

Tandem Pro 2000CV

STEAM VACUUM CLEANER
ASPIRATEUR À VAPEUR
ASPIRADORA A VAPOR



RELIABLE

INSTRUCTION MANUAL
GUIDE D'UTILISATION
MANUAL DE INSTRUCCIONES

CONGRATULATIONS

We would like to thank you, and congratulate you for purchasing the Tandem Pro steam/vacuum cleaner from Reliable Corporation.

Dry vapor steam cleaning can deep clean and sanitize your home safely and effectively.

The Tandem Pro is a complete multi-use commercial cleaning unit. It functions as a steam cleaner and steam extractor as well as a wet/dry vacuum. The 6-bar steam pressure and an accessory kit that is second to none make the Tandem Pro an ideal chemical-free alternative for cleaning and sanitizing all surfaces encountered in commercial cleaning settings.

For your safety and to fully enjoy the advantages of this product, please take a few minutes to read all the important safeguards and care instructions. Keep this manual handy for all users and review the product warranty card for your reference.

Note: your new steam/vacuum cleaner may contain small amounts of water as all are factory tested prior to shipping.

Carefully read this manual to avoid any improper use. The Manufacturer accepts no responsibility for damage to people or things deriving from improper use of the machine, incompetence, lack of caution or negligence and from the lack of compliance with the instructions provided in this manual. The pictures shown in this manual will help explain the running, safety instructions and maintenance operations of the machine. The Manufacturer reserves the right to make changes to its machines, as a result of performance optimization.

This manual is an integral part of the machine kit. It must be carefully kept within reach and consulted in case of doubt. If the machine is given to a third party, even only if it is lent out, please provide the manual together with the machine, specifying to the new user to carefully read all content before operating the machine.

IMPORTANT SAFETY REQUIREMENTS

WHEN USING AN ELECTRICAL APPLIANCE, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED.

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

WARNING: TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY:

- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or submerged in water.
- Do not allow to be used as a toy. Close attention is necessary when used near children. Do not allow children to operate the machine.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into machine openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from machine openings and moving parts.
- Turn off all controls on the unit before unplugging.

- Use extra care when cleaning on stairs.
- Do not use to vacuum or steam flammable or combustible liquids spills or areas, such as gasoline, or use in areas where they may be present.
- Use only tap water to refill the boiler and water tank. Do not use chemicals, perfumes or other liquid.
- The hose contains electrical wires. Do not use when damaged, cut, or punctured. Avoid picking up sharp objects.
- Connect to a properly grounded outlet only. See Grounding Instructions.
- This appliance is provided with double insulation. Use only identical replacement parts.
- Do not vacuum anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- To Reduce the Risk of Fire, do not use a flammable or combustible liquid to clean a floor.
- Do not use without dust filters in place.
- Do not allow the use of the machine by inexperienced persons, without attendance. Should any damage occur on the machine, do not run it, do not connect the plug to the socket or disconnect it immediately, disconnect the power supply and contact the authorized Technical Service Centre. Repairs must be made by authorized personnel and only original spare parts must be used.

SAVE THESE INSTRUCTIONS IN A SAFE PLACE FOR FUTURE REFERENCE

GROUNDING INSTRUCTIONS

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance cord is equipped with an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a circuit having a nominal rating more than 120 volts and is factory-equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the appliance is connected to an outlet with the same configuration as the plug. No adaptor should be used with this appliance. If the appliance must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

TECHNICAL CHARACTERISTICS DESCRIPTION OF THE MACHINE:

This professional high pressure and high temperature electric steam vacuum generator is a machine designed for cleaning, and sanitizing multiple surfaces, and equipment.

Using leading edge technology, the Tandem Pro 2000CV boiler can generate dry saturated steam at a very high temperature and pressure for a deeper and more effective cleaning process.

The steam generator combined with a powerful vacuum cleaner allows a deep and immediate cleaning. The accessories included allow for an easy and practical use of the machine for numerous surfaces and cleaning tasks.

