



2000CC

# Tandem Pro Commercial Steam Cleaning System



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System

Instruction Manual

English



**Do Not Return To Store**  
**Contact Us First**

For immediate help with your purchase, please give us a call so that we can resolve your issue.

We can be reached toll-free at 1-800-268-1649 or  
email [support@reliablecorporation.com](mailto:support@reliablecorporation.com)

## Reliable. Getting it Right. For You.

At Reliable, we do what we love, and we take pride in doing it right. You want what's best for the people, places and things that matter in your life—from where you live to what you wear. So do we. That's why we approach every product with a laser-focus on you. In our commitment to quality, functionality, design and customer service, we are continuously innovating to find solutions to better fit your needs. Everything we make looks and feels just right, because it is. We get it right. For you.

For your safety and to fully enjoy the advantages of this product, please take a few minutes to read all the important safeguards and care instructions. Keep this manual handy and review the product warranty for your reference.

Thank you for your purchase. Please share your Reliable product experience by posting an online review on the website from which you purchased. We greatly appreciate it.

# Important Safety Instructions – Save These Instructions in a Safe Place For Future Reference

Read all instructions before use to reduce the risk of fire, electric shock or injury.

- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors or submerged in water.
- Do not allow to be used as a toy. Close attention is necessary when used near children. Do not allow children to operate the machine.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any object into machine openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from machine openings and moving parts.
- Turn off all controls on the unit before unplugging.
- Use extra care when cleaning on stairs.
- Use only tap water to refill the boiler and water tank. Do not use chemicals, perfumes or other liquid.
- The hose contains electrical wires. Do not use when damaged, cut, or punctured. Avoid picking up sharp objects.
- Connect to a properly grounded outlet only. See **Grounding Instructions**.
- This appliance is provided with double insulation. Use only identical replacement parts.

- To reduce the risk of fire, do not use a flammable or combustible liquid to clean a floor.
- Do not use without dust filters in place.
- Do not allow the use of the machine by inexperienced persons, without attendance. Should any damage occur on the machine, do not run it, do not connect the plug to the socket or disconnect it immediately, disconnect the power supply and contact the authorized Technical Service Centre. Repairs must be made by authorized personnel and only original spare parts must be used.

# Save These Instructions in a Safe Place For Future Reference

## Grounding Instructions

This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance cord is equipped with an equipment grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**Warning** – Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a circuit having a nominal rating more than 120 volts and is factory-equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the appliance is connected to an outlet with the same configuration as the plug. No adaptor should be used with this appliance. If the appliance must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

## Technical Characteristics Description of the Machine:

This professional high pressure machine designed for cleaning multiple surfaces and equipment.

Using leading edge technology, the Tandem Pro 2000CC boiler can generate dry saturated steam at a very high temperature and pressure for a deeper and more effective cleaning process.

The steam generator allows deep and immediate cleaning. The accessories included allow for an easy and practical use of the machine for numerous surfaces and cleaning tasks.

# Safety Systems of the Machine

- Overpressure exhaust valve
- Pressure switch for pressure control
- Safety thermostwitch and thermofuse to control temperature in the boiler
- Low tension handle controls

## Specifications

|                                           |                                                                                    |
|-------------------------------------------|------------------------------------------------------------------------------------|
| <b>Model</b> 2000CC                       | <b>Wattage</b> 1700W - 2 elements                                                  |
| <b>Power</b> 110V /220V                   | <b>Construction</b> Stainless Steel                                                |
| <b>Power Consumption</b> 10 amps          | <b>Boiler Temperature (°C)</b> 150 °C                                              |
| <b>Working Pressure Bar</b> 6 BAR/ 87 PSI | <b>Water Tank Capacity</b> 5 Litres with 2L Detergent Tank for Optional Degreasing |
| <b>Power Cord</b> 15.4 Ft                 | <b>Initial Start Up</b> 7 minutes                                                  |
| <b>Electronic Control</b> Yes             | <b>Warranty</b> 1 year limited                                                     |
| <b>Dimensions</b> 18" x 38" x 22"         | <b>Net Weight</b> 30.3 kg                                                          |
| <b>Height</b> 100 cm                      | <b>Country of Origin</b> Italy                                                     |

