

CLEANICA 360™

STEAM MOP



Owner's Manual

Save These Instructions – For Household Use Only

MODELS: EL20003

When using electrical appliances, basic safety precautions should always be followed. Do not use the **Cleanica 360™** until you have read this manual thoroughly.

Visit **TristarCares.com** for tutorial videos, product details, and more.
Guarantee Information Inside



Cleanica 360

BEFORE YOU BEGIN

Thank you for choosing the **Cleanica 360**. Before you begin, it's very important that you read this entire manual, making certain that you are totally familiar with this appliance's operation and precautions.



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IMPORTANT SAFEGUARDS

WARNING

PREVENT INJURIES! – CAREFULLY READ ALL INSTRUCTIONS BEFORE USE!

When using electrical appliances, always follow these basic safety precautions.

SAFETY GUIDELINE DEFINITIONS

It is important for you to read and understand this manual. The information it contains relates to protecting YOUR SAFETY and PREVENTING PROBLEMS. The symbols below are used to help you recognize this information.

DANGER: Indicates an imminently hazardous situation that, if not avoided, will result in death or serious injury.

WARNING: Indicates a potentially hazardous situation that, if not avoided, could result in death or serious injury.

CAUTION: Indicates a potentially hazardous situation that, if not avoided, might result in property damage.

RESIDUAL RISKS:

Additional residual risks might arise when using the appliance that might not be included in the enclosed safety warnings. These risks can arise from misuse, prolonged use, etc. Even with the application of the relevant safety regulations and the implementation of safety devices, certain residual risks cannot be avoided. These include:

- Injuries caused by touching any moving parts.
- Injuries caused by touching any hot parts.
- Injuries caused when changing any parts or accessories.
- Injuries caused by prolonged use of the appliance. When using any appliance for prolonged periods, ensure that you take regular breaks.

1. Read and follow all instructions carefully.
2. For indoor use only.
3. This appliance is not intended for use by persons with reduced physical, sensory, or mental capabilities or lack of experience and knowledge unless they are under the supervision of a responsible person or have been given proper instruction in using the appliance. This appliance is not intended for use by children.
4. Children should be supervised to ensure that they do not play with the appliance.
5. **WARNING:** This electrical appliance contains a heating function. Surfaces, including surfaces other than the surfaces intended to be cleaned by this appliance, can develop high temperatures. Since temperatures are perceived differently by different people, the this equipment be used with
6. **CAUTION:** This appliance should only be touched at its intended handles and gripping surfaces, and heat protection, such as gloves, should be used. Surfaces other than the intended handles/gripping surfaces should be given sufficient time to cool down before being touched.
7.  **WARNING:** Danger of scalding.
8. Steam is hot and can cause burns. Do not direct steam at people or animals.
9. To avoid electrical shock, do not direct steam at electrical appliances or electrical outlets.
10. Do not expose to rain.
11. Do not immerse the appliance in the water. Do not use in swimming pools containing water.
12. Do not leave the appliance unattended. Keep children away from the appliance while in use.
13. Do not leave the appliance connected to an electrical outlet when not in use.



IMPORTANT SAFEGUARDS

- 14.** This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician. Do not modify the plug in any way.
- 15.** If the power supply cord is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.
- 16.** The appliance must be unplugged after use and before cleaning or maintenance of the appliance. Always disconnect the appliance from the socket by pulling the plug - never by pulling the power cord. Keep the appliance's cord away from heat, oil, and sharp edges.
- 17.** Do not handle this appliance with wet hands.
- 18.** Do not pull or carry this appliance by its cord, use the cord as a handle, close a door on the cord, pull the cord around sharp corners, or expose the cord to heated surfaces.
- 19.** Not for space heating.
- 20.** Do not use appliance in an enclosed space filled with vapor given off by oil-based paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
- 21.** Do not use on leather; waxed or polished furniture or floors; synthetic fabrics; velvet; or other delicate, steam-sensitive materials.
- 22.** Do not use on any unsealed hard floor surfaces. Additionally, on surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. Check the use and care instructions from the floor manufacturer.
- 23.** Liquid or steam must not be directed toward equipment containing electrical components, such as the interior of ovens.
- 24.** Never put de-scaling, aromatic, alcoholic, or detergent products into this appliance because they may damage the appliance or make it unsafe for use.
- 25.** If the circuit breaker trips while using the steam function, discontinue product use immediately and contact customer service using the information on the back of this manual. Beware of the risk of electrical shock if the circuit breaker trips while using this appliance.
- 26.** The appliance emits very hot steam to sanitize the area of use. This means that the steam head and cleaning pads get very hot during use. Use caution when handling the appliance during use.
- 27. CAUTION:** Always wear suitable shoes when using this appliance and when changing the accessories on the appliance. Do not wear slippers or open-toed footwear when using the appliance.
- 28.** The lid may become hot during use.
- 29.** Care should be taken when using this appliance. Do not touch any parts that may become hot during use.
- 30.** Make sure the microfiber cleaning pad is installed correctly before use.



