

# FEIDER



## STEAM CLEANER FHNV2000 USER GUIDE

CAUTION: Read this manual before using this machine!

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## 1. SAFETY WARNINGS

Before using this device, please read this manual carefully and keep it for future use. If you pass this device on to someone else, pass this manual as well.

- Appliances can be used by 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 if they understand the hazards involved. Children shall not play with the appliance.
- The appliance shall not be left unattended while it is connected to the supply mains. Keep children and pets away from the device during use.
- The filling aperture shall not be opened during use. Follow the instructions given in this manual for the safe filling of the water tank.
- The appliance is not to be used if it has been dropped, if there are visible signs of damage or if it is leaking.
- Keep the appliance out of reach of children when it is energized or cooling down.
- The liquid or steam must not be directed towards equipment containing electrical components, such as the interior of ovens.



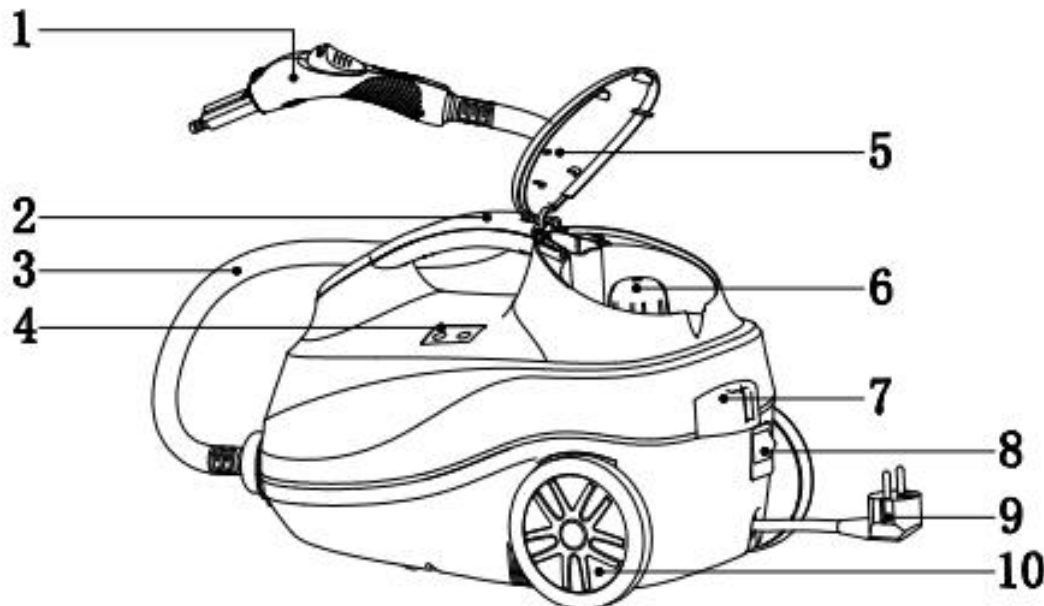
- **Caution! Danger of scalding.**
- The appliance must be unplugged after use and before maintenance by the user.
- The plug must be removed from the socket-outlet before cleaning or maintaining the device.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- **CAUTION:** Make sure the device is turned off before removing the accessory.
- The device must not be submerged in water.
- Refer to **CLEANING AND MAINTENANCE** section for cleaning and descaling instructions.
- This appliance is designed for indoor use only.
- Fill the device only with water.
- Inspect the unit regularly for signs of damage. Do not use a damaged device. Do not try to repair the device yourself. The repair must only be made by the manufacturer, its after-sales service or persons of similar qualification in order to avoid a danger.
- Remove all packing materials before using the appliance. Keep packaging materials out of the reach of children, as these materials can be dangerous.

- Check that the supply voltage indicated on the nameplate corresponds to the voltage of your home.
- Do not expose the device to heat. Do not place the device near heat sources such as a stove or heater.
- Attention! Always use shoes when using the steam mop! The floor becomes hot when using the appliance.
- Do not direct steam at people, animals, electrical appliances or electrical outlets.
- Do not remove or fill the water tank while the steam mop is on.
- Please refer to the instructions in this manual for the type and amount of fluid to use.
- Surfaces are likely to be hot during use.
- Do not spray to any aim in same position for more than 5 sec.
- Do not put heavy weight on power cord.
- Do not touch directly the steam.
- Do not drain the appliance when it is connected to water mains.
- Do not use the appliance when there is no water in water tank. Always fill the tank before use the tool.
- Use the appliance in a ventilated room.
- Always put the children lock when the appliance is not used.

