



# USER MANUAL

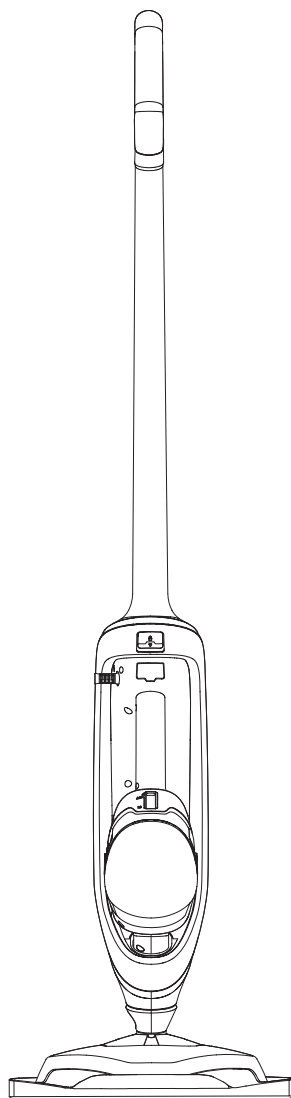
## FLOOR & HANDHELD STEAM CLEANER

**SM11**

**USER MANUAL**

**DIRTDEVIL.CO.UK**

**0333 400 0653**



# WELCOME!

Congratulations on your purchase. Use this user manual to learn about your new steam cleaner's great features. Find out how to assemble, use and maintain your steam cleaner in this easy to follow manual.

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

If you have any questions, please email [info@dirtdevil.co.uk](mailto:info@dirtdevil.co.uk) to get in contact.

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# IMPORTANT SAFETY INSTRUCTIONS

## FOR INDOOR USE ONLY

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**WARNING:** Danger of scalding

### **WARNING**

When using an electrical appliance, basic precautions should always be followed.

### **READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE**

Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

### **USING THE STEAM CLEANER**

- **DO NOT** use the steam cleaner outdoors. For household use only. Store indoors.
- **DO NOT** leave steam cleaner unattended.
- **DO NOT** immerse in liquid.
- **DO NOT** use this steam mop if it has been dropped, damaged, left outdoors, submerged in water or is not working as it should.
- **DO NOT** use the steam cleaner in an enclosed space filled with explosive, toxic or flammable vapours.
- Always vacuum your carpets thoroughly and ensure hard floor areas are free from grit and debris before using your steam cleaner.
- The steam cleaner should not be used to clean electrical appliances, sockets, components or wires.
- Liquid or steam should not be directed towards electrical equipment.
- **DO NOT** attempt to remove blockages with sharp objects as this may cause damage to the steam cleaner.
- Filling the tank with hot or boiling water will damage the steam cleaner and invalidate the warranty.
- Unplug the steam cleaner immediately if it malfunctions.
- Before storing the steam cleaner, make sure the tank is empty and clean.

# IMPORTANT SAFETY INSTRUCTIONS

## FOR INDOOR USE ONLY

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- **DO NOT** leave the steam cleaner turned on or connected to the mains when unattended.
- The steam cleaner is equipped with a thermostat and a thermal cut-out. If for any reason the steam cleaner overheats it will switch off. If this happens unplug the steam cleaner, allow it to cool for at least 2 to 4 hours and retry.

### SUITABILITY

- **DO NOT** use on wax polished floors or furniture, acrylic surfaces and synthetic, velvet or steam/water-sensitive materials.
- Before using on a floor or surface, refer to the surface manufacturer's care recommendations. If the surface is suitable for steam cleaning, test for damage on a small hidden area. If no distortion, discolouration or damage occurs, continue cleaning.
- **DO NOT** put aromatic, alcoholic or detergent products into the steam cleaner, as this may damage it or make it unsafe for use. Always fill the tank with cold water only.

