



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.



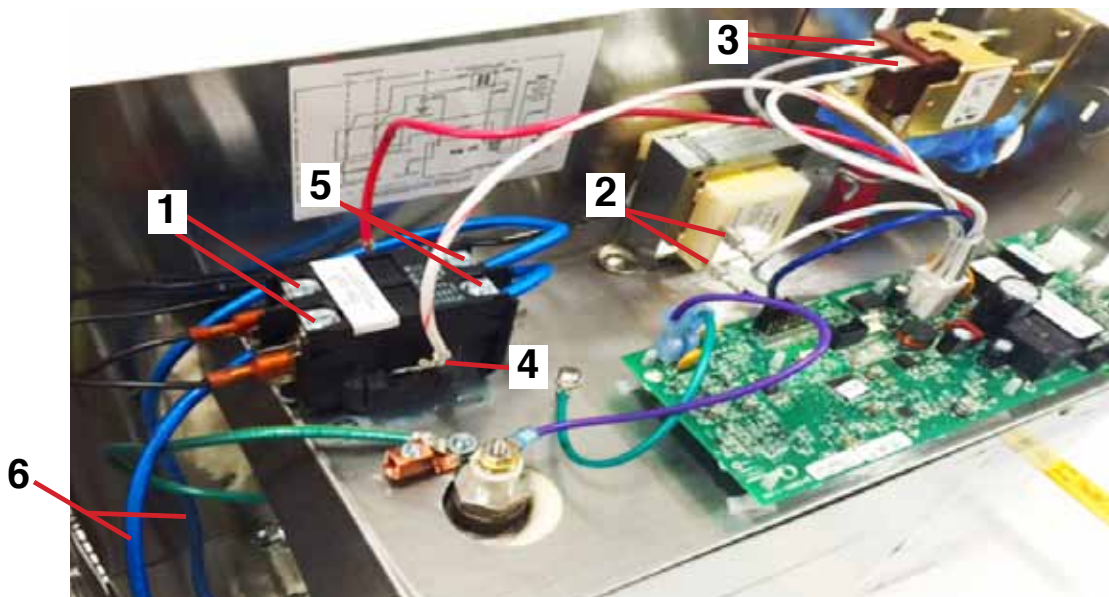
Product: Residential Generators

Problem: How to Test MrSteam Units

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

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

1. Test voltage at the two incoming wires. No voltage means a problem with the electrical system (non MrSteam issue). Incoming voltage should be 240v (if unit is hooked up to 240, inspect data label to see what voltage the unit should have). If reading is consistently around 218 volts on a 240 volt unit, 208 volt unit will burn out prematurely..
2. Check both terminals out of the transformer (blue wire and white/blue stripe wire). Should have 24-27v. If there is no voltage out of the transformer, and there is power to your contactor, then transformer needs to be replaced. If there is power out of the transformer, green light on the LLCB should be ON.
3. System needs to be turned ON in order to get power to the water feed solenoid. If the yellow light is already on then solenoid will not turn on (yellow light means unit is full of water). Once system is turned ON, you will receive 24-27v at the gray and white /grey stripped wires. If the system is ON, and the yellow
- light is NOT ON and still no voltage, then the LLCB must be replaced.
4. After the green and yellow lights are ON, the red light will turn ON. The unit is starting to heat up. Check voltage at the contactor (red and white /red stripped wires). It should read 24-27v. If you are not receiving voltage and everything else is working properly, LLCB must be replaced.
5. With contactor engaged, heating element should be getting voltage. Check both blue wires on contactor (same as step 1). If 240v is going into the contactor, there should be around the same coming out of contactor. If there is no voltage out of the contactor, then replace contactor.
6. Check amps on blue element wires individually. This indicates that the heating element is working at full power. Refer to your amperage chart to ensure element is in range.





Product: Generators MS90 - Super6

Problem: Descaling and Element Replacement

⚠ WARNING To prevent electrical shock, disconnect all electrical power to the unit.

