



FLOOR ONE S7 STEAM SERIES

Smart Cordless Steam Floor Washer

Instruction Manual



*Actual product may differ from illustration.

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Precautionary measures:



1. **Do not** operate the hard floor washer too close to heaters, radiators or other hot surfaces.



2. Before inserting the charger into the wall, make sure your hands are dry.



3. Before turning on the hard floor washer, safely remove any large objects from the floor or cleaning surface in order to prevent damage to the filter.



4. When you want to remove the charger from the power socket, **do not** use the power cable, gently pull the plug from the power socket.



5. **WARNING:** Danger of scalding. Please use the steam cleaner with caution. The steam emitted from the steam cleaner is very hot.



6. **CAUTION:** Recently cleaned surfaces may be hot, please avoid contact.

Do not use this hard floor washer if the housing and/or the charger housing is damaged.

BEFORE YOU CLEAN, TEST FIRST

Your steam cleaner is designed to clean hard flooring such as ceramic tiles, vinyl, laminate, marble, stone and sealed hard wood floors. Use of your steam cleaner on waxed or some unwaxed floors may result in a diminished gloss.

The steam cleaner is not for use on unsealed wood floors. For the best results test in an inconspicuous area and check the care instructions from your flooring manufacturer.

Important Safety Instructions

IMPORTANT! Always switch off the hard floor washer before cleaning, when not in use or attempting any maintenance task. The charger must only be connected to an AC power supply at the voltage shown on the rating label. This hard floor washer should only be used for its intended purpose as described in this instruction manual. Never operate the washer without filters.

When using your hard floor washer, basic precautions should always be observed, including the following;

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory, mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
2. Children should be supervised to ensure that they **do not** play with the appliance.
3. To prevent electrical shock, **do not** immerse the appliance, battery or power plug into water or other liquids.
4. To prevent electrical shock, **do not** use the hard floor washer outdoors.
5. Always check the power cord before use, the power cord and the power adapter should be in a good condition and **must not** be damaged. If the power cord or the charger adaptor is damaged or defective, it must be replaced.
6. The appliance and charger are intended for domestic indoors use only.
7. **Do not** unplug the charger by pulling on the power cord. To unplug, grasp the power adapter, not the power cord and gently pull the power adapter from the power socket.
8. **Do not** handle or operate the appliance with wet hands. Follow electrical safety precautions at all times.
9. **Do not** attempt to change the attachments while the appliance is switched on. Use only manufacturer's recommended accessories.
10. **Do not** operate the hard floor washer too close to heaters, radiators and other hot surfaces.
11. **Do not** use the appliance to pick up flammable items or combustible liquids (i.e. gasoline, hot ashes, cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
12. **Do not** use the appliance to pick up toxic materials (i.e. chlorine, bleach, ammonia).
13. **Never** operate or use the appliance without the filters in place.

14. Before using the hard floor washer, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.
15. If the air inlet or floor head is blocked, switch off the washer straight away. Clear the blocked object before attempting to start the hard floor washer again.
16. Before carrying out any maintenance or cleaning the filters, always switch off the hard floor washer.
17. Keep openings away from your face and body.
18. **Do not** use the hard floor washer if it is damaged or broken. If connection cables are damaged, have them replaced immediately.
19. **Never** clean the hard floor washer or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
20. **Never** attempt to make any modifications to the hard floor washer and charger.
21. Always store the appliance and charger indoors in a cool and dry place.
22. **Never** run over the power cable with the power head, as this may cause damage to the power cable.
23. Keep your hands away from the roller brush while the hard floor washer is switched on.
24. To prevent unnecessary wear on the roller brush, keep it moving while in operation.
25. Damage caused by improper use or by not observing the instructions in this manual will void the warranty.
26. Exposure to hot steam can cause scalding.
27. Burns can occur from touching hot parts, hot water or steam.
28. Use caution when cleaning the appliance after use as there may be hot water in the appliance.
29. Do not attempt to change the brush roller while the appliance is emitting steam. Change the brush roller only when the cleaner has cooled down.
30. Never attempt to steam clean clothes.
31. Do not apply steam directly to very cold glass surfaces.
32. Damage caused by improper use of steam on objects, materials, persons or animals or by not observing the instructions in this manual will void warranty.
33. Do not aim steam directly at people, animals, parts containing electrical components or electrical components.
34. The force and heat of the steam may damage certain materials. Some fabrics may react to the temperature of the steam.
35. Do not hold the steam in the direction of onespot for long periods. This can cause damage to materials.