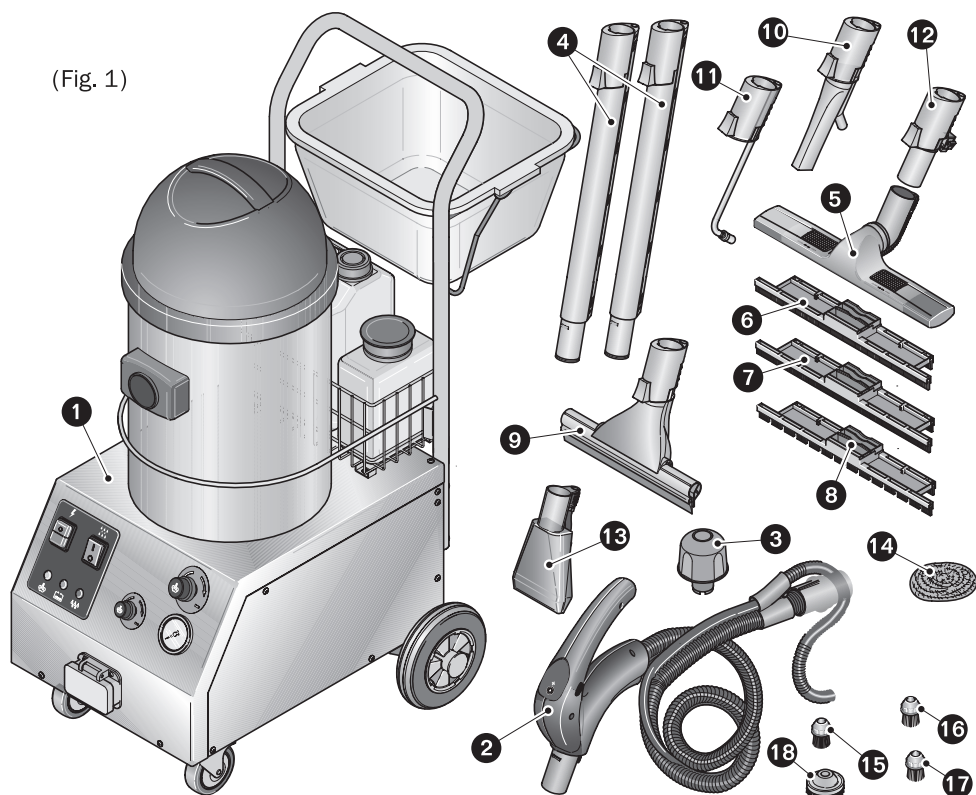
SAFETY SYSTEMS OF THE MACHINE:

- Overpressure exhaust valve
- Pressure switch for pressure control
- Safety thermoswitch and thermofuse to control temperature in the boiler
- Low tension handle controls

DESCRIPTION

MODEL	TANDEM PRO 2000CV
STAINLESS STEEL STRUCTURE	YES
POWER SUPPLY (V/HZ)	120/60
POWER (W)	1700
INPUT AMP	14
WORKING PRESSURE BAR	6
BOILER TEMPERATURE (C°)	150°C
STAINL. STEEL 316 BOILER (TOTAL LITRES)	2.3
WATER TANK CAPACITY (LITRES)	5
ELECTRONIC CONTROL	YES
VACUUM POWER (W)	1000 W
INITIAL START UP (MIN.)	7
LENGTH (CM)	49
WIDTH (CM)	37
HEIGHT (CM)	100
NO LOAD WEIGHT (KG.)	22
STANDARD ACCESSORY RACK	YES

(Fig. 1)

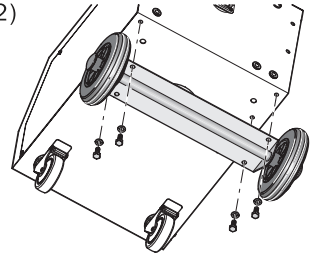


- | | |
|----------------------------------|----------------------------------|
| 1. Main Unit | 10. Connection for grout |
| 2. Flexible hose | 11. Steel-tip nozzle |
| 3. Boiler Key | 12. Adaptor |
| 4. Extension steam & vacuum hose | 13. Upholstery nozzle |
| 5. Steam & vacuum brush | 14. Steel wool pad X2 |
| 6. Frame for floor | 15. Circular brush nylon 30mm X3 |
| 7. Frame for carpet | 16. Circular brush brass 30mm X3 |
| 8. Frame for liquid | 17. Circular brush inox 30mm X3 |
| 9. Window squeegee | 18. Circular brush nylon 60mm |

