



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 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: Residential Generators

Problem: iSteam® START Button Not Turning ON

If the iSteam (touch screen control) START button is not turning the steam unit on, an incorrect control cable may be the problem.

1. Go to settings and click “DISPLAY”
2. Bring your brightness down to 10 percent and press SAVE.
3. Go back to the home screen and press the START button.

If the steam unit has turned on this could indicate an issue with the control cable. A simple fix to this solution is to install the retrofit cables. (PN 104128).

4. Turn the power OFF to the steam unit at the main breaker.
5. Unplug the control cable at the steam generator side and attach one of the adaptor pieces to the cable.
6. Plug the cable with the adaptor back into the unit.
7. Remove the control from the wall.
8. Unplug the cable from the control and attach the other adaptor piece to the end of the cable.
9. Plug cable with adaptor into the control.
10. Turn power back on at main breaker.
11. Test your control to ensure it turns on at the START button.
12. Reinstall your control on the wall. Make sure to use silicone when installing controller.

Figure 1