- Let the appliance cool before change, replace or remove any parts.
- Do not spray the steam to clean glass in the same position more than 2 seconds.
- Do not clean window if temperature is lower than 0°C.
- Revolve the safety valve before power on or hot water will pour out.
- During production, each appliance is tested to ensure the quality of the finished product. It is therefore possible that there is water residue inside the device.

## 2. DESCRIPTION

### Appliance

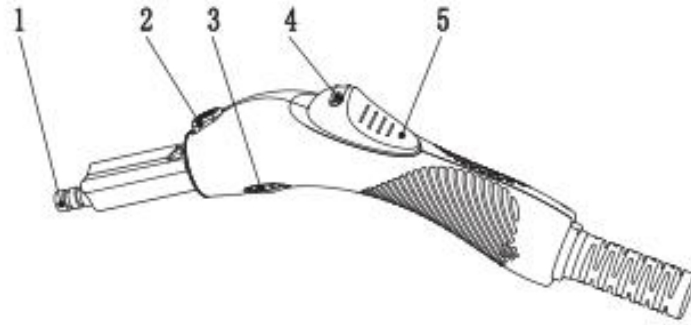


01: Steam gun	06: Boiler/Safety cap
02: Carrying handle	07: Back cord wrap
03: Steam hose	08: Light on/off switch
04: Indicator light	09: Power cord
05: Back cover	10: Wheel

### 3. ACCESSORIES

Cord rewriter x1		Measuring cup x1	
Extension tube x3		Ironing brush x1	
Glass brush x1		Big nozzle x1	
Floor brush x1		Carpet glider x1	
Round brush (Stainless)		Round brush (Nylon)	
Towel of floor brush x1		Ironing towel x1	
Clothes hanger		Hose and wallpaper stripper	

## Steam Gun



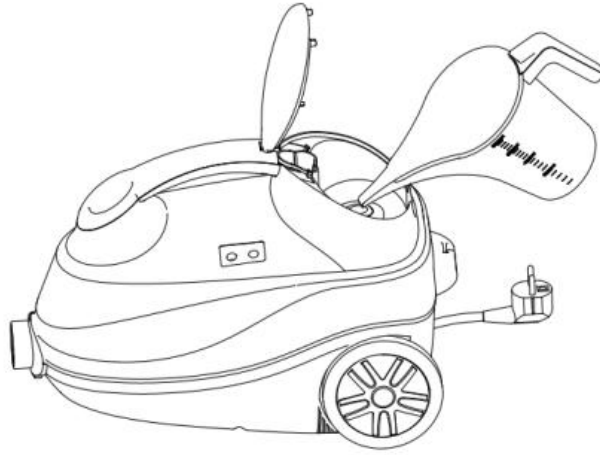
No.	Name	Function
1	Steam nozzle	Output of steam.
2	Accessory lock	Connected with accessories. Remove the accessories when pressed down.
3	Adjust button	Adjust the steam amount.
4	Steam lock	Steam off / Steam auto come out.
5	Steam button	Control the steam states.

## 4. OPERATION

1. Place steam cleaner on a flat, level surface.
2. Open the safety cap. Use the measuring cup to fill water into the boiler. Close the boiler with the safety cap.
3. See the below table to determine the amount of water you need to steam up.

Amount of water	Duration of steam
500ml	Approximately 15 minutes
1000ml	Approximately 30 minutes
1500ml	Approximately 45 minutes
2000ml	Approximately 55 minutes





Fill the boiler with at least 500ml of water. In order to get dry steam, fill the boiler to the maximum (2000 ml). Overfill water will bring water in the steam.

**NOTE: Only use clean water**

**Note: we recommend using gloves to protect you from any scald.**


4. Be sure that the boiler has been filled and that all desired accessories are connected before following steps.
5. Plug the power cord into an electrical outlet.
6. Turn the power on. The power on/off will immediately illuminate, indicating that the boiler is heating.
7. The water in the boiler will be ready for steam cleaning within 8 to 10 minutes (depending on how much water is in the boiler).
8. If green light show at the first time, means steam is ready. Point the any accessory towards the surface your desire to steam.

Hold on the steam gun by hand and move the steam button ahead. Steam will come out directly.

If you need automatic steam without hand, just turn the steam lock to the right side when in using.

There will be some water first. Do not use to clean carpet, ironing cloth etc. Spray to some container. It will be normal in 2-3 seconds.

You can adjust the steam amount with the steam knob situated on the gun, accordingly to actually situation.

For a long time of using, push the button and you turn the steam lock to the right side  ; the steam will come out automatically for a continuous time. To stop, turn the steam lock to the left side.

