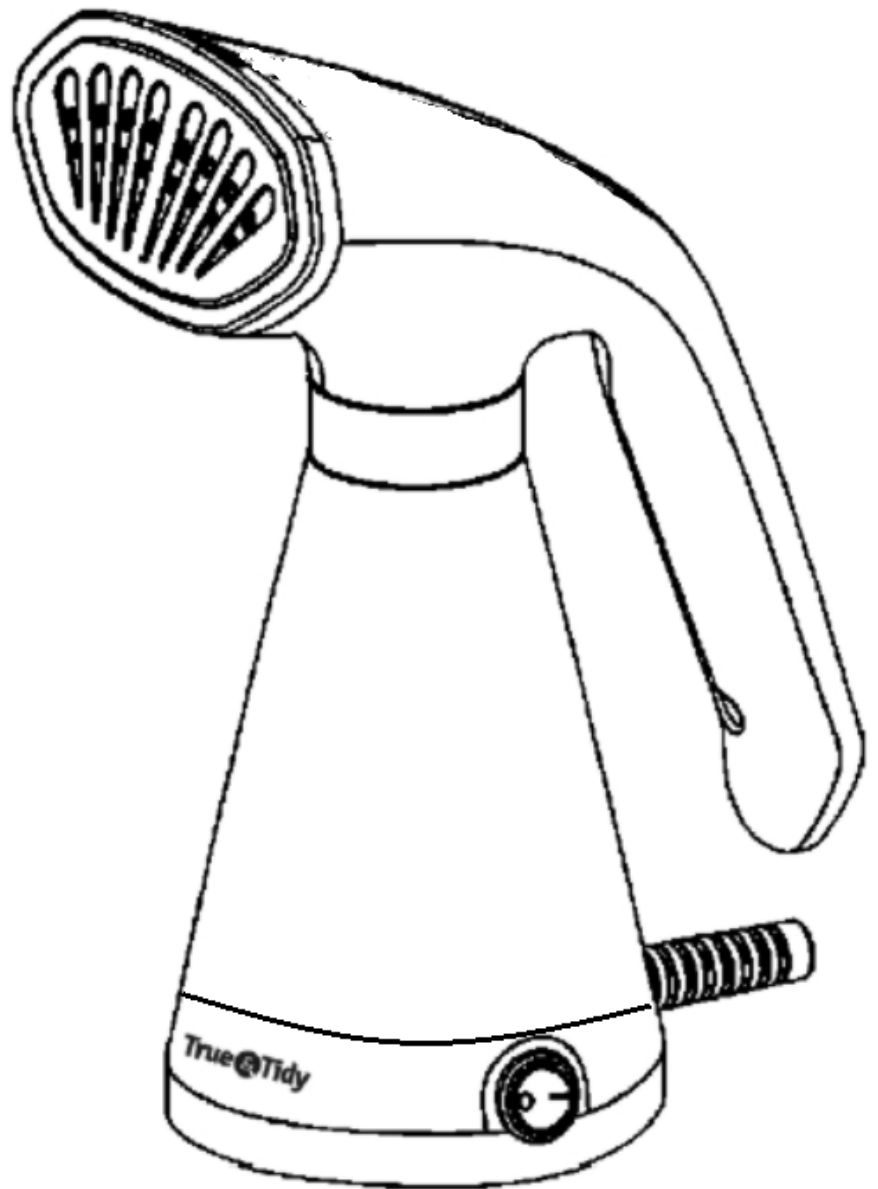


SMART • HANDY • RELIABLE • INNOVATIVE • NEW • FUNCTIONAL

**True & Tidy**™



# Hand Held Steamer

TS-20

## USE & CARE MANUAL

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## IMPORTANT SAFETY INSTRUCTIONS