Battery use and care

1. The appliance is only to be used with the charger provided with the appliance.
2. Only charge the battery inside the washer or the charging dock. Only use the specifically designated charger to charge the product.
3. When the appliance is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the appliance terminals together may cause burns or a fire.
4. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact occurs, flush with water immediately. If liquid comes into contact with your eyes, seek medical help immediately.
5. **Do not** charge or store the appliance outdoors or inside the car. Only charge or store the battery in a dry indoor area where the temperature is more than 4 deg C but less than 40 deg C. The charger is for indoor use only.
6. **Never** attempt to open the battery for any reason. If the plastic housing of the battery casing breaks or cracks, immediately discontinue use and **do not** recharge.
7. The charger is **not** a serviceable part.
8. The washer contains a Lithium battery. Do not dispose the appliance with your local garbage. Contact your local council for instructions on how to safely dispose of the battery.
9. Before disposal of your battery, fully discharge your battery by running the product until it stops.
10. **Do not** use the charger to charge a non-chargeable battery.
11. The Battery can only be replaced by a qualified technician. **Do not** try to open the cleaner to replace the battery. Failure to do so may cause risk of injury and fire.

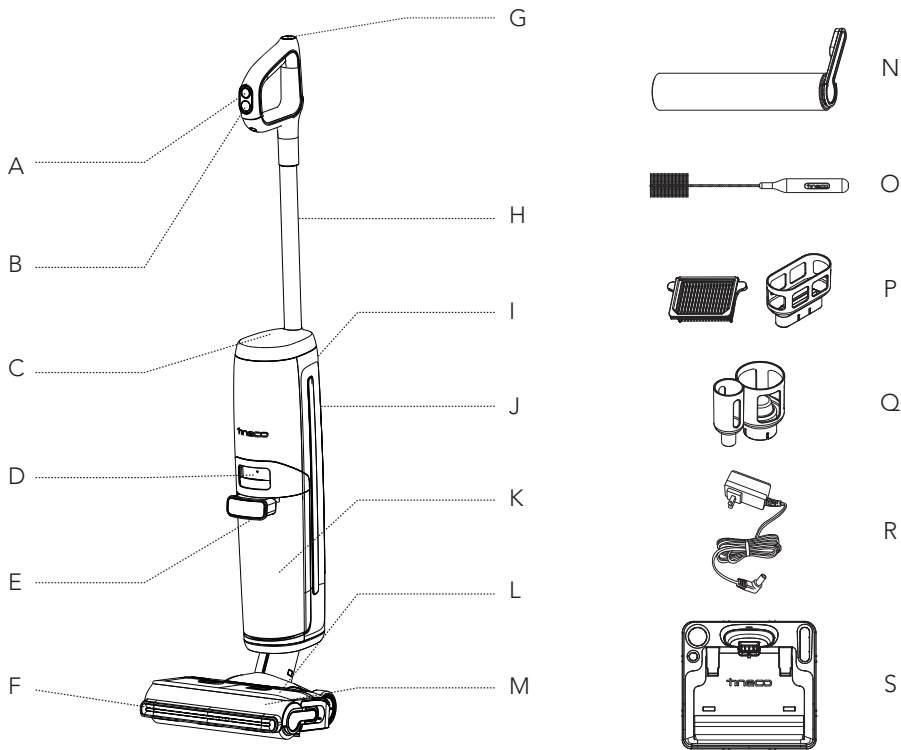
Specifications

Product	FLOOR ONE S7 STEAM SERIES
AC Input	100-240V~
Voltage	25.2V== 3900mAh Lion
Rated Power	240W
Running Time	AUTO: 40mins,STEAM/BOOST:20mins
Charging Time	4~5 hrs
Water Flow Rate	20~200ml/min
CWT Capacity	~0.8L
DWT Capacity	~0.72L
Waterproof	IPX4

Symbols:

	Read the instruction manual
	Class III equipment
	For indoor use only
	Detachable supply unit
	Steam
IPX4	Water resistant standard