**Note:** Temperature can reach 108 degrees

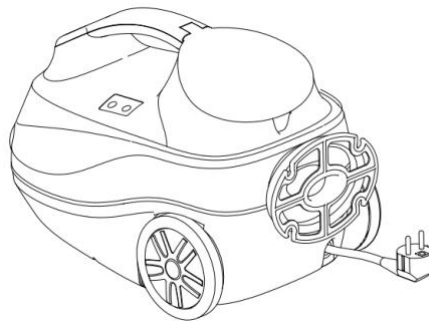
When it misses water in the boiler, a red light will show. You can still use the appliance but less steam will come out. To fill the boiler, follow the steps as described above.

## 5. STORAGE

When you have finished your steaming tasks, follow the steps listed below:

- 1: Please turn the power off and unplug.
- 2: Press and hold steam button to release all remaining steam.
- 3: Allow unit to completely cool (at least 30 minutes)
- 4: Remove all accessories from unit.
- 5: Remove the boiler safety cap.
- 6: Drain any remaining water from the boiler. This will help to minimize mineral build-up and prevent over-filling during your next use. Replace the boiler safety cap.
- 7: Store steam cleaner and accessories in a cool, dry location.

You can install the cable support on the back of unit and wind the cord on it.



## 6. DESCALING

1. Keep the steam cleaner power off.
2. Using the measuring cup, make a mixture of 250ml vinegar and 250ml of water.
3. Slowly pour the water-vinegar solution into the boiler.
4. Allow to stand for 40 minutes.
5. Drain the water-vinegar solution from the boiler.
6. Refill the fresh water to the boiler, drain, and repeat until vinegar odor disappears.

## 7. INSTRUCTION USING FOR ACCESSORIES

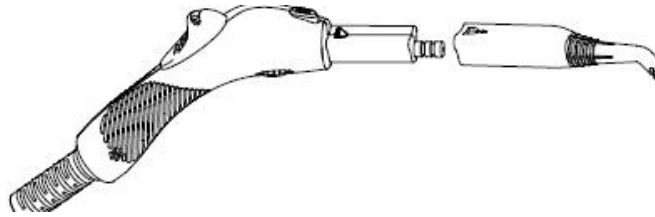
### 1) Extension tube

Mount the extension tube to use the steam cleaner to clean the floor, high windows or inaccessible areas. Place the open end of tube on the steam gun until the steam gun release button clicks in the place. Use one or two extension tube as necessary. To remove the extension, press the release button and pull the tubes apart with a downward motion.



## 2) Big nozzle

This nozzle makes it perform a deep cleaning and easily reach places such as corners, junctions or bathrooms. Simply push the nozzle firmly and adjust the gun directly.



## 3) Round brush

Round nylon and metal brushes are inserted firmly into big nozzle. You can even eliminate stubborn dirt from blinds, radiators, etc. Use the small metal brush. The nylon brush is suitable for heavier stains on less sensitive materials such as stainless steel. To remove it, you just have to push it down and remove it directly.

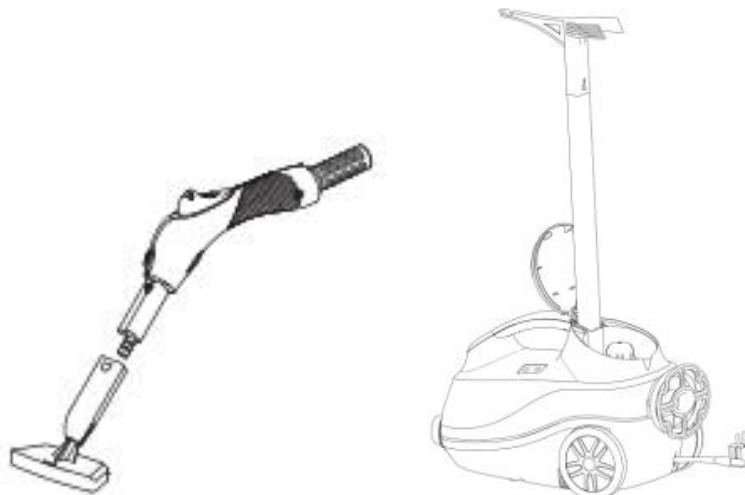


## 4) Ironing brush

To iron a chair, sofa, bed, etc. Place the white ironing towel on ironing brush and connect with the steam gun.

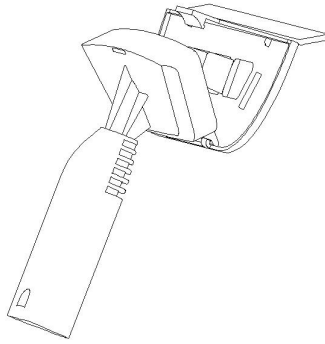
In addition, you can adjust the extension tube and the clothes hanger in the middle of unit hole. You can put the clothes on it directly.