# Accessories



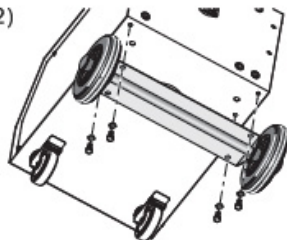
## In the Box

- Steam Hose and Handle
- High-Pressure Steam Wand
- Two-Piece Extension Wand
- Rectangular Floor Tool
- Floor Pad
- Utility Steam Tool
- Utility Steam Pad
- 2 Small Nylon Brush Black (30mm)
- 2 Small Nylon Brush Red (30mm)
- 2 Small Bronze Brush (30mm)
- 2 Small Inox Brush (30mm)
- Medium Nylon Brush Black (60mm)
- Medium Nylon Brush Red (60mm)
- Reusable Thermofiber Cloth
- Refill Bottle

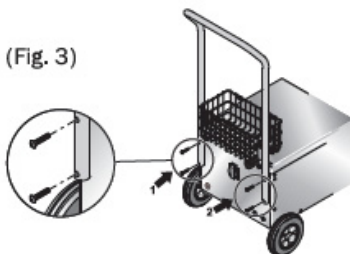
# Unit Preparation/ Mechanical Mounting

1. Tilt the machine on its side and affix the wheels on the bottom of the unit (Fig. 2).
2. Mount the handle on the back side of the unit (Fig. 3).
3. Insert the water tank and the chemical tank.
4. Connect the pipe according to the labels.  
H2O → H2O  
SH → SH
5. Connect the water sensors level (detail B)(Fig. 4).

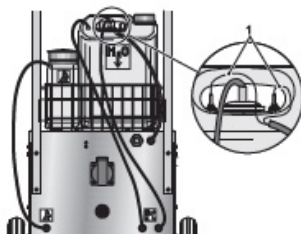
(Fig. 2)



(Fig. 3)

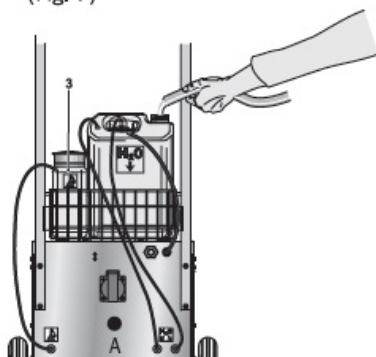


(Fig. 4)



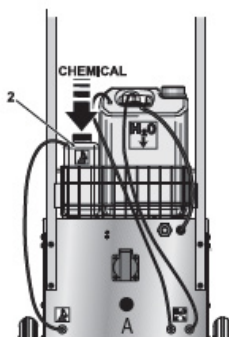
6. Refill the water tank with tap water (Fig.7).
7. CAUTION! Use only tap water, never use any other substance (Fig. 7)!
8. If using chemical refill the chemical tank (Fig. 8).
9. CAUTION! Use only products suggested by manufacturer (Fig. 8).
10. If there is no power to the machine check the fuse (A).

(Fig. 7)



11. Unwind the cable and insert the plug into the wall socket of a suitable wiring system. Unless otherwise stated the machine is suitable for 120V-60Hz connection (Fig. 9). CAUTION! We will not be liable for any damage caused by operating conditions with voltages other than required! Make sure that the plug is grounded so as to avoid any problems with the generator function (Fig 9).

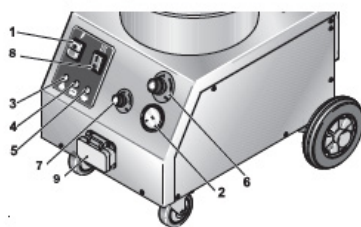
(Fig. 8)



# Description

1. Main on/off switch
2. Pressure gauge
3. Steam pressure light
4. Low water level indicator
5. Chemical ejection indicator
6. Chemical quantity regulator
7. Steam quantity regulator
8. Chemical switch
9. Flexible hose connector

(Fig. 10)



(Fig. 11)



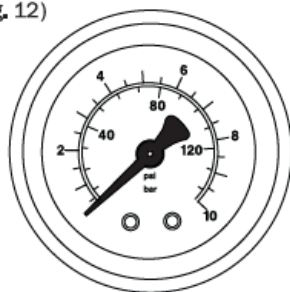
- Turn on the boiler switch (1 Fig. 11); the pressure indicator green light will flash for the time required to reach the maximum pressure level, after which it will stabilize and remain on (3).
- Absence of water inside the tank is indicate by the flashing of the indicator (2) and by an acoustic signal on the dashboard. Immediately undertake to fill the tank.
- After refilling the tank with water the machine to will return automatically to normal functioning.