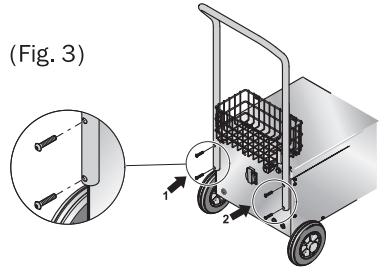
UNIT PREPARATION/MECHANICAL MOUNTING

1. Tilt the machine on its side and affix the wheels on the bottom part of the unit (Fig. 2).
2. Mount the handle on the back side of the unit (Fig. 3).
3. Insert the water tank and the chemical tank.
4. Connect the pipe according to the labels.
H₂O → H₂O
SH → SH
5. Connect the water sensors level (detail B)(Fig. 4).
6. Insert the vacuum cleaner on the top of the unit (Fig. 5).

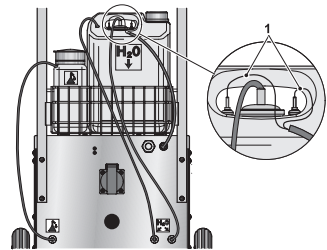
(Fig. 2)



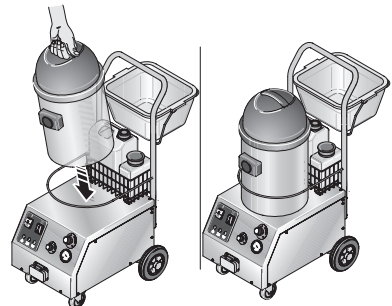
(Fig. 3)



(Fig. 4)



(Fig. 5)



7. Connect the vacuum cleaner plug into the rear socket of the unit.

CAUTION! Connect only the vacuum cleaner delivered with the unit. Other vacuum cleaners or tools can damage the unit (Fig. 6).

8. Refill the water tank with tap water (1 Fig. 7).

CAUTION! Use only tap water, never use any other substance (Fig. 7)!

9. If using chemical refill the chemical tank (2 Fig. 8).

CAUTION! Use only products suggested by manufacturer (Fig. 8).

10. If there is no power to the machine check the fuse (A).

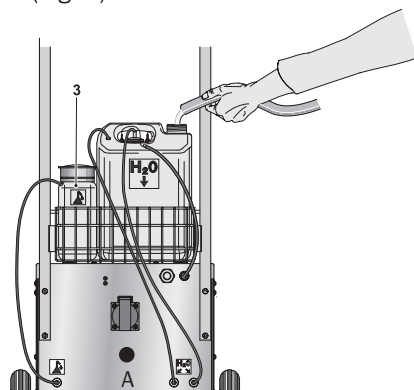
11. Unwind the cable and insert the plug into the wall socket of a suitable wiring system. Unless otherwise stated the machine is suitable for 120V-60Hz connection (Fig. 9).

CAUTION! We will not be liable for any damage caused by operating conditions with voltages other than required! Make sure that the plug is grounded so as to avoid any problems with the generator function (Fig 9).

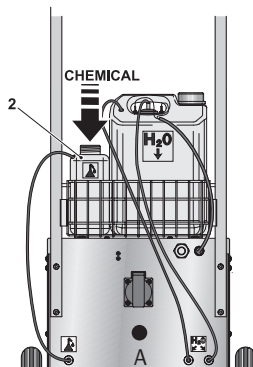
(Fig. 6)



(Fig. 7)



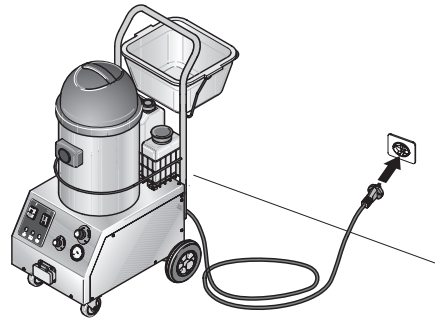
(Fig. 8)



