



FREQUENTLY ASKED QUESTIONS STEAMBOY™ T1 STEAM FLOOR MOP

The light turns on as soon as I turn the unit on. Is this correct?

Yes, the manual says otherwise, but the light should come on immediately

How often do I change the filter?

It depends on the hardness of your water, but every 6 months is a good guideline.

I am only getting water out of the mop, not steam. What am I doing wrong?

Because there is no steam tank on the T1, it produces steam by water being pumped through the heating element. The way this system works, it is best to “pulse” the trigger button on and off, instead of holding it down for too long a period.

Water is leaking from the filter.

Check to make sure the “o” ring on the underside of the filter is sitting correctly when you push the filter into the unit.

Make sure the filter is pushed all the way in as far as it can go.

When I first used the mop, it turned the new pad brown.

There may be discoloration from the filter causing the pad to turn brown. Hold the trigger until the water runs clear.

Are the microfiber pads washable?

Yes, they can be hand washed or washed in a washing machine for best results.

Are replacement pads available?

Yes, either through us, or from where you purchased your T1.

What are the extra rubber o-rings for that comes with unit?

Those are extra rubber o-rings that you can use to replace the ones in the unit when it wears.

How do I use the carpet glider?

Set the mop head in the carpet glide and push it along the carpet like you normally would when cleaning. The mop head does not fit snug on the carpet glide.

What is the warranty?

All Reliable™ brand products are backed by a limited one-year warranty.