

**vax**  
**PLATINUM**  
**SMART WASH**

**NEXT GENERATION AUTOMATIC  
CLEANING TECHNOLOGY**

LET'S GET STARTED.



**CDCW-SWXS**

# SAFETY GUIDE

## BASIC SAFETY PRECAUTIONS

**This machine is intended for household use only and NOT for commercial or industrial use.**

**PLEASE KEEP INSTRUCTIONS FOR FURTHER USE AND USE ONLY AS INSTRUCTED IN THIS GUIDE.**

- Only use the machine indoors and keep the area you're cleaning well lit.
- Keep fingers, hair and loose clothing away from moving parts and openings whilst using the machine.
- Before using the machine test your carpets/rugs/upholstery for colourfastness and pile distortion.
- This machine is not intended to be used or cleaned by persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given instructions concerning the safe use of the appliance by a person legally responsible for their safety. They should be supervised whilst using the appliance. Children shall not use, clean or play with this appliance, which when not in use should be secured out of their reach.
- Only VAX recommended tools and solution should be used with this machine. Using other solutions may invalidate the guarantee.

## DON'TS

- Don't leave the machine plugged in when unattended.
- Don't use the machine if it has been dropped, damaged or left outdoors.
- Don't run over the power cord or use the machine if the power cord or plug is damaged. If the power cord is damaged, it must be replaced by a qualified person in order to avoid a hazard.
- Don't use the machine to pick up any flammable or combustible materials (lighter fluid, petrol, kerosene etc.) or use the machine in an area with explosive vapours or liquid.
- Don't handle the plug or use the machine with wet hands.
- Don't pull or carry the machine by the power cord.
- Don't use the machine to pick up hot coals, cigarette butts, matches or smoking hot burning items or use in an area where there may be harmful fluids (chlorine, bleach and ammonia drain cleaner).
- Don't use the power cord as a handle, pull the power cord around corners or sharp edges, or close a door over the power cord.
- Don't unplug the machine by pulling on the power cord.
- Don't carry the machine while it's switched on.
- Don't attempt to remove blockages with sharp objects as this may cause

damage to the machine. Remove blockages only as instructed in this guide.

- Don't use the machine with incorrect voltage as this may result in damage or injury to the user. The correct voltage is listed on the ratings label.
- Don't over saturate your flooring. Always finish on a dry stroke.
- Don't use on a surface that is damaged, uneven or incorrectly fitted.

## DO'S

- Check with the manufacturer of your flooring prior to using the machine.
- The clean water tank should be filled with warm water (max 40°C) only. Filling the clean water tank with hot or boiling water will damage the machine and invalidate the guarantee.
- Always vacuum your flooring thoroughly before using the machine.
- Test all carpets/rugs/upholstery before full usage. Run the machine over a small hidden area. If no damage or pile distortion occurs continue cleaning.
- Always replace the fuse in the plug with a British 13amp fuse.
- Always unplug the machine before carrying out any maintenance and before connecting or disconnecting the hose/accessories.
- Always check the machine, tools and accessories are free from damage, dirt/debris before using.
- Take extra care when cleaning on the stairs.
- Always protect the power cord from heated surfaces or near open flames.
- Turn off all controls on the machine before disconnecting or connecting the power cord. After use always wrap the power cord around the cord clips provided.
- Always keep the power cord away from the brushes whilst using the machine.
- Use only CE approved 13amp extension cords, non-approved extension cords may overheat. Care should be taken to arrange the extension cord as it can be a trip hazard.
- Always use the machine with all water tanks and filters in place.
- Keep all openings clear and free from debris as this may affect the airflow/suction/water pick up.
- Always use the machine in an upright position. To prevent motor damage from dirty water, never hold the machine upside down or on its side.
- Store the machine in a cool, dry area. Before storing the machine please ensure all water/solutions tanks are empty and filters are thoroughly clean and dry.

# WARRANTY & TECHNICAL

## WARRANTY

If a VAX machine is used in the way it is intended and it breaks down within the guarantee period, it's our responsibility to repair or replace it.