### PLUG AND CORD

- Switch off and unplug the steam cleaner at the socket when not in use and before conducting maintenance or troubleshooting.
- **DO NOT** use with a damaged cord or plug.
- **DO NOT** pick up or pull the steam cleaner by the cord. Always carry the steam cleaner by the handle.
- Take care that the cord is not kinked, pinched, pulled around sharp corners or run over.
- Ensure the cord does not come into contact with heat sources or become a trip hazard.
- When unplugging the steam cleaner from the wall socket, pull by the plug, not the cord, holding the socket with your other hand.
- **DO NOT** use this steam mop if it has been dropped, damaged, left outdoors, submerged in water or is not working as it should
- **DO NOT** use if the power cord is damaged.
- Turn off all controls on the steam cleaner before disconnecting or connecting

# IMPORTANT SAFETY INSTRUCTIONS

## FOR INDOOR USE ONLY

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the power cord. After use, always wrap the power cord around the cord latches provided.

### USING ATTACHMENTS

- Always turn off and unplug the steam cleaner before changing attachments.
- Always make sure the tank and attachments are fitted correctly before using the steam cleaner.
- Always make sure the 360° tool adaptor and attachments are securely connected to the handheld before use.
- Use genuine Dirt Devil attachments only. Using non-genuine attachments may cause damage to the steam cleaner.

### PERSONAL SAFETY

- **DO NOT** expose hair, loose clothing, fingers or body parts to openings or moving parts.
- **DO NOT** aim the steam cleaner at people and animals.
- Never touch the steam jet or mop head from a short distance as there is a risk of scalding.
- **DO NOT** touch any hot areas or attachments on your steam cleaner. It's normal

for the steam cleaner and attachments to heat up during use. Always allow them to cool down before handling.

- **DO NOT** handle steam cleaner with wet hands.
- This machine is not intended to be used or cleaned by persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given instructions concerning the machine by a person legally responsible for their safety. They should be supervised whilst using the machine. Children shall not use, clean or play with this machine, which when not in use should be secured out of their reach. Keep the vacuum cleaner out of reach of children.
- Packing material must not be used for playing. There is a danger of suffocation.
- **DO NOT** use the steam cleaner to clean or refresh any items of clothing that are still being worn on the body.
- Take extra care when cleaning on the stairs.

# IMPORTANT SAFETY INSTRUCTIONS

## FOR INDOOR USE ONLY

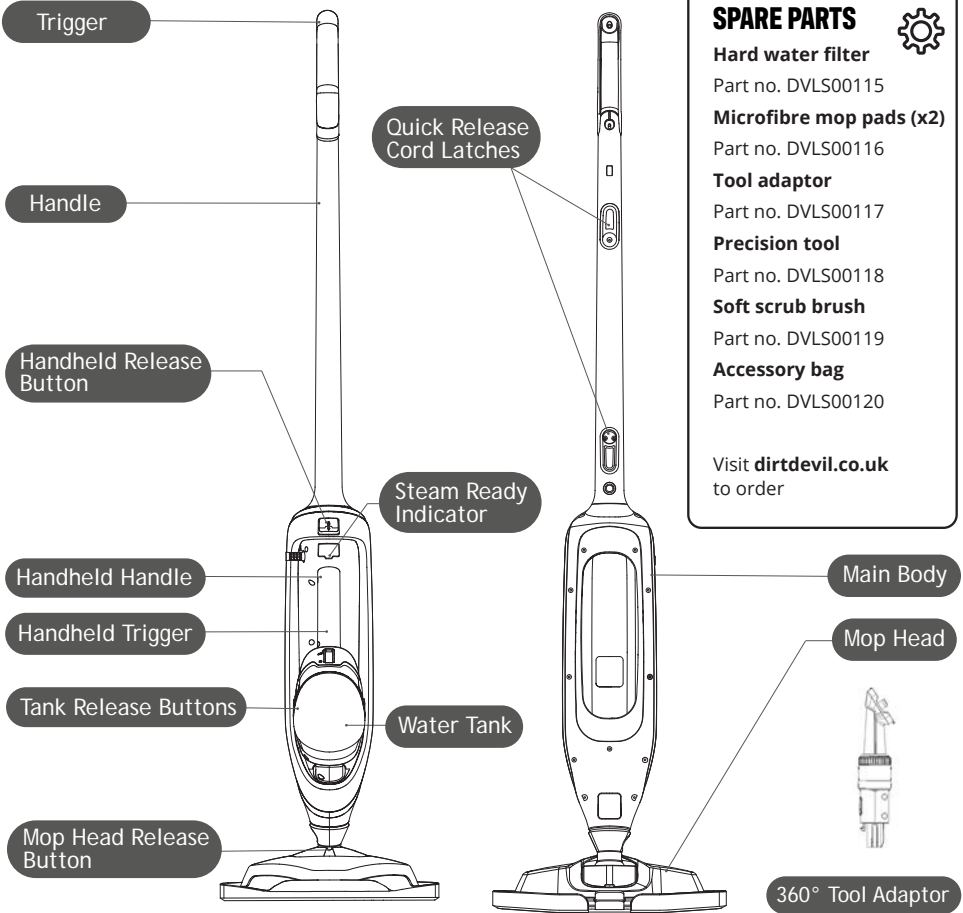
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### **USER MANUAL GUIDANCE**

