

Instruction Manual

HAAN®

EXPERIENCE STEAM. DISCOVER CLEAN.™

name: **Multiforce™**

model number: **SS-20**

*“First of its kind steam cleaner
with high velocity CR-motion™
technology.”*

HAAN® Corporation
1828 William Penn Way
Lancaster, PA 17601

phone: **877-422-6347**

www.HAANusa.com



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Introduction

Congratulations on purchasing a **HAAN®** product. Now you have an easy way to clean your tile, hardwood, laminate, linoleum and vinyl floors.

The Multiforce™ uses steam to remove tough grease, dirt and grime. Steam is nature's purest and most powerful cleaner for all hard surfaces in your home.

The Multiforce™ also uses CR-motion™ technology. This technology uses the power of reciprocating motion to further enhance the cleaning power of steam.

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 and outdoor surfaces.

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®** Floor Sanitizers. We're confident you will, too.

Thank you again for purchasing a **HAAN®**.

*The **HAAN®** Team*



WARNING When using the Multiforce™ basic safety precautions should always be observed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE)



WARNING

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



CAUTION

The Multiforce™ emits steam at 212°F to sanitize the area of use. This means that the steam head, Ultra-Microfiber Pads, Scrub Brushes 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.



WARNING

To reduce the risk of fire, electric shock, or injury:

1. Use the system only for its intended use.
2. Do not leave the Multiforce™ unattended when plugged in. Turn it off and unplug the electrical cord from the outlet when not in use.
3. Do not allow to be used as a toy. Pay close attention when used near children, pets or plants. Do not leave the Multiforce™ unattended while plugged in.
4. Use only as described in this manual.
5. Use only manufacturer's recommended accessories.
6. Do not operate the Multiforce™ with a damaged plug or cord. Do not use it if the Multiforce™ has been dropped or damaged. To avoid the risk of electric shock do not disassemble or attempt to repair it on your own. Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the Multiforce™ is used.
7. To protect against a risk of electric shock, do not immerse the Multiforce™ into water or any other liquid.
8. Do not pull or carry by power cord, use cord as handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
9. Do not unplug by pulling on power cord. To unplug, grasp the plug not the cord. Do not use extension cords or outlets with inadequate current capacity.
10. Turn the unit off before unplugging from electrical outlet.
11. Do not handle plug or the Multiforce™ with wet hands or operate it without shoes.
12. Do not put foreign objects into openings. Do not use with any opening blocked.
13. Do not put hands or feet under the Multiforce™. *It gets very hot.*

Important Safety Instructions

14. Use **ONLY** on flat, horizontal surfaces. Do not use on walls, counters or windows.
15. Do not add cleaning solutions, scented perfumes, oils or any other chemicals to the water used in the Multiforce™ as this may damage it or make it unsafe for use. Use regular tap water or distilled purified water if the tap water in your area is very hard.
16. When in use, never turn the Multiforce™ over or on its side. **Never direct steam towards people, animals or plants.**
17. Do not handle the ultra-microfiber pads immediately after turning the Multiforce™ off. Place the Multiforce™ on the floor protector pad to cool down before removing.
18. **Never leave the Multiforce™ steaming in one spot on any surface for any period of time. Always place on the floor protector pad and make sure that the Multiforce™ is turned off.**
19. When cleaning the Multiforce™, turn it off and clean with a dry or damp cloth. Do not pour water or use alcohol, benzene or turpentine on the unit.
20. Extreme caution should be exercised when using the Multiforce™ to clean stairs.
21. Never use the Multiforce™ without the ultra-microfiber cleaning pads, polish pads, scrub brushes or carpet glide attached.
22. Keep your work area well lit.
23. Store the Multiforce™ in doors in a cool, dry place.
24. Do not open the water tank cap to refill or empty the water tank when power is turned on.
25. Do not bend the power cord excessively or place heavy objects on the power cord.
26. If the power cord has become knotted and or worn contact the service center for replacement power cord.
27. Do not operate the Multiforce™ if the power indicator lamp flickers. Contact the Customer Care at 877-422-6347.
28. Always properly insert the power cord in to the cord hanger when in use.
29. To protect the power cord, coil the power cord over two cord racks (upper and lower) loosely for storage when not in use.
30. Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
31. Connect to a properly grounded outlet only. See grounding instructions.
32. Do not use CR-motion™ with Carpet Glide.
33. **WARNING - To reduce the risk of fire, use only commercially available floor cleaners and waxes intended for machine application.**
34. Connect to a properly grounded outlet only. See Grounding Instructions.



