USER MANUAL

Professional Steam Cleaning Machine

Original Instructions for Model:

SO8

Warning Do not operate this appliance before reading and understanding these instructions. Always keep the instructions attached to the appliance or readily available at the appliance storage site.

CE

Version: 04210008

EN Translation of the original instructions of use

Always read the instructions of use and the safety instructions before using the machine for the first time. The instructions of use must be kept in a safe and well accessible place so that you can refer to them at any time.

Warnings and information plates on the machine provide directions for safe operation.
Apart from the instructions provided please observe any legislation for prevention of accidents in the country/place of use.

Symbols used throughout the safety instructions and on the machine

Danger

This sign designates important information. Failure to follow these instructions may result in danger to persons and/or extensive damage to property!

Warning

This sign designates important information. Failure to follow these instructions may result in danger to persons, malfunction and damage to property!

Caution

This sign designates important information. Failure to follow these instructions may result in faults and damage to property!

Notice

This sign designates important information regarding the efficient use of the product. Failure to follow these instructions may result in faults!

- Do not touch surface may be hot

- Do not point or spray toward people, animals or any electrical appliances

Table of Contents

Safety Instructions……3
Further Information……3
Transport & Storage……4
Appliance Socket……4
Structural Layout……4
Operating Instructions……5
During Use……6
Safety Precautions……6
Maintenance……6
Service Centre……6
Guarantee……7
Technical Data……7
Accessories……7
Machine Dimensions……7
Malfunctions……8
Disposal……8

Intended Use

The machine is manufactured and designed to generate steam.
Wear safety shoes and gloves and any other PPE as specified by local regulations.
The appliance is suitable for commercial use e.g. in hotels, schools, hospitals, factories, shops, offices and hire shops.

Any other use is considered as improper use. Matrix accepts no liability for any damage resulting from such use. The risk is solely borne by the user.
Proper use also includes correct operation, service and repair specified by Matrix.

Danger

Changes to the machine that have not been authorized by Matrix will lead to the expiry of safety marks and CE conformity. Using the machine for purposes other than the intended purpose can cause injuries to persons, and damage to the machine and the working environment. Such cases will usually result in the termination of any warranty and possible guarantee claims.

Safety instructions
Due to their design and construction, MATRIX machines comply with the relevant essential health and safety requirements of the EC directives; they therefore have the CE sign.

Safety Instructions

Danger

The machine may only be used by persons who are adequately trained for the use of the machine or who have provided proof of their skills regarding the use of the machine and who are explicitly commissioned to use the machine.

Danger

The machine must not be used by people with reduced physical, sensory or mental capacities, including children or people who lack experience or knowledge.
Children must be supervised to ensure that they do not play with the machine.

Danger

Do not use the machine in rooms where explosive or highly combustible substances (e.g. gas, solvents, heating fuel, dust, etc.) are stored or processed.
These substances could be ignited by the electrical or mechanical components of the machine.

Danger

Pay attention to the local situation as well as to third persons and children! In the vicinity of blind spots such as doors or curves in particular, it is important to reduce speed.

Danger

Do not transport other persons and objects with this machine.

Danger

In case of malfunction or defect or after collisions or toppling over, the machine must be inspected by an authorized expert before restarting. The same applies if the machine was left outdoors, immersed in water or subjected to moisture.

Danger

The machine must be stopped immediately in the event of damage to safety-relevant parts such as power supply cords, or covers that enable access to live parts.

Danger

The machine must not be stopped, parked or stored on slopes.

Danger

The machine must be switched off for any work carried out on the machine.

Danger

The machine must not be used on slopes >2%. Sharp cornering on slopes can affect the stability of the machine and is therefore prohibited. Danger of accident.

Danger

The machine may only be used on a fixed, stable and sufficiently load-bearing surface.
In the case of non-adherence there is a risk of accidents.

Warning

Operate and keep the machine in a dry and low-dust environment at temperatures between +10°C / + 50°F and +35°C/ + 95 °F degrees only.

Warning

Only authorized experts who are familiar with all safety instructions relevant for this machine are allowed to repair mechanical or electrical machine parts.

Warning

Only tools (brushes, nozzles or similar) that are specified in these instructions of use under accessories, or which have been recommended by a MATRIX consultant, may be used. Any other brushes might impair the safety and functions of the machine.

Warning

National regulations for personal protection and accident prevention as well as the manufacturer's instructions for the use of cleaning solutions must be consistently observed.

Caution

In case of water leakage from the machine, the unit must be switched off immediately.

Notice

The machine must be protected against unauthorized use. Therefore, keep the machine in a locked room before leaving it.

Further Information

Notice

The electric diagram of this machine is provided in the spare parts list.
- Please contact your customer service for further information.

Notice

These instructions of use as well as all instructions of use for MATRIX machines are available on the following website:
www.matrixcleaningsystems.co.uk

Transport and Storage

Danger

Before transporting make sure all the lids are on and fully tightened or locked in place.
Only transport and use in an upright position, do not tilt or lie on its side.
Protect the unit from rain and frost. Do not store outside or use in the rain.