Here's what isn't covered:

- Functional parts, tools and accessories after 12 months that may suffer premature failure due to every day wear and tear.
- Consumables after 3 months such as belts, filters, brushbars, fuses etc.
- Accidental damage.
- Cosmetic damage that does not affect the functioning of the product.
- Damage as a result of use not in accordance with the user guide.
- Damage caused by not carrying out regular maintenance.
- Damage to the power cord.
- Blockages; please refer to the user guide.
- Poor product performance caused by:
  - Negligent use, misuse or careless operation of the machine.
  - Failure to clean or maintain the product in accordance with the user guide.
  - Use of the machine which is not in accordance with the user guide.
  - Use of a VAX product for anything other than normal domestic household purposes in the country in which it was purchased.
  - Use of parts, accessories and consumables, which are not genuine VAX components.
  - Faulty installation or repairs - unless carried out by a qualified electrician or engineer.

## TECHNICAL

EU Statement of Compliance: Manufacturer/EU importer: VAX Limited, hereby on our own responsibility, declare that the **VAX Platinum SmartWash** is manufactured in compliance with the following Directives:

Safety: 2014/35/EU Low Voltage Directive.

EMC: 2014/30/EU Electromagnetic Compatibility Directive.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

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VAX Ltd, Artillery House, Heritage Way, Droitwich, WR9 8YB, UK.

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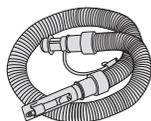
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## Included with your machine



2.5m Hose



2-in-1 Antimicrobial Tool  
(multi-purpose & pet attachments)



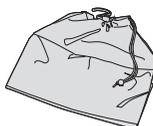
SpinScrub Hand Tool



x2 250ml  
Platinum Antibacterial  
Solution



250ml  
Pre-treatment Solution



Accessory Bag

# GETTING IN TOUCH

## Thank you for buying this Platinum SmartWash.

### Taking care of your carpets

The Platinum SmartWash is designed to make washing carpets regularly, as effective and efficient as possible and this user guide will help you get the most out of your machine.

Maintaining your carpets will ensure they keep their appearance for longer and smell fresh and clean. You've chosen carpets for your home for a reason and VAX will help you take good care of them.

### Taking care of your Platinum SmartWash

Also inside this guide are instructions on maintaining your new machine, so that it's always ready when you are to tackle your carpets.



## Receive your FREE 6 year guarantee†

Register your product online:

[vax.co.uk/registration](https://vax.co.uk/registration)

## We're here if you need us

Visit our online support:

[support.vax.co.uk](https://support.vax.co.uk)

### Still need to get in touch?

Our UK based Customer Care Team are here to support you.

For help with assembly, operational or performance problems, or buying and fitting new accessories, you can find all our contact details at [vax.co.uk/contact](https://vax.co.uk/contact)

This user guide can be found online at: [support.vax.co.uk](https://support.vax.co.uk)

# GETTING TO KNOW YOUR MACHINE



## TECHNICAL SPECIFICATION

Name **VAX Platinum SmartWash**

Code **CDCW-SWXS**

Cord length **9m**

Weight **8.6kg**

Wattage: **See rating label on machine for details.**

Voltage: **See rating label on machine for details.**

To purchase accessories and consumables visit: [vax.co.uk](http://vax.co.uk)

Subject to technical change without notice. Images are illustrative only.

# GETTING STARTED

**PLEASE READ THE SAFETY PRECAUTIONS ON PAGES 2 & 3 BEFORE USE.**

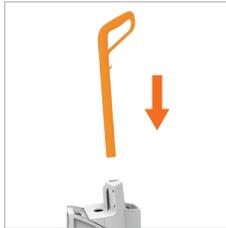
**IMPORTANT:** Carpets should be dry vacuumed thoroughly before washing.

