

## Instruction Manual

# HAAN®

EXPERIENCE STEAM. DISCOVER CLEAN.™

name: AllPro

model numbers: HS-20, HS-20R

“Clean and sanitize nearly everything in  
& around your home.”



HAAN® Corporation  
1828 William Penn Way  
Lancaster, PA 17601

phone: 877-422-6347

[www.HAANusa.com](http://www.HAANusa.com)

## Notice

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HAAN® Experience Steam. Discover Clean.™ is a trademark of the HAAN® Corporation.

# Introduction

Congratulations on purchasing a HAAN® product. Now you have an easy way to clean just about anything in and around your home.

Your handheld steam cleaner uses steam to remove tough grease, dirt and grime. Steam is nature's purest and most powerful cleaner for safely cleaning all hard surfaces in your home without harsh chemicals, for a perfectly ecological approach. No film, no residue – just clean, germ-free floors.

HAAN® products are so easy to assemble, you can put them to use right away – anywhere you want to clean and sanitize – from your kitchen and living room to your bathroom floors.

Backed with a one-year limited warranty, your quality HAAN® product is sure to give you years of dependability. And our Customer Care representatives are available to answer any of your questions about your new floor sanitizer.

Thousands of HAAN® customers have already fallen in love with HAAN® steam cleaners. We're confident you will, too.

Thank you again for purchasing the HAAN® AllPro handheld steam cleaner.

The HAAN® Team

# Important Safety Instructions

Basic precautions should be observed when using an electrical appliance, including the following:

## IMPORTANT

Be sure to read ALL instructions and warnings before using your HAAN® Steam Cleaning Sanitizer.



### WARNING

Risk of electrical shock: Be sure to read and follow all instructions and warnings.



### CAUTION

The unit emits steam at 212°F to sanitize the area of use. This means that the steam head, Ultra-Microfiber Pads and Carpet Glide get very hot during use. Care should be taken when using this appliance. DO NOT touch them during use except in the approved manner as outlined in this manual.

### SAVE THESE

### INSTRUCTIONS:

For household use only. Any other use of this appliance will void the manufacturer's warranty.

1. Do not direct steam at people, animals, or at electrical outlets.
2. Do not expose to rain.
3. Store indoors.
4. Unplug from outlet when not in use and before conducting service maintenance or trouble-shooting.
5. Do not leave steam cleaner unattended.
6. Do not leave the steam cleaner connected to an electrical outlet when not in use.
7. Do not service steam cleaner when it is plugged in.
8. Do not use with damaged cord or plug.
9. Do not use steam cleaner if it has been dropped, damaged, left outdoors or dropped into water. Return to a service center.
10. Do not handle steam cleaner with wet hands.
11. Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or expose cord to heated surfaces.
12. Do not unplug by pulling on cord.
13. Do not use appliance in an enclosed space filled with vapor given off by oil-base paint thinner, some moth-proofing substances, flammable dust, or other explosive or toxic vapors.
14. Do not allow to be used as a toy.
15. Do not use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam-sensitive materials.
16. Do not immerse in water or any other liquid.
17. Do not use for any purpose other than described in this User Manual.
18. Use only manufacturer's recommended attachments – use of attachments not provided or sold by HAAN® may cause fire, electric shock or injury.

# Important Safety Instructions

19. Never put descaling, aromatic, alcoholic or detergent products into the steam cleaner, as this may damage it or make it unsafe for use.
20. Unplug by grasping the plug, not the cord.
21. Close attention is necessary when used by or near children.
22. If the circuit breaker activates while using the steam function, discontinue product use immediately and contact the customer support center. (Beware of the risk of electrical shock.)
23. Do not allow the product to be disassembled and/or modified by anyone other than an authorized service technician. (Doing so can result in fire and/or electrical shock.)
24. This product is NOT for space heating purposes.