- Keep this user manual in a safe place.
- Failure to comply with this user manual can lead to serious injuries or damage to the steam cleaner. We take no responsibility for damage due to failure to comply with this user manual.

# GETTING TO KNOW YOUR STEAM CLEANER

## FEATURES



### SPARE PARTS



#### Hard water filter

Part no. DVLS00115

#### Microfibre mop pads (x2)

Part no. DVLS00116

#### Tool adaptor

Part no. DVLS00117

#### Precision tool

Part no. DVLS00118

#### Soft scrub brush

Part no. DVLS00119

#### Accessory bag

Part no. DVLS00120

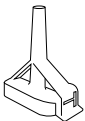
Visit [dirtdevil.co.uk](http://dirtdevil.co.uk) to order

Main Body

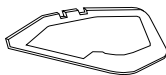
Mop Head



360° Tool Adaptor



Precision Tool



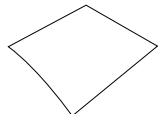
Carpet Gilder



Microfibre Mop Pad



Soft Scrub Brush



Accessory Bag

# ASSEMBLING YOUR STEAM CLEANER

 **WARNING:** Danger of scalding

## ASSEMBLING YOUR STEAM CLEANER

### CAUTION

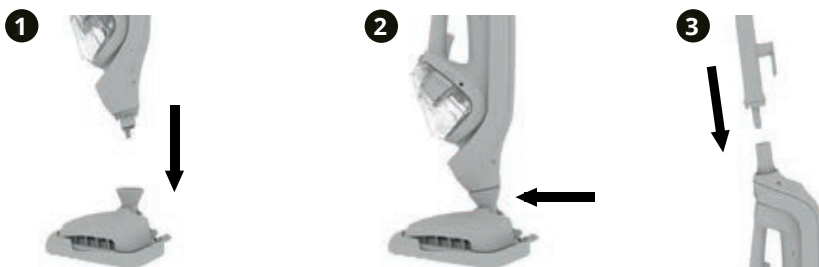
The steam cleaner and attachments get very hot during use. Always allow them to cool down before handling.

Before assembling or disassembling attachments, emptying the tank or changing the microfibre mop pad, ensure the steam cleaner is not plugged into the mains supply and is switched off.

Thoroughly sweep or vacuum the floor before cleaning with the steam cleaner.

Your steam cleaner assembles quickly and easily. To assemble your steam cleaner:

1. Push the main body down into the mop head until it clicks into place.
2. Stand the stick steam cleaner upright by pushing the main body forward to lock into position.
3. Push the handle into the main body until it clicks into place.





# USING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

## FILLING THE WATER TANK

### IMPORTANT

Don't overfill the water tank. Don't use the steam cleaner without water in the tank. Always top up with water in good time.

1. Ensure the steam cleaner is turned off.
2. Grip the handle, press the tank release buttons and pull the water tank to remove.
3. Pull the tab on the tank cap to open. Fill the tank with water. Replace the cap and push firmly to close.
4. Before replacing the water tank make sure the hard water filter, which is located behind the tank, is in place.
5. Line up the water tank with the main body of the steam cleaner and push it until it clicks into place.

