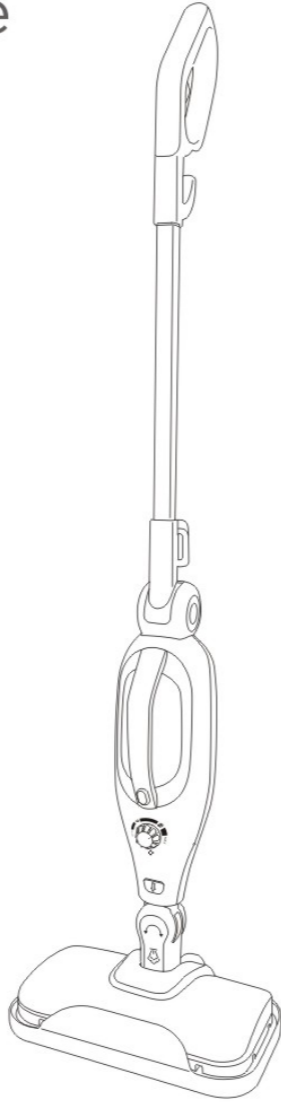


# Goblin<sup>®</sup>

## GSM401R-18 Steam mop

### User Guide



**IMPORTANT: RETAIN FOR FUTURE REFERENCE**

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All other trademarks appearing herein are the property of their respective owners. Specifications are subject to change without notice.  
**Manufactured for:**  
ASDA, Leeds LS11 5AD/ASDA, Antrim BT41 4GV

**Disposal**  
This symbol on the product or in the instructions means that your electrical and electronic equipment should be disposed at the end of its life separately from your household waste. There are separate collection systems for recycling in the EU.  
For more information, please contact the local authority or your retailer where you purchased the product.



**Your 28 day no quibble refund**

If you're not delighted with your product, simply bring it back within 28 days for a no quibble refund. Don't forget to include all of the product's original components (for example remote control, power cable or stand) and packaging, along with your receipt or other proof of purchase.

**1 year guarantee**

This product is covered by a full 1 year Asda guarantee from the day you buy it. In the unlikely event that your product is faulty or you are simply struggling to set it up, don't worry - here's what you should do:  
1. First call our Customer Helpline as they may be able to help you with the problem.  
2. If the problem can't be resolved, you will receive a reference number.  
3. Take the reference number, along with the steam mop, all its components and your receipt, to your nearest store for a full refund.

**Customer services information**  
If you require further information, spare parts or advice regarding your product, or if you are experiencing any problems, please contact customer services at the telephone number or address shown opposite.  
N.B. When calling or writing please quote the product site code.

**Call 0333 600 7700**  
**Write**  
ASDA, Leeds, LS11 5AD.

Product name: **GSM401R-18 Steam Mop**  
Product site code: **15A.09.22.103**

## Notes...

### About this guide

We're here to help you get the most from your steam mop, so please keep hold of this manual for future use.

### WARNINGS:

**THIS PRODUCT WAS DESIGNED AND MANUFACTURED TO MEET STRICT QUALITY AND SAFETY STANDARDS. THERE ARE, HOWEVER, SOME OPERATIONAL PRECAUTIONS YOU SHOULD BE AWARE OF.**

**WARNING: THE STEAM THAT COMES OUT OF THE MOP IS EXTREMELY HOT! TOUCHING ANY METAL PARTS, NOZZLE OR ATTEMPTING TO CHANGE ANY ACCESSORIES WHILE THE UNIT IS IN USE WILL CAUSE BURNS AND SCALDS.**

- Read all warnings & instructions in this manual to ensure you get the best out of your product.
- Don't use the steam mop for anything other than its intended use. The appliance is not suitable for commercial use. This appliance is only for household and indoor use.
- Do not use if the steam mop, cord or plug is damaged.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.
- The cord should not touch a hot surface.
- Remove all packaging prior to use. Inspect the product for any damage before use. If damage is found, notify ASDA to exchange the product.