WARNING

DO NOT use CR-motion™ when Carpet Glide is attached to product. Doing so could result in product malfunction or product failure.



WARNING

Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where combustible liquids may be present.

Operating Instructions

IMPORTANT

Always ensure that the Multiforce™ is **UN-PLUGGED** from the wall receptacle prior to cleaning or emptying the water tank.



CAUTION

Do not immerse the Multiforce™ in water or any other liquid.



CAUTION

Always operate the Multiforce™ by gripping the handle. Do not grip by the pole.

SAVE THESE INSTRUCTIONS | FOR HOUSEHOLD USE

Commercial use of this unit voids the manufacturer's warranty.

Care & Maintenance

1. Turn the Multiforce™ off and unplug from the electrical outlet.
2. Wrap power cord around cord hangers.
3. Let the Multiforce™ cool for five (5) minutes before removing the ultra-microfiber pads and before emptying the water tank.
4. Always empty the water tank when you have finished using the Multiforce™.
5. Never leave ultra-microfiber pads on the Multiforce™ when you have finished using it. Always remove the ultra-microfiber pads and wash in warm water with a mild detergent. Never use bleach or fabric softener when cleaning the ultra-microfiber pads. The ultra-microfiber pads can be washed in a washing machine and dried in a clothes dryer but on low heat. To decrease pad wear, we recommend the pads be hung to dry for 24 hours.
6. Wipe the Multiforce™ with a damp cloth to clean. Never immerse the Multiforce™ in water or any other liquid.
7. In order to keep the Multiforce™ in good condition, we recommend that you clean the water tank once a month to eliminate calcium deposits. Add eight ounces (8 oz) of water to the water tank and insert 1 packet of Fresh Rinse™ Lime and Scale Remover. Shake to loosen any deposits. Place unit on resting mat without pads, turn unit on and allow water to steam until water in tank is depleted. **Do not use vinegar or other decalcifying substances in the floor sanitizer water tank.**

Helpful Hints

1. The easiest way to use the machine is to tilt the handle to a 45° angle and clean slowly 2-3 yards at a time.
2. Hand wash or machine wash the ultra-microfiber pads in the delicate cycle with a mild detergent.
3. We recommend air drying the ultra-microfiber pads for 24 hours, but they could be dried in a dryer on a low heat setting.
4. A good amount of steam passes through the ultra-microfiber pads. We recommend that the ultra-microfiber pads be changed when it becomes oversaturated.
5. To remove stubborn stains from vinyl or linoleum floors, pre-treat with a mild detergent and some water before using the floor sanitizer.

IMPORTANT: Never leave the Multiforce™ steaming in one spot on any surface for any period of time.

- 4 Always place on the floor protector pad and make sure that the floor sanitizer is turned off.

ADDITIONAL IMPORTANT SAFEGUARDS

1. To avoid circuit overload, do not operate another appliance on the same electrical outlet (circuit).
2. If an extension cord is absolutely necessary, a 15 amp 16 gauge cord should be used. Cords rated for less average may overheat. Care should be taken to arrange cord so that it cannot be pulled or tripped over.
3. Do not leave unattended when the system is connected to a power supply electrical outlet.

A) For all grounded, cord-connected appliances:

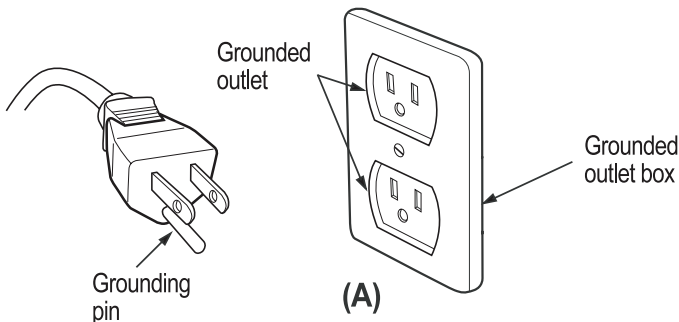
GROUNDING INSTRUCTIONS:

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 is equipped with a cord having 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.