WARNING:

For California Residents

This product can expose you to Di(2-ethylhexyl)phthalate, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

SAVE THESE INSTRUCTIONS – FOR HOUSEHOLD USE ONLY

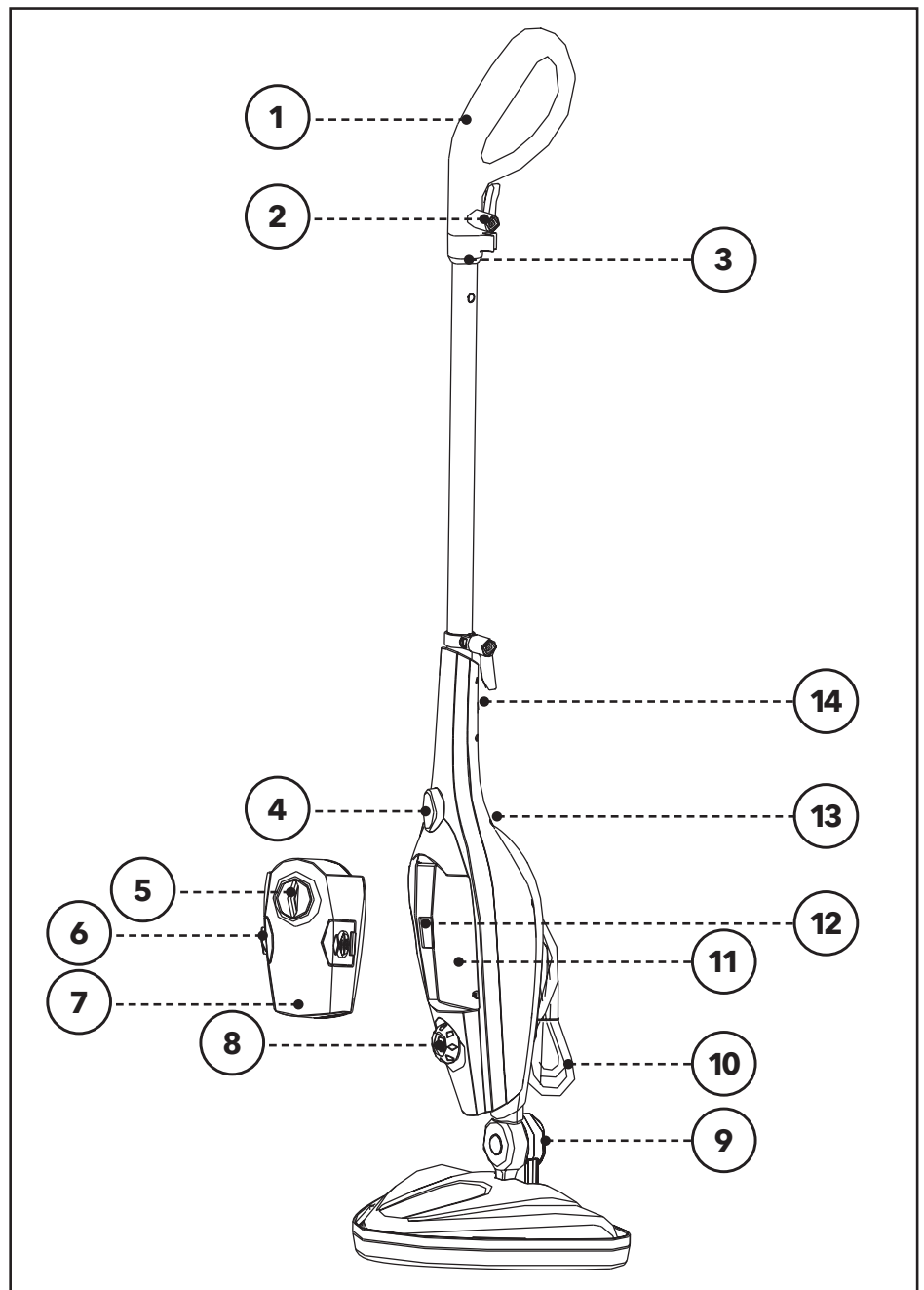


Parts & Accessories

MAIN BODY

1. HANDLE
2. CORD HOLDER
3. HANDLE CONNECTOR
4. ON/OFF BUTTON (LATCH LOCK)
5. WATER TANK CAP
6. WATER TANK BUTTON
7. WATER TANK
8. STEAM CONTROL KNOB
9. STEAM HEAD SPINDLE
10. POWER CORD
11. WATER INLET
12. INDICATOR LIGHT
13. MAIN BODY STEAM BUTTON
14. HANDLE TUBE BUTTON

NOTE: Unpack all listed contents from the packaging. Contents vary by model. Please remove any clear or blue protective film on the components before use.



CAUTION: The appliance may get hot during use. Be careful not to touch the appliance while in use. Keep the appliance away from other objects.

IMPORTANT: Please make sure that your **Cleanica 360** has been shipped with the components that you ordered (some accessories may be sold separately). Check everything carefully before use. If any part is missing or damaged, do not use this product. Contact the shipper using the customer service number located on the back of this manual.