1. Be sure power is OFF to your steam unit at the main breaker.
2. Turn the water OFF and drain all the water out of the steam unit. If you have an AutoFlush® installed, your unit should automatically drain once the power has been shut off. If your steam unit is clogged with calcium, it may not drain completely. Have towels and/or a bucket available. Units without AutoFlush installed will need a bucket under the drain ball valve.
3. Open the valve and drain all the water. If no water comes out, stick a long screwdriver inside the ball valve opening. This will break away the calcium build-up, and water should flow out quickly.
4. Once all the water is drained out, remove the access door located on the left side of the steam generator.
5. Remove all blue wires hooked to the heating element posts (7/16 nut driver) and move them to the side. The MS90-MS400 has only 2 blue wires. MSSUPER1-SUPER6 has 4 wires.
6. Using a 3/8 nut driver, remove all 6 nuts around the element flange. Remove element from tank.
7. Removing all of the calcium build up is very important. Use a crowbar or a piece of bent copper pipe. Scrape out all of the loose build up, make sure to knock down all the loose build up on the tank walls. Inside the tank to the right, there is a welded "C" channel to the tank where the probe is located. It is very important to make sure that the "C" channel is not clogged. Put your hand inside the tank and confirm there is about a 1" gap from the tank to the bottom of the "C" channel. Make sure that it is all cleared of debris. Use a shop vacuum to suck out all the small debris.
8. Once all debris has been removed, install the new silicone gasket on the tank.

IMPORTANT NOTE: Do not over tighten nuts.

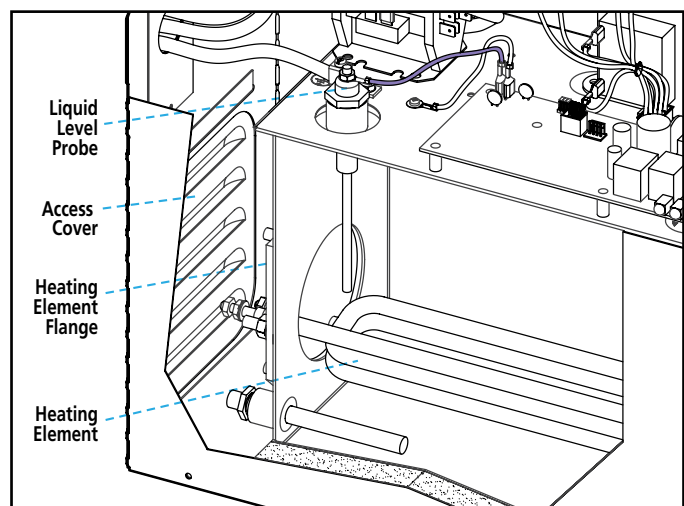
9. Slide the new element into the tank making sure the arrow on the element flange is facing upward when installed. (If there is no arrow there will be a stamped "Sussman Top" on the flange). Bolt down the element in a star pattern. Torque down the nuts to 22 ft. lb.

IMPORTANT NOTE: Do not over tighten nuts.

10. Before installing the blue element wires, make sure the nuts on the element posts are tight (Do not over tighten nuts). Install the blue wires in the same location where they were removed.
11. Install the access door on the left side of the unit.
12. Remove the liquid level probe (looks like a spark plug). The probe will have a purple wire connected to the top. Use a 13/16 socket to remove.

IMPORTANT NOTE: Do not use pipe dope.

13. Replace probe with new one. Make sure to put some Teflon tape on threads of probe. Make sure the ceramic piece on top of the probe is not loose, if so tighten the nut above it (only tighten a little pass hand tight, ceramic piece may break if over tightened). Reinstall purple wire on probe once probe has been replaced.
14. Turn the power back ON at the main breaker.
15. Turn the steam unit control ON. Steam should begin within 5-7 minutes.



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: 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



Figure 2

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.

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

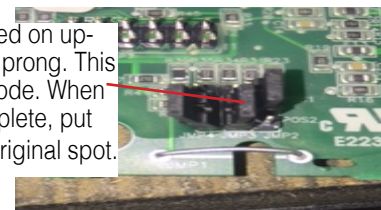


Figure 3

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.