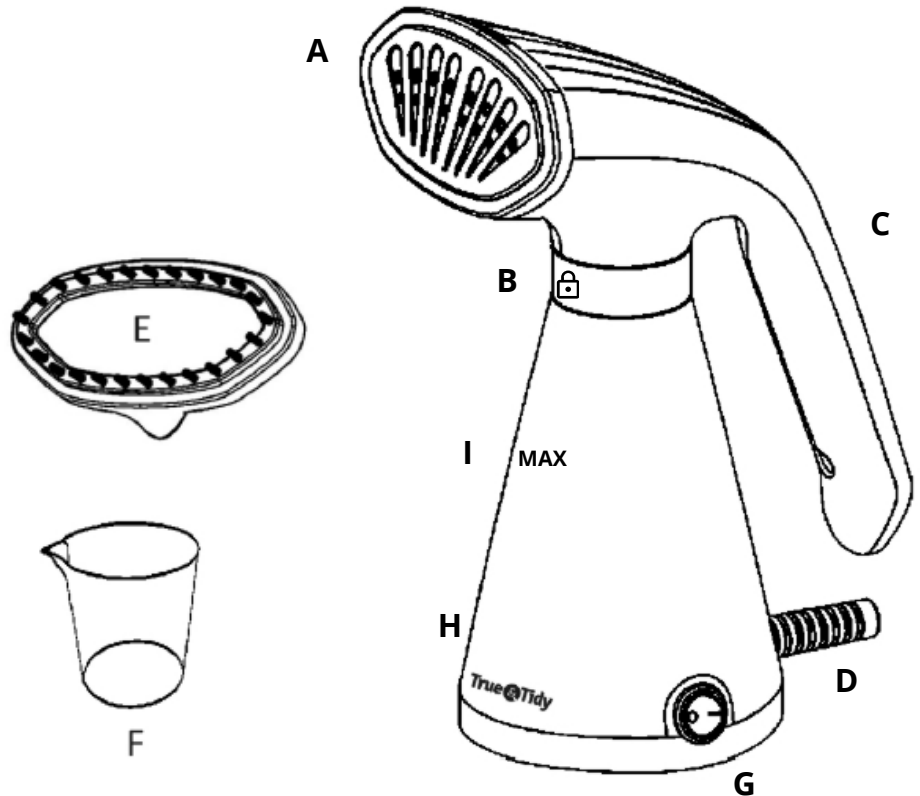
At True & Tidy, safe performance is our top priority with any consumer product. Please use and operate product with due care and attention placed on the following operating instructions and precautions. Please save these instructions.

- Prior to first use, inspect all parts of the steamer to make sure all parts are intact. The steamer must not be used if it has been dropped, if there are visible signs of damage to the body or cord or if it is leaking. If you are unsure if your steamer is intact, please contact customer service.
- DANGER - any appliance is electrically live even when the switch is off.
- To reduce the risk of death by electric shock always unplug this steamer from the electrical outlet immediately after using and before cleaning.
- Do not handle the appliance or plug with wet hands.
- Do not immerse or let appliance to be soaked in water. Do not use while bathing or in the shower.
- Do not place or store appliance where it can fall or be pulled into a tub or sink.
- This appliance is not a toy and should not be used by children. Close supervision is necessary when this appliance is used near children, or individuals with certain disabilities. Unsupervised use could result in fire or personal injury.
- Always unplug appliance from the electrical outlet before filling with water, emptying, or cleaning and when not in use.
- Never pull on the cord to disconnect from the electrical outlet; grasp plug and pull to disconnect.
- To reduce the risk of electric shock, do not disassemble or attempt to repair the appliance; take it to a qualified service person for examination and repair, or call the appropriate toll free number in this manual. Incorrect reassembly or repair could cause a risk of fire, electric shock, or injury while steaming.
- To reduce the likelihood of circuit overload, do not operate another high wattage appliance on the same circuit.
- Use this appliance only for its intended use. Do not use attachments not specified in this manual.
- If an extension cord is absolutely necessary, a cord with a 15 ampere rating should be used. A cord rated for less amperage can result in a risk of fire or electric shock due to overheating. Care should be taken to arrange the cord so that the cord cannot be pulled or tripped over.
- Burns can occur from touching hot metal parts, hot water, or steam. Avoid rapid movement of steamer to minimize hot water spillage. Do not hold your hand in front of steam.
- Do not direct steam at people, animals, plants or clothes while they are being worn.
- While steam is being emitted, this appliance may cause burns if it is used too close to the skin, scalp or eyes, or if it is used incorrectly. To reduce the risk of contact with hot water emitting from steam vents, test appliance before each use by holding it away from body.
- While steamer is emitting steam, use caution when setting steamer on a resting surface, make sure resting surface is stable and steamer remains upright. It is recommended that the appliance be powered down when not in use, or in between uses.
- Do not fill the water tank with hot water or cleaning agents.
- Distilled water is strongly recommended to reduce or eliminate the occurrence of mineral buildup.
- Do not overfill. Do not fill the water tank past the MAX indicator line as this may cause the water to overflow or leak.



