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## READ ME FIRST!

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**⚠️WARNING** The **MrSteam® Virtual Tech** instructions are intended to assist electricians troubleshoot and service MrSteam steam generators and accessories. All troubleshooting and/or service must be performed by qualified and licensed electricians only. MrSteam steam generators contain high voltage electrical components that can cause injury or death. Always read the complete MrSteam Installation and Instruction Manual supplied with the product. Manuals are available at [www.mrsteam.com](http://www.mrsteam.com) under Technical Downloads. Technical Support Representatives can be reached by calling 800-767-8326 or 800-727-8326.

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As you follow these instructions, you will notice **WARNING**, **CAUTION** and **NOTICE** symbols. This blocked information is important for the safe and efficient troubleshooting and service of MrSteam products. These are types of potential hazards that may occur during installation and operation:

**⚠️WARNING** Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

**⚠️CAUTION** Indicates a potentially hazardous situation, which, if not avoided may result in minor or moderate injury or product damage.

**⚠️NOTICE** This highlights information that is especially relevant to a problem-free installation.

All information in these instructions is based on the latest product information available at the time of publication. Sussman-Automatic Corporation reserves the right to make changes at any time without notice.

### **⚠️WARNINGS**

- Never use damaged or equipment requiring service, doing so may result in an inoperative or hazardous installation.
- Discontinue use of the steam generator, control and accessories if they are damaged or otherwise not functioning properly. Doing so may result in an inoperative or hazardous installation
- MrSteam steam generators are connected to 240V line voltage and contain live electrical components. All installation and service to be performed by qualified and licensed electricians and plumbers only. Installation or service by unqualified persons or failure to use MrSteam parts may result in property damage or in an electrical shock hazard.
- The MS series of steam generators are for residential use only. Commercial or other nonresidential applications void the warranty and may adversely affect product performance and may represent a safety hazard.



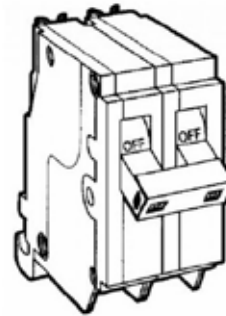
## Product: Residential Generators

### Problem: Generator Not Producing Steam

**⚠ WARNING** All electrical trouble shooting to be performed by a qualified licensed electrician.

#### 1. Check for a Tripped Breaker

- Locate the main circuit panel and check to see if the breaker for your MrSteam generator has tripped.
- A tripped breaker could indicate that either the installed breaker is too small or the heating element in the MrSteam generator has failed.



#### 2. Verify the LED Lights

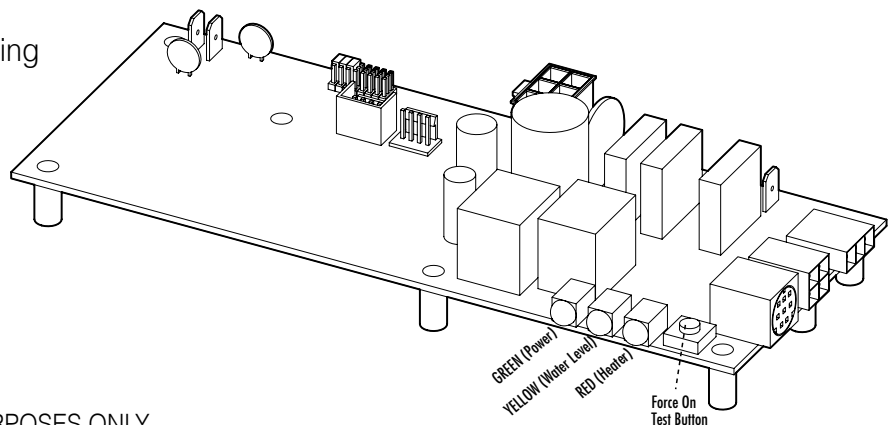
- Verify the LED lights on the front of the MrSteam generator are lit.
- If none of the LED lights are lit, it may indicate an issue with the incoming voltage to the generator. Refer to E-Series testing

**GREEN** light indicates there is power to the generator

**YELLOW** indicates the water is satisfied

**RED** indicates the generator is heating

[Link to LED Indicator lights not on](#)



**IMPORTANT NOTE:** FOR ILLUSTRATIVE PURPOSES ONLY.

Some components may be omitted or altered for clarity.

DO NOT use for wiring, repair or other purposes not related to component identification.



## Product: Residential Generators

### Problem: Generator Not Producing Steam (cont.)

#### 3. Electrical Troubleshooting within the MrSteam Generator

**⚠️ WARNING** All electrical trouble shooting to be performed by a qualified licensed electrician.

**⚠️ WARNING** Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

**IMPORTANT NOTE:** FOR ILLUSTRATIVE PURPOSES ONLY. Some components may be omitted or altered for clarity. DO NOT use for wiring, repair or other purposes not related to component identification.

**Step 1** Check main incoming power to the unit.

**Step 2** Ensure the black wires from the primary side of the transformer are connected to the quick connect tabs on the line side of the contactor.

**Step 3** Verify that you have 24VAC coming out of the transformer, WHT & WHT/BLU wires, into the board.

**Step 4** Verify that you have the green light on the PC board.

**Step 5** Push the white test button to run the generator for 10 minute test cycle. Make sure the steam room is empty.

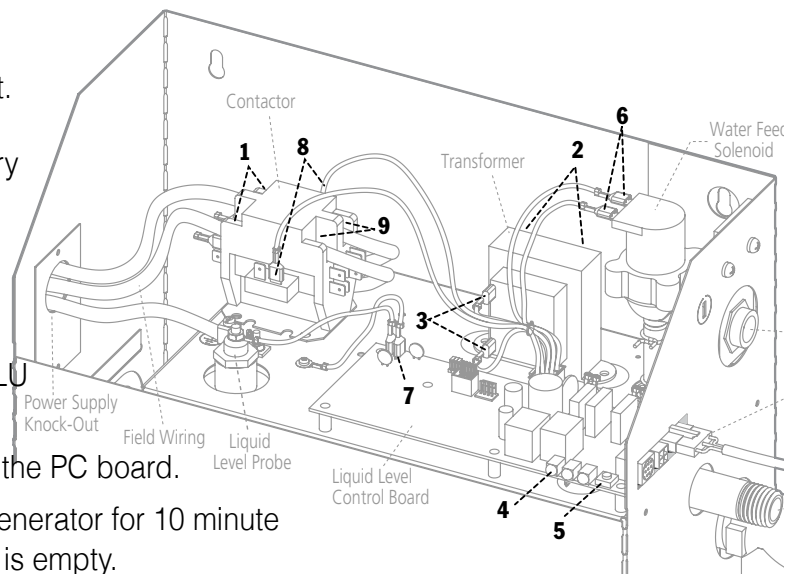
**Step 6** Verify that you have 24 VAC to the water feed solenoid, GRY & WHT/GRY wires (will fill when needed).

**Step 7** Temporarily short out the WLS (Purple wire) and GND (Green wire) terminals and verify the contactor engages.

**Step 8** When the red light is on, verify 24 VAC, RED & WHT/RED wires, to the contactor.

**Step 9** Check main voltage on the load side of the contactor when it is engaged.

**Step 10** If all steps on the power path were verified, turn off power to the unit and pull the heating element via the left hand access panel for inspection.



**Amp Clamp can be used to verify steam unit amp draw.**

**Do not disassemble internal components, internal components contain no serviceable parts.**