- Before connecting the steam mop to the power, check the voltage shown on the appliance corresponds with the voltage in your home. If it doesn't, contact your local store.
- If the power light doesn't illuminate when the unit is set to one of the three steam settings, there is a fault. Immediately set the steam control dial to 'OFF', disconnect from the power supply and have the steam mop inspected in a qualified repair shop or return to us at ASDA. Do not dismantle.
- WARNING: Keep the appliance dry.**
- To avoid electric shock or injury, never immerse the steam mop, cord or plug in water or liquid.
- Do not handle the appliance with wet hands.
- Keep away from harsh or abrasive cleaning agents or solvents.
- Ensure you assemble the steam mop correctly before use.
- Do not use attachments not recommended by the manufacturer.
- Ensure the steam control dial is set to the 'OFF' position before plugging and unplugging the mop to the power supply. The appliance has to be unplugged after use and before carrying out user maintenance on the appliance.
- Always disconnect the appliance from the supply before assembling, disassembling or cleaning.
- Switch off the appliance, disconnect from the power supply and allow to cool before changing accessories.
- Never leave unattended when in use.
- This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.

Problem	Possible problem	What to do
The mop is emitting water as well as steam.	1. The steam control is set to MAX.	1. When the steam mop is at the MAX steam setting water will also be produced. Reduce the steam setting, which will in turn reduce the water.
Rattling sound can be heard from the water tank.	1. Sound is coming from the weighted ball in the water tank.	1. The weighted ball is intentional and will rattle around inside the water tank.
There is a strange odour coming from the mop.	1. First time using the steam mop. 2. Have been using the mop for some time.	1. This is completely normal and the odour will disappear after a couple of uses. It is just the new parts heating up for the first time. 2. Discontinue use and contact your local ASDA store.

**Technical specifications**  
Voltage: 220-240V-50-60Hz  
Wattage: 1300W  
Dimensions: 110cm (H) x 30cm (W) x 20.7cm (D)  
Weight (Approx): 2.4kg  
Heating time (Approx): 30 seconds

## Troubleshooting

Problem	Possible problem	What to do
Unit fails to heat up. The LED indicator light does not illuminate.	1. The unit might not be plugged in properly or the fuse has tripped. 2. Ensure the trigger buttons have not been pressed.	1. Ensure the plug is in the socket properly and switched on. 2. Check the fuse on the mains board. If it has tripped, reset it.
Unit heats up but no steam is produced. The LED indicator light does illuminate.	1. The water tank may be empty. 2. Hard water build up. 3. The weighted brass ball connected to the pipe inside of the water tank has become stuck.	1. Make sure the water tank is full. Refer to the section 'How to fill the water tank' section in this manual. 2. Descale the unit following the guidance in the 'How to descale your steam mop' section of this manual. 3. Give the mop a shake until the ball dislodges itself. The weighted ball needs to be under the water level to produce the steam.
Steam produced is weak or intermittent.	1. Steam dial is set too low. 2. Hard water build up.	1. Increase the steam dial to a medium or high setting. 2. Descale the unit following the guidance in the 'How to descale your steam mop' section of this manual.