## IMPORTANT



### WARNING

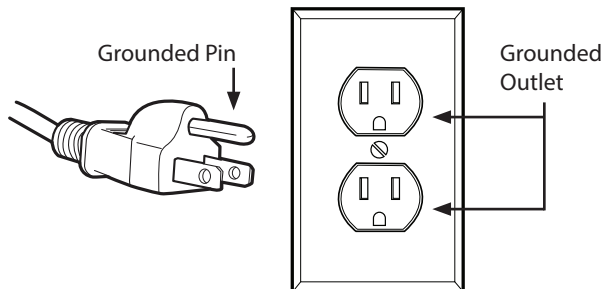
DO NOT modify the plug. Improper connection of the equipment-grounding conductor can result in a risk of electrical shock.

If an extension cord is necessary, a minimum of 15 ampere/14 gauge cord should be used. Cords rated for less may overheat.

## Grounding Instructions:

The handheld cleaner must be connected to a grounded (3-prong) wiring system. Grounding provides a safe path of least resistance for electrical current in the event the unit should malfunction or break down, thereby reducing the risk of electrical shock. The cord for this product has an equipment-grounding conductor and a grounding plug. Do not plug it into an outlet that is not properly installed and grounded in accordance with all local codes and ordinances.

Check with a qualified electrician or service person if you aren't sure if the outlet is properly grounded. If it will not fit the outlet, have a proper outlet installed by a qualified electrician. This appliance is designed for use on a nominal 120-volt circuit and has a grounding attachment plug as illustrated below. Make certain that the appliance is connected to an outlet having the same configuration as the plug. No plug adapter should be used with this appliance.



## Care & Maintenance

### IMPORTANT

Always ensure that your handheld steamer is **UNPLUGGED** from the wall receptacle prior to cleaning or emptying the water tank.

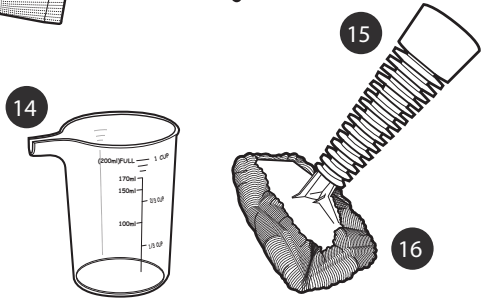
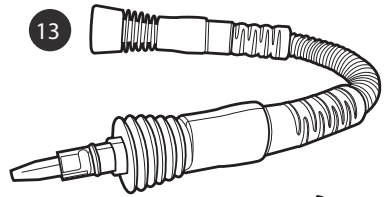
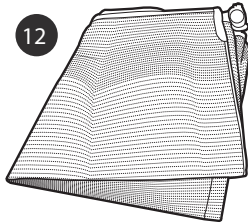
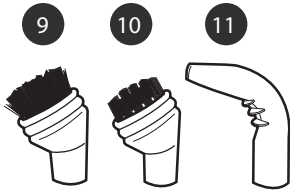
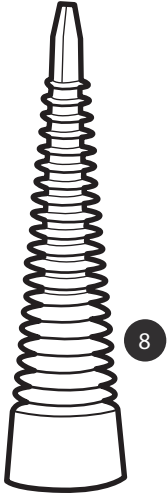
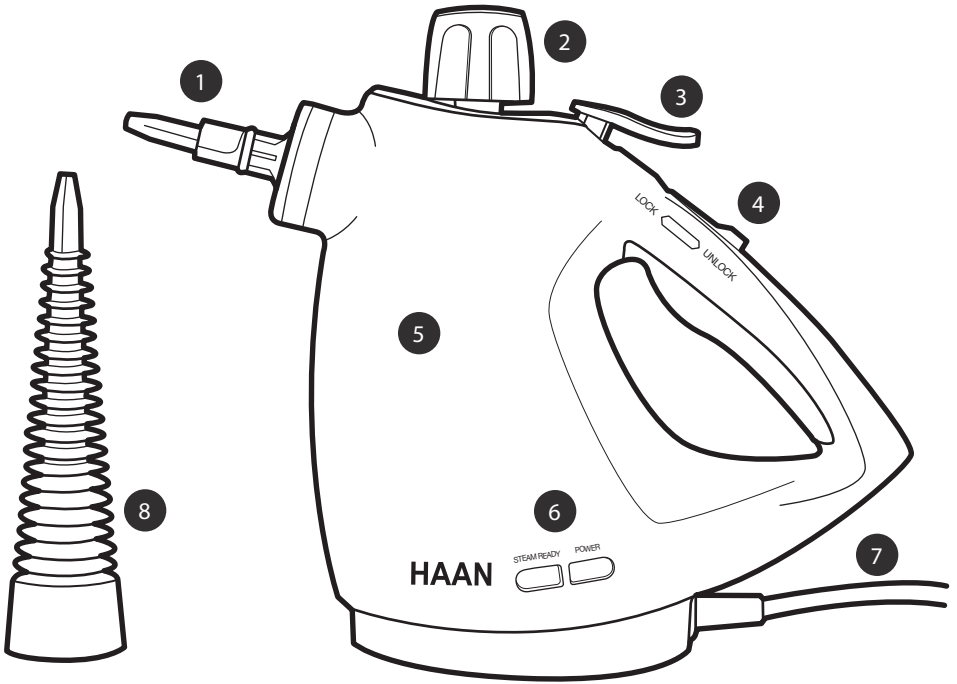