1) This appliance is for use on a nominal 120-V circuit, and has a grounded plug that looks like the plug illustrated in sketch "A". A temporary adaptor should be used only until a properly grounded outlet (sketch "A") can be installed by a qualified electrician. The green colored rigid ear, lug, or the like extending from the adaptor must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adaptor is used, it must be held in place by a metal screw.

2) This appliance is for use on a nominal 120-V circuit and has a grounding attachment plug that looks like the plug illustrated in sketch "A". Make sure that the appliance is connected to an outlet having the same configuration as the plug. No adaptor should be used with this appliance.



What is an ultra-microfiber?

An ultra-microfiber is a textile fiber that is thinner and more absorbent than a microfiber (1.0dtex) pad typically used with steam mops. Specifically, to be defined as an ultra-microfiber, it should be less than 0.2dtex. The Ultra-Microfiber pad by HAAN® Corporation is made of .17dtex ultra-microfibers.

How to Use Ultra-Microfiber Pads

1. Please make sure that a completely dry pad is used.
2. As high temperature steam passes through a pad to contact the floor to kill germs, molds, mites and to provide a certain amount of water necessary for cleaning, it is natural that the pad gradually absorbs moisture. After a certain length of time, the pad repels water and becomes damp.
3. To keep the floor clean and dry, replace the pad when it is dirty.
4. Only remove pad from unit when not in use and steam is not being emitted.

How to Clean and Store

1. Hand wash or machine wash the ultra-microfiber pad in cold water on the delicate cycle with a mild detergent. (Do not use a fabric softener)
2. Using a washing machine may shorten the lifespan of the pads.
3. We recommend air drying the ultra-microfiber pad for 24 hours, but they could be dried in a dryer on a low heat setting.



Chlorate
bleach

Hanger

Lightly

About HAAN's CR-motion™ Technology

Steam, Scrub, Buff and Polish - All in One Machine.

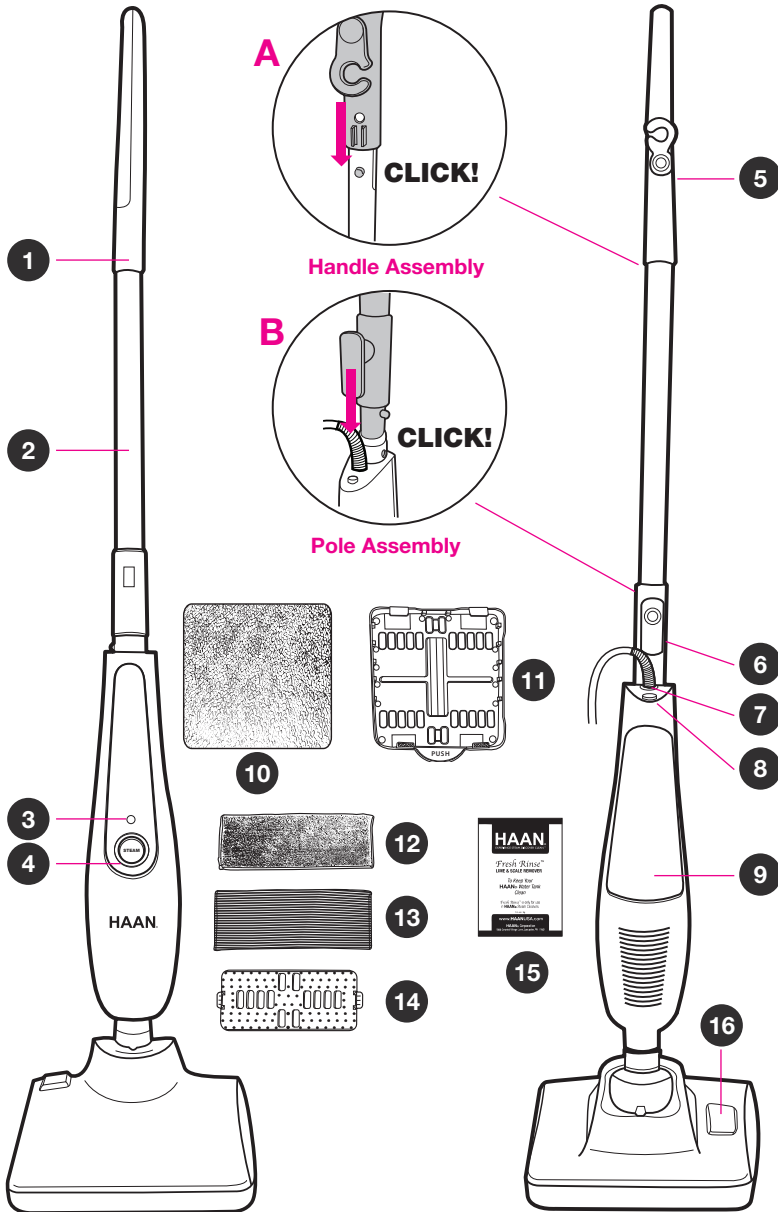
The Multiforce™'s ability to clean so effectively lies in the design of its steam distribution system, CR-motion™. Two reciprocating pads moving in opposite directions of one another provides a back-and-forth motion that utilizes the power of steam to clean. Each pad has 10 steam jets that provide a continuous flow of 212° steam. The steam jets are strategically positioned on the pads to produce a consistent flow of high temperature steam from one end of the pad to the other. The Multiforce™'s CR-motion™ technology enhances the natural pull-and-push motion of standard steam mops and takes steam cleaning to a whole new level.