Danger

The voltage specified on the type plate must correspond to the voltage of the electrical source.
It is recommended that the machine is connected via a residual current circuit breaker with overprotection switch (max 30mA for 30ms).
Please use the mains cable provided by the manufacturer and check for damage regularly. If the cord becomes damaged please contact Matrix for a replacement (using part code: 11RM00061 for UK plug and 11RM00062 for EU Plug) prior to using the machine again.
Inadequate extension cords can be dangerous. If an extension cord is used, it should be suitable for outdoor use and the connection has to be kept dry and off the ground by at least 60mm.
Turn off and remove the plug from the power source when replacing parts or cleaning the machine.

Appliance Socket

Caution

The appliance socket is only designed for the purposes defined in the operating instructions.
The connection of different appliances can result in damage.
Prior to plugging in the hose, switch off the machine and only use the hoses as specified by the manufacturer.
The machine has a pressure release valve built into the unit which will open if the machine pressure ever gets too high. This will release from the bottom of the machine, if this happens please contact your supplier or Matrix for repair or information
If liquid or foam escapes from the machine, switch off immediately and contact the distributor or Matrix direct.

Structural Layout

1	**Cold water tank**
2	**Variable steam control**
3	**Steam hose socket**
4	**No braked casters (rear)**
5	**Braked casters (front)**
6	**LED temperature display**
7	**LED heater on**
8	**Power on/off switch**
9	**LED steam ready**
10	**LED cold water refill**

Operating Procedures

Fill the cold water tank **(1)** with **clean cold** water only.

Anything other than clean cold water used in the water tank will void the manufacturer's warranty.
Connect the Steam Hose to the front of the machine (3)

Ensuring it is pushed in all the way and the pin on the flap locks into the hole on the hose.

Ensure the steam hose cannot be pulled out.
IMPORTANT

- *Grease "O" rings on steam pin before connecting.*
- *To release the steam hose, lift the flap and pull.*
- *Plug the power cable into a 240 Volt supply.*

IMPORTANT

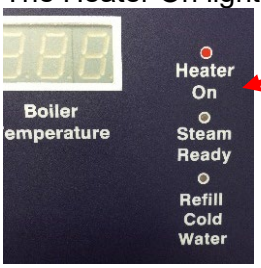
- *Inspect the electric cable before every use. If the cable becomes damaged at any time the complete cable must be replaced by a Matrix approved distributor.*

- *Never touch the power cable or plug with wet hands*

- *Always unplug the machine when the machine is not in use when:*
  - *Cleaning the machine*
  - *Any maintenance work is being carried out*

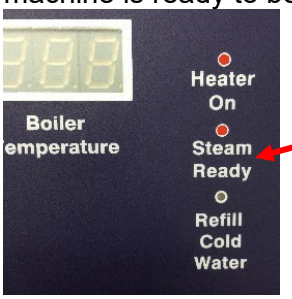
Switch the On/Off switch (8) to the ON position.

The Heater On light LED (7) will illuminate.



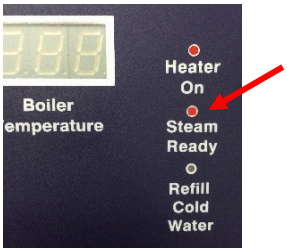
Allow approximately 10 minutes for the boiler to heat the water

When the Steam Ready LED (9) illuminates the machine is ready to be used.



The handle controls on the steam hose are now active. The black rocker switch on the hose handle will release steam when pressed.

Direct into a suitable container to allow any excess water/air to escape.



Re-allow the temperature to increase and the steam ready light will re illuminate (9)

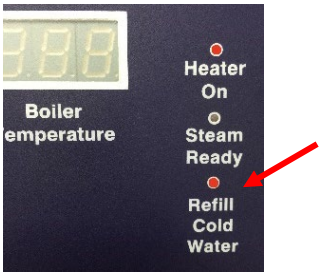
The steam output can be adjusted by the variable steam control (2)

Choose and fit the required accessory to the hose handle.
When changing accessories during use please note these will be hot!!

During Use

Cold water tank empty

Refill the cold water tank (1) when the refill cold water LED (10) is illuminated.



A buzzer will sound and the steam will no longer come out of the nozzle when the steam switch on the handle is pressed.
The pumps will not work when the cold-water tank is empty.

Once the cold water refill LED is illuminated the boiler heater will remain on for 30 minutes. If the cold-water tank is not refilled within 30 minutes and the machine is left powered on the boiler heater will switch off.

Storing the hose after use

On completion remove the hose from the front of the machine and store in basket/bag provided, once cooled.

Safety Precautions

Warning

This machine is to be used by trained operatives only

DO

- Check the cable and plug are safe and intact before plugging the machine in.
- Place cleaning in progress signs where necessary
- Point the steam nozzle away from your body during use
- Empty and clean machine after each use

DON'T

- Use the machine near people, children or animals
- Point steam at electrical apparatus
- Use the machine to clean the machine down
- Do not use on Velvet, satin or leather
- Leave the machine unattended

Maintenance

The maintenance of the machine is a prerequisite for impeccable operation and a long service life.

