



## 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: Displaying an H<sup>2</sup>O Code Evaluating the AutoFlush

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

Water draining out of the MrSteam generator through the drain line during operation may cause an H<sup>2</sup>O code.

1. Turn the generator ON.
2. Remove the top cover of the AutoFlush using a Phillips head screwdriver.
3. Using a multi-meter set for low voltage, remove the wire nuts and test the AutoFlush for 24 volts at the two wire leads. (Fig. 1)
4. If there is no voltage this may indicate a failure with the PC Board (PN 103975) or power to unit.
5. On the side of the AutoFlush opposite the black wire, use the release lever to remove the actuator from the pipe. (Fig. 2)
6. Once you have removed the actuator you will be left with the stem of the valve exposed.
7. Turn the stem left and right to loosen the paddle valve and allow the AutoFlush to turn freely to correct a possible stiff valve. (Valve only moves  $\frac{1}{4}$  turn. Do not force it any further than that). (Fig. 3)
8. Install the actuator back on the stem and put the cover back on the AutoFlush. If problem persists you may need to replace AutoFlush (PN MS81500E).

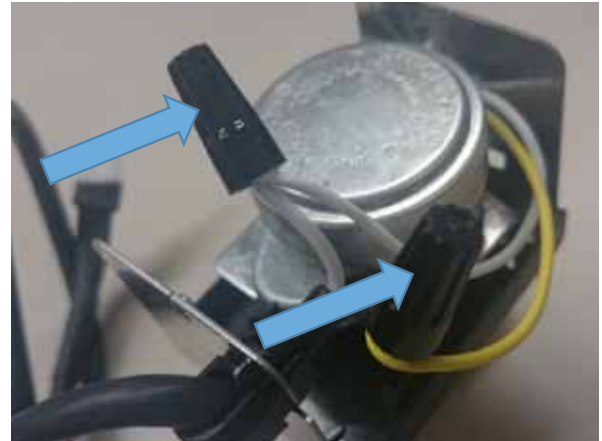


Figure 1



Figure 2



Figure 3



## Product: Residential Generators

### Problem: Getting an H<sup>2</sup>O Code (continued)

An H<sub>2</sub>O code will indicate the unit has not sensed water for more than 5 minutes.

- A loud buzz or hum may indicate a block in the water line.
- Check any valves located on the water inlet pipe such as a pressure reducing valve or anti-water hammer valve for mineral buildup, which may cause a block to the generator.
- Adjusting these valves to the fully open position may allow for adequate flow back into the generator for testing.

- If opening the valves allowed the generator to fill, they may have to be removed and cleaned.

**⚠ WARNING Shock Hazard.** Ensure water to the steam generator is shut off before removing the water inlet connection

- Remove the water inlet connection on the side of the generator and inspect the mesh strainer for mineral buildup which could be blocking the flow of water into the tank. (water feed solenoid PN100479)