### CAUTION

Do not immerse your handheld steamer in water or any other liquid.

1. Unplug the handheld steamer from the electrical outlet after every use.
2. When storing, organize the power cord by using the supplied twist tie.
3. After each use, unplug the power cord and press the steam button to fully discharge all remaining pressure.
4. Let the handheld steamer cool completely before storing.
5. When finished cleaning always empty the water tank. Failure to do so can lead to unpleasant stagnant water odors and tank discoloration.
6. Do not introduce detergents and/or soap to the water tank.  
NOTE: Tap water can be used in the handheld steamer. If the water in your area is hard, it is recommended that distilled/purified water be used. Doing so can extend the life of the product.
7. To clean the body of your handheld cleaner wipe it down with a damp cloth.
8. Store the unit upright in a protected dry cool area.

# Product Parts



1. Steam Nozzle
2. Pressure Locking Safety Cap
3. Easy Control Trigger
4. Continuous Steam Lock
5. Main Body / Water Tank
6. Indicator Lights
7. Power Cord
8. Concentrator Nozzle
9. Wire Bristle Brush
10. Detail Brush
11. Angled Nozzle
12. Accessory Bag
13. Flexible Extension Hose
14. Measuring Cup
15. Garment/Surface Attachment
16. Cleaning Sock

# Before Using Your Handheld Cleaner

Be sure to read ALL instructions and warnings before using your Handheld Cleaner.



## CAUTION

After plugging in the power cord and beginning to heat, a fixed amount of water is released due to the build-up of internal pressure. After heating is complete, spray the steam 2 to 3 times before affixing or switching any additional attachment.



## CAUTION

Use a grounded receptacle. Use only a heavy duty extension cord rated for 15 amps minimum – DO NOT use an ordinary extension cord. To provide continued protection against the risk of electric shock, connect to properly grounded outlet only.



## CAUTION

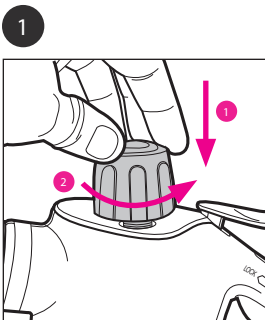
The handheld cleaner is designed to clean hard surfaces and upholstery that will withstand high heat. DO NOT use on soft plastic and cold glass. On surfaces that have been treated with wax, or on some no-wax floors, the sheen may be removed by the heat and steam action. DO NOT use on unsealed wood. This could cause the wood panel to rise. It is recommended that an isolated surface area be tested to verify suitability before proceeding to the rest of the area.



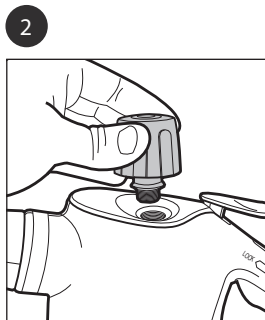
## CAUTION

After use, pressure will exist within the product. Press the Control Trigger to eliminate this pressure prior to opening the Pressure Locking Safety Cap.