To Steam, or Not to Steam - It's your choice.

The Multiforce™ offers a number of cleaning options:

1. Steam can be used without CR-motion™.
2. CR-motion™ can be used without steam.
3. Steam and CR-motion™ can be used simultaneously.

Product Assembly & Parts



1. Handle • 2. Pole • 3. Power Indicator Light • 4. Steam Power Switch
 5. Storage Hook (rotates 360°) • 6. Power Cord Organizer (bottom)
 7. Power Cord • 8. Water Tank Release Button • 9. Detachable Water Tank
 10. Floor Protector / Resting Mat • 11. Carpet Glide • 12. Buffing Pads (1 set)
 13. Ultra-Microfiber Cleaning Pads (2 sets) • 14. Scrub Brush Attachments (1 set)
 15. Fresh Rinse Lime & Scale Remover (x12) • 16. CR-motion™ On/Off Button

Before Using the Multiforce™

Be sure to read ALL instructions and warnings *before* using the Multiforce™.



WARNING

The Multiforce™ is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by the heat and steam. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.



CAUTION

Use only a heavy duty extension cord rated for 15 amps minimum – DO NOT use an ordinary extension cord.

IMPORTANT

This product is NOT for space heating purposes.



CAUTION

HAAN® floor care products emit steam at 212° to sanitize the area of use. This means that the steam head, Ultra-microfiber pads, scrubbing brushes and carpet glide get very hot during use. Care should be taken when using this appliance and DO NOT touch components of this machine during use except in the approved manner as outlined in this manual.

Helpful Hint:

When heated, never leave the appliance in one spot on any surface for any period of time. Always place the Multiforce™ on the Floor Protector/Resting Mat when stationary.

Helpful Hint:

Always empty water from water tank after use. To ensure optimum product function use Fresh Rinse™ once a month.