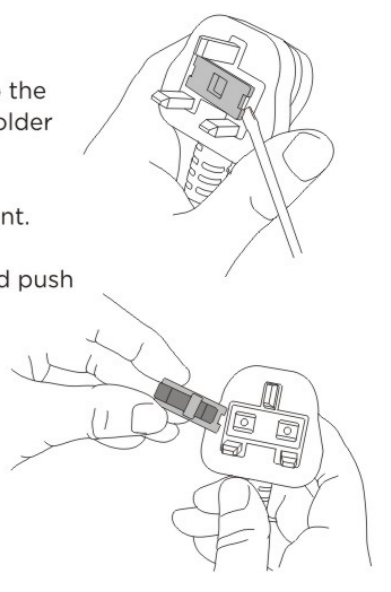
- ASDA does not recommend allowing children to operate this appliance.
- Only carry the steam mop by the carry handle.
- Do not pull or carry by the cord, use the cord as a handle, close a door on the cord, pull the cord around sharp corners or edges, or expose the cord to heated surfaces.
- Always unplug the power cord before filling the water tank.
- Do not operate this appliance without water as it may damage the heating element. Always add a sufficient amount of water for the steaming time required.
- Do not fill the tank with any other liquid other than water. It is recommended you use distilled or de-ionised water to prevent the build-up of scale. Do not overfill the tank.
- Do not use without the tank cap in place. Ensure that the water tank cap has been screwed down fully before use.
- Do not touch the nozzle when in use or for some time after, until the unit has cooled completely. Move away from the direction of face and body before using.
- Do not direct steam at people, animals, electrical outlets or equipment containing electrical components.
- The device should not be used to clean electrical appliances such as ovens, microwaves and televisions etc. Also, be very careful when cleaning tiled walls with sockets.
- Please note that some steam vapour will form drips. These drips will be hot water so be careful to avoid.
- Do not use if any of the accessories appear to be blocked.
- Before using the steam mop on any surface, it is recommended that you test the mop on a small, isolated area before proceeding to the full area.

- Do not use on unsealed wood or unsealed laminate floors, or on surfaces that have been treated with wax or some no wax floors, as the sheen may be removed by the heat and steam action. Warping of the wood could also occur.
  - Some surfaces are delicate, use the appropriate accessory for cleaning particular surfaces.
  - Do not use without the hard water filter in place.
  - Always allow the appliance to cool completely, for at least 30 minutes before emptying the tank and storing.
  - Descale the unit regularly.
  - Wrap the cord loosely around the bracket before storing.
  - Units are quality checked and so some water droplets may be visible in the water tank.
  - If you shake the unit, the water cut-off valve will make a noise. This is normal and not a defect.
  - Environmental information: If at anytime in the future you should need to dispose of this product, please note that, in the UK, waste electrical products/batteries should not be disposed of with household waste.
  - The appliance shall not be left unattended while it is connected to the supply mains.
  - The appliance is not to be used if it has been dropped, if there are visible signs of damage or if it is leaking.
  - Keep the appliance out of reach of children when it is energised or cooling down.
- Symbol IEC 60417-5597 (2002-10) is used on the unit to indicate that this unit operates with hot water vapour (steam). To avoid scalding and burns take extra care when in use.
- WARNING - HOT SURFACE!**  
The surfaces are liable to get hot during use.

- Hold the unit over the sink, press the steam trigger and empty the full contents of the water tank.
- Once the water tank is drained, turn the unit off and refill the tank with 250ml of fresh, distilled water. Keep the steam control dial set to MAX and repeat STEP 4. You may need to repeat this process until the vinegar odour has disappeared.
- When completed, unplug the power cord and store as usual.

## How to... ...change the fuse

- Only use a 10 amp fuse.
- To change the fuse, place a screwdriver into the recess of the plug cover and pull the fuse holder upward until it's free.
- Slide the fuse out and pop in the replacement.
- Slot the fuse holder back into the recess and push down until it locks into place.



## How to... ...clean your steam mop

**Please note**  
Before cleaning ensure the unit is cool and not turned on or plugged into the mains electrical supply. Make sure the water tank is empty. Never immerse the unit in water.

- To clean the exterior of the unit, use a damp, soft cloth.
- Wipe dry with a dry, soft cloth.
- Wash non-electrical accessories in warm, soapy water and allow to dry thoroughly.
- The microfibre cloths can be washed on a 30 degree wash. Do not use fabric softener, do not iron, do not tumble dry and do not bleach.