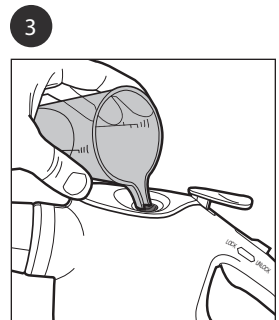
# Using Your Handheld Cleaner - Operating Instructions



1 Push down on the Pressure Locking Safety Cap until the cap "clicks". While cap is pressed, turn counterclockwise to remove.



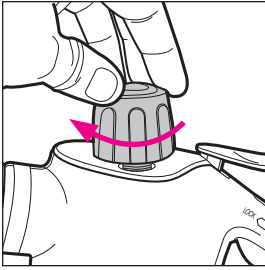
2 Remove Pressure Locking Safety Cap. The Continuous Steam Lock should be in the "Unlocked" position.



3 Fill the Measuring Cup with 200ml of water and pour into the water tank.

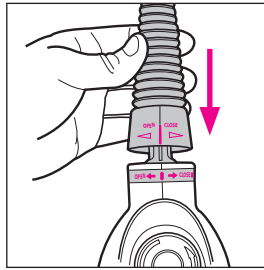


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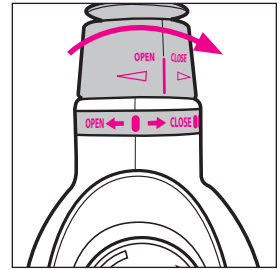
Turn the Pressure Locking Safety Cap clockwise to tighten. The cap will spin freely when properly tightened.

5



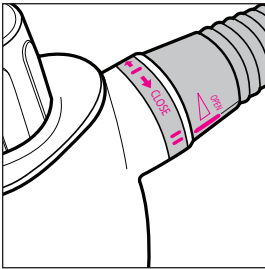
To attach the Concentrator Nozzle, Flexible Extension Hose or Garment/Surface Attachment, line up the indicator line on the accessory attachment with the indicator line on the handheld unit.

6



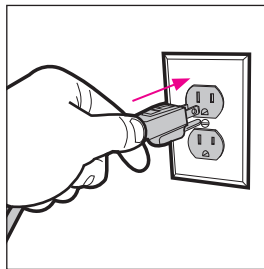
Press accessory attachment onto the Steam Nozzle and rotate to the "Closed" position.

7



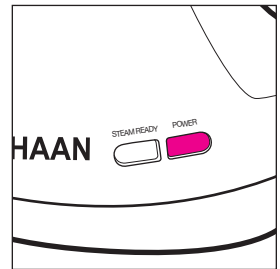
The accessory attachment will be locked into position when the indicator line is lined up with the handheld double indicator line.

8



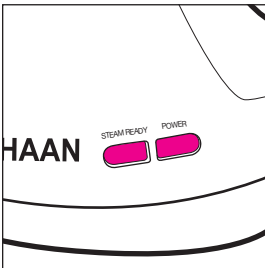
With an accessory attachment secured to the unit, turn unit on by plugging into a grounded electrical outlet.

9



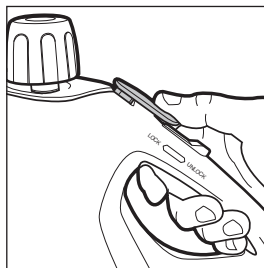
When plugged in the green Power Indicator will light up. Wait 2-3 minutes for unit to heat up.

10



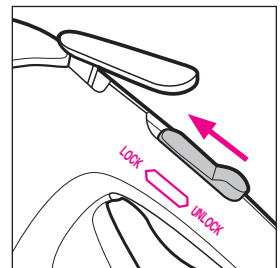
The Steam Ready Indicator will light up when the unit is ready to use.

11



Press the Easy Control Trigger 2-3 times before steam cleaning to release any residual water built up in the nozzle.

12

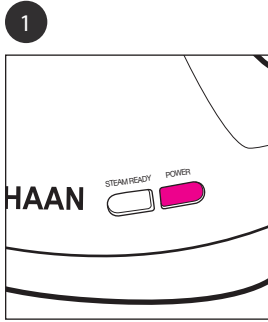


To access continuous steam push the Continuous Steam Lock to the "locked" position.

