



***RugDoctor***<sup>®</sup>

## 1093306 PORTABLE SPOT CLEANER

Product Specification Sheet

UPDATED JANUARY 2024

**Section (1) Item Details**

1.a RD Product Code	1093306
1.b EAN	5029706999307
1.c RRP	£159.99
1.d Vat Code	Standard
1.e Availability date	01/01/2024
1.f Country of Origin	China
1.g Commodity code	1093306
1.h Warranty (Months)	24
1.i Warranty Type	Domestic Use
1.j Colour	Red & Grey
1.k Power / Suction Power (Watts/Air Watts)	1100/1100



**Section (2) Merchandising Info**

2.a Dimensions (Product Only)	Height (CM)	Length (CM)	Width (CM)
	43	38	27
2.b Weight (Product Only)	7.45	KG	
2.c Dimensions (Inc. Packaging)	Height (CM)	Length (CM)	Width (CM)
	46	44	33
2.d Weight (Inc. Packaging)	10	KG	
2.e Inner Box Qty	1	Units	

**Section (3) Recycling Information**

Product Packaging weight total	2.235
Cardboard	1.95
EPS	0.35
Plastic	0.025
Outer Packaging weight total	n/a
Cardboard	n/a
EPS	n/a
Plastic	n/a

## **Section (4) Marketing Information**

### **Key Marketing Strap Lines**

The Rug Doctor Portable Spot Cleaner is the solution to nightmare carpet stains. Ideal for households with children or pets, this machine is perfect for smaller areas or spot stains for use on carpet, upholstery, soft surfaces and even the interiors of cars, caravans and boats. The only spot cleaner with a motorised brush\*, this machine is designed to quickly tackle stains that have embedded themselves deep within your carpet fibres. Combined with this motorised brush is our powerful 900-watt vacuum motor that provides 2x suction power than comparable spot cleaning machines\*. Scrubbing and extracting dirt, grime and grease with ease. Featuring a large tank capacity for an efficient clean and less trips to the sink. This lightweight machine has a retractable handle for further manoeuvrability and carpet-friendly wheels to move your machine all around the household. Designed to fit perfectly on each step of your stairs, the Portable Spot Cleaner is ideal for cleaning stairways and stains in the harder to reach areas. 2-year domestic manufacturer's warranty. For more information about how to use this machine, troubleshooting methods and contacting Rug Doctor for support, please head to our website [www.rugdoctor.co.uk/support/](http://www.rugdoctor.co.uk/support/).

### **THE SOLUTION TO NIGHTMARE STAINS**

The Portable Spot Cleaner is the ideal solution for spills, spots and tough stains. For on-the-go spot cleaning, our Spot Cleaner has a powerful 1100-watt suction motor that leaves your carpets deep-cleaned and quickly drying. This machine is ideal for households with children or pets, or for situations where accidents occur frequently and quick cleans are required.

### **LIGHTWEIGHT & CONVENIENT**

The Portable Spot Cleaner is easy to move around the house thanks to its lightweight design and carpet-friendly wheels. This machine is the perfect size to sit on each step of your stairs for an easy and efficient cleaning experience. Target specific areas and ensure cleanliness from one side of your home to the other. With its retractable handle, storing such a machine has never been easier.

### **Bullet Point Features**

- 2x The Suction Power of Comparable Spot Cleaners
- Dual-Action Motorised Brush; the only portable spot cleaner with a motorised brush to tackle your unique cleaning needs
- Lightweight and Convenient; with wheels and a retractable handle for increased manoeuvrability around the household
- Large Tank Capacity; for an efficient clean and less trips to the sink
- Ideal for smaller areas or spot stains for use on carpet, upholstery, soft surfaces and the interior of cars, caravans and boats