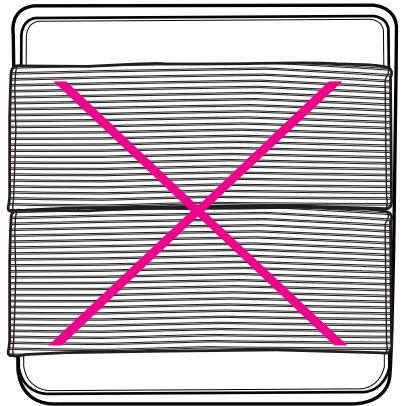
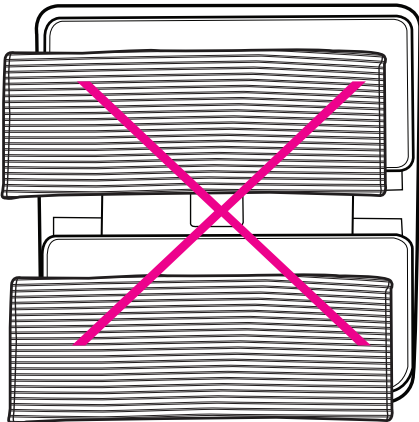
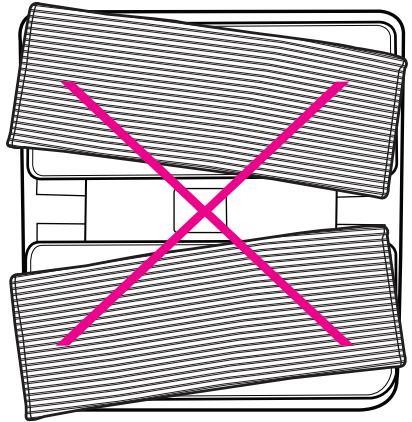
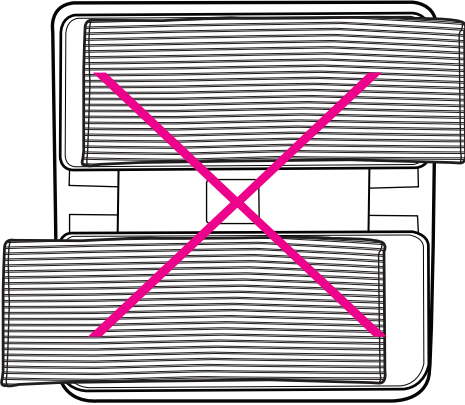
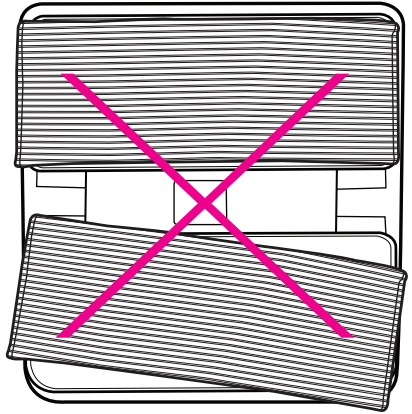
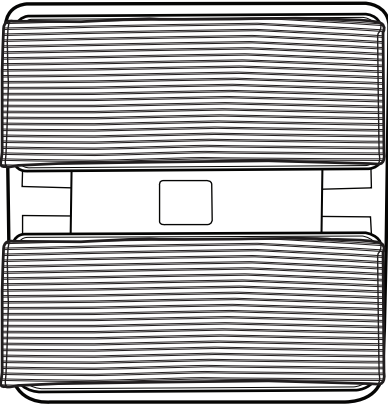
Helpful Hint:

To extend the life of your Ultra-Microfiber Pads, always place your unit on the floor protector/resting mat while the unit heats up. Attach the Ultra-Microfiber pads when the unit is ready to use.

Helpful Hint:

When using the Multiforce™ with the Carpet Glide it will not lift all set-in stains from your carpet. Our patented Ultra-microfiber pads may be used to act as a “blotter” for removing most fresh, wet spills and stains.

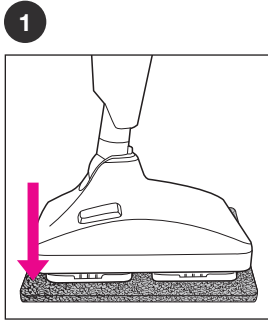
CORRECT PAD PLACEMENT



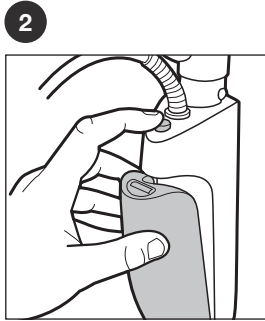
Using the Multiforce™ - Operating Instructions

The Multiforce™ offers a number of cleaning options:

1. Steam can be used without CR-motion™.
2. CR-motion™ can be used without steam.
3. Steam and CR-motion™ can be used simultaneously.