- Test for colourfastness - Wet a white absorbent cloth with the solution. In a small hidden area of your carpet/rugs/upholstery, gently rub with the dampened cloth. Wait ten minutes and check for colour removal or bleed with a white paper towel or cloth. Check all carpets/rugs/upholstery material before first use and if your carpet has more than one colour, check all colours.
- Test all flooring/carpets/rugs before first usage. Run the machine over a small hidden area. If no damage or pile distortion occurs continue cleaning.
- When using the machine, basic safety precautions should always be observed. Do not over saturate your carpets and continue using dry strokes until little water is visibly passing through the nozzle. When using the hose and tools always finish on a dry stroke.
- When cleaning an entire room, move furniture out of the area to be cleaned. If the furniture cannot be moved, place aluminium foil or wax paper under the legs. This will prevent wood finishes from staining your carpet. Pin up furniture skirts and curtains.
- Only use VAX carpet solution. Using other solutions may cause excess foaming and will invalidate the guarantee.
- For heavily soiled areas, it may be necessary to repeat the cleaning process. Make criss-crossing strokes across the original pattern and overlap with each pass.
- The clean water tank should only be filled with warm water (max 40°C). Filling the clean water tank with hot/boiling water will damage your machine and invalidate the guarantee.
- Empty and rinse out clean and dirty water tanks and leave to air dry before storage. Do not leave solution stored in the tanks between uses.
- This is a powerful machine, before plugging in make sure all controls are turned off and hold the machine firmly when starting and during use.

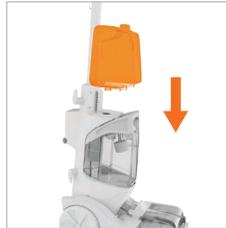
## Assembly



Stand the base of the machine on the floor in the upright position.



Push the handle into the main body until it clicks into place.



Align the clean water tank with the body of the machine. Slide it down and press firmly into place.

# USING YOUR MACHINE

## Filling the solution tank

**IMPORTANT:** Screw the solution tank cap tightly when refitting. Do not leave the solution stored in the tanks between uses. Unused solution can be poured back into the bottle.



Pull up the solution tank and lift to remove.



Twist the solution tank cap anticlockwise and remove.



Fill the solution tank with the Vax carpet cleaning solution.



Twist the solution tank cap clockwise until tight.



To replace, slide and push the solution tank firmly into the machine.

## Filling the clean water tank



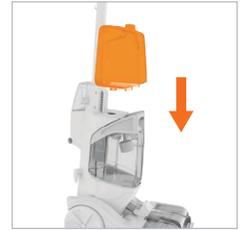
Slide up and lift to remove the clean water tank.



Twist the clean water tank cap anticlockwise and remove.



Fill the clean water tank with warm water (max 40°C).



To replace the clean water tank align the clean water tank with the body of the machine. Slide it down and press firmly into place.

# USING YOUR MACHINE

## Operation

**CAUTION:** The brushbars constantly rotate when switched on and the machine is reclined. Never use on one spot for an extended period of time as the brushbars may damage the floor surface.

**IMPORTANT:** Carpets should be dry vacuumed thoroughly before washing. For heavily soiled areas, it may be necessary to repeat the cleaning process. Make criss-crossing strokes across the original pattern and overlap with each pass. Do not over saturate the carpet.



Plug the machine into the mains and press the On/Off pedal to switch on.



Press the handle release pedal and pull the handle backwards to recline the machine. The brushes will start rotating.



Slowly push the machine forwards. Water/solution will automatically dispense.



The mode indicator will illuminate **WASH** on the forward stroke.



Slowly pull the machine backwards to pick up the water/solution.



The mode indicator will illuminate **DRY** on the backward stroke.



For a dryer finish, press the dry only button to stop the water delivery. Continue using dry strokes until little water is visibly passing through the nozzle.

# USING YOUR MACHINE

## Rinsing the carpet

**IMPORTANT:** Optional step. To extract any remaining solution from your carpet, rinse your carpets with water only.



To rinse pull up the solution tank and lift to remove.



Slowly push the machine forwards. The brushes will start rotating and just water will automatically dispense.



The mode indicator will illuminate **WASH** on the forward stroke.



Slowly pull the machine backwards to pick up the water.



The mode indicator will illuminate **DRY** on the backward stroke.



For a dryer finish, press the dry only button to stop the water delivery. Continue using dry strokes until little water is visibly passing through the nozzle.

# USING YOUR MACHINE

## Using the hose and tools

**IMPORTANT:** The machine should be in the upright position when using the hose and tools; this will de-activate the brushes. To avoid saturating the carpet, do not use more than 4 wet strokes over any one area. Always end with dry strokes (trigger released).



### SpinScrub Hand Tool

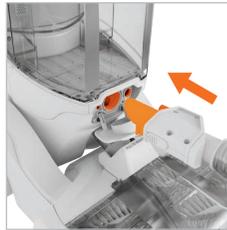
Suitable for targeting stains and stubborn marks on rugs and carpet.