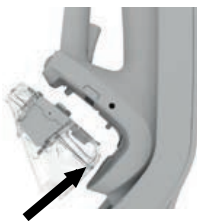
If the water tank is not fitted correctly there will be a reduction in the amount of steam produced.

Your machine has been designed to be used with tap water. However, if you live in an area with hard water, limescale build-up may occur. Therefore, to maintain the optimal performance of your steam cleaner, it is recommended to use distilled, de-mineralised or filtered water. It is recommended that a descaler solution is used after every 5 hours of usage to prevent limescale build-up.

1



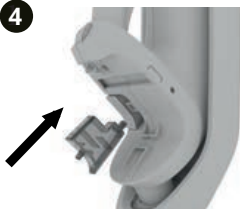
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# USING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

## USING YOUR STEAM CLEANER

**WARNING:** Always unplug the steam cleaner when fitting the microfibre mop pad.

**IMPORTANT:** Never use the steam mop without a cleaning pad attached to the mop head. Never leave the steam mop on one spot for an extended period of time or with a damp or wet microfibre mop pad attached as this may damage the floor surface.

1. Place the microfibre mop pad on the floor with the tab side facing up. Place the mop head onto the microfibre mop pad making sure the pad covers the entire mop head.
2. Plug the steam cleaner into the mains. The blue light will illuminate to indicate power on. The green light will illuminate to indicate that the steam cleaner is ready to use.
3. Place your foot onto the mop head and pull the handle backwards to recline.
4. To produce steam, squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent overwetting floors.
5. Move the steam cleaner slowly backwards and forwards across the floor paying particular attention to high traffic areas. Squeeze/release trigger as required.
6. After cleaning, return the steam cleaner to the upright position, lock it into place and unplug it. Allow the steam cleaner to cool down. Hold the corner of the microfibre mop pad down with your foot and lift the steam cleaner to peel away.

**Tip:** If the area you are cleaning is becoming too wet, squeeze the trigger in short bursts.



# USING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

## CLEANING CARPETS

**IMPORTANT:** Never use the steam mop without a cleaning pad attached to the mop head. Never leave the steam mop on one spot for an extended period of time or with a damp or wet microfibre mop pad attached as this may damage the floor surface.

1. Place the microfibre mop pad on the floor with the tab side facing up. Place the mop head onto the microfibre mop pad making sure the pad covers the entire mop head.
2. With the microfibre mop pad attached, push the mop head into the front of the carpet glider. Then place the back of the mop head into the clip. The carpet glider should only be used when refreshing carpets.
3. Plug the steam cleaner into the mains. The blue light will illuminate to indicate power on. The green light will illuminate to indicate that the steam cleaner is ready to use.
4. Place your foot onto the mop head and pull the handle backwards to recline.
5. To produce steam, squeeze the trigger in short bursts. Don't hold the trigger continuously to prevent overwetting floors.
6. Move the steam cleaner slowly backwards and forwards across the carpet paying particular attention to high traffic areas. Squeeze/release trigger as required.
7. To release the carpet glider, place your foot on the clip and push down. Lift the steam cleaner to remove it.

**Tip:** If the area you are cleaning is becoming too wet, squeeze the trigger in short bursts.



# USING YOUR STEAM CLEANER

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**WARNING:** Danger of scalding

## USING THE HANDHELD STEAMER

**WARNING:** Always unplug the handheld steamer before attaching/detaching the 360° tool adaptor and attachment. The handheld steamer and attachments get very hot during use. Always allow them to cool down before handling.