## PARTS AND FEATURES

- A - Stainless Steel Plated Nozzle
- B - Water Tank Lock
- C - Handle
- D - Power Cord Base
- E - Brush Attachment
- F - Water Cup
- G - Power Button
- H - Water Tank
- I - Max Water Level Line



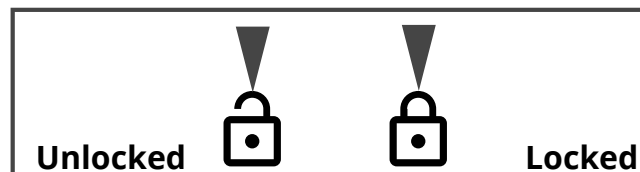
### Technical Specs

600 watts  
120 V  
60 Hz



## INSTRUCTIONS FOR USE: ASSEMBLY & START UP

- Remove all plastic coverings, labels, stickers and plug covers from the steamer and cord.
- Any water droplets visible inside the tank are from quality control tests.
- Always review the garment manufacturer's care label instructions before steaming. Test fabrics for colorfastness in inconspicuous areas (such as inseam).
- Grip the handle and turn counter clockwise until the arrow under the nozzle points to unlocked (as shown below). Once unlocked, remove the steamer head.
- Fill water to max level on measuring cup and pour in to the water tank. Do not overfill the water tank past the MAX indicator line in the water tank as this may cause water to overflow or leak.
- Gently place the steamer head back and twist to lock in place. Arrow should point to locked. Be sure the water tank is locked. Failure to lock the water tank or unlocking the water tank while using or within 30 min after using the device may result in body injury.



- Attach fabric brush by gently pressing brush on to steam nozzle before turning steamer on.
- Connect the power cord to compatible electrical outlet and press the power switch.
- Once the power light is on, steamer will start to heat up. Allow 90 seconds for steam to come out.
- Note: It is normal for droplets of water to come out on initial start up. This is the remaining water from last use.
- To refill / add water in your steamer: Make sure the steamer is cooled down completely before refilling/ adding water in the water tank.



## INSTRUCTIONS FOR USE: STEAMING YOUR GARMENTS

- The steamer should be used only in an upright position, slowly moving the steamer up and down in a vertical motion.
- Refrain from using the steamer in or on garments in a horizontal or tilted position or left to right.
- Refrain from making any quick motions while steamer is on, quick motions could result in hot water spitting.
- Hold steamer by its handle when using. Do not grasp body of unit while steaming garments or while unit is hot.
- Hang garment against a heat and steam proof surface.
- Hold the fabric taut, and direct the flow of steam toward the garment to remove wrinkles, in an up and down motion.
- Fabric brush can be attached to the nozzle with slight force. Fabric brush will click in to position.
- Connect the power cord to compatible electrical outlet and press the power switch.
- Once the power light is on, steamer will start to heat up. Allow 90 seconds for steam to come out.
- To remove the fabric brush, turn off steamer and wait for steamer to cool down completely.



## CARE & CLEANING

- Always empty the water tank after each use.
- To clean the outside of the steamer, gently wipe down with a damp cloth.
- Distilled or filtered water is recommended.
- Do not fill the water tank with cleaning agents.
- Always ensure the steam outlet vents are clean and free from buildup and debris.
- If buildup occurs and steaming becomes intermittent, add a descaling solution of 1/2 distilled water and 1/2 distilled vinegar to the water tank and turn on the steamer until solution is used.