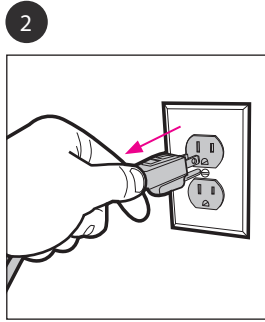
**NOTE:** During extended periods of constant steaming the unit will need to occasionally re-pressurize. While building up pressure the Steam Ready Light will go off. When the unit has re-pressurized the Steam Ready Light will light up.

**NOTE:** A slight odor may occur when using the unit for the first time.

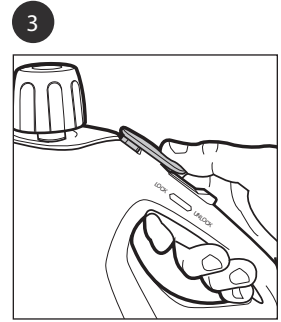
# Refilling The Water Tank During Use



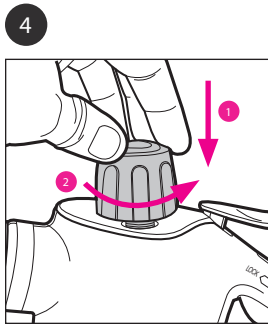
Steam will stop being emitted from the nozzle when the Water Tank is empty. The Steam Ready Light will also go off when the tank is empty.



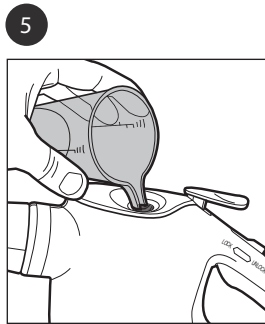
Unplug the unit from the electrical outlet.



Press the Easy Control Trigger to release all steam remaining inside the tank.



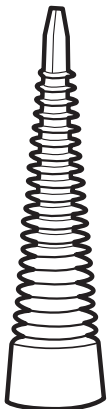
WAIT AT LEAST 3 MINUTES BEFORE REMOVING THE PRESSURE LOCKING SAFETY CAP. This allows the pressure inside the tank to dissipate.



Follow operating instructions 3-12 to continue steam cleaning with the Handheld cleaner.

**NOTE:** When finished steam cleaning always empty any left over water from the water tank. Turn the unit upside down and allow water to drain from the tank.

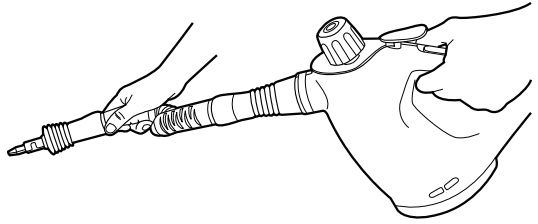
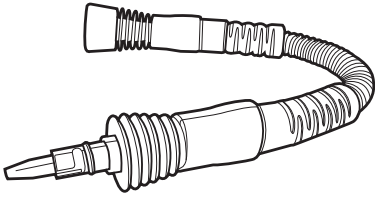
## Using The Accessories



### Concentrator Nozzle:

Use for general steam cleaning. Perfect for cleaning household areas like window frames, shelves, tile, etc. Also can be used in the garage and yard to clean wheel rims, recycling bins, garbage cans, sports equipment, gym bags and athletic shoes.

## Using The Accessories Continued



### Flexible Extension Hose:

Adds maneuverability when cleaning hard to reach areas.



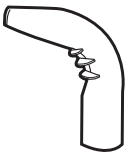
### Wire Bristle Brush Attachment:

Can be used with the Concentrator Nozzle and Flexible Extension Hose. Perfect for scrubbing and steam cleaning hardened and oily grime from kitchen countertops, stovetops, cutting boards, outdoor grilles, etc.



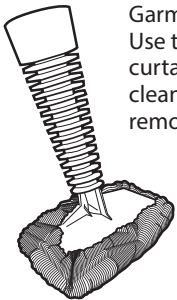
### Detail Brush Attachment:

Can be used with the Concentrator Nozzle and Flexible Extension Hose. Great for cleaning small areas and delicate items such as tile grout, automotive interior detailing, faucets, etc.



### Angled Nozzle Attachment:

Can be used with the Concentrator Nozzle and Flexible Extension Hose. Effectively clean and sanitize under the toilet rim. Also great for cleaning hard to reach corners and openings.