We suggest you using a small amount of steam when using this function.



## 5) Window brush

For cleaning windows, mirrors, tiles or objects with a smooth surface. Install the glass brush on the ironing brush. The window brush latches must be inserted into the holes in the ironing brush. Then push the brush to lock it in place.



**If temperature is lower than 0 °C, please do not use this product to clean glass**

**Do not placed in the same position more than 2 seconds**

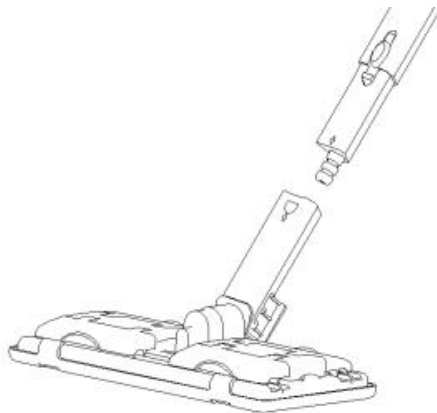
### **6) Floor brush**

It is recommended to sweep or vacuum hard floors before mopping.

Connect the nozzle on the floor brush to the end of extension tube. Make sure that the nozzle fits properly in place. The floor brush is ideal for cleaning washable walls and floor coverings. It can be used with or without the mop. Press on the inside of the handle, open the latches to attach the mop.

As for towel, please first fold in half and then clamp in the brush directly.

Add the carpet pad if you need to clean carpets. To install the pad, place it on the mop and then place the pad on it. Place the brush in the pad then open the latches. Place the mop in the latches then close them.



### **7) Wallpaper stripper**

Connect the stripper and steam gun with a pipe provided, make sure both ends fitted properly in place.



## 8. TECHNICAL DATA

Model	FHNV2000
Voltage and frequency	220-240V~, 50-60Hz
Power	2000W
Capacity	Max 2000ml
Degree of protection	IPX4

## 9. TROUBLESHOOTING

Problem	Cause	Solution
Unit fails to heat up	Unit is not plugged in	Plug power cord into electrical outlet
	Unit is not open power switch	Open the power switch
	Boiler or fuse or temperature controller is broken	Ask professional service for help
Excessive amount of water in steam NOTE: It is normal for steam contain some amount of water	Water condensation in the steam hose	Pour for some minutes and will dry quicker
	Boiler has been overfilled	Always using measuring cup to fill water with correct amount.
	Unit has not heated up for full operation temperature	Wait long time about 10 minutes when steam is ready
Steam output is weak or intermittent	Short of water in boiler	Fill water into boiler. Or may mineral has block the steam nozzle, use thin wire to pass through
	Mineral build-up in unit	Refer to section for cleaning procedure
Green light not on	Check if water in the boiler and the power switch is on	It may not influence using.
Red light not on	Only show for a very short time	It is not influence using; no steam means any water in the boiler.
Safety cap cannot be opened	Steam still exist in the boiler	Waiting for 20 minutes more
	Dot in the mid of safety cap still highlight	Refer to section for opening safety cap

## 10. DISPOSAL



Electrical products should not be discarded with household products. According to the European Directive 2012/19/EU on waste electrical and electronic equipment and its implementation into national law, electrical products used must be collected separately and disposed of at collection points provided for this purpose. Talk with your local authorities or dealer for advice on recycling.

## 11. DECLARATION OF CONFORMITY



BUILDER SAS

32 rue Aristide Bergès - Z.I. du Casque - 31270 Cugnaux - France

Declares that the machine indicated below:

Designation: Steam cleaner

Model: FHNV2000

Serial number: 20240700736-20240701235

Is in conformity with the European Directives:

LVD Directive 2014/35/EU

EMC Directive 2014/30/EU

ROHS Directive: (EU) 2015/863 amending 2011/65/EU

This product is also in conformity with the following standards:

EN 60335-2-54:2008+A11:2012+A1:2015+A12:2021+A2:2021

EN 60335-1:2012+A11:2014+A13:2017+A1:2019+ A2:2019+A14:2019+A15:2021

EN 62233 :2008

EN IEC55014-1:2021

EN IEC55014-2: 2021

EN IEC 61000-3-2:2019+A1:2021

EN 61000-3-3:2013+A1:2019+A2:2021

Philippe MARIE / PDG

Cugnaux, le 24/05/2024

Responsible of technical file: M. Olivier Patriarca

## 11. WARRANTY

The manufacturer guarantees the product against defects in material and workmanship for a period of 5 years from the date of the original purchase. It can be extended by one year if the user subscribes to website of myswap. The warranty only applies if the product is for household use. The warranty does not cover breakdowns due to normal wear and tear.

