

SKU	Question	Answer
NEW400	Can it clean pet hair?	EUREKA NEW400 can clean short pet hair. To bring best cleaning effect, we highly recommend to clean floor washer after every use to avoid entanglement.
	Can I use other cleaning solution instead of Eureka solution?	We highly recommend not to use cleaning solution exclude Eureka solution, because different solution has different chemical components which may cause damage to floor washer.
	How does self-cleaning work?	Please kindly follow below steps: Step1: Please plug power cord into socket, keep floor washer placing on charging stand. Step2: Fill in water into clean water tank , do not cross max line. Step3: Dump waster water or debris from dirt water tank. Step4: Press and hold the self-clean button for about 3 seconds, and the machine starts self-cleaning, which will be done within 1 minute
	Can I use it to vacuum carpet ?	We would not recommend to vacuum on carpet with NEW400.
	How can I claim my warranty?	Eureka provides warranty in accordance with the legislation of consumer' s owner country of residence with two (2) years tarting from the date of purchase for the new machine and twelve (12)-month warranty for the battery. Please kindly well prepare your purchase proof and serial number of your NEW400 cordless floor cleaner, check the instruction manual or go to Eureka website to find our Eureka customer care team and contact us, our customer care team will be happy to be service of you.
	What kind of floor that it can clean?	EUREKA NEW400 provides perfect cleaning solution to normal home hard floor situation, such as: hardwood, tile, laminate, vinyl, and marble, etc.
	How oftern should I replace spare parts?	We highly recommend to replace filter or brush roller every 6 months as normal use.
	Can battery detachable? What should I do if battery died?	The battery of EUREKA NEW400 cordless floor cleaner cannot be detached, if some thing wrong with battery, you may feel free to contact Eureka customer care team,our customer care team will be happy to be service of you.