tool

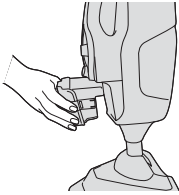


Ideal for removing dried on residue from ovens, work surfaces and pans

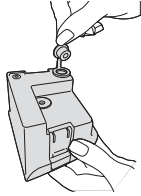
Taking care of your machine

IMPORTANT: Allow the steam mop to fully cool down before performing any maintenance or troubleshooting checks. Don't leave water or detergent in the tanks between uses, as this can affect the machine's performance. The water/detergent tanks need to be emptied and rinsed after each use.

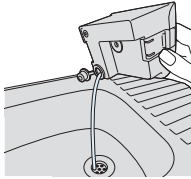
Emptying the water tank



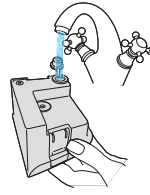
Press the water tank release button and lift the water tank by the handle



Pull the tab on the water tank to open

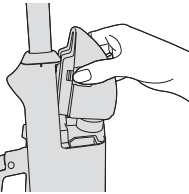


Empty any excess water over the sink

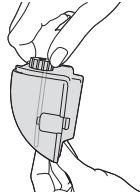


Rinse water tank with water and replace water tank tab, push firmly to close before replacing back onto the machine

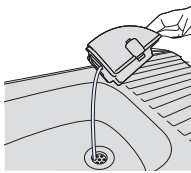
Emptying the detergent tank



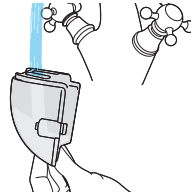
Push both detergent tank release buttons and lift to remove



Twist detergent tank cap anti-clockwise and lift to remove

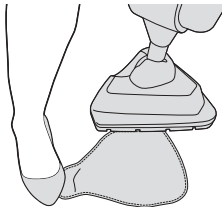


Empty any excess detergent over the sink



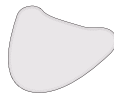
Rinse detergent tank with water and replace detergent tank cap, turn clockwise to tighten before replacing back onto the machine

Removing cleaning pads



Hold corner of pad down with foot and lift steam mop to peel away

Max 40°C

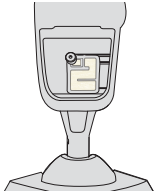


All cleaning pads are machine washable (Max 40°C) allow to fully dry before use

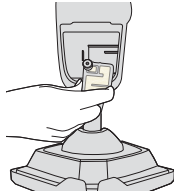
Taking care of your machine

IMPORTANT: Don't operate the steam mop without hard water filter in place. The condition of the filter affects the performance of your machine, check and change filter periodically. If you live in an area of hard water the filter will discolour or darken over time. Depending on water hardness and frequency of use, the filter should be changed every 3 to 6 months or if the filter has discoloured.

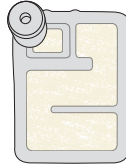
Replacing the hard water filter



Remove the water tank to access the hard water filter

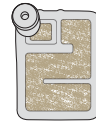


Pull to remove the hard water filter



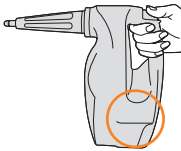
New filter
(beige/cream colour)

3-6 Months

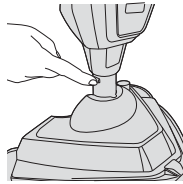


Hard water filter should be replaced every 3 to 6 months or if discoloured

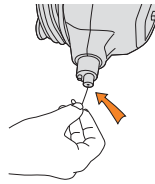
Removing blockages



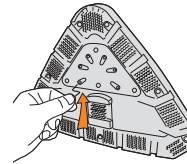
If there is an obstruction to the steam flow through the machine, steam may be released through the bleed valve located on the side of the handheld



To remove the floor head from main body push the floor head release button and lift



After floor head is removed, using a thin object such as a paper-clip (in the area shown), insert to remove the blockage



With the pad removed from the floor head, insert a small thin object such as a paper-clip in to the steam holes to remove a blockage

What to do if it goes wrong

Problem

Solution

There is an accessory missing

- Check the 'This pack contains' panel on the box to make sure the part is included with your machine.

The steam mop won't turn on?

- Check the On/Off switch is in the On position.
- The plug may not be fully pushed into the electrical socket.

Why is the steam mop not producing steam/detergent?

- There may be no water in water tank, check the water tank has water.
- Check the water tank is securely fitted and the hard water filter is in place.
- Hard water filter may be blocked and need to be replaced.
- Steam path may be blocked. Go to 'Let's talk technical' page.
- Check correct setting has been selected, to use detergent selected **vinyl** or **tile**.
- Check the detergent has been diluted to correct strength.

Why won't the cleaning pad pick up dirt?

- The cleaning pad may already be saturated or dirty, wash the cleaning pad. Go to the 'Taking care of your machine' pages.

Why is steam coming from the side of the steam mop?

- Steam coming from the side of the machine may indicate a blockage within the machine. To clear any blockages go to the 'Taking care of your machine' pages.

Warning: Always unplug the steam mop before performing maintenance/troubleshooting checks

Getting in touch

Taking care of you

We're here if you need us. For trouble shooting, simply call or visit:

Australia: 1300 361 505*

vax.com.au

New Zealand: 0800 800 900*

vax.co.nz

*Monday-Friday 8.30am to 5.00pm

* Calls are charged at the standard local rate. Please make a note of the serial number and model number of the vacuum cleaner before calling.



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