



## 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: Residential Generators Problem: Control Displaying Err2

This means the control button has been pressed for more than a 5 minute period.

1. Check/inspect control cable ends for bent prongs.
2. *For eTempo® control only:* Remove control cover and clean keypad and control with damp cloth.