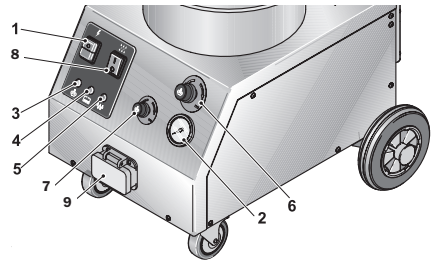
GENERAL INFORMATION

1. Main on/off switch
 2. Pressure gauge
 3. Steam pressure light
 4. Low water level indicator
 5. Chemical ejection indicator
 6. Chemical quantity regulator
 7. Steam quantity regulator
 8. Chemical switch
 9. Flexible hose connector
- Ensure vacuum switch is off before turning on power for the steam boiler. Wait for machine to fully heat-up before using vacuum function.
 - Turn on the boiler switch (1 Fig. 11); the pressure indicator green light will flash for the time required to reach the maximum pressure level, after which it will stabilize and remain on (3).
 - Absence of water inside the tank is indicate by the flashing of the indicator (2) and by an acoustic signal on the dashboard. Immediately undertake to fill the tank.
 - After refilling the tank with water the machine to will return automatically to normal functioning.

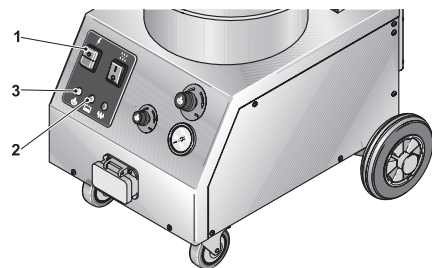
(Fig. 9)



(Fig. 10)



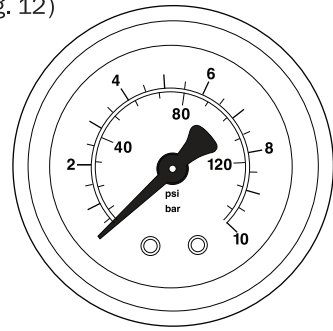
(Fig. 11)



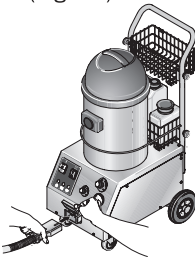
Pressure Gauge

(Fig. 12)

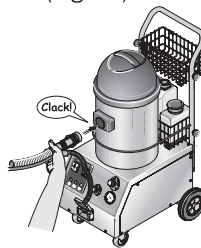
- A pressure reading gauge is present on the control panel.
- 0–4: minimum/medium pressure.
- 4–6: medium/maximum pressure.
- 6–8: maximum pressure.
- 8–10: Over-pressure
- Open the latch of the hose inlet, on the machine front, and connect the hose making sure that it is properly connected (Fig. 13).
- Insert and connect the other end of the hose in the vacuum inlet (Fig. 14).
- To move the machine push from back-ward as shown in (Fig. 15).



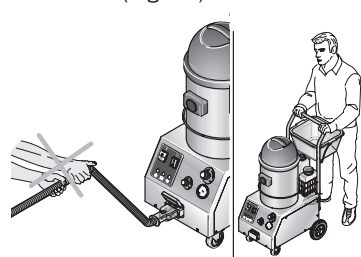
(Fig. 13)



(Fig. 14)



(Fig. 15)



FIRST FILL-UP

- If the boiler and water tank are completely empty, all system functions are disabled.
- Ensure there is water in the tank, and manually fill if empty.
- With the tank full and the boiler empty, after feeding the generator through the switches (see the “PREPARATION” paragraph), the system controls the water filling pump until the correct level is reached in the boiler. In this phase the heater is deactivated. Once filling is completed, the pump is turned off, and heating is simultaneously enabled through the boiler heater.
- Discharge any residual air from the boiler during the heating stage, by pressing switch 2 (Fig. 20) and pressing the steam delivery button 1 (Fig. 20). This operation is important, given the power of the generator to prevent excessive rise in pressure.

LEVEL ADJUSTMENT/BOILER

- Refilling is carried out each time the level probe senses a low water level in the boiler. During normal level recovery, the heater remains enabled for heating.
- If during filling the level probe located in the tank should remain exposed, the system immediately stops refilling operations and the signal lamp (2 Fig. 9) starts blinking together with an intermittent acoustic signal.