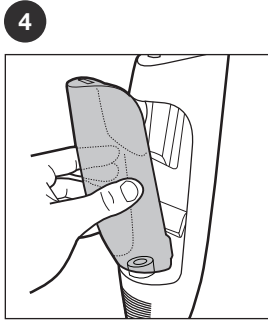
Assemble unit and place on Floor Protector / Resting Mat.



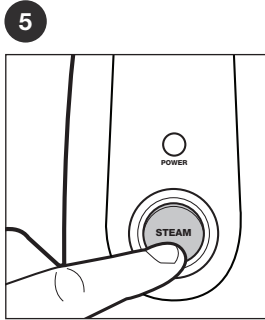
Press Water Tank Release button and remove water tank.



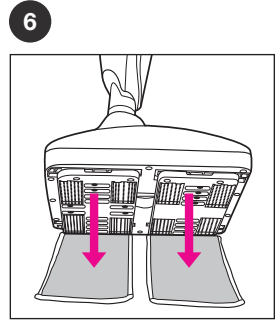
Turn Cap counterclockwise to remove. Fill tank with water.



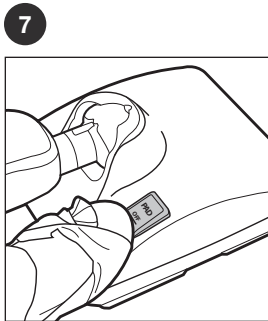
Tighten cap. Insert tank (cap down) until it "clicks".



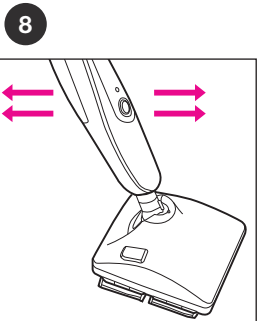
TO STEAM: Press ON/OFF button. Wait 40-45 seconds for unit to heat up. Unit may vibrate while heating.



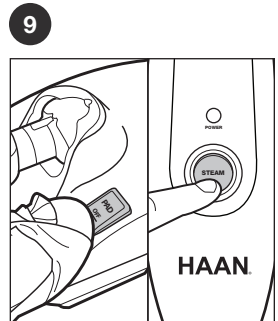
Line up pads or scrub brushes. Gently place unit on pads or scrub brushes. You are now ready to steam, buff or scrub.



TO ACTIVATE CR-motion: Using foot press ON/OFF button.



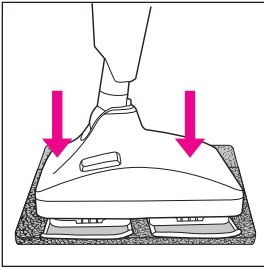
Tilt handle at a 45° angle. Push and pull slowly across the floor to clean thoroughly.



When done, push CR-motion ON/OFF Button and Steam ON/OFF Button.

Operating Instructions Continued on Next Page

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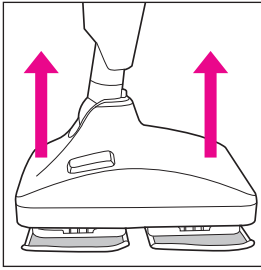


Place unit with pads/scrub brushes attached onto Floor Protector / Resting Mat. Allow to cool down for five (5) min.

IMPORTANT

Always empty the water tank once you have finished using the Multiforce™.

11



When unit has cooled, remove pads or scrub brushes. Store unit upright in a dry area.

IMPORTANT

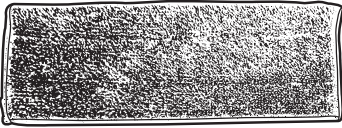
When removing the pads or scrub brushes from the unit DO NOT turn unit upright or on its side. ALWAYS lift unit UP off the pads or scrub brushes.



IMPORTANT: Vibration Sound

During use it's normal to hear a "clicking" sound coming from the unit. This sound is produced by the water being pumped through the unit.

