



## READ ME FIRST!



**⚠️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.

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: C1PK

## Problem: Overriding the In-Shower Control

### C1PK Override:

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

1. Unplug the control cable from the steam unit

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

2. Take top cover off of steam generator.

3. The unplugged pigtail to the control will have a Red, White and Black wire (sometime also a brown one) Jump the RED and the WHITE together by sticking a paper clip or a bare wire into the white Molex plug of the control cable. (Fig. 1)

4. The steam unit will turn on and start filling up with water. If the unit steams up it is working as designed and the problem is with the control or a cable issue. Remove jumper when done testing unit and reinstall control cable.



Figure 1

### T-Series Override:

**⚠️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.

1. Remove top cover to steam unit.

2. There are 3 black plastic jumpers protruding from the bottom left side of the LLCB. (Fig.2) The jumpers are labeled jmp4, jmp3, and jmp2. Above each jumper is an empty prong.

3. Move the JMP2 (on right) to the empty prong and the middle prong. (Fig.3)

4. Once jumper is moved, the steam unit will start filling up with water. If unit does not fill you have an issue with the LLCB (PN103899). If the unit fills and steams up after 5 min, there is a control or a cable issue. Remove jumper to original location when done testing.



Empty metal pin above all jumpers. This is for normal operations.

Figure 2

Jumper is located on upper and middle prong. This is in override mode. When override is complete, put prong back in original spot.

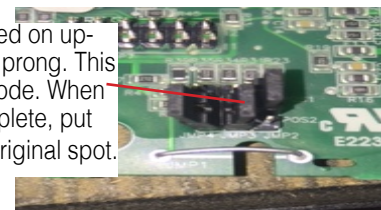


Figure 3

### E-Series Override:

**⚠️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.

This unit has a small white override button located on the green control board next to the red LED light. (Fig.4)

1. Press button (do not hold down).

2. The unit should start to fill with water. If the unit does not fill with water, the board (PN 103975) will need replacement. If the unit steams up after 5 min. there is a control or a cable issue.

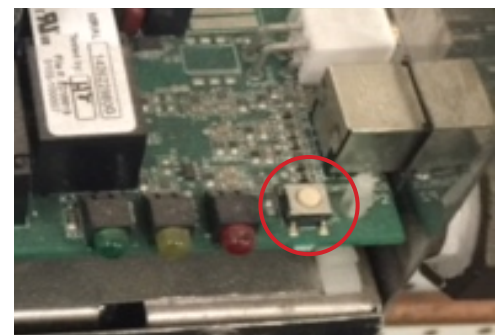


Figure 4