Caution

Use original MATRIX parts only; otherwise, any warranty and liability claims will expire.

Notice

In order to rule out unintended machine functions, before starting maintenance works the following must always be carried out

- the machine must be switched off,

Daily Maintenance

To be carried out every day or every 8 hours of operation.

1. Grease "O" rings on the steam pin in the steam hose.
2. Wipe down the body of the machine with a clean damp cloth
3. Always wash the accessories in hot soapy water. ***(Do not immerse the machine or hose in water)***
4. Wrap the power cable up before storing away.

Weekly Maintenance

To be carried out every week or every 50 hours of operation.

As for daily maintenance plus the following:

1. Inspect the power cable for any signs of damage. If damaged do not repair, contact the supplier of this product. Do not use until repaired.
2. Inspect the hose assembly for any signs of damage. If damaged do not repair, contact the supplier of this product. Do not use until repaired.
3. Inspect castors to ensure all securing bolts are fully tightened.

Service Centre

Please always indicate the type and number of the machine whenever you contact us for order placing or in case of malfunctions.
The required data are provided on the nameplate of your machine.
The address of your closest MATRIX service partner is provided on the last page of these instructions of use.

Guarantee

If this appliance, or any parts thereof, is proved to be defective by reason of faulty workmanship or materials. Please contact the supplier you purchased from, and at their option repair or replace the same free of charge for labour and materials, provided that:

- The appliance has been installed and used in accordance with our operating and servicing instructions.
- If the appliance has been serviced, maintained, repaired, modified taken apart or tampered with by any person not authorised by us, then we will not be liable under this guarantee for any fault arising from their defective workmanship.
- We shall not be liable under this guarantee for any fault in the appliance arising from the use of spare parts not supplied and recommended by us.
- Excluded from this guarantee are parts that need replacement due to normal wear and tear such as hoses, nozzles and accessories.

Technical data

Boiler	
Wattage	3000 watts
Type	Stainless steel
Capacity	3.3 Litres
Continuous Fill	Yes
Steam pressure	8 bar
Steam at Source	185°C >

Electrical	
Voltage	240V ~ single phase
Low voltage controls	5V
Power cable length	10m
Nominal input power	3000 watts
Hand-arm vibration level	<2.5m/s

Capacities	
Boiler	3.3 Litres
Cold water tank	5 litres (easy-fill)

Accessories

No.	Item.	Qty
19RM00805	4m Steam only hose	X1
19RM00810	Extension tube	X2
19RM00815	Floor brush	X1
19RM00820	Triangular brush	X1
19RM00825	Large brush elbow	X1
19RM00830	Window squeegee	X1
19RM00835	Long steam nozzle	X1
19RM00840	Curved steam nozzle	X1
19RM00850	Detail brush nozzle	X1
19RM00857	Nylon detail brush	X5
19RM00862	Brass detail brush	X5
18RM00004	Accessory bag	X1
19RM00875	55mm Round brush	X1
SERVICE KIT	Service Kit	X1
GLASSES	Safety glasses	X1
GLOVES	Gloves	X1

Machine Dimensions

Dimensions	
Height	46cm
Depth	42cm
Width	32cm
Net weight	14kg
Packaging height	60cm
Packaging depth	49cm
Packaging width	41cm
Packaging gross weight	18kg

Malfunctions

Symptom	Possible Cause	Action Required
No Power	Faulty wall socket or not connected	Check connection to wall socket and socket switch. Try other wall socket
	On/Off switch not illuminated	Press to the On position
	Fuse Blown	Replace fuse with approved 13A fuse (UK machines only)
	Unknown	Call for service
No Steam	Steam Control turned down fully clockwise	Turn the control half way
	Steamer not ready	Wait for the “Steam Ready” light on the front of the machine to illuminate
	Clean water tank is low (Beeping Sound & “Refill Clean Water” light is illuminated)	Pour CLEAN COLD WATER into the clean water tank. The beeping will stop. Await for the “Steam Ready” light to illuminate.
	Unknown	Call for service
No Steam, Just Water	Steamer not ready	Wait for the “Steam Ready” light to illuminate
	Boiler at pressure and not heating (temperature less than 110 ºC	Hold the steam switch on for approximately one minute, even if just water is coming out. This will result in the heater coming back on
	Unknown	Call for service
Steam Leaking from front socket	“O” Rings split	Change and re grease “O” Rings. To avoid this happening ensure “O” rings are grease before every use
	“O” rings worn	Change and re grease “O” Rings. To avoid this happening ensure “O” rings are grease before every use
CLD on display	Machine frozen or ambient temperature is below 3 ºC	Place machine in a warmer environment for an hour and then turn on the machine again. If the problem persist call for service
Pft on display	Boiler/pump fault	Call for service

Disposal

Notice

After withdrawal from service, the machine and Accessory parts must be adequately disposed of in compliance with the national regulations.
- Please contact your Matrix service partner for help.

Manufactured in the UK to the highest quality standard by:

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