### 2-in-1 Antimicrobial Tool

Suitable for use on upholstery and carpeted stairs. Perfect for reaching into crevices.



Open the hose connection port cover.



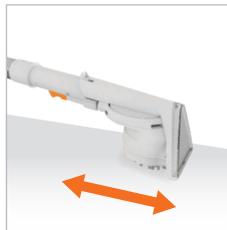
Push the hose end and hose solution connector into the hose connection port.



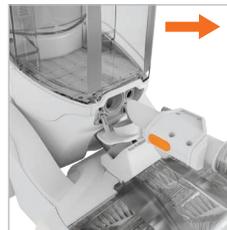
Select the SpinScrub or 2-in-1 Antimicrobial tool. Slide the tool over the tab at the end of the hose until it clicks into place.



Plug the machine into the mains and press the On/Off pedal to switch on.



Press the trigger on the forward stroke to release water/solution. Release the trigger on the backward stroke to pick up water/solution. For a dryer finish continue using dry strokes (trigger released) until little water is visibly passing through the tool.



To remove the hose press the hose release clip on the end of the hose and pull to remove.



Always close the hose connection port cover after using the hose. The machine may lose suction if it is not closed properly.

# MAINTENANCE & CLEANING

**CAUTION:** Always switch off and unplug the machine before performing any maintenance/troubleshooting checks.

The dirty water tank is fitted with a float. When the dirty water tank is full or the floorhead is not in contact with the carpet, the float will activate by shutting off the suction on the machine. This will be noticeable as the motor noise on the machine will increase. If the float has been activated empty the dirty water tank if it is full. If the dirty water tank is not full turn off the machine at the power switch and wait for the float to settle before restarting your machine.

Empty and rinse out the clean and dirty water tanks and leave to air dry before replacing.

Do not leave solution stored in the tanks between uses.

**IMPORTANT:** The motor is equipped with a thermal cut-out. If for any reason the machine should overheat, the thermostat will automatically turn the machine off. Switch off and unplug the machine. Check the machine for blockages and clean the dirty water tank filter.

## Emptying and cleaning the dirty water tank



Squeeze the dirty water tank handle and pull to remove.



Unhook and lift the dirty water tank clip to release the lid.



Lift the lid to remove.



Empty the dirty water tank over the sink or toilet. Rinse under warm water (max 40°C) to remove dirt/debris.



Slide the filter out of the dirty water tank.



Rinse the filter and dirty water tank lid under warm water (max 40°C) to remove dirt/debris.



Slide the filter back into the dirty water tank.



To replace the lid, hook the tabs on the front of the lid into the front of the dirty water tank.



Push the clip up and press down onto the dirty water tank to secure the lid.



To replace the dirty water tank, tilt and line the front of the dirty water tank up onto the machine. Push back until it clicks into place.

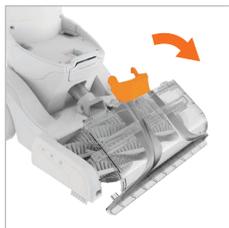
# MAINTENANCE & CLEANING

## Removing and cleaning the nozzle

**IMPORTANT:** Carpets should be dry vacuumed thoroughly before washing. This will prevent excessive build up of dirt/debris in the nozzle. If the nozzle is fitted incorrectly, this will cause poor dirty water pick up.



Remove both tanks and tilt the machine back.



Lift the nozzle release clip and pull the nozzle forward to remove.



Rinse the nozzle under warm water (max 40°C) to remove dirt/debris.



To replace the nozzle align the tabs at the top of the nozzle with the machine.



Push the nozzle backwards until it clicks into place.

# MAINTENANCE & CLEANING

## Removing and cleaning the brushbars



Remove both tanks and tilt the machine back.



Lift the nozzle release clip and pull the nozzle forward to remove.



Pull the tabs up on the side of both brushbars to remove them.



Pull to remove the brushbars end caps.



Rinse the brushbars under warm water (max 40°C) to remove dirt/debris.



Replace the brushbars end caps.



To replace the brushbars, align the right side of the first brushbar onto the circular gearing. Push the left tab downwards until it clicks into place. Repeat the same process with the other brushbar.



To replace the nozzle align the tabs at the top of the nozzle with the machine.



