

# PowerFresh Lift-Off 1544 Series

## Leaving Streaks

Floor Type

Dirty Pad/Residue on Pad

Waxed or Polished Floor

Using other liquids

Testing on small area

Were Pads washed

Standing in One Spot

**-Steam used on polished floor or if other wax based cleaners were used it can diminish the glossiness and appear to be streaked**

**-Letting the machine linger a second or two too long can leave a milky spot/streak on waxed floors**

- 1) Allowing the machine to sit too long on a high gloss vinyl floor may melt the top layer.**
  - What type of flooring does consumer have? (vinyl and linoleum are 2 separate materials. Vinyl is a synthetic, petroleum-based material, while linoleum is made of all-natural materials. In fact, linoleum gets its name from the linseed oil, which is its main ingredient.)
  - Verify if this is the first time using the Steam Mop or if their floors are extremely dirty.

- Are the pads extremely dirty or is there residue from a specific spot they've cleaned that could be rubbing off on other areas?

<b>If:</b>	<b>Then:</b>
Yes	Inform them that upon first use or if the floors are extremely dirty the dirt on the pads could be coming off on other areas of the floor.
No	Continue Troubleshooting

- Have their floors been polished, waxed, or cleaned with other products?

<b>If:</b>	<b>Then:</b>
Yes	Inform them that steam products could diminish the gloss or appearance of floors that have been maintained with oil, polish, or wax based products. They could talk to the manufacturer of the product to find out how to remove the existing product to allow use of a chemical-free steam product on their floor.
No	Continue Troubleshooting

- What Liquids have been used in their steam mop?

- Have they used liquids other than water or BISSELL demineralized scented water in the tank?

<b>If:</b>	<b>Then:</b>
Yes	Inform them that only tap, distilled, or BISSELL demineralized scented water can be used in their steam mop. <ul style="list-style-type: none"> <li>○ If asked, use of reverse osmosis (R.O.) water is also fine. (R.O. is an in-home system that removes minerals from their tap water)</li> </ul>
No	Continue Troubleshooting

- Did they test their Lift-Off Steam Mop in an inconspicuous area?

<b>If:</b>	<b>Then:</b>
No	We always recommend testing the performance in an inconspicuous area. Also, if they have unsealed hardwood floors, inform them it is not recommended for use on these.
Yes	Continue Troubleshooting.

- Were the pads washed? What was used?

- Were the pads washed with bleach, bleach-based detergent, or was fabric softener used.

If:	Then:
Yes	This could break down the pad weakening it. This could possibly make the pad thin and we would recommend replacing the pads. Upsell pads if appropriate.
No	Continue Troubleshooting.

- When cleaning, did they let the pad linger in one spot for a period of time.?

If:	Then:
No	We always recommend testing the performance in an inconspicuous area.
Yes	Continue Troubleshooting.

- 2) Ask consumer if they tested the machine in an inconspicuous area, or checked the care instructions from the flooring manufacturer.

If the consumer is able to remove the streaks advise consumer to wash pads with a mild detergent in their wash machine, **DO NOT ADD FABRIC SOFTENER OR BLEACH.**

If the pad-bottom appears abnormal, inform the consumer that they should check with the flooring manufacturer on what has been applied to the surface (unless the consumer has applied something to the surface).