### Garment/Surface Attachment (with or without cleaning sock):

Use to clean, freshen and disinfect sofas, carpets, bedding, pillows, curtains, clothing and other soft surfaces throughout the home. Great for cleaning pet beds and plush toys. When used with the cleaning sock it removes hair and lint.

**NOTE: The cleaning sock is machine washable. It can be machine dried on a low setting, however, for a longer life air drying is recommended.**

**DO NOT USE FABRIC SOFTENER WHEN WASHING THE CLEANING SOCK.**

Problem	Solution
Water leaks from nozzle.	<ul style="list-style-type: none"><li>• Use no more than 200ml of water in the tank per use.</li><li>• Ensure unit is in an upright position.</li><li>• Wait until the start-up heating cycle is complete.</li></ul>
Unit not operating.	<ul style="list-style-type: none"><li>• Ensure plug is set firmly in outlet.</li><li>• Replace fuse or reset breaker.</li></ul>
Unit does not emit steam.	<ul style="list-style-type: none"><li>• Ensure water tank is filled with water.</li></ul>
Accessory is loose.	<ul style="list-style-type: none"><li>• Reattach accessory and ensure it is tight and properly attached.</li></ul>
Steam emitted when refilling the water tank.	<ul style="list-style-type: none"><li>• Allow unit to completely cool before refilling.</li><li>• Pour water slowly when filling tank.</li></ul>

To order additional accessories or replacement parts call customer care at:

**877-HAAN DIRECT / 877-422-6347**

Or visit:

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

# Commonly Asked Questions

**Q: What surfaces can be sanitized by using the steam cleaner?**

**A:** Your steam cleaner is designed to clean hard surfaces like laminates & countertops, stovetops and tile, ceramic and glass as well as upholstery; any surface that will withstand high heat.

DO NOT use on soft plastic and cold glass. On surfaces that have been treated with wax, or on some no-wax floors, the sheen may be removed by the heat and steam. DO NOT use on unsealed wood. This could cause the wood panel to rise. It is recommended that an isolated surface area be tested to verify suitability before proceeding to the rest of the area.

**Q: Why does the “Steam Ready” light go on and off when steam cleaning?**

**A:** This indicates the unit is re-pressurizing itself or is out of water.

**Q: How long does a tank of water last?**

**A:** A full tank will last approximately 15 minutes.

**Q: Do I have to use distilled water?**

**A:** No. But if the tap water in your area is hard it is recommended that distilled/purified water be used to extend the life of your handheld cleaner.

**Q: Does the HAAN work on pet stains?**

**A:** Yes, the HAAN is able to spot clean fresh pet stains by loosening and lifting the stain.

**Q: Why can't I open the Pressure Locking Safety Cap during operation?**

**A:** The high water temperature and pressure inside the tank present a safety hazard. The cap is designed so that it can only be removed when the internal tank pressure and or temperature is low.

**Q: Will the HAAN AllPro HS-20 clean grout?**

**A:** Yes, but it needs a little help. Steam the grout to loosen dirt and then scrub with the Detail Brush attachment.

**Q: Where does the dirt go?**

**A:** The HS-20 does not have a suction feature, so it does not pick up loose dirt. Before steaming, vacuum or sweep away loose dirt. After steaming it is recommended that the steamed area be wiped down with a towel to remove any loosened dirt.

**Couldn't find the Answer to your Question?**

Call Customer Care at 877-HAAN DIRECT / 877-422-6347

## Product Specifications: Model HS-20, HS-20R

Size	5.2" W x 8.8" D x 8.5" H
Weight	2.8 lb
Voltage/Hz	12V, 60Hz
Wattage	1000 watts
Cord Length	14' 9"
Tank Capacity	6.76 fluid ounces (200ml)
Heat-up Time	less than 3 minutes
Operating Time	15 minutes before refill is needed
*Base Dimensions approximated. Base depth measured without nozzle or attachments.	