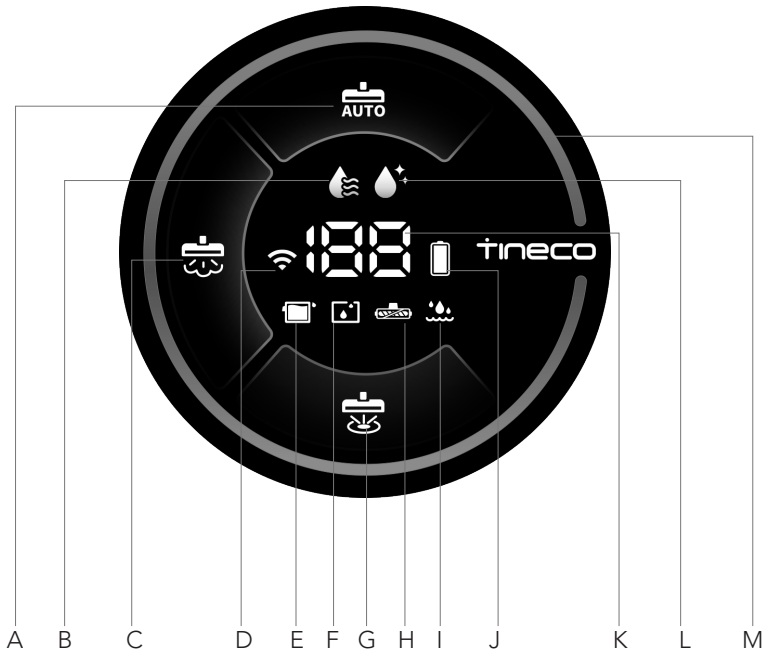
Overview



- A. STEAM/BOOST STEAM Button
- B. Power On/Off
- C. Digital Display
- D. Dirty Water Tank Release
- E. Dirty Water Tank Handle
- F. LED Headlights
- G. Self-cleaning Button
- H. Tube
- I. WiFi/Mute/Language Switch Button
- J. Clean Water Tank (CWT)

- K. Dirty Water Tank (DWT)
- L. Brush
- M. Brush Roller Cover
- N. Brush Roller
- O. Cleaning Tool
- P. Dry Filter & Holder
- Q. Accessory Holder
- R. Adaptor
- S. Charging Dock

Digital Display



- | | |
|---------------------|--|
| A. AUTO Mode | H. Brush Roller Tangled |
| B. Steam Making | I. Boiler Error |
| C. STEAM Mode | J. Battery |
| D. WiFi Indicator | K. Battery level / Steam preparation countdown |
| E. DWT Full | L. Self-cleaning |
| F. CWT Empty | M. Dirt Monitoring Loop (Blue to red according to the dirt amount) |
| G. BOOST STEAM Mode | |

Accessories

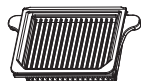
Note:

Accessories may vary between markets. If you require more accessories, please contact Customer Service on **AUS: 1800 815 270, NZ: 0800 282 288.**



Brush Roller

Soft roller head with bristles can be used to vacuum and wash at the same time. It can be easily cleaned with the self-cleaning function.



Dry Filter

Dry filter and filter net can block large particles and debris, ensure the appliance's durability.

* Please install the dry filter before use, or it may lead to weak suction.



Cleaning Tool

A full brush to clean the DWT, brush chamber and opening.

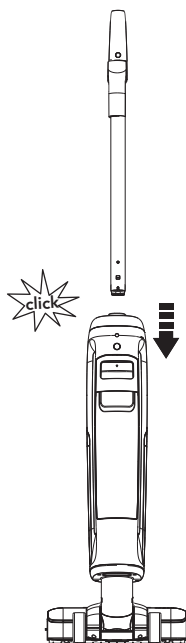
The tool also has a bristled end to remove dirt and mud on the roller and DWT.

Assembly

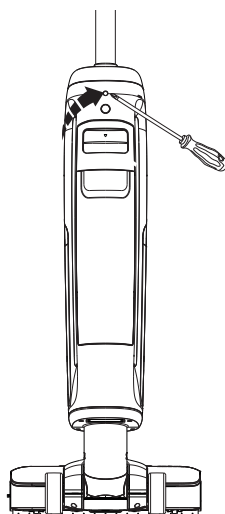
How to Assemble/Disassemble

Note:

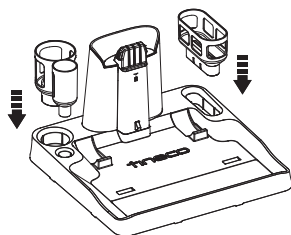
For water tank and brush assembly, please refer to "Operation" and "Maintenance".