## Pressure Gauge

A pressure reading gauge is present on the control panel.

- 0–4: minimum/medium pressure.
- 4–6: medium/maximum pressure.
- 6–8: maximum pressure.
- 8–10: Over-pressure

(Fig. 12)



## First Fill-Up

- If the boiler and water tank are completely empty, all system functions are disabled.
- Ensure there is water in the tank, and manually fill, if empty.
- With the tank full and the boiler empty, after feeding the generator through the switches (see the "Unit Preparation" paragraph), the system controls the water filling pump until the correct level is reached in the boiler. In this phase, the heater is deactivated. Once filling is completed, the pump is turned off, and heating is simultaneously enabled through the boiler heater.
- Discharge any residual air from the boiler during the heating stage, by pressing switch 2 (Fig. 20) and pressing the steam delivery button 1 (Fig. 20). This operation is important, given the power of the generator to prevent excessive rise in pressure.

## Level Adjustment/Boiler

- Refilling is carried out each time the level probe senses a low water level in the boiler. During normal level recovery, the heater remains enabled for heating.
- If during filling the level probe located in the tank should remain exposed, the system immediately stops refilling operations and the signal lamp (2 Fig. 9) starts blinking together with an intermittent acoustic signal.

## Tank

- Each time the tank level probe senses a low water level, the system immediately stops refilling operations and the signal lamp (2 Fig. 9) starts blinking together with an intermittent acoustic signal.
- Refill the tank to reset the alarm.

**Important! Avoid the use of distilled or de-mineralized water so as not to jeopardize the efficient function of the generator.**

## Steam Ejection

- The steam is released by pressing the steam trigger (1).
- The steam trigger (1) may be locked with the safety catch on the grip. By pressing the safety lock on the left side of the grip will block the steam trigger (5), pressing on the opposite side will release it (6) (Fig. 16).

Fig 16

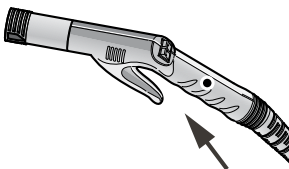
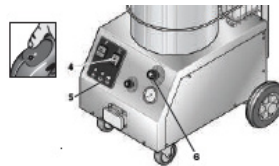


Fig 17



## Steam and Chemical Ejection

- Enable the chemical ejection by switch (4 Fig. 17).
- With the chemical ejection enabled the chemical is automatically ejected with the steam when the trigger (1 Fig. 16) is pressed.
- Adjust chemical quantity using (6 Fig. 10).
- When chemical is released the light (5 Fig. 17) is ON.
- During operation, the machine may reach high temperatures. Do not touch the parts that come into direct contact with steam.

## Accessories

CAUTION! Accessories can reach high temperature

- The accessories can be detached by pressing the push button (2).
- For some accessories it is necessary to use the adapter. Press the button (1) in order to attach them.

## High Pressure Nozzle and Brushes

The difference between brushes is based on rigidity and abrasive qualities. Select the right one according to the surface that you have to clean. The brushes add abrasive action to the power of the steam.

- The nylon brush is ideal for delicate surfaces and is used to remove caked-on dirt from surfaces.
- The brass brush is ideal for cleaning resistant surfaces that have been encrusted by dirt or grease.
- The inox brush is ideal for cleaning stainless steel surfaces without causing contamination or surface damage. Fig 20.

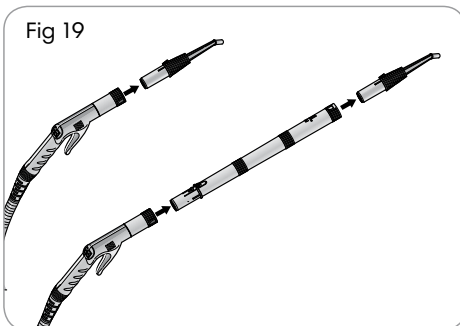


Fig 20



## Floor Brush

- The Floor Brush is built for versatility and efficiency, featuring a wide rectangular head with firm bristles for scrubbing hard surfaces like tile, stone, or concrete. It includes a removable floor pad that fits securely in the center for gentler cleaning.
- For added flexibility, two built-in top clips allow you to attach a cleaning cloth.