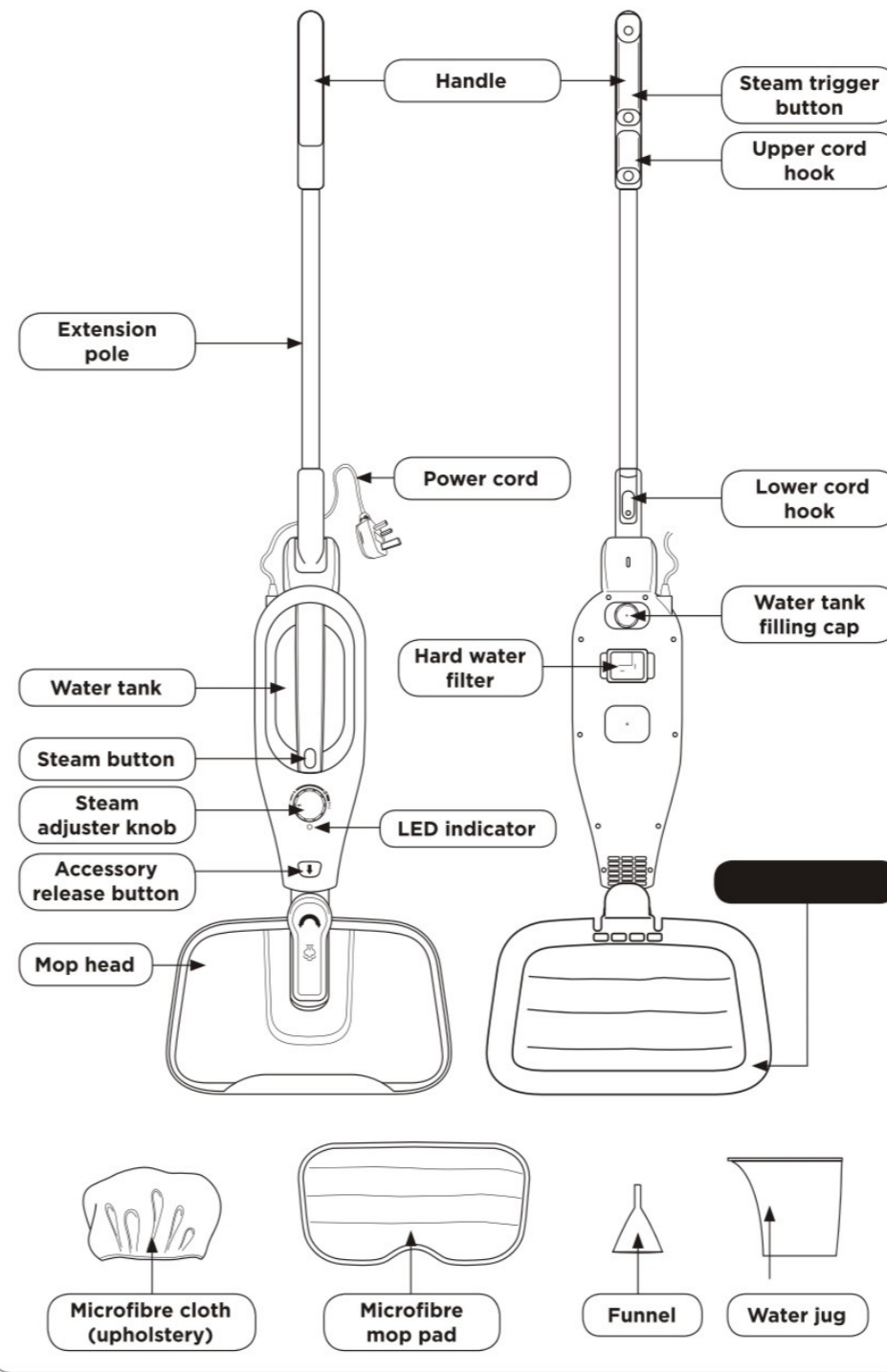
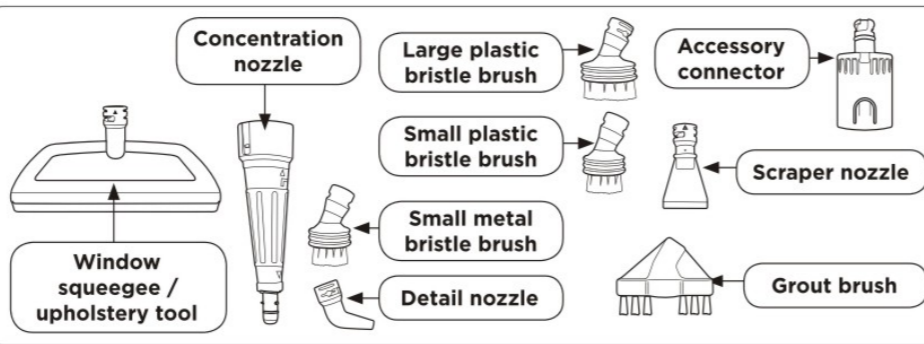
## How to... ...descale your steam mop