To assemble the handle, insert it into the appliance until you hear a click.



In the event that the handle needs to be disassembled, press the spring to release the handle with a tool (like a screwdriver) and lift the released handle from the appliance.

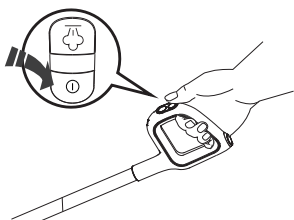


Install the dry filter holder and accessory holder on the dock.

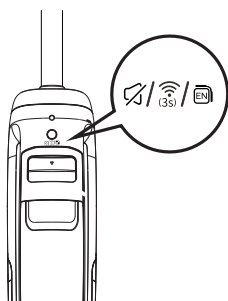
Operation

Preparing for Use

- Before first use, please charge the appliance for 4-5 hours (refer to "Charging Instructions" for details).
- * Based on results from Tineco lab tests. Lab temperature 39.2°F (4°C) ~ 104°F (40°C).

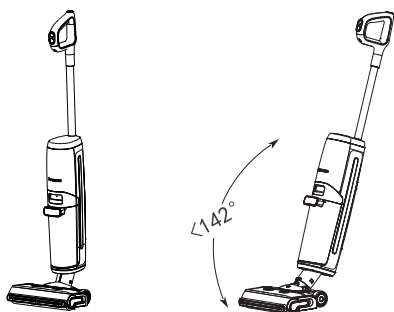


Press the ① button the appliance will start in AUTO mode by default, then press ② button to switch to STEAM mode, BOOST STEAM mode or AUTO mode. Press the ① again to turn off the appliance after cleaning is complete.



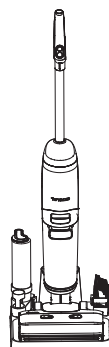
WiFi/Mute/Language Switch Button

- Press to turn on/off the voice prompt.
- Press twice to switch languages. (More voice language options will be added, please refer to the actual product.)
- Hold for 3 seconds to connect to network.



The appliance will stop working when put upright and start running again when reclined.

- * Do not recline more than 142° to avoid water leakage.

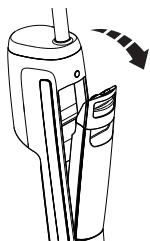


Place the appliance on the charging dock vertically after use for charging and storing.

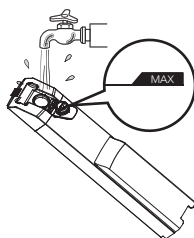
Note:

- Selection of the appropriate mode depends on the actual demand.
- Do not vacuum foamed liquid.
- To vacuum water left on the surface, the appliance will keep running for 3 seconds after power off.

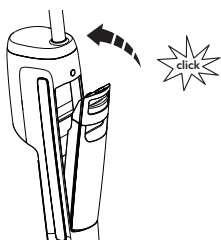
Filling Clean Water Tank



Press the Clean Water Tank release button to remove it from the appliance.



Open the tank cap, and then fill the tank with tap water to the Max line.



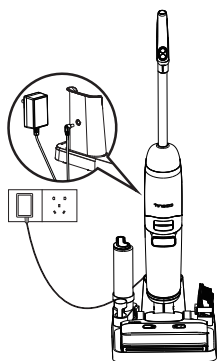
Place the tank back into the appliance. You should hear a "click" sound if done correctly.

Note:

Only use water under 140°F/60°C, don't mix chemical solution.

DO NOT USE HOT WATER.

Charging Instructions



To charge the appliance, place the appliance on the charging dock and plug the adaptor into a power outlet.

1. To charge the appliance, connect the external charging cord to the charging dock and plug it into the wall outlet.
2. To avoid tripping hazards, please place the appliance on the charging dock near a wall during charging.