Cleaning Pads and Scrub Brush Attachments

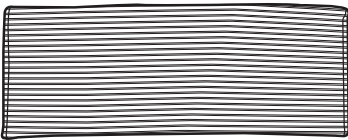


Buffing Pads

Ideal when using CR-motion™ without steam. Can be used with a floor agent to polish and shine. See page 8 for care instructions.

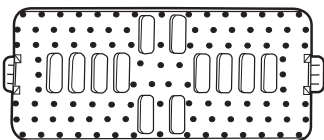
NOTE: It may be helpful to apply the floor agent with the Ultra-Microfiber Cleaning Pads and finish with the Buffing Pads

Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no-wax floors, the sheen may be removed by heat and steam. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.



Ultra-Microfiber Cleaning Pads

Ideal when using the steam function by itself or with CR-motion™ activated. Great for cleaning laminate, hardwood, tile and vinyl surfaces. Can also be used to "blot" fresh stains on carpet. See page 8 for care instructions.



Scrub Brush Attachments

Ideal when using CR-motion™ with or without steam. Great for outdoor use on decks, patios and walkways. Best when used with a cleaning agent. To clean Scrub Brush Attachments rinse with water.

Using the Carpet Glide

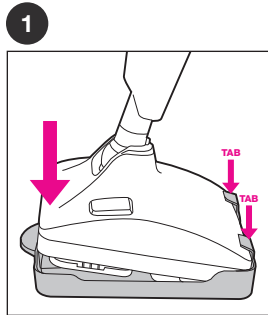
NOTE: The Carpet Glide is used **WITHOUT** the Pads or Scrub Brushes.

What is the Carpet Glide?

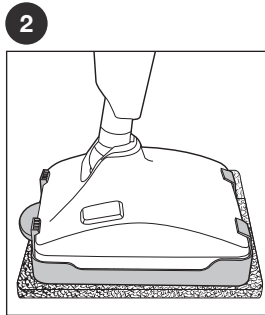
The carpet glide enables the Multiforce™ to freshen, deodorize and sanitize carpeting, rugs, upholstery, pet cushions and more. Used with the Multiforce™ it kills dust mites and other allergens on a variety of surfaces.

WARNING

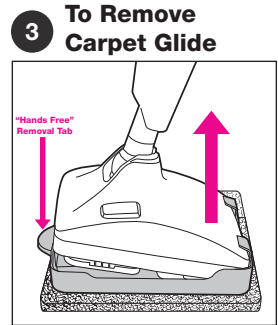
DO NOT use CR-motion™ when Carpet Glide is attached to unit. Doing so could result in product malfunction or product failure.



Attach carpet glide by placing unit under “tabs” and gently pushing down into place.

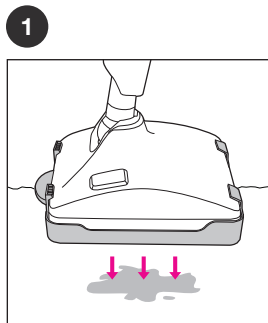


With carpet glide attached, place on Floor Protector / Resting Mat. Turn Steam ON and follow operating instructions to clean.

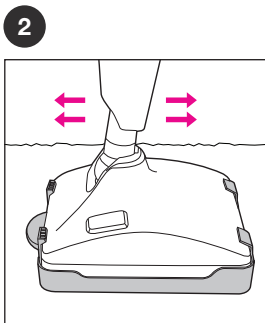


Turn unit OFF, let cool. Use foot on “Hands Free” tab to remove Tray from steam head.

Using the Carpet Glide - FOR FRESH STAINS



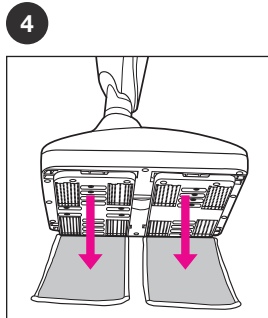
Place unit on stain. Let stand for a few seconds. Allow steam to saturate stain.