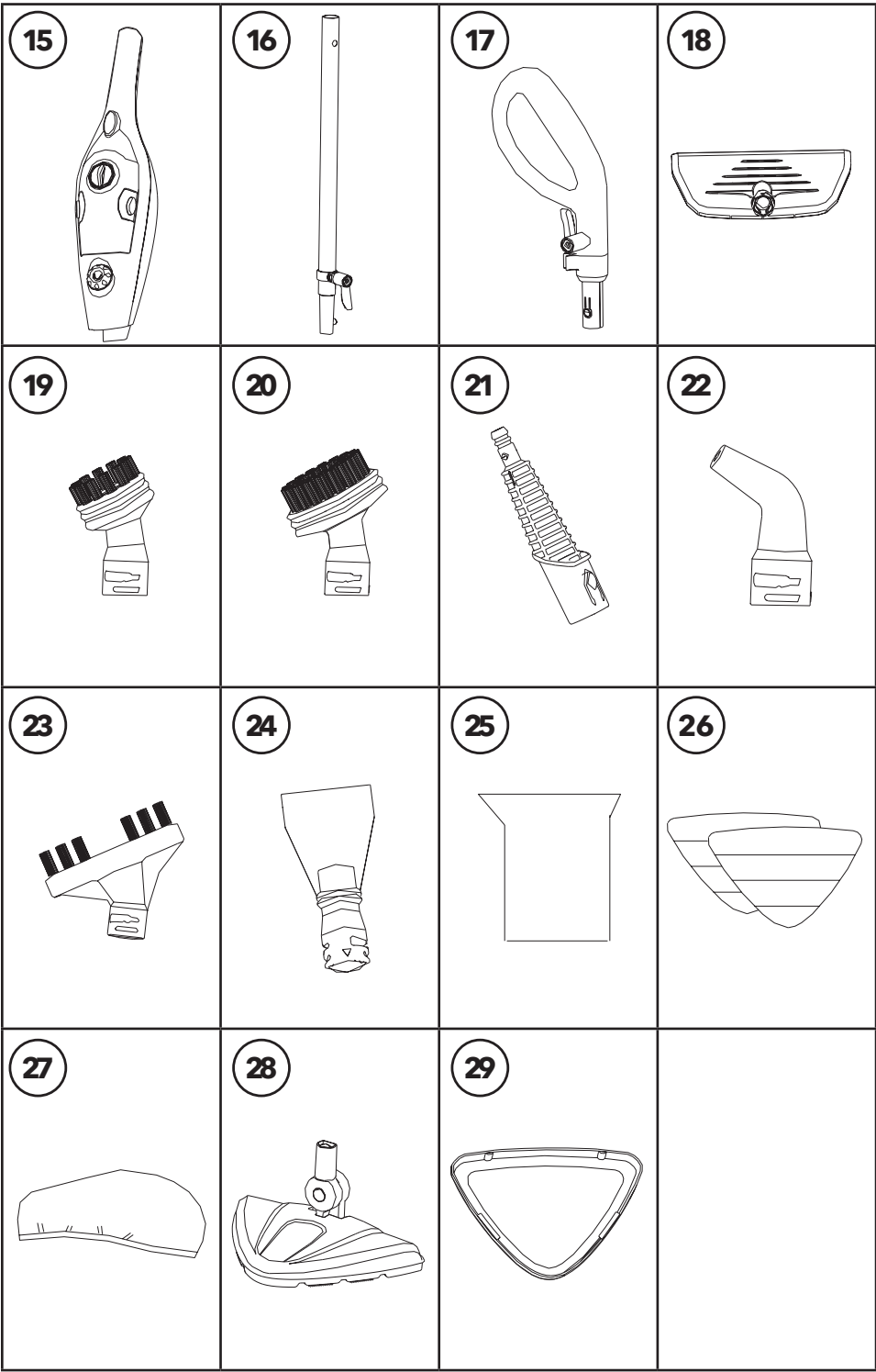


Parts & Accessories

ACCESSORIES

- 15. MAIN BODY
- 16. HANDLE TUBE
- 17. HANDLE
- 18. WINDOW SQUEEGEE
- 19. SMALL SCRUB BRUSH
- 20. MEDIUM SCRUB BRUSH
- 21. ACCESSORY ADAPTOR
- 22. ANGLED NOZZLE
- 23. GROUT CLEANING TOOL
- 24. SCRAPING TOOL
- 25. MEASURING CUP
- 26. CLEANING PAD
- 27. GARMENT STEAMER CLOTH
- 28. STEAM HEAD
- 29. CARPET GILDER

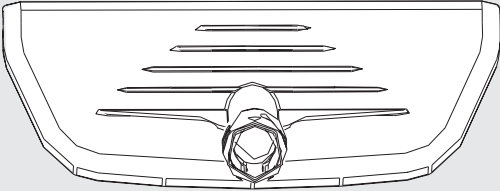
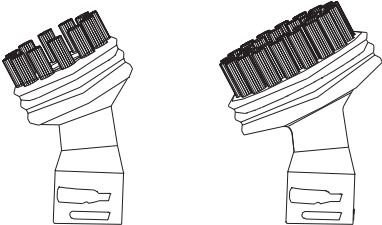
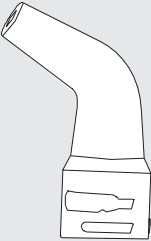
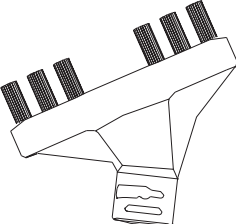
NOTE: Some accessories may be sold separately.



Choosing the Right Accessory

Before cleaning any electrical appliance, check and follow the appliance manufacture’s cleaning guidelines.

NOTE: Some accessories may be sold separately.

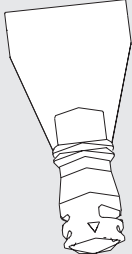
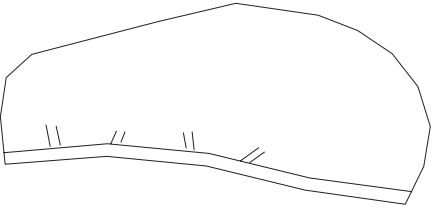
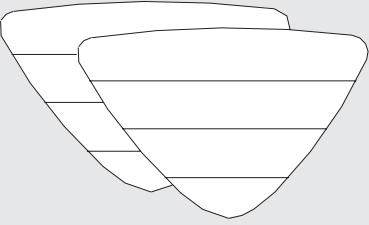
Accessory	Required Accessories That Must Be Connected to the Accessory Adaptor	Suggested Use
Window Squeegee/ Garment Steaming Tool		Use the Window Squeegee for shower glass doors, mirrors, and glass for removing soap scum and grime. Use the Garment Tool for removing wrinkles from garments, steaming draperies, tablecloths, and more.
Small and Medium Scrub Brushes		Use the Scrub Brushes to clean ovens, microwaves, stove tops, showers, bathtubs, faucet fixtures, tile, grout, toys, refrigerators, and more.
Angled Nozzle		Use the Angled Nozzle to clean stove tops, around faucet edges, grout, microwaves, sinks, hard to reach areas, and more.
Grout Cleaning Tool		Use the Grout Cleaning Tool to clean grout lines (sanded or unsanded).



Choosing the Right Accessory

Before cleaning any electrical appliance, check and follow the appliance manufacture’s cleaning guidelines.

NOTE: Some accessories may be sold separately.