**IMPORTANT:** Always check the attachments are clean and free from debris. Don't use if damaged, broken or worn.

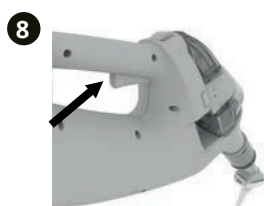
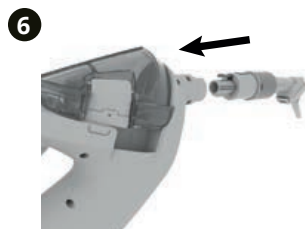
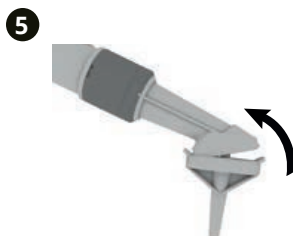
1. Press the handheld release button and gently pull the handheld steamer from the main body.
2. Before use, remove the water tank, fill it with water and replace it into the handheld steamer.
3. Choose an attachment.
4. Line up the edge of the attachment with the 360° tool adaptor.
5. In a hinge-like manner, push the attachment onto the 360° tool adaptor until it clicks securely into place.
6. Push the 360° tool adaptor and the connected attachment into the handheld steamer nozzle until it clicks into place. Make sure the locking clip is securely attached by gently pulling the 360° tool adaptor. Push and twist the rotation collar to select the most suited cleaning angle for the chosen attachment. There are four positions on the rotation collar for easier cleaning.
7. Plug the handheld steamer into the mains. The blue light will illuminate to indicate power on. The green light will illuminate to indicate that the handheld steamer is ready to use.
8. To produce steam, squeeze the trigger.

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

# USING YOUR STEAM CLEANER

 **WARNING:** Danger of scalding

## USING THE HANDHELD STEAMER



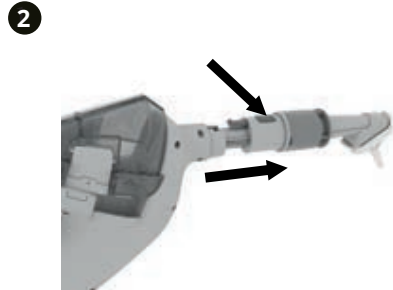
# USING YOUR STEAM CLEANER

 **WARNING:** Danger of scalding

## REMOVING HANDHELD ATTACHMENTS

**CAUTION:** Always ensure the steam cleaner is switched off before attaching/detaching the mop head, attachments and water tank. The handheld steamer and attachments get very hot during use. Always allow them to cool down before handling.

1. To remove an attachment from the 360° tool adaptor lift and push the clip on the top of the attachment. (The attachments get very hot during use. Always allow them to cool down before handling.)
2. Press the unlocking button on the 360° tool adaptor and pull to remove it from the handheld steamer.



## REATTACHING HANDHELD STEAMER

To re-attach the handheld steamer, insert the nozzle into the main body of the steam cleaner. Slide the handheld steamer back into the main body until it clicks into place, taking care not to trap the power cord.



# USING YOUR STEAM CLEANER

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 **WARNING:** Danger of scalding

## USING THE PRECISION TOOL

The precision tool is ideal for hard to access areas such as in corners or around taps. The concentrated jet of steam penetrates heavily soiled areas removing soap scum in baths and shower enclosures and blasting away grease and grime from hobs and cookers.



## USING THE SOFT SCRUB BRUSH

The soft scrub brush agitates dried on grease and grime and removes build-ups of dirt. It is perfect for use on cookers and hobs, sinks, taps, worktops and more with minimal effort. The soft bristles tackle dirt and are ideal for more delicate surfaces. The integrated scraper edge helps remove stubborn dried-on stains without having to change the tool.



# MAINTAINING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

## EMPTYING THE TANK

**WARNING:** Unplug the steam cleaner and allow it to fully cool down before performing any maintenance or troubleshooting checks.

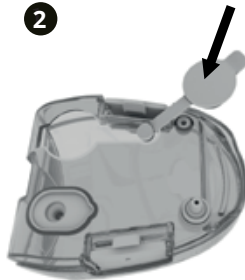
**IMPORTANT:** Don't leave water in the water tank between uses, as this can affect the steam cleaner's performance. The water tank should be emptied and rinsed with clean water after each use.

