

BASIC TROUBLE SHOOTING GUIDE

Symptoms	Possible cause	Possible Solution
New unit does not produce steam after it is connected	<ul style="list-style-type: none"> - Water is shut off - Electrical Power is off - Timer is not set - Thermostat not set - Unit not installed correctly - Not connected properly - Ground terminal connected with neutral - Thermostat sensor loose Connection - Temperature setting lower than room temp. - Damage in shipping 	<ul style="list-style-type: none"> - Turn on water supply - Turn on power. Check circuit breaker. - Turn on timer - Adjust thermostat to desired temperature - See Installation Guide & Instructions on page 3 & 4. - Check wiring - Connect Ground Wire to the Ground Terminal. - Connect sensor to control panel have room temp on display. - Increase temperature set point over the room temperature - Contact manufacturer
Used unit not producing steam	<ul style="list-style-type: none"> - No power - Power is on, not working - Water filter clogged - Water keep running - Drain valve stuck open - Element burned out - Contactor not engage - Water level probe faulty - Unit not produce enough steam. 	<ul style="list-style-type: none"> - Check & reset circuit - Check & replace 1A/250V fuse - Replace or clean filter - Open & clean inlet valve - Open & clean drain valve - Replace element - Check resistance on contactor - Clean water level probe - Calcium & mineral build up, send back to refurbish.
Water comes from steam head when * Power on * Power off	<ul style="list-style-type: none"> - Water Level Probe faulty - Heating element burnt - Dirt on solenoid seat 	<ul style="list-style-type: none"> - Clean water level probe - Check power leakage on Ground wire, replace heating element - Clean solenoid valve, clean filter
Thumping noise when unit is running.	<ul style="list-style-type: none"> - Water hammer on inlet - Water condensing on steam line - Contactor buzzing noise 	<ul style="list-style-type: none"> - Install water hammer suppressor or flex in lieu of 1/4" copper tube. - Find out low points, replace pipe - Replace contactor
Unit does not drain; Water runs through drain valve continuously	<ul style="list-style-type: none"> - Drain stuck open - Seal broken - Drain plugged - Manual drain optio 	<ul style="list-style-type: none"> - Open valve & clean up - Install rebuilt kit - Open & clean valve - Manually drain it after each use.
Unit heats but does not produce sufficient steam	<ul style="list-style-type: none"> - Drain valve stuck open and water leak through - Heating element burnt - Unit too small 	<ul style="list-style-type: none"> - Clean valve - Replace heating element - Upgrade to larger unit
Steam room too hot, steam dissipates	<ul style="list-style-type: none"> - Thermostat sensor not properly placed - Temperature setting wrong 	<ul style="list-style-type: none"> - Relocate sensor - Check the temperature setting
Steam room not hot enough	<ul style="list-style-type: none"> - Thermostat sensor not properly placed - Steam line may too long - Temperature set too low - Improper sized unit 	<ul style="list-style-type: none"> - Relocate sensor - Insulate steam line - Increase temperature set point - Contact manufacturer