Accessory	Required Accessories That Must Be Connected to the Accessory Adaptor	Suggested Use
Scraping Tool		Use the Scraping Tool to scrape away baked-on food, grime, and grease and to remove residue or other difficult substances from surfaces such as stove tops and ovens.
Garment Steamer Cloth		Use the Garment Steaming Cloth when steaming garments, draperies, tablecloths, and more. To use the Garment Steaming Cloth, place the Garment Steaming Cloth over the Garment Steaming Tool.
Cleaning		Use the Cleaning Pad for general cleaning of hard floors and for refreshing carpets.



Assembly

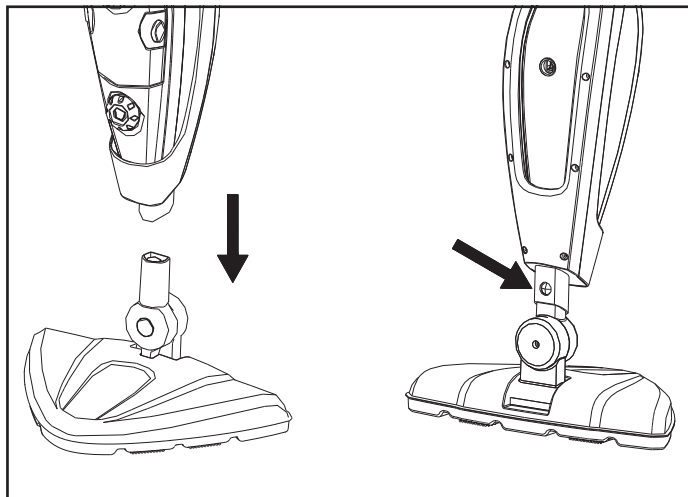
Attaching the Handle

1. Slide the Handle Connector into the Handle Tube until it clicks into place.
2. Slide the Handle Tube into the Main Body until it clicks into place.
3. The Handle can be removed from the Main Body for storage by pressing the Handle Tube Button.



Attaching the Steam Head

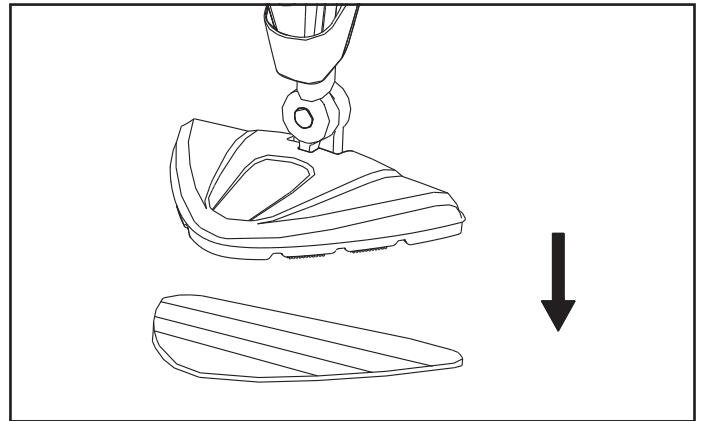
1. Slide the bottom end of the Main Body onto the Steam Head until the Steam Head Spindle clicks into place.
2. The Steam Head can be removed from the Main Body by pressing the release button near the Steam Head Spindle.



Assembly

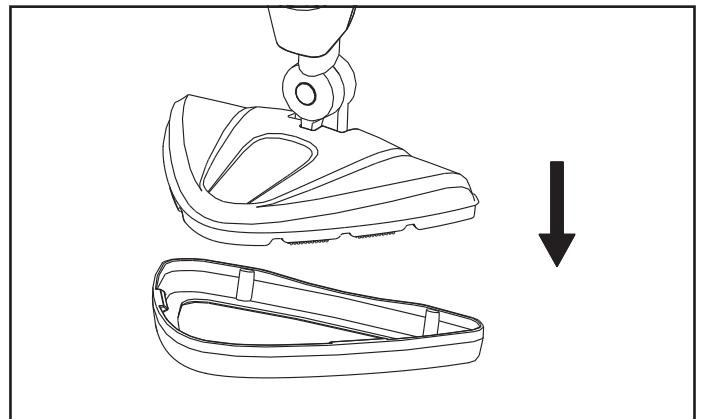
Attaching/Removing the Cleaning Pad

1. To attach the Cleaning Pad, place the Cleaning Pad on a flat, level floor surface. Lower the bottom of the Steam Head onto the Cleaning Pad and press down firmly. The Cleaning Pad will attach to the bottom of the Steam Head.
2. To remove, pull the Cleaning Pad off of the Steam Head.