1. Grip the water tank, press the tank release buttons and pull the tank to remove.
2. Pull the tab on the tank cap to open.
3. Empty any excess water in the sink.
4. Rinse the water tank with clean water and replace the cap, pushing firmly to close.
5. Replace the water tank back onto the steam cleaner.

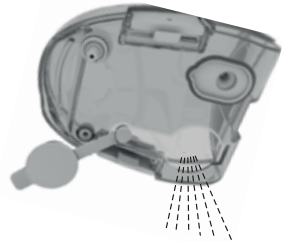
1



2



3



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# MAINTAINING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

## CLEANING THE MICROFIBRE MOP PAD

**IMPORTANT:** Don't use bleach or fabric softener when washing the microfibre mop pad. Always allow the steam cleaner to fully cool down before removing the microfibre mop pad.

1. Hold the corner of the microfibre mop pad down with your foot and lift the steam cleaner to peel away.
2. Wash the microfibre mop pad in the washing machine at a maximum temperature of 40°C. Allow to fully dry before use.

1



2



# MAINTAINING YOUR STEAM CLEANER



**WARNING:** Danger of scalding

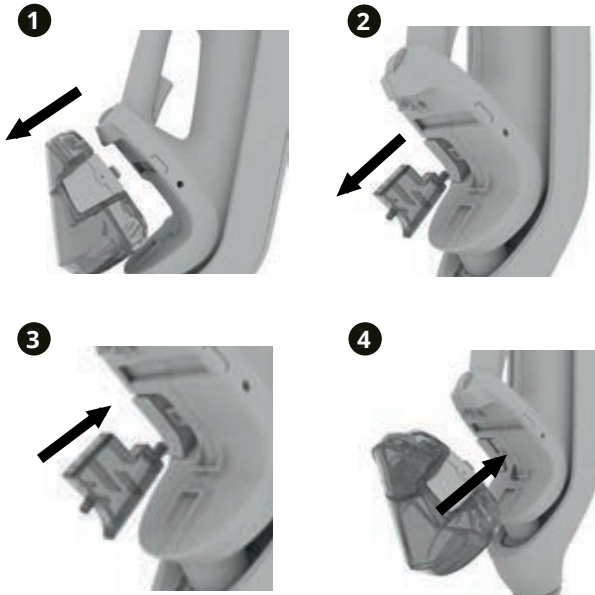
## REPLACING THE HARD WATER FILTER

**IMPORTANT:** Don't operate the steam cleaner without the hard water filter in place. The condition of the filter affects the performance of your steam cleaner. Check and change the filter periodically. Depending on water hardness and frequency of use, the filter should be changed every 2-3 months.

To replace the hard water filter:

1. Grip the water tank, press the tank release buttons and pull the tank to remove.
2. Pull to remove the hard water filter, located on the side, behind the water tank.
3. Insert the new hard water filter into the same place and position.
4. Replace the water tank back onto the steam cleaner.

Repeat the filter replacement process every 2-3 months



# MAINTAINING YOUR STEAM CLEANER

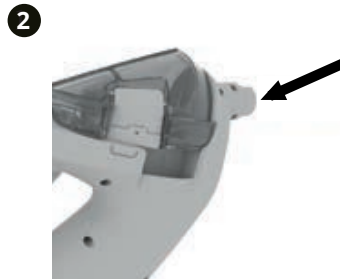


**WARNING:** Danger of scalding

## REMOVING BLOCKAGES

**WARNING:** To prevent damaging the steam cleaner DO NOT insert any sharp implements into the nozzle on the handheld steamer.

1. Water may be released through the bleed valve located on the back of the handheld steamer when there is a blockage. If this occurs, first remove the mop head.
2. After the mop head is removed, take a thin object such as a paper clip and insert it in the area shown to remove the blockage. Check the tools are clean and free from debris. Rinse tools under running water.



# TROUBLESHOOTING

**WARNING:** To reduce the risk of electric shock, burns or unintended operation, turn off the power, unplug from the mains and allow the appliance to fully cool down before servicing.