TANK

- Each time the tank level probe senses a low water level, the system immediately stops refilling operations and the signal lamp (2 Fig. 9) starts blinking together with an intermittent acoustic signal.
- Refill the tank to reset the alarm.

IMPORTANT! AVOID THE USE OF DISTILLED OR DE-MINERALIZED WATER SO AS NOT TO JEOPARDIZE THE EFFICIENT FUNCTION OF THE GENERATOR.

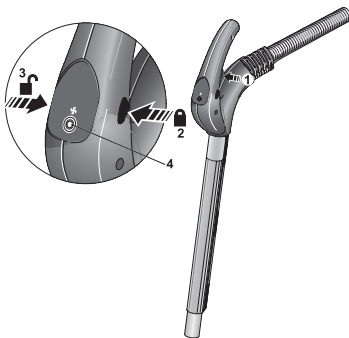
STEAM EJECTION

- The steam is released by pressing the steam trigger (1)
- The steam trigger (1) may be locked with the safety catch on the grip. By pressing the safety lock on the left side of the grip will block the steam trigger (5), pressing on the opposite side will release it (6) (Fig. 16).

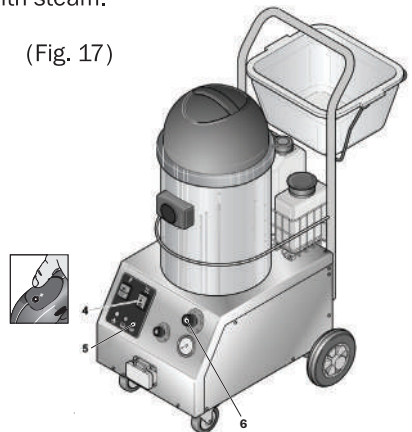
STEAM AND CHEMICAL EJECTION

- Enable the chemical ejection by switch (4 Fig. 17).
- With the chemical ejection enabled the chemical is automatically ejected with the steam when the trigger (1 Fig. 16) is pressed.
- Adjust chemical quantity using (6 Fig. 10).
- When chemical is released the light (5 Fig. 17) is ON.
- During operation, the machine may reach high temperatures. Do not touch the parts that come into direct contact with steam.

(Fig. 16)



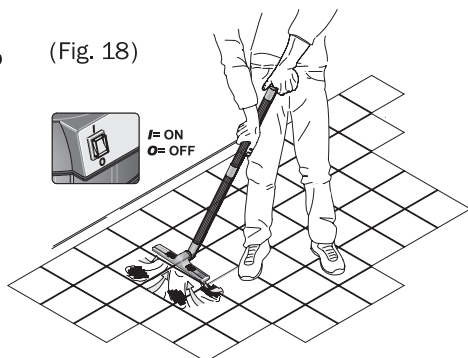
(Fig. 17)



VACUUM

- The machine can also be made to function in "vacuum only" mode, as a powerful wet/dry vacuum cleaner. Simply by pressing the switch positioned on the suction panel (Fig. 18).
- The vacuum motor is started by pushing button (4 Fig. 16) on the handle.

(Fig. 18)



STEAM DELIVERY AND SUCTION

- During the standard steam delivery phase, switch on the vacuum to ensure suction at the same time as steam is emitted. By pressing button (1) (Fig. 16).
- It is advisable to use the steam first then to vacuum the surface.

ACCESSORIES

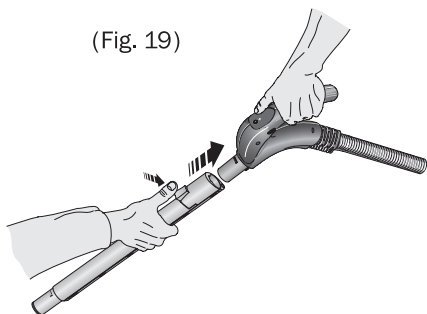
CAUTION! Accessories can be reach high temperature

- The accessories can be attached by pressing the push button (2).
- For some accessories it is necessary to use the adapter. Press the button (1) in order to fix them (Fig. 19/Fig. 20).