- Use a measuring cup to make up a mixture of approximately 100ml of distilled water and 50ml of vinegar. It is best to complete this descaling in the handheld mode.
- Carefully pour the water-vinegar solution into the water tank and replace the water tank filling cap.
- Plug in the power and set the steam control dial to MAX. Allow the unit to heat up and produce steam.

## You should have

- Steam mop body
- Extension pole
- Mop head
- 8 Nozzle heads
- Accessory connector
- 2 Microfibre cloths (mop head pad and upholstery cloth)
- Funnel
- Water jug

## How to... ...recognise the parts of your steam mop



## How to... ...store your steam mop

**Please note**  
Before storing, turn the steam adjuster knob to 'OFF' and allow the unit to cool down completely for 30 minutes.

- Turn off the power at the mains supply and unplug.
- Remove any accessories if last used in the handheld mode.
- Remove the water tank filling cap and pour the remaining water down the sink.
- Assemble the unit so it's in its upright user mode (refer to section 'How to use as an upright steam mop').
- Remove the microfibre pad if last used in the upright position.

- Wrap the power cord around the upper and lower cord hooks.
- Store in an upright position, in a cool, dry place.

**Please note**  
The extension pole can be removed if storage space is limited.

The accessories for the handheld steamer allow for different types of cleaning. The table below is a guide to uses for the accessories.

Accessory name	Image	Use
Detail nozzle		Hard to reach areas
Scraper nozzle		For scraping away stubborn dirt or residue from hard surfaces
Small and large plastic brittle brushes		Cleaning hard surfaces such as ceramic tiles and sinks
Small metal brittle brush		Scrubbing stubborn dirt and detailing (note: avoid use on delicate surfaces as the brush could scratch and damage them)
Grout brush		For cleaning grout lines inbetween tiles.
Window squeegee		For cleaning glass, mirrors and tiles
Microfibre cloth (upholstery)		For spot cleaning of fabrics and upholstery

To convert the window squeegee to the upholstery tool simply slide the rubber section from the head and stretch the microfibre cloth over the tool head.

## How to... ...assemble your steam mop

**Please note**  
Do not plug in your unit to the mains supply whilst assembling.

- Insert the extension pole into the main body whilst pushing down the red locking pin. Ensure the locking pin is aligned with the hole on the main body. It should click into place.
- Fit the body of the unit into the steam mop head. Align the white plastic locking pin with the main body until you hear it click into place.

## How to... ...attach the microfibre mop pad

- Remove the carpet glider from the steam mop head by pushing down the clip (1) and pulling up the mop head towards you (2).
- Align the fastener tabs on the microfibre pad to the corresponding areas on the mop head.  
**Please note:** The straight side of the pad should be at the front of the mop head.
- To replace the carpet glider, hook the front of the mop head under the lip of the carpet glider and push down so the clip clicks shut.