Push the nozzle backwards until it clicks into place.

## ACCESSORIES

# Don't forget your solution!

Order at: [www.vax.co.uk/spares-and-solutions](http://www.vax.co.uk/spares-and-solutions)

**Platinum Antibacterial (1.5l)**  
**1-9-142404**

**Platinum Antibacterial (4l)**  
**1-9-142405**



Platinum Antibacterial Carpet Cleaning Solution deep cleans carpets, removes stubborn stains and kills 99.99% of bacteria. Safe to use on wool carpets - Woolsafe approved.

# WHAT TO DO IF IT GOES WRONG

**IMPORTANT:** Always unplug the machine before performing any maintenance/troubleshooting checks.

## There is an accessory missing

- Check the contents on the box to make sure the part is definitely included with your machine.
- 

## Why won't the machine turn on?

- The plug may not be fully pushed into the electrical socket.
  - The fuse in the plug may need replacing. Always replace with a British 13amp fuse.
  - The motor thermostat may have tripped. If this has happened, unplug the machine. Check the machine for blockages and clean the dirty water tank filter.
- 

## Why won't the machine pick up?

- The float in the dirty water tank may have been activated. Empty the dirty water tank and wait for the float to settle before restarting your machine. **See Emptying and cleaning the dirty water tank page 13.**
  - Check the brushbars for blockages and clear. **See Removing and cleaning the brushbars page 15.**
  - The dirty water tank and/or lid may not be fitted correctly. **See Emptying and cleaning the dirty water tank page 13.**
  - Check the nozzle for blockages and clear. **See Removing and cleaning the nozzle page 14.**
  - Check the nozzle is correctly fitted. **See Removing and cleaning the nozzle page 14.**
  - Check the filter in the dirty water tank for dirt/debris. Remove and clean. **See Emptying and cleaning the dirty water tank page 13.**
  - The hose connector port cover may be open, close and retry. **See Using the hose and tools page 12.**
- 

## Why is the machine leaking solution?

- The solution tank cap may not be tightly fitted or may be incorrectly fitted. **See Filling the solution tank page 9.**
  - The solution tank may not be correctly fitted. Slide and push the solution tank firmly into the machine. **See Filling the solution tank page 9.**
  - The solution may have overflowed into the reservoir underneath the solution tank. Remove the solution tank and dry any solution from underneath.
- 

## Why won't the solution/clean water dispense?

- Make sure the solution and clean water tank is fitted securely. **See Filling the solution tank/Filling the clean water tank page 9.**
  - Dry mode may be activated, deactivate and retry . **See Operation page 10.**
  - Solution/water will only be delivered on the forward stroke. **See Operation page 10.**
  - The solution or clean water tank valve may be stuck. Hold the tank over the sink and press the valve underneath to release.
  - The solution or clean water tank is empty. Refill the tank. **See Filling the solution tank/Filling the clean water tank page 9.**
- 

## Why won't the solution/clean water dispense when using the hose?

- Make sure the solution and clean water tank is fitted securely. **See Filling the solution tank/Filling the clean water tank page 9.**
  - Dry mode may be activated, deactivate and retry . **See Operation page 10.**
  - Trigger on the hose may not be depressed. **See Using the hose and tools page 12.**
  - The solution or clean water tank valve may be stuck. Hold the tank over the sink and press the valve underneath to release.
  - The solution or clean water tank is empty. Refill the tank. **See Filling the solution tank/Filling the clean water tank page 9.**
- 

## Why won't the brushbars spin?

- The brushes will only spin when the machine is reclined.
- Check the brushbars are correctly fitted. **See Removing and cleaning the brushbars page 15.**
- Check the brushbars for blockages and clear. **See Removing and cleaning the brushbars page 15.**
- Check for damage to the brushbars.

## GET IN TOUCH

@ [info@vax.co.uk](mailto:info@vax.co.uk)  [vax.co.uk](http://vax.co.uk)

**EU Statement of Compliance:** Manufacturer/EU importer: VAX Limited, hereby on our own responsibility, declare that the CDCW-SWXS is manufactured in compliance with the following Directives: **Safety:** 2014/35/EU Low Voltage Directive.

**EMC:** 2014/30/EU Electromagnetic Compatibility Directive.

Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice.

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