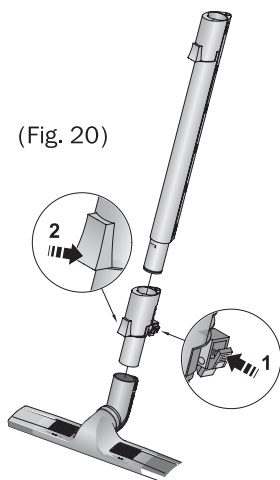
COMPLETE NOZZLE FOR GROUT

- The steam is ejected from the metallic tip.
- You can attach the brush according to the surface to clean.
- With the front part you can vacuum the soiled steam residue from the surface (Fig. 21).

(Fig. 19)



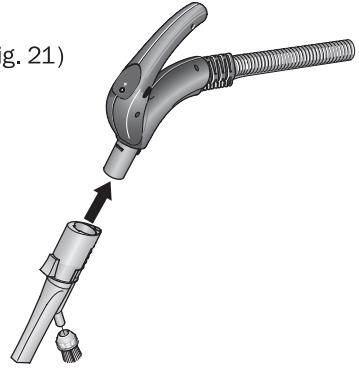
(Fig. 20)



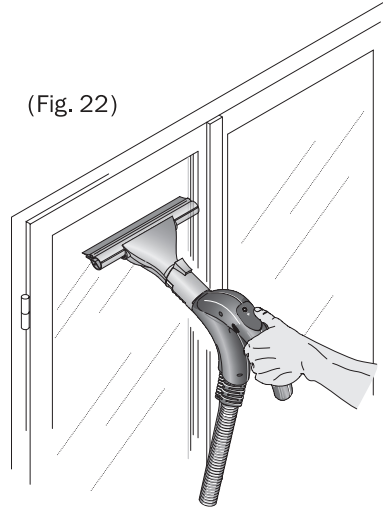
WINDOW SQUEEGEE

- The window squeegee allows users to easily clean and degrease window.
- It can be directly fitted in the hose handle or in the extension pipes.
- In wintertime it is advisable to preheat the windowpanes with steam at a distance of 30-40 cm before starting cleaning.
- The window can be cleaned by enabling the two steam/vacuum functions at the same time (Fig. 22).

(Fig. 21)



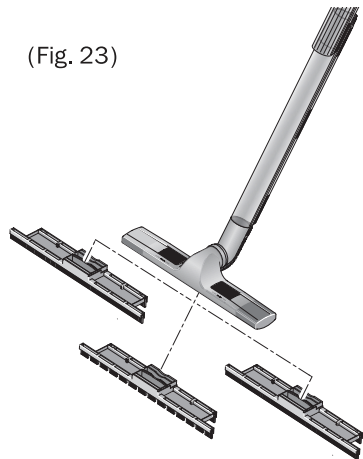
(Fig. 22)



STEAM & VACUUM BRUSH

- The brush is used for both steam cleaning and vacuum cleaning. It allows to vary the angle so to reach any corner thanks to its multi direction articulated joint. According to the type of surface to be cleaned apply the most suitable adaptor (Fig. 23).
- Double rubberized profile – wash/dry cleaning.
- Double bristle profile –dry surface vacuuming.
- Double rigid profile – mat clearing.

(Fig. 23)



- For the correct assembly of the adaptor, release the securing hooks (1), assemble the adaptor (2) and re-close the sealing hooks (3) (Fig. 24).
- When using steam with this brush we recommend that delivery be regulated to medium/maximum position (Fig. 20).

TRANSPARENT BRUSH FOR UPHOLSTER

- The nozzle can release steam to clean upholstery and at the same time extract the soiled steam residue; it must be used moving it alternatively backwards and forwards on the surface to be cleaned (Fig. 25).

CIRCULAR BRUSH

- Different brushes are available (Fig. 26).
- The difference between brushes is based on rigidity and abrasive qualities. Select the right one according to the surface that you have to clean.
- The brushes add abrasive action to the power of the steam.

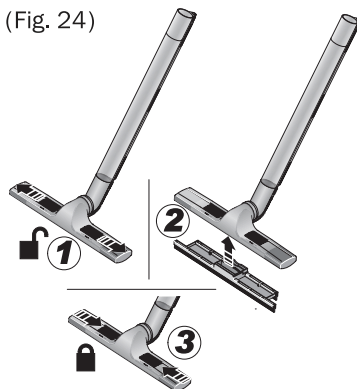
OPTIONAL ACCESSORIES

- Different accessories are available on request. Call technical support for more information.