## TROUBLESHOOTING GUIDE

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• The steamer does not heat up</li></ul>       | <ul style="list-style-type: none"><li>• Check the main power source and electrical circuit</li></ul>  |
| <ul style="list-style-type: none"><li>• The steamer does not produce steam</li></ul> | <ul style="list-style-type: none"><li>• Make sure there is enough water in the tank.</li><li>• Make sure power switch is ON</li></ul>   |
| <ul style="list-style-type: none"><li>• Water spills from the water tank</li></ul>   | <ul style="list-style-type: none"><li>• Hold the steamer in an upright position</li><li>• Make sure water is not over the MAX level.</li><li>• If there is visible buildup in the water tank, decalcify as instructed</li></ul> |

For more troubleshooting & steaming tips visit [www.trueandtidy.com](http://www.trueandtidy.com)



## LIMITED PRODUCT WARRANTY



True & Tidy warrants to the original purchaser of Brand New True & Tidy branded device or accessories shall be free from defects in materials and workmanship under normal use ( as instructed in True & Tidy's device user manual) for a period of one (1) year from the date of purchase from True & Tidy or its authorized resellers.

If such a defect arises and a return authorization request is received by True & Tidy within the applicable Warranty Period, True & Tidy will, at its choice and to the extent permitted by law, either (1) repair the defective Product at no charge, using a new or refurbished replacement parts or (2) replace the defective product with a new or refurbished product. In the event of such a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. Any replacement product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is greater, or for any additional period of time that may be required by applicable law.

To obtain a repair or replacement under the terms of this warranty, contact customer service for return authorization. Please be sure to have your proof of purchase ready.

If you have any questions regarding this warranty, you may contact us through our website:  
[www.trueandtidy.com](http://www.trueandtidy.com)

Customers located outside of the continental US will be responsible for all international shipping charges for your return or replacement.



## WARRANTY EXCLUSIONS AND LIMITATIONS

This Limited Product Warranty applies only to the original purchaser of the True & Tidy branded Product that was purchased from True & Tidy directly or True & Tidy's authorized reseller. Without limiting the foregoing, the Limited Product Warranty does not apply to any (a) True & Tidy products and services other than the Brand New True & Tidy branded products which are purchased directly from True & Tidy or from True & Tidy's authorized reseller, (b) non- True & Tidy products, even if included or sold with a Product, including, without limitation, any counterfeit products, (c) products that are, or True & Tidy reasonably believes to be, stolen, (d) consumables (such as cleaning pads). This Limited Product Warranty does not apply to third party products or accessories, including but not limited to products with the "Made for True & Tidy" or "Works with True & Tidy" logos or advertising.

This Limited Product Warranty does not apply to a product or part of a product that has been replaced, repaired, serviced, altered, refurbished or modified by anyone who is not authorized by True & Tidy, nor does it apply to any cosmetic damage such as scratches and dents. In addition, this Limited Product Warranty does not apply to damage or defects caused by (a) use with non- True & Tidy products such as non- True & Tidy steamer liquid; (b) accident, abuse, misuse, mishandling, flood, fire, earthquake or other external causes; (c) normal wear and tear or aging of the product such as discoloration of product; or (d) operating the product (i) outside the permitted or intended uses described by True & Tidy under True & Tidy's Product User Manual, (ii) not in accordance with instructions provided by True & Tidy, or (iii) with improper voltage or power supply, water or other add-on products.

No True & Tidy, authorized reseller, distributor, agent, reseller, or employee is authorized to make any modification, extension or addition to this Limited Product Warranty. If any term contained herein is held to be illegal, void or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

If you have any questions regarding this warranty, you may contact us through our website:  
[www.trueandtidy.com](http://www.trueandtidy.com)



## LIMITATION OF DAMAGES

Except to the extent prohibited by applicable law, True & Tidy shall not be liable for any incidental, indirect, special or consequential damages, including, without limitation, loss of profits, revenue, resulting from any breach of express or implied warranty or condition or under any other legal theory, even if True & Tidy has been advised of the possibility of such damages. True & Tidy warranty and liability is only limited to replacement of the defective item.



**CONNECT WITH US**

**For cleaning tips, FAQ, customer service and replacement parts**

**[www.trueandtidy.com](http://www.trueandtidy.com)**

**1-888-293-3492**

**[support@trueandtidy.com](mailto:support@trueandtidy.com)**

 **[www.trueandtidy.com](http://www.trueandtidy.com)**

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