- Next, attach the accessory nozzle of choice to the concentration nozzle in the same way by aligning the arrow and turning a quarter turn in a clockwise direction.

- Fill the water tank as described in the 'How to fill the water tank' section of this manual.
- Pop the plug into an electrical socket and turn the power on. Select the steam setting and allow the unit to heat up.

- To produce steam, press the red steam trigger button on the top of the main body in short bursts.

**Please note**  
Accessory nozzles get hot when in use. Before changing any tools, turn off the unit, disconnect from the mains supply and allow to cool for 30 minutes before changing the accessory.

- Remove the extension pole from the main body by pressing in the plastic locking pin and pulling the handle away.

- Remove the mop head by pressing the button on the main body and pulling it away. It might help to place a foot on the mop head.

- Connect the accessory connector to the main body by pushing it until you hear it click.

- Attach the concentration nozzle by aligning the arrow (1) and then turning a quarter turn in a clockwise direction (2). This nozzle can be used without adding any further accessories if required.

## How to... ...fill the water tank

**Please note**  
Do not fill the tank with any other liquid other than water. Fragrances, essential oils and cleaning solutions can cause damage to the product. It is recommended you use distilled or de-ionised water to prevent the build-up of scale. Do not overfill the tank.

- Before you fill the water tank, ensure the steam adjuster knob is set to the 'OFF' position and the unit is not plugged into the mains supply.
- Turn the water tank filling cap a quarter turn in an anti-clockwise direction and remove it.
- Keeping the mop in a slightly angled, upright position fill the water tank using the water jug (and funnel if required). The tank holds up to 280ml of water and should give approximately 10 minutes of steaming time.  
**Always ensure the water level in the tank is between the MIN and MAX markers before use (markers are moulded into the tank window).**
- Replace the water tank filling cap.

## How to... ...use as an upright steam mop

**Please note**  
Inside the tank is a weighted metal ball. This will rattle about during use. This is normal. Should the ball get stuck please follow guidance in the troubleshooting section of this manual.

- Ensure the steam mop is fully assembled and has water in the tank before using.
- Pop the plug into an electrical socket and turn the power on.
- Turn the steam adjuster knob clockwise to one of the three steam levels.  
**The LED indicator light will illuminate red to display that the appliance is heating. After around 30 seconds the light will turn green, indicating that the appliance is ready to use.**

- Place the mop on the floor you wish to clean and tilt the handle back 45 degrees. Squeeze the steam trigger button on the handle and move the mop backwards and forwards over the floor. For carpets ensure the carpet glider is attached to the mop head. For other flooring remove the carpet glider.

**Please note**  
When cleaning, don't steam the same area for a prolonged time as it may cause damage to the surface. Press the trigger in short bursts to prevent over wetting the surface and remember to not use on surfaces which could be damaged by heat and water.

Below is a guide to help select a steam setting for the mop. It is recommended to always start on the lowest setting and only increase if required to remove stubborn stains.

Steam setting	Examples of steam areas
Low	<ul style="list-style-type: none"> <li>Varnished / Laminate hardwood flooring</li> <li>Delicate fabrics</li> <li>Kitchen surfaces</li> <li>Before use, always check with the flooring manufacturer that the surface is suitable for steam cleaning.</li> </ul>
Medium	<ul style="list-style-type: none"> <li>Most flooring (sealed marble, stone, ceramic, vinyl, etc.)</li> <li>Countertops</li> <li>Sanitaryware (bathroom, kitchen)</li> </ul>
High	<ul style="list-style-type: none"> <li>Flooring in high traffic areas (not recommended for hardwood surfaces)</li> <li>Tough grime and stains</li> <li>Heavy liners and fabrics</li> </ul>

## How to... ...use your steam mop as a handheld steam cleaner and change the accessory tools

**Please note**  
Before use, ensure the steam mop is not plugged into the mains supply and the steam adjuster knob is set to 'OFF'.