Warning:

- Only charge the appliance with the adaptor supplied by Tineco.
- In case of long-term non use, the appliance must be charged once every 3 months for optimal performance. It may take 4-5 hours for a full charge.
- Store indoors in a dry place. Do not expose the appliance to sunlight or freezing temperatures. Recommended temperature range: 39.2°F (4°C) ~ 104°F (40°C).

Cleaning Mode Selection


AUTO Mode



- In AUTO mode, the iLoop sensor automatically detects how dirty the floor is and applies the appropriate amount of clean water and suction power accordingly.
- A red dirt monitoring loop indicates pollutant intensive area, and a blue loop indicates less pollutants are detected. This mode automatically applies the best cleaning solution.


STEAM Mode



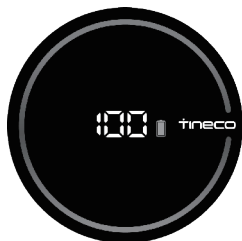
- Press  button to enter into STEAM mode. It will take 20-50s to prepare steam. And there will be 6 holes to spray steaming. Apply STEAM Mode when deep cleaning is needed.

BOOST STEAM Mode



- Press  button to enter into BOOST STEAM mode. It will take 20-50s to prepare steam. And there will be 2 holes to spray steaming. Apply BOOST STEAM mode when cleaning for heavy-polluted area is needed.

SUCTION Mode



- With wifi connected, open the APP and select the SUCTION mode on APP, the appliance will enter into SUCTION mode.
- In SUCTION mode, the appliance will absorb water. We recommend using this mode on wet surfaces.

Note:

Keep sharp objects away from the digital display screen to avoid scratches and scrapes.

Runtime

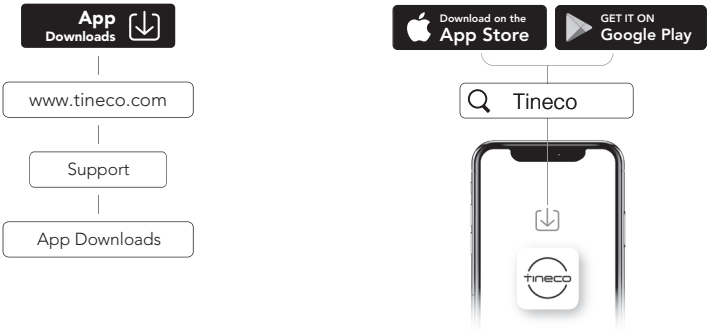
- In AUTO mode: ~40 minutes
- In STEAM / BOOST mode: ~20 minutes
- Estimated runtime data was obtained by a Tineco Laboratory.

Charging Time

- A full charge takes approximately 4-5 hours.
- Estimated data was obtained by Tineco Laboratory under ambient temperatures between 39.2°F (4°C) to 104°F (40°C).

App

All the functions can be performed using Tineco App. Download the app from App Store, Google Play and Tineco Official Site.



Note:

The default language for voice prompt is English, you can set other languages via App.

Voice Prompt (Contents may vary, please in kind prevail.)

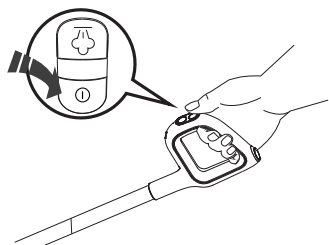
Status	Reminder
Voice prompts on	Voice prompts enabled.
Voice prompts off	Voice prompts disabled.
Connect Tineco app	Download Tineco app and connect with appliance.
Turn on the appliance	Auto mode.
Switch to Steam mode	Steaming Mode.
Switch to Boost Steam mode	Boost Steaming Mode.
First time to start the Steam mode/Boost steam mode	Steam preparation for the first time is relatively long, please wait.
Press the STEAM/BOOST STEAM mode button	Start preparing the steam.
Steam is ready for use	Steam is ready for use.
Clean Water Tank is empty	Insufficient water in the Clean Water Tank. Please add water.
Dirty Water Tank is full	Dirty Water Tank is full.Please empty and clean the Dirty Water Tank.
Need self-cleaning after decting	Please turn on self-cleaning function to ensure effective cleaning.
After self-cleaning	Self-cleaning complete.Please empty and clean the Dirty Water Tank and the Pipe underneath it to prevent odors.
Betty level 10%~20%	Battery low.
Betty level 0%~10%	Battery low. Please charge the appliance.
Turn off the appliance	Powered off. Place appliance on charging dock.
Ready for charging	Charging.
Clean Water Tank is empty during the appliance working	Insufficient water in the Clean Water Tank,turned into AUTO mode.
Clean water tank is empty during Steam/Boost steam mode	Insufficient water in the Clean Water Tank, unable to make steam.
Dirt water tank is uninstalled	Please install the dirty water tank.
Brush cover is uninstalled	Please install the brush roller cover correctly.
When Motor, pump or battery goes wrong	Error! Please contact customer service.
Select Suction mode on APP	Suction Mode.
Detect it is dirty during the appliance works	To optimize cleaning performance, please perform self-clean cycle.
User press the self-cleaning button when the appliance is dormant	Please place appliance on the charging dock to begin self-cleaning.