Attaching/Removing the Carpet Glider

1. To attach the Carpet Glider, first attach the Cleaning Pad (see the "Attaching/Removing the Cleaning Pad" section).
2. Place the Carpet Glider on a flat, level floor surface. Lower the bottom of the Steam Head onto the Carpet Glider and press down firmly until the Carpet Glider is attached to the Steam Head.
3. To remove, pull the Carpet Glider and then the Cleaning Pad off of the Steam Head.



Instructions for Use

Before First Use

1. Remove all the packaging material.
 2. Remove any stickers or labels from the appliance.
-

Using the Cleanica 360

1. There are two ways to fill the appliance with water:
 - a) Open the Water Tank by turning the Water Tank Cap counterclockwise and removing the Water Tank Cap. Use the Measuring Cup to fill the Water Tank with up to 1 ½ cups (360 ml) of water. Reattach the Water Tank Cap and turn it clockwise to close it.
 - b) Remove the Water Tank from the Main Body. Open the Water Tank by turning the Water Tank Cap counterclockwise and removing the Water Tank Cap. Hold the Water Tank under a faucet and fill the Water Tank with water (up to 1 ½ cups [360 ml]). Reattach the Water Tank Cap and turn it clockwise to close it. Reattach the Water Tank to the Main Body. The Water Tank should click into place.
 2. Plug the appliance into a power outlet.
 3. Switch the appliance on. The Indicator Lights will turn red to indicate that the appliance is heating up (heating takes approximately 25 seconds). Once the appliance has fully heated, the Indicator Lights will turn blue.
 4. Press the Steam Button to start releasing steam. You can control the volume of steam released by the appliance by turning the Steam Control Knob clockwise (to increase the volume of steam) or counterclockwise (to decrease the volume of steam).
NOTE: It will take approximately 3 seconds for the appliance to release an increased or decreased volume of steam after adjusting the Steam Control Knob.
 5. A full Water Tank will allow you to steam for approximately 20 minutes. When the Water Tank is empty, the Indicator Lights will glow red and flash, indicating the need to add more water. Power off the appliance and refill the Water Tank.
NOTE: If the appliance is powered off at any point during operation, such as to refill the Water Tank, the appliance will need to heat up again before resuming operation.
-

Using as a Hand-Held Steam Cleaner

1. Press the Handle Tube Button to release the Handle from the Main Body.
2. Attach the Accessory Adaptor to the Main Body.
3. Align the arrow on your chosen accessory with the arrow on the Accessory Adaptor and attach the accessory. Turn the accessory counterclockwise until it is locked into place.
4. To remove the Accessory Adaptor from the Main Body, press the release button on the Accessory Adaptor.



Steam Cleaning Tips

For 25 years, I've been bringing you great innovative cleaning products. Included here are a few tips to help you get the most out of your Cleanica 360 Steam Cleaning System! —Anthony Sullivan

- The Cleanica 360 is a lightweight, easy-to-use, versatile steam cleaning tool that can be used to clean almost any surface. It cleans with only water rather than chemicals, and when you're finished cleaning, the water quickly evaporates, so surfaces dry fast!
- The steam from your Cleanica 360 reaches over 200 degrees! It's HOT, and it loosens dirt quickly. When using it as a handheld steamer, wipe down the surface with a dry cloth after cleaning the area with steam. NOTE: Always keep the steam facing away from you, anyone around you, and electrical appliances or outlets!
- Remember to wait for the light in the tank to turn from red to blue. Then, just hold the steam button if you're using the hand-held steamer and you're good to go. It only takes about 20-30 seconds to start steaming.
- The closer you hold the steam to the surface, the hotter it gets, so for tough messes, hold the steam or microfiber on the surface for longer to let the steam loosen the dirt or mess.
- Keep the tank at least a quarter full; that way, you'll never run out of steam.
- To extend cleaning time, use the lowest setting. Keep the setting low when cleaning hard floors. You'll have to refill less often and your floors will dry quicker.
- Always keep the steamer moving on sealed hardwood and use it on the lowest volume of steam. The microfiber will still be hot, and less steam means less water left behind.

The Cleanica 360 is good at cleaning anywhere, but here are a few things it's GREAT at:

Cleaning Grout: Cleaning the grout lines between tiles can be tough with other cleaning methods, and grout lines can become dirtier than the tiles around them. But the Cleanica 360 comes with a specialized grout cleaning brush to easily clean out those grout lines.