Problem	Possible issue	Solution
There is an attachment missing.	Check the 'Includes' section on the box to make sure the part is included with your machine.	If it is missing, please contact us at <a href="mailto:info@dirdevil.co.uk">info@dirdevil.co.uk</a> .
The steam cleaner has no power.	The plug may not be fully pushed into the electrical socket.	Push the plug in firmly and make sure the plug switch is on.
The steam cleaner is not producing steam.	There may be no water in the water tank.	Fill the water tank.
	The water tank is not fitted correctly.	Follow the instructions in the "Filling the water tank" section.
	The water may not yet be at temperature.	The green indicator light will illuminate when the steam cleaner is ready to use.
	The trigger on handle has not been pressed in mop mode.	Check you are using the steam cleaner according to the instructions in the "Using the steam cleaner" section.
	There is a filter issue.	Check the hard water filter is in place and not damaged or in need of replacement. See "Replacing the hard water filter" section.
	The water pipe on the water tank is stuck.	Shake handheld steamer to release.
	Attachments are not correctly fitted.	Check you are using the steam cleaner attachments according to the instructions in the "Using the handheld steamer" section.
The microfibre mop pad won't pick up dirt.	The microfibre mop pad may already be saturated or dirty.	Wash the microfibre mop pad according to the instructions in the "Cleaning the microfibre mop pad" section.
Water is being released from the back of the handheld steamer.	There may be a blockage in the handheld steamer.	Check the tools are clean and free from debris. Rinse tools under running water. Retry machine. If the problem persists follow the instructions in the "Removing blockages" section.

In any other case or if the solution explained above did not solve the problem, please contact us at

[info@dirdevil.co.uk](mailto:info@dirdevil.co.uk)

# SPECIFICATION

Model	SM11
Power	1500W
Capacity	380ml
Weight	3.5kg
Cord length	5m
Steam time	15min
Steam rate	20g/min
Heat-up time	20s
Dimensions (LxWxH)	32 x 18 x 122cm
Filter type	Hard water filter
Input voltage	220-240V
Current	50Hz

**WARNING:** The above data has been supplied by the manufacturing plant and tested in laboratory conditions. The actual situation may vary according to the use environment. All product specifications are subject to change without notice.

## DISPOSAL

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority for recycling advice.

## UNBOXING

During transportation, packaging was used to protect the appliance against any damage. After unboxing, please dispose of all packaging in a way that will not cause damage to the environment.

**IMPORTANT!** During unboxing, keep the packaging materials (polyethylene bags, polystyrene pieces, etc.) out of reach of children.

### **This appliance complies with the following UK & European Directives:**

Electrical Equipment (Safety) Regulations 2016

Electromagnetic Compatibility Regulations 2016

Low Voltage Directive (LVD) 2014/35/EU

Electromagnetic Compatibility Directive (EMCD) 2014/30/EU









## SPARE PARTS



Replacement parts below are available for your appliance model.  
Please visit [dirtdevil.co.uk](http://dirtdevil.co.uk) to place your order.

### Top handle with screw

- Part no. DVLS00110

### Main handle

- Part no. DVLS00111

### Top cord latch with screw

- Part no. DVLS00112

### Cord with plug

- Part no. DVLS00113

### Water tank

- Part no. DVLS00114

### Hard water filter

- Part no. DVLS00115

### Microfibre mop pads (x2)

- Part no. DVLS00116

### Tool adaptor

- Part no. DVLS00117

### Precision tool

- Part no. DVLS00118

### Soft scrub brush

- Part no. DVLS00119

### Accessory bag

- Part no. DVLS00120

### Carpet glider

- Part no. DVLS00121

## VISIT DIRT DEVIL WEBSITE

[www.dirtdevil.co.uk](http://www.dirtdevil.co.uk)

## CONTACT US

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Small Heath Business Park, Talbot Way,  
Small Heath, Birmingham,  
B10 0HJ  
United Kingdom

**This appliance has a 1-year warranty as standard. To extend your warranty for 1 additional year, please visit [dirtdevil.co.uk](http://dirtdevil.co.uk) and register your appliance.**

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