**Section (5) Troubleshooting & Customer Support**

<b>Problem</b>	<b>Possible Reason</b>	<b>How to Fix</b>
<b>No Power</b>	<ul style="list-style-type: none"> <li>• Power cable not plugged in</li> <li>•</li> <li>• Power button not pressed</li> </ul>	<ul style="list-style-type: none"> <li>• Plug power cable into wall mains socket</li> <li>• Press unit power button on</li> </ul>
<b>No / Low Spray</b>	<ul style="list-style-type: none"> <li>• Not pressing spray trigger</li> <li>• Clean Water / solution tank is empty or low</li> <li>• Clean Water tank is not seated or installed correctly</li> <li>• Spray is clogged</li> </ul>	<ul style="list-style-type: none"> <li>• Press spray trigger</li> <li>• Fill Clean Water tank with water and solutions</li> <li>• Lift Up Clean Water tank, secure outer cap and reposition</li> <li>• Clean the spray spout</li> </ul>
<b>No / Low Suction</b>	<ul style="list-style-type: none"> <li>• Waste Water / collection tank is full</li> <li>• Waste Water / collection tank is not seated / installed correctly</li> <li>• Filter screen inside Waste Water / collection tank clogged</li> </ul>	<ul style="list-style-type: none"> <li>• Empty Waste Water / collection tank</li> <li>•</li> <li>• Lift Up Waste Water / collection tank and place back into position</li> <li>•</li> <li>• Clean off debris on filter screen inside Waste Water/ Collection tank</li> </ul>
<b>MOTORISED Brush Doesn't Oscillate</b>	<ul style="list-style-type: none"> <li>• Brush mode is not switched on</li> </ul>	<ul style="list-style-type: none"> <li>• Turn MOTORISED BRUSH button to the on position.</li> <li>• Ensure that you have vacuumed over the area first so debris or hair does not get caught or tangled in the brush</li> </ul>

## Section (6) Warranty Claim Process

### During the initial 30-day period following your machine's purchase:

You have the right to receive a refund or a replacement from the retailer or store where you bought the item.

If you bought the product directly from Rug Doctor, kindly send us your order number and any relevant information for the warranty claim via email at [commercial@rugdoctor.co.uk](mailto:commercial@rugdoctor.co.uk). We will then initiate the process to either replace the item(s) or provide a refund.

If you made the purchase through a third-party seller or retailer, it's necessary to communicate with the individual seller/retailer/distributor to understand their specific return policy and procedure. Rug Doctor is unable to provide refund or replacements for items purchased from third-party sellers or retailers.

### If your machine has surpassed the initial 30-day period but is still within its standard warranty duration:

We offer the option to have your machine evaluated and repaired by one of our engineers at our workshop. To proceed, kindly fill out the breakdown contact form available on the Rug Doctor Website.

If you obtained the machine from a third-party seller or retailer, there might still be an opportunity to request a refund or replacement, depending on the specific return policy of the store the item was purchased from. Alternatively, Rug Doctor can arrange for your machine to be brought in for repair under the standard warranty coverage. Please utilize the breakdown contact form to proceed.

For machine repairs and servicing, please complete the breakdown contact form on our official website: <https://www.rugdoctor.co.uk/breakdown-warranty-contact-form/>

Should you encounter any difficulty while completing the form, you can directly email our breakdown team with all the necessary details at [warranties@rugdoctor.co.uk](mailto:warranties@rugdoctor.co.uk).

### In the event that your machine falls beyond its standard warranty period:

We still offer the option to have your machine assessed and repaired by our engineers at our workshop.

However, please be aware that repairs conducted outside of the warranty coverage will incur costs.

For detailed information about these costs, our procedure for out-of-warranty returns, and other related matters, kindly fill out the breakdown contact form on our official website. A member of our team will be available to assist you and address any inquiries you might have regarding this process.

For machine repairs and servicing, please utilize the breakdown contact form provided on our website: <https://www.rugdoctor.co.uk/breakdown-warranty-contact-form/>

Should you encounter any difficulties while completing the form, please feel free to directly email our breakdown team with all the necessary details at [warranties@rugdoctor.co.uk](mailto:warranties@rugdoctor.co.uk).

Section (7a) Creative Imagery



Section (7b) Creative Imagery Cont.