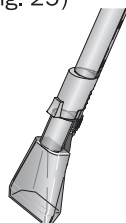
MAINTENANCE

- Disconnect the machine from power supply before conducting maintenance operations (Fig. 27/ Fig. 28).

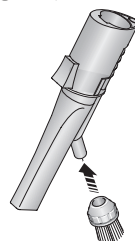
(Fig. 24)



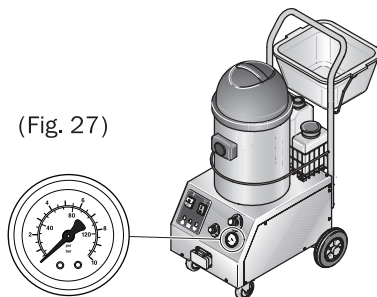
(Fig. 25)



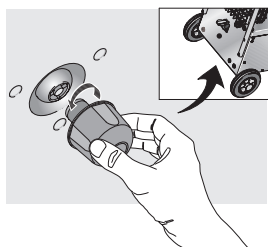
(Fig. 26)



(Fig. 27)



(Fig. 28)

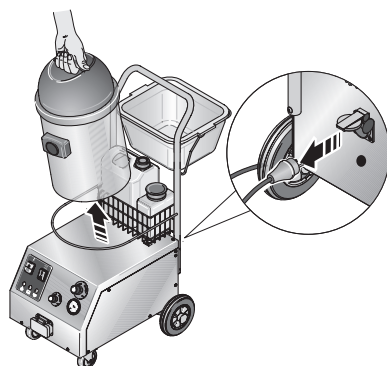


- This industrial steam vacuum generator does not require any particular maintenance. It may be necessary to empty the water out of the boiler to remove any lime scale deposits. Loosen the cap on the base using the special tool supplied (3 Fig. 1). Only do so when unit is cold.
- Be sure to re-close the cap once the water has been totally discharged (Fig. 28).

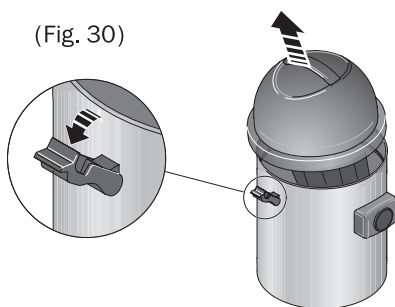
CLEANING/EMPTYING THE VACUUM CLEANER

- After each use, or when one notices a change in the running noise or should it fail to vacuum, it will be necessary to empty the drum (Fig. 29).
- Remove the vacuum from its compartment (Fig. 30).
- Unlock the two side hooks of the vacuum device and lift the vacuum head.
- Empty and clean the vacuum cleaner (Fig. 30).
- Remove the filter (1 Fig. 31), installed below the head, by loosening the fixing cap (2).
- Clean with running water checking whether it is intact. If visibly damaged, replace it.
- Replace the vacuum compartment (Fig. 31/30) making sure to insert the plug into the relative socket should it have been previously removed.

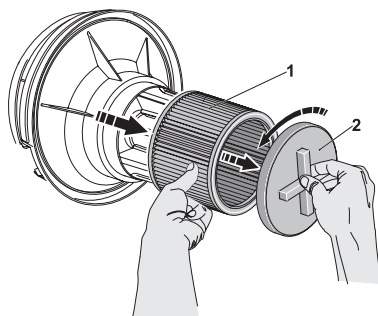
(Fig. 29)



(Fig. 30)



(Fig. 31)



OPTIONAL STEAM KIT

The machine can work also with optional Steam Kit. The optional steam kit provides different accessories where it is possible to use only the steam or steam+chemical function.

Lock the selected accessory onto the flexible hose handle. Slip both ends on so they fit completely (Fig. 14), taking care to double-check that assembly is correct.

Press button (1) on the handgrip to enable the steam ejection.

Press the trigger (5) on the bottom of the handle to eject steam (Fig. 15).