Maintenance

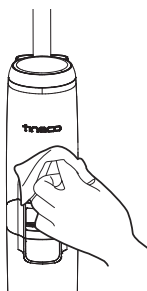
Note:

- For optimal performance and odor avoidance, always **clean** and **dry** DWT, filters, brush roller, brush roller cover **completely** after each use.
- Please make sure each part is installed correctly or the appliance may not work properly.
- Do not soak the appliance.
- Some water may remain in the appliance due to factory inspection.
- After maintenance, place the appliance on the charging dock vertically. Do not expose the appliance to direct sunlight, store it indoors in a dry place.

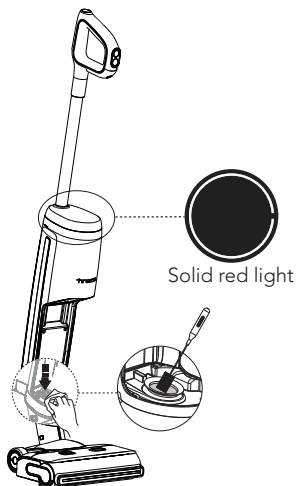
Main Body



To reduce the risk of injury, switch off before performing maintenance.

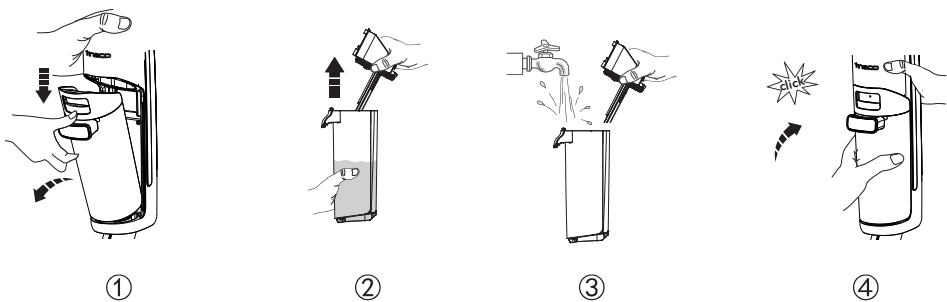


Use a cloth to clean the surface with neutral detergent. The cloth should be dry to prevent water from entering the appliance.



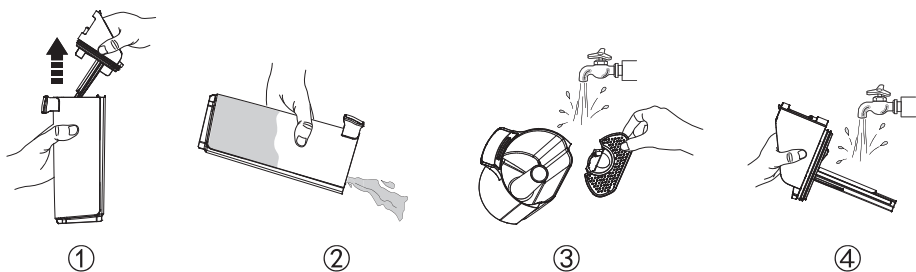
When iLOOP illuminates red, remove Dirty Water Tank, clean the dirt sensor with a damp cloth or the cleaning tool.