Doorknobs and Drawer Handles: The Cleanica 360 can quickly clean these small, frequently neglected areas.

Steaming Clothes: The Cleanica 360 both helps deodorize fabrics and remove wrinkles.

Glass Windows/Doors: Use the window squeegee attachment to remove soap scum and grime from glass.

Deodorizing Garbage Disposal: Freshen up your garbage disposal by using the Cleanica 360 in the handheld configuration, and let the steam loosen built-up fat and oil that can cause a stink coming from your sink!

Cleaning around Pets and Kids: Because there's no chemical residue from steam, it's an effective way to clean up around pets and kids.

Cleaning Around People with Allergies, Sensitive Skin, or Who Are Chemically Sensitive: If anyone in your household has allergies, the Cleanica 360 is a perfect solution. With steam, there are no chemicals in the air or on surfaces.

Nooks and Crannies: The jet-like stream from the Cleanica 360 is incredible for cleaning hard-to-reach areas.

Cleaning Food Prep Surfaces: Remember, most spray cleaners are loaded with chemicals. They can leave a toxic residue on a cutting board, inside a fridge, and in a microwave and oven. Steam from the Cleanica 360 uses only water!

THINGS YOU SHOULDN'T STEAM CLEAN:

- Paper
- Cardboard
- Suede
- Delicate fabrics, such as silk
- Wallpaper
- Anything covered in water-based paint

If in doubt, clean a small area first; if you like what you see, keep going! Enjoy your Cleanica 360.



Cleaning & Maintenance

1. Always unplug the appliance before cleaning.
2. Drain all the water from the Water Tank and clean the Water Tank after each use.
3. With the Water Tank removed from the appliance, run the appliance for a short time to remove any residual water or steam from the appliance.
4. Use detergent to clean the accessories when they are dirty. Then, rinse the accessories with water and air dry.
5. **NOTE:** The interior of this appliance contains no serviceable parts. If any maintenance that requires disassembly needs to be performed on the interior of this appliance, contact customer service using the contact information on the back of this manual.

Descaling/Cleaning Limescale

If your appliance begins to produce steam more slowly than usual or stops producing steam, you might need to remove limescale from the interior of the appliance or the Water Tank. Limescale should be removed from the appliance every 25-50 times a full Water Tank is used and will need to be performed more frequently in areas with hard water. To clean limescale from the interior of the appliance:

1. Prepare a cleaning solution of ½ cup white vinegar and 1 cup tap water. Add the cleaning solution to the Water Tank.
2. Secure the appliance and aim the release of steam away from the floor and surrounding objects and surfaces.
3. Turn the appliance on (see the “Using the Cleanica 360 Steam Cleaner” section) and let the appliance release steam until the Water Tank is empty.
4. Repeat this procedure as many times as necessary until the appliance releases steam at a normal rate.
5. Remove the Water Tank from the Main Body. Fill the Water Tank with fresh water and rinse out the Water Tank.
6. Fill the Water Tank with fresh water, reattach the Water Tank to the Main Body, and let the appliance release steam until the Water Tank is empty.

Decalcifying the Water Tank Interior

To clean calcium deposits that build up inside the Water Tank:

1. Remove the Water Tank from the Main Body (see the “Using the Cleanica 360 Cleaner” section).
2. Add one or two tablespoons of white vinegar to the Water Tank.
3. Fill the Water Tank with water.
4. Close the Water Tank Cap.
5. Shake the Water Tank.
6. Remove any water and vinegar from the Water Tank before using the appliance again.
7. Rinse the Water Tank.
NOTE: Vinegar should only be used to clean the Water Tank. Do not turn the appliance on until the vinegar has been removed from the Water Tank.



Cleaning & Maintenance

Cleaning Blocked Steamer Accessories

Due to the high mineral content of water in some areas, you may notice that less steam comes out from the accessories. This reduced steam output can be caused by calcium buildup inside the tip of an accessory's nozzle. To remove calcium build-up:

1. Spray a small burst or two of spray lubricant (which can be found in any hardware store) inside the tip of the nozzle. Rinse and wipe away any spray lubricant. Attach the accessory to the appliance. Ensure that no lubricant remains before using the appliance.
2. Fill the Water Tank with water and run the appliance for a few minutes (see the "Using the Cleanica 360" section). Ensure that the steam is aimed away from any sensitive surfaces that could be damaged by debris coming out of the appliance.