## One-Year Limited Warranty

Your HAAN® handheld cleaner is warranted to be free from defects in material and workmanship for a period of one (1) year from the date of purchase when utilized for normal household use by the original purchaser only. The included Warranty Registration Card should be filled out and returned within thirty (30) days of purchase. This will register your product. Should any defect covered by the terms of the limited warranty be discovered within one year, HAAN® Corporation will repair or replace the defective part, provided the unit is returned by the original purchaser, freight prepaid, to: HAAN® Corporation, 1828 William Penn Way, Lancaster, PA 17601. Proof of purchase is required and should accompany the return.

The liability under this warranty is limited solely to the cost of the replacement parts or the complete unit at our option. Labor charges are not included.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of HAAN® Corporation, if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. In no event is HAAN® Corporation liable for incidental or consequential damages of any nature whatsoever. Some states/provinces do not permit the exclusion or limitation of incidental or consequential damages, so the above may not apply to you. This warranty gives you specific legal rights which vary from state to state or province to province.

**IMPORTANT:** Before packing be sure to attach a tag to item with your name, complete address, phone number and a note giving purchase information, model number and what you believe to be the problem with the item. Carefully pack item to avoid damage in shipping. To expedite your repair, we request that you call Customer Care to report the problem prior to shipping your product back. We also recommend that you insure the package (as damage in shipping is not covered by our warranty). Mark the outside of your package "ATTENTION CUSTOMER CARE." We are constantly striving to improve our products; therefore, the specifications contained herein are subject to change without notice.

Warranty Notice: FAILURE TO COMPLETE AND RETURN THE PRODUCT REGISTRATION CARD WILL NOT DIMINISH YOUR WARRANTY RIGHTS.

# Product Registration

Please fill out and mail this Product Registration Card within thirty

(30) days of purchase in order to validate the fore said Limited Warranty. The registration will allow us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge that you have read and understood the instructions for use and the warnings set forth within the instructions.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Zip Code/Postal Code \_\_\_\_\_ Country/Territory \_\_\_\_\_

Product Name/Model number \_\_\_\_\_

Date Purchased \_\_\_\_\_ Place of Purchase \_\_\_\_\_

(Fold here and tape closed before mailing)

Warranty Notice: FAILURE TO COMPLETE AND RETURN THIS PRODUCT REGISTRATION CARD WILL NOT DIMINISH YOUR WARRANTY RIGHTS.

Privacy Notice: We use this information requested on this card to process your registration, thereby allowing you to receive the benefits of being a registered user, and for use in post-sales services. Other uses of your information are governed by the choices you make in answering the questions and the HAAN privacy policy. For information on this policy contact 877- HAAN DIRECT.

1) Yes! I would like HAAN® to send me information on products and services including new product releases, events and special offers. You may contact me by:

EMAIL  \_\_\_\_\_

PHONE  \_\_\_\_\_

MAIL  \_\_\_\_\_

2) What other HAAN- products have you purchased?

\_\_\_\_\_  
\_\_\_\_\_

Cut along dashed line

Place  
Stamp  
Here

Product Registration  
HAAN<sup>®</sup> Corporation  
1828 William Penn Way  
Lancaster, PA 17601

3) Where did you purchase your HAAN<sup>®</sup> product?

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4) How did you hear about HAAN?

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5) We like to hear from our product owners. Please add any  
comments here:

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# Product Registration - Canada

Please fill out and mail this Product Registration Card within thirty (30) days of purchase in order to validate the fore said Limited Warranty. The registration will allow us to contact you in the unlikely event of a product safety notification. By returning this card you acknowledge that you have read and understood the instructions for use and the warnings set forth within the instructions.

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Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Zip Code/Postal Code \_\_\_\_\_ Country/Territory \_\_\_\_\_

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EMAIL  \_\_\_\_\_

PHONE  \_\_\_\_\_

MAIL  \_\_\_\_\_

2) What other HAAN<sup>®</sup> products have you purchased?

\_\_\_\_\_  
\_\_\_\_\_

Cut along dashed line

Place  
Stamp  
Here

Product Registration  
HAAN Corporation  
2220 Argentia Rd. Unit#1  
Mississauga, ON L5N 2K7

3) Where did you purchase your HAAN® product?

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4) How did you hear about HAAN-?

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5) We like to hear from our product owners. Please add any comments here:

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