Dirty Water Tank



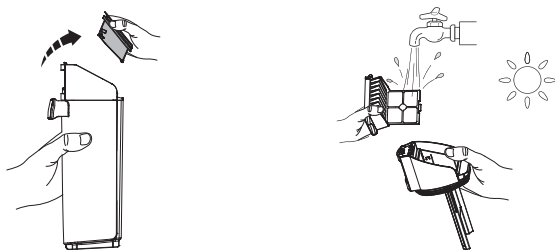
- When dirty water reaches the Max line, the appliance then stops working, shows a remainder on the display and plays a voice prompt.
- Pull up the tank lid to empty the DWT. Use the cleaning tool to remove remaining debris. Rinse the inside of the DWT and then place back into the appliance.

Dirty Water Tank Lid



If the Dirty Water Tank lid and the filter inside are blocked, remove the tank lid and the filter, rinse both parts with water.

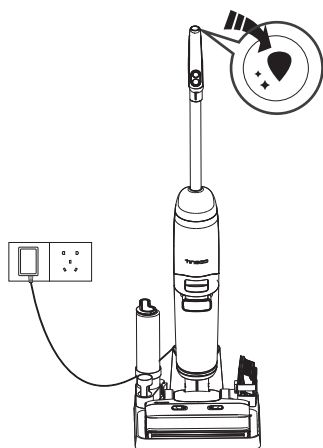
Dry Filter



Grasp recessed area on each side of the dry filter and pull upward. Rinse the filter under running water and it must be completely dry before recombining with the DWT lid.

*A spare dry filter is provided with your appliance for convenient replacement.

Self-cleaning

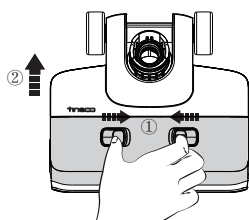


1. Place the appliance on the charging dock after use, the sensor will auto-detect the level of dirt.
2. Press the self-cleaning button, and the appliance will select the self-cleaning mode based on the actual battery level for self-cleaning.
3. Once complete, please clean the Dirty Water Tank. And the appliance will begin charging.

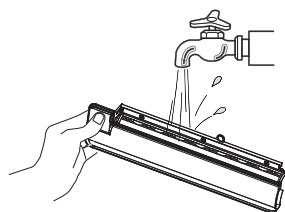
Note:

- Ensure the charging dock is plugged under Self-cleaning mode:
- When battery level < 10%, press the Self cleaning button, charging instead of self-cleaning will be activated first.
- When battery level > 10%, press the Self-cleaning button, self-cleaning with normal water temperature will be activated.
- When battery level > 20%, press the Self cleaning button, self-cleaning with steam will be activated.
- Before self-cleaning cycle, please clean the DWT and ensure the water level in the CWT > 40%.

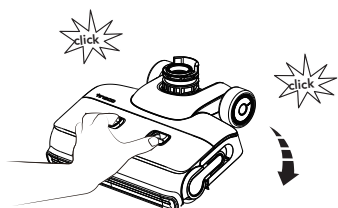
Brush Roller Cover



Squeeze latches on the cover and pull upward to remove.

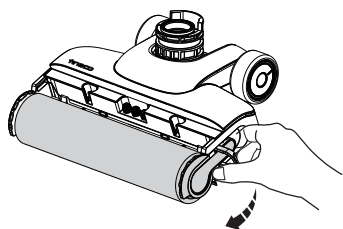


Rinse with water.

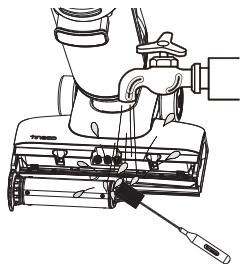


While replacing, always latch the brush cover into place to avoid leakage.

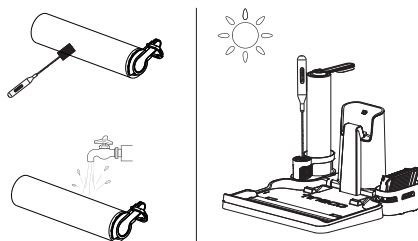
Brush Roller



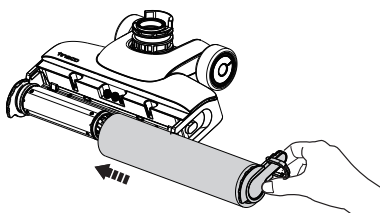
Remove the brush roller by grabbing the brush roller tab and pulling out.