Cleaning the Microfiber Cleaning Pad

1. The Cleaning Pad is machine washable. Use a warm setting and always use a mild detergent.
2. To dry the Cleaning Pad, lay flat and air dry.
IMPORTANT: Never use bleach or fabric softener when washing the Cleaning Pad.

Storage

1. Turn the appliance's power off and unplug the power cord. Let the appliance cool fully.
2. Remove the Water Tank and empty any residual water. Clean the external surface of the appliance and any accessories with a dry cloth.
3. Remove and clean the Cleaning Pad (see the "Cleaning the Microfiber Cleaning Pad" section).
4. Store product in a clean, dry area away from children. Store the Water Funnel and Measuring Cup with the appliance.



Troubleshooting

Use the troubleshooting guide as a first step to resolve any issues you may be experiencing. Contact customer service using the contact information on the back of this manual for any servicing that requires disassembly of the appliance.

WARNING: To reduce risk of personal injury, unplug the appliance and allow it to cool before troubleshooting.

Problem	Possible Reason	Possible Solution
Reduced steam or no steam	Water Tank may be empty	Fill the Water Tank with water
	Steam nozzle may be blocked	Clean the steam nozzle
	There is no power to the appliance	Make sure the appliance is plugged in
	The Steam Button was not pressed	Press the Steam Button
	The Steam Control Knob is set to "MIN"	Turn the Steam Control Knob clockwise
The appliance will not turn on	Blown fuse or breaker	Replace the fuse or reset the breaker
	Power cord not plugged in	Plug the power cord into a working power outlet
	Internal fuse is blown	Contact customer service using the contact information on the back of this manual



Product Disposal

Meaning of crossed-out wheeled dustbin:



Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities.

Contact your local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and wellbeing.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.



STEAM MOP

90-Day Money-Back Guarantee

The **Cleanica 360** is covered by a 90-day money-back guarantee. If you are not 100% satisfied with your product, return the product and request a replacement product or refund. Proof of purchase is required. Refunds will include the purchase price, less processing and handling. Follow the instructions in the Return Policy below to request a replacement or refund.

Replacement Guarantee Policy

Our products, when purchased from an authorized retailer, include a 1-year replacement guarantee if your product or component part does not perform as expected, the guarantee extends only to the original purchaser and is not transferable. If you experience an issue with one of our products within 1 year of purchase, return the product or the component part for replacement with a functionally equivalent new product or part. The original proof of purchase is required, and you are responsible to pay to return the appliance to us. In the event a replacement appliance is issued, the guarantee coverage ends six (6) months following the receipt date of the replacement appliance or the remainder of the existing guarantee, whichever is later. Tristar reserves the right to replace the appliance with one of equal or greater value.

Return Policy

If, for any reason, you would like to replace or return the product under the money-back guarantee, your order number can be used as the return merchandise authorization number (RMA). If the product was purchased in a retail store, return the product to the store or use "RETAIL" as the RMA. Return your product to the address provided below for a replacement, which will incur no additional processing and handling fees, or for the refund of your purchase price, less processing and handling. You are responsible for the cost of returning the product. You can locate your order number at www.customerstatus.com. You can call customer service at 973-287-5124 or email info@tvcustomerinfo.com for any additional questions. Pack the product carefully and include in the package a note with (1) your name, (2) mailing address, (3) phone number, (4) email address, (5) reason for return, and (6) proof of purchase or order number, and (7) specify on the note whether you are requesting a refund or replacement. Write the RMA on the outside of the package.

Send the product to the following return address:

Cleanica 360
Tristar Products
500 Returns Road
Wallingford, CT 06495

If the replacement or refund request has not been acknowledged after two weeks, please contact Customer Service at 973-287-5124.

Refund

Refunds requested within the money-back guarantee timeframe will be issued to the payment method used at purchase if the item was purchased directly from Tristar. If the item was purchased from an authorized retailer, proof of purchase is required, and a check will be issued for the item and sales tax amount. Processing and handling fees are non-refundable.





CLEANICA 360™

STEAM MOP

We are very proud of the design and quality of our
Cleanica 360™ Steam Mop.

This product has been manufactured to the highest standards.
Should you have any questions, our friendly customer service staff
is here to help you.

For parts and, accessories, go to tristarcares.com or scan this QR code
with your smartphone or tablet:



To contact us, email us at
customerservice@tristarproductsinc.com,
or call us at **973-287-5124**



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CL360-SM-EL20003_IB_TP_ENG_V1_210615