The manufacturer agrees to replace parts identified as defective by the designated distributor. The manufacturer does not accept responsibility for the replacement of the machine, in whole or in part, and/or ensuing damage.

### **The warranty does not cover breakdowns due to:**

- insufficient maintenance.
- abnormal assembly, adjustment or operations of the product.
- parts subject to normal wear and tear.

### **The warranty does not extend to:**

- shipping and packaging costs.
- using the tool for a purpose other than that for which it was designed.
- the use and maintenance of the machine done in a manner not described in the user manual.

Due to our policy of continuous product improvement, we reserve the right to alter or change specifications without notice. Consequently, the product may be different from the information contained therein, but a modification will be undertaken without notice if it is recognized as an improvement of the preceding characteristic.

### **READ THE MANUAL CAREFULLY BEFORE USING THE MACHINE.**

When ordering spare parts, please indicate the part number or code, you can find this in the spare parts list in this manual. Keep the purchase receipt; without it, the warranty is invalid. To help you with your product, we invite you to contact us by phone or via our website:

**+33 (0)9.70.75.30.30**

**<https://services.swap-europe.com/contact>**

You must create a "ticket" via the web platform.

- Register or create your account.
- Indicate the reference of the tool.
- Choose the subject of your request.
- Describe your problem.

Attach these files: invoice or sales receipt, photo of the identification plate (serial number), photo of the part you need (for example: pins on the transformer plug which are broken).



## 12. PRODUCT FAILURE

### WHAT TO DO IF MY MACHINE BREAKS DOWN?

#### If you bought your product in a store:

- Make sure that your machine is complete with all accessories supplied, and clean! If this is not the case, the repairer will refuse the machine.
- Go to the store with the complete machine and with the receipt or invoice.

#### If you bought your product on a website:

- Make sure that your machine is complete with all accessories supplied, and clean! If this is not the case, the repairer will refuse the machine.
- Create a SWAP-Europe service ticket on the site: <https://services.swap-europe.com> When making the request on SWAP-Europe, you must attach the invoice and the photo of the nameplate (serial number).

Contact the repair station to make sure it is available before dropping off the machine.

Go to the repair station with the complete machine packed, accompanied by the purchase invoice and the station support sheet downloadable after the service request is completed on the SWAP-Europe site

**Please keep your original packaging to allow for after-sales service returns or pack your machine with a similar cardboard box of the same dimensions.**

**For any question concerning our after-sales service you can make a request on our website <https://services.swap-europe.com>**

**Our hotline remains available at +33 (9) 70 75 30 30.**





## 13. WARRANTY EXCLUSIONS

### THE WARRANTY DOES NOT COVER:

- Start-up and setting up of the product.
- Damage resulting from normal wear and tear of the product.
- Damage resulting from improper use of the product.
- Damage resulting from assembly or start-up not in accordance with the user manual.
- Periodic and standard maintenance events.
- Actions of modification and dismantling that directly void the warranty.
- Products whose original authentication marking (brand, serial number) has been degraded, altered or withdrawn.
- Replacement of consumables.
- The use of non-original parts.
- Breakage of parts following impacts or projections.
- Accessories breakdowns.
- Defects and their consequences linked to any external cause.
- Loss of components and loss due to insufficient screwing.
- Cutting components and any damage related to the loosening of parts.
- Overload or overheating.
- Poor power supply quality: faulty voltage, voltage error, etc.
- Damages resulting from the deprivation of enjoyment of the product during the time necessary for repairs and more generally the costs related to the immobilization of the product.
- The costs of a second opinion established by a third party following an estimate by a SWAP-Europe repair station
- The use of a product which would show a defect or a breakage which was not the subject of an immediate report and/or repair with the services of SWAP-Europe.
- Deterioration linked to transport and storage\*.

\* In accordance with transport legislation, damage related to transport must be declared to carriers within 48 hours maximum after observation by registered letter with acknowledgement of receipt. This document is a supplement to your notice, a non-exhaustive list.

**Attention:** all orders must be checked in the presence of the delivery person. In case of refusal by the delivery person, it you must simply refuse the delivery and notify your refusal.

**Reminder:** the reserves do not exclude the notification by registered letter with acknowledgement within 72 hours.

#### **Information:**

Thermal devices must be wintered each season (service available on the SWAP-Europe site). Batteries must be charged before being stored.

# FEIDER



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32 rue Aristide Bergès - Z.I. du Casque - 31270 Cugnaux - France

Made in PRC