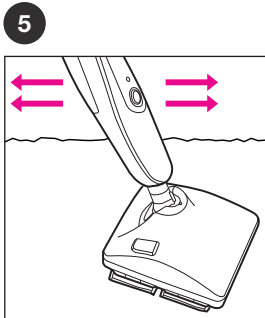
Slowly move unit back and forth over stain.



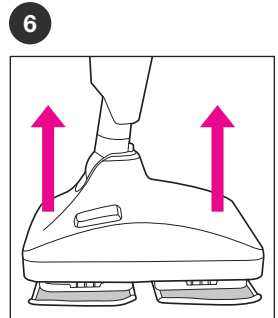
Remove carpet glide from unit with hands free tab.



Gently place unit on Ultra-micro-fiber cleaning pads.



Use the pad to rub the area “blotting” out the stain.



Turn unit OFF. When cooled, remove Ultra-microfiber pads.

Troubleshooting

Problem	Solution
Unit not operating.	<ul style="list-style-type: none">• Ensure plug is set firmly in outlet.• Replace fuse or reset breaker.
Unit does not emit steam.	<ul style="list-style-type: none">• Ensure water tank is filled with water.
Water left on floor.	<ul style="list-style-type: none">• Change the Ultra-microfiber pad.• Ensure unit is always level and parallel to the floor.
White spot left on floor.	<ul style="list-style-type: none">• When cleaning do not leave unit in one spot for too long.• Use protector pad / floor mat when unit is ON and stationary.• Use distilled water instead of hard tap water. <p>NOTE: To remove spot, use a damp cloth with a few drops of white vinegar to rub and remove stain.</p>

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

877-HAAN DIRECT / 877-422-6347

Or visit:

www.HAANusa.com

Commonly Asked Questions

Q: Can the Multiforce™ be used on laminate flooring?

A: Yes. The Multiforce™ was designed to be gentle on delicate flooring, yet powerful enough to penetrate stains and kill harmful germs and bacteria.

It is recommended that the flooring manufacturer be contacted to see if it is OK to clean the floor with steam. Leaving the steam mop sitting in one spot while steaming could result in discoloration of flooring.

Q: How long can an Ultra-microfiber Pad be used until it needs to be changed?

A: The pad should be changed every 10 minutes, or when it becomes saturated with water. The unit will become harder to push with a overly wet pad.

Q: How long does a tank of water last?

A: A full tank will last approximately 20 minutes.

Q: Sometimes my floor sanitizer becomes hard to push - why?

A: If the unit is hard to push its likely because the Ultra-microfiber Pad is too wet or the angle at which you are using the machine is too high.

Q: How do you use the Carpet Glide for my carpet?

A: The carpet glide is to be used without the Ultra-microfiber Pads or Scrub Brushes and can be attached directly to the unit. DO NOT use CR-motion™ when the Carpet Glide is attached.

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: How can I prolong the life of my HAAN?

A: To maintain the life of your unit, we recommend using the Fresh Rinse once a month.

Q: Will the HAAN Floor Sanitizer clean grout?

A: Yes, but it needs a little help. If you glide your HAAN over the problem areas and then scrub with your Ultra-microfiber Pad, it should effectively clean your grout.

Couldn't find the Answer to your Question?

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

Product Specifications: Model SS-20

Color	Grey and Red
Size	10.27" W x 9.8" D x 47.24" H
Weight	6.94 lb
Voltage/Hz	AC 120V, 60Hz
Wattage	1200 watts
Cord Length	18 Feet
Tank Capacity	11.83 fl. oz.
Heat-up Time	40-45 sec.
Operating Time	20 min.
<small>*Dimensions approximated. Dimensions include base and measured without hose, or attachments.</small>	

One-Year Limited Warranty

Your HAAN® Steamer 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. To process a warranty claim, contact customer care at 1-877-422-6347 for further assistance and instructions. A customer care agent will conduct trouble shooting in an attempt to fix any minor problems. Should trouble shooting not provide any result, a return authorization will be issued. Proof of purchase is required and should accompany the return. Freight costs must be prepaid by the purchaser.

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.

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[®] Corporation
1828 William Penn Way
Lancaster, PA 17601**

3) Where did you purchase your HAAN[®] product?

4) How did you hear about HAAN[®]?

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