STEAM SUPPLY CONTROLS/CHEMICAL SUPPLY CONTROLS

- Keep button pressed (3 Fig. 16) on the handgrip to enable chemical supply, the yellow pilot light (4) on the dashboard will turn on.
- All accessories included in the supply can be assembled by simply fitting the two edges completely as shown in (Fig. 19).
- The square brush is usually employed to clean floors and for large flat surfaces. The brush is equipped with a lever allowing the handle to rotate as shown in (Fig. 20).
- Moreover 4 handy hooks allow to hang a cloth.
- Rotating triangular brush (Fig. 21).
- The rotating triangular brush is usually employed to clean small, delicate surfaces and for uneven and irregular surfaces (armchair fabric pleats). It has softer bristles. The steam is distributed directly on bristles (patented system).

WANDS

- Wands are recommended for regular cleaning. Wands must be fitted directly on the hose handgrip or on the wand extensions.
- Both can be used coupled with the set of circular brushes (Fig. 22).

WASHING/WIPING DEVICE

- The washing/wiping device is used to clean and wipe a surface.
- It consists of a natural bristle brush and a metal/silicone rod. It can be directly fitted in the hose handgrip or in the extensions (Fig. 24).

RELIABLE CORPORATION LIFETIME
PRODUCT WARRANTY POLICY FOR
PRESSURIZED STEAM BOILER TANKS



Reliable Corporation (“Reliable”) warrants to the original purchaser of the boiler noted above from Reliable (the “Reliable Boiler Tank”) that it will be free from defects in materials and workmanship when utilized for normal use by the original purchaser only. Should the Reliable Boiler Tank need replacement, Reliable will do so at no parts and labor cost to the original purchaser, exclusive of shipping.

Subject to the conditions and limitations set forth below, Reliable will either repair or replace any part of a Reliable Boiler Tank that proves defective by reason of improper workmanship or materials. If the defective Reliable Boiler Tank is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective Reliable Boiler Tank with a current Reliable Boiler Tank of equal or greater value. Repaired parts or replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to repair or replace a Reliable Boiler Tank, it will refund the current value of that Reliable Boiler Tank at the time the warranty claim is made.

This limited warranty does not cover any damage to a Reliable Boiler Tank that results from improper installation, accident, abuse, misuse, unreasonable use, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions or any unauthorized disassembly, repair or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user from the use of a Reliable Boiler Tank, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser for the Reliable Boiler Tank with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers or for products not purchased directly from Reliable or a dealer authorized by Reliable to sell the Reliable Boiler Tank.

This limited warranty is the only warranty that applies to the Reliable Boiler Tank, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1 800 268 1649 or at support@reliablecorporation.com. You will be required to submit an original receipt via fax or e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from Reliable or from an authorized Reliable dealer and that the warranty claim is being made in compliance with the terms set out in this document or any subsequent document issued by Reliable in connection with this policy. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address: Reliable Corporation, 5–100 Wingold Ave, Toronto, ON M6B 4K7.

Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.



Reliable Corporation ("Reliable") warrants to original purchaser of its products that every product sold by Reliable (a "Reliable Product") is free from defects in material and workmanship for a period of one year from the date of purchase if properly used and maintained. Subject to the conditions and limitations set forth below, Reliable will either repair or replace any part of a Reliable Product that proves defective by reason of improper workmanship or materials. If the defective Reliable Product is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective Reliable Product with a current Reliable Product of equal or greater value. Repaired parts or replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to repair or replace a Reliable Product, it will refund the current value of that Reliable Product at the time the warranty claim is made.

This limited warranty does not cover any damage to a Reliable Product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, wear and tear resulting from normal use of the product, or any unauthorized disassembly, repair, or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user or from the use of a Reliable Product, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser Reliable Product with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers or for products not purchased directly from Reliable or a dealer authorized by us to sell Reliable Products.

This limited warranty is the only warranty that applies to any Reliable Product, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1-800-268-1649 or at support@reliablecorporation.com. You will be required to submit an original receipt via fax or e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from us or from an authorized Reliable dealer and that the warranty claim is being made within the warranty period. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address:

Reliable Corporation, 5-100 Wingold Avenue, Toronto, ON M6B 4K7. Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.

If you have any questions regarding this warranty, you may write to:

Reliable Corporation
100 Wingold Avenue, Unit 5
Toronto, Ontario
Canada M6B 4K7
www.reliablecorporation.com