Wash and remove hair and debris from the brush roller chamber with water and cleaning tool.



Use the cleaning tool to remove hair and debris wrapped around the roller and rinse the roller with water. Put the brush roller back into the accessory holder, and allow it to dry completely before reinstalling.







Replace the brush roller by inserting its end into the left side of the holder, then attach the roller tab to the magnetic buckle on the right side to lock into place.

Note:

- A spare brush roller is provided with your appliance for convenient replacement.
- To maintain optimal performance, replace the brush roller every 8 months.

Troubleshooting

Problem	Possible cause	Solution
The appliance does not turn on	1. No power 2. Auto protection for overheating	1. Charge the appliance 2. Restart after cooling down
Weak suction	The dry filter is not installed, or the dry filter is dirty	Install the dry filter or clean and allow it to dry completely
Brush roller tangled indicator blinking 🔊 Voice prompt: 1. Please install the brush roller correctly. 2. Please check the brush roller. 3. Please install the brush roller cover correctly.	 1. The brush roller is blocked 2. The brush roller is not installed 3. Brush roller cover is not installed correctly	1. Remove blockages 2. Install the brush roller correctly 3. Install the brush roller cover correctly
WiFi indicator is off	WiFi is not connected	Follow the in-app guide to connect to WiFi
CWT empty indicator blinking 🔊 Voice prompt 1. Insufficient water in the Clean Water Tank, turned into AUTO mode. 2. Insufficient water in the Clean Water Tank, unable to make steam.	 CWT is empty	Refill CWT
DWT full indicator blinking 🔊 Voice prompt Dirty Water Tank is full. Please empty and clean the Dirty Water Tank.	 The dirty water in DWT has reached the MAX line	Empty the dirty water and then reinstall the DWT
Boiler error indicator blinking 🔊 Voice prompt: Boiler error, please restart the appliance.	 Boiler error	Restart the appliance
All lights off in operation	Battery overheat or malfunction	Cool the appliance down and restart
Battery level < 10% 🔊 Voice prompt: Battery low. Please charge the appliance.	Low power	Charge the appliance, or restart
iLoop illuminates red 🔊 Voice prompt: Clean the dirty water tank or the debris channel.	Dirt sensor malfunction or blocked	Remove blockages, clean the debris channel, or restart

Note:

If the above troubleshooting guide fails to provide a solution, please contact Customer Service on customerservice@godfreys.com.au / customerservice@godfreys.co.nz or visit our website www.godfreys.com.au / www.godfreys.co.nz for further support.

Warranty

2-YEAR LIMITED WARRANTY

Your washer, in the case of domestic use, has a two year parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty is provided by Electrical Home-Aids Pty. Ltd. and commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the washer is purchased.

The washer must be operated in accordance with these instructions and used only for domestic household cleaning. This washer is not fit to be used as an industrial washer, and is not designed for the collection of vitreous building material including particle board, construction products and similar products such as wood/ fibres, cement, fillers, fibre glass etc or excessive or frequent sand. The infrequent pick-up of these materials in these circumstances may be harmful to your washer and may void the warranty.

Accessories and consumables including filters, unless defective in manufacture are not subject to this warranty. In order to prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your washer will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

In the event of service, claim or advice being needed, please contact: Electrical Home-Aids Pty. Ltd. Brandon Office Park, Building 3, First Floor 530-540 Springvale Road, Glen Waverley VIC, 3150, Australia 1800 562 653 (AUS) or 0800 562 653 (NZ) Monday-Friday 9am-5pm EST.

The decision to repair or replace the washer is at the sole discretion of Electrical Home-Aids Pty Ltd. Electrical Home-Aids Pty Ltd decide to repair or replace the washer, it will do so at its own cost.

Electrical Home-Aids Pty Ltd is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, Electrical Home-Aids Pty Ltd will replace it with a genuine functional replacement part.

This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the washer is chargeable. The repair of the washer under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

“Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

Call our Customer Service:

AUS: 1800 815 270

NZ: 0800 282 288

Or email our Customer Service:

customerservice@godfreys.com.au

customerservice@godfreys.co.nz

Visit Official Website:

www.godfreys.com.au

www.godfreys.co.nz



Tineco Official Site: www.tineco.com

Customer Support & Service Hotline

AUS: 1800 815 270

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