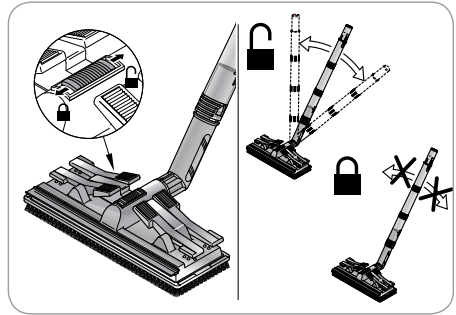


Fig 23

## Utility Steam Tool

- When used with the supplied pad, it's ideal for deep-cleaning upholstery and fabric surfaces.
- Without the pad, the firm bristles are perfect for effortlessly lifting pet hair from furniture, car interiors, and textiles. Fig 24.



Fig 24

## Optional Accessories

Different accessories are available on request. Call technical support for more information.

## Warning

Always ensure before cleaning or maintaining the steam cleaner that it is switched off and unplugged from the main power supply.

Only clean the appliance by wiping over the housing with a lightly moistened cloth. Do not use any cleaning agents, abrasives or alcohol since they may damage the housing.

## Disposal After End of Useful Life

If the appliance's useful life has come to an end, the appliance should be rendered unusable by removing the plug from the socket and cutting off the power cable. Please dispose of the appliance properly through your public waste authority.

**Reliable Corporation ("Reliable") warrants to the original purchaser of the boiler noted above from Reliable (the "Reliable Boiler Tank") that it will be free from defects in materials and workmanship when utilized for normal use by the original purchaser only. Should the Reliable Boiler Tank need replacement, Reliable will do so at no parts and labor cost to the original purchaser, exclusive of shipping.**

Subject to the conditions and limitations set forth below, Reliable will either repair or replace any part of a Reliable boiler Tank that proves defective by reason of improper workmanship or materials. If the defective Reliable boiler Tank is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective Reliable Boiler Tank with a current Reliable Boiler Tank of equal or greater value. Repaired parts or replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to repair or replace a Reliable boiler Tank, it will refund the current value of that Reliable boiler Tank at the time the warranty claim is made.

This limited warranty does not cover any damage to a Reliable boiler Tank that results from improper installation, accident, abuse, misuse, unreasonable use, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions or any unauthorized disassembly, repair or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user from the use of a Reliable boiler Tank, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser for the Reliable boiler Tank with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers or for products not purchased directly from Reliable or a dealer authorized by Reliable to sell the Reliable boiler Tank.

This limited warranty is the only warranty that applies to the Reliable boiler Tank, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1 800 268 1649 or at [support@reliablecorporation.com](mailto:support@reliablecorporation.com). You will be required to submit an original receipt via fax or e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from Reliable or from an authorized Reliable dealer and that the warranty claim is being made in compliance with the terms set out in this document or any subsequent document issued by Reliable in connection with this policy. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address: Reliable Corporation, 5-100 Wingold Ave, Toronto, ON M6B 4K7.

Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.

Reliable Corporation ("Reliable") warrants to original purchaser of its products that every product sold by Reliable (a "Reliable Product") is free from defects in material and workmanship for a period of one year from the date of purchase if properly used and maintained. Subject to the conditions and limitations set forth below, Reliable will either repair or replace any part of a Reliable Product that proves defective by reason of improper workmanship or materials. If the defective Reliable Product is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective Reliable Product with a current Reliable Product of equal or greater value. Repaired parts or replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to repair or replace a Reliable Product, it will refund the current value of that Reliable Product at the time the warranty claim is made.

This limited warranty does not cover any damage to a Reliable Product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, wear and tear resulting from normal use of the product, or any unauthorized disassembly, repair, or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user or from the use of a Reliable Product, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser Reliable Product with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or which are missing serial numbers or for products not purchased directly from Reliable or a dealer authorized by us to sell Reliable Products.

This limited warranty is the only warranty that applies to any Reliable Product, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1-800-268-1649 or at [support@reliablecorporation.com](mailto:support@reliablecorporation.com).

You will be required to submit an original receipt via fax or e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from us or from an authorized Reliable dealer and that the warranty claim is being made within the warranty period. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address:

Reliable Corporation, 5-100 Wingold Avenue, Toronto, ON M6B 4K7. Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.

If you have any questions regarding this warranty, you may write to:

Reliable Corporation  
100 Wingold Avenue, Unit 5  
Toronto, Ontario  
Canada M6B 4K7  
[www.reliablecorporation.com](http://www.reliablecorporation.com)



1 800 268 1649  
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