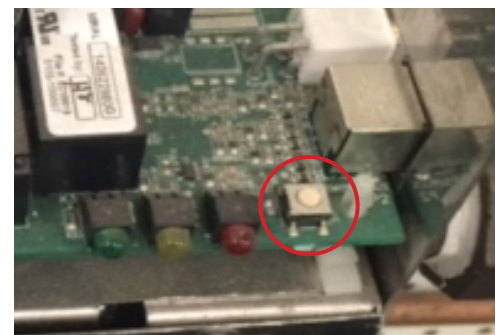


Figure 4



Product: E-Series and I-Series Controls

Problem: How to Identify the Different Series

Controls

Both “E” and “I” controls are compatible with E-series units.

- **eTempo® Control** is 4” round or square at 1” thick. The faceplate is brass with multiple designer finishes available. It has 3 buttons (ON/OFF, PAUSE and Up-Down arrows) and a foot long black pigtail out the back. The MrSteam logo is laser printed instead of a sticker
- **eTempoPlus® Control** same as the eTempo but with 7 buttons (TEMP, TIME, ON/OFF, CHROMA, AROMA, P1/P2 and Up-Down arrows). Displays actual time clock 24/7.
- **iTempo® Control** is 5” round or square at 3/8” thick, available in multiple finishes. Buttons are flush with the faceplate. Buttons available: On, Off, Pause and Up/Down.
- **iTempoPlus® Control** same as the iTempo but includes TIME, TEMP, CHROMA, AROMA, and multiple user program setting buttons.
- **iSteam® Control** is a 6.25” x 4.75” touch screen control at 1/8” thick. It is available in black or white only and can be integrated with music and Auto-Start®. It has two pigtails out the back, one for the control (Black) and the other for audio (Blue).



eTempo



eTempoPlus



iTempo



iTempoPlus



iSteam



Product: T-Series

Problem: How to Identify the Different Series

Steam Units

- Serial number will be 6 figures
- Serial number will start with a MST3, MST6 or MST7
- LLCB will be completely square with small green LED lights on the bottom. The LLCB will have two white Molex plugs on the right side. (Fig.1)
- Jacket of unit is stainless steel.

Controls

In two options: (there is a hook-up for a cable on the back)

- **Tempo® Control** (*unavailable*) is 4 inches round with a plastic faceplate available in multiple finishes. Two buttons for ON/OFF, and PAUSE and an UP-DOWN arrow to adjust temperature.
- **TempoPlus® Control** is 4 inches round with a plastic faceplate available in multiple finishes.. Seven buttons for TEMP, TIME, ON/OFF, PAUSE, PROG1, PROG2 and an UP-DOWN arrow to adjust Time and Temperature.



Figure 1



Tempo



TempoPlus



Product: C1PK Series

Problem: How to Identify the Different Smart Series Controls

Steam Units (currently unavailable) started in 1993

- Serial number can be 5 or 6 figures. Sometimes beginning with a "P". 6 figured serial number will always start with a 1.
- Steam unit jacket will come in different finishes. 1st generation in light blue. 2nd in ivory. 3rd in stainless steel.
- No lights on the LLCB
- LLCB is completely square, with a wired pigtail off of the board. Pigtail is permanently attached.

Controls

Three types of controls:

- **Smart/One® Control** is the size of a single light switch with a white or black sticker centered on the designer finish face plate. This control has 3 versions: a 3-button control (ON, OFF, PAUSE); a 2-button control (ON, OFF); and a single button control (ON/OFF).
- **Smart/Two® Control** is the size of a double light switch with a black or white sticker centered on a designer finish plate. This control has 3 buttons (ON, OFF, TEMP) with a temperature bar.
- **Smart/Plus® Control** is the size of a double light switch with a black or white sticker centered on a designer finish plate. This control has 5 buttons (ON, OFF, PAUSE, TEMP & TIME). There are two LED bars for TIME and TEMP.



SmartOne



SmartTwo



SmartPlus



Product: Residential Generators

Problem: LED Indicator Lights Not On

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

1. If your control does not turn on, check indicator lights on the steam unit (Fig.1):

- Green Light means there is power to the steam unit. This light remains on 24/7.
- Yellow Light means steam unit is full of water and ready to start heating up.
- Red Light indicates the steam system is on and unit is warming up/creating steam.

2. If Green light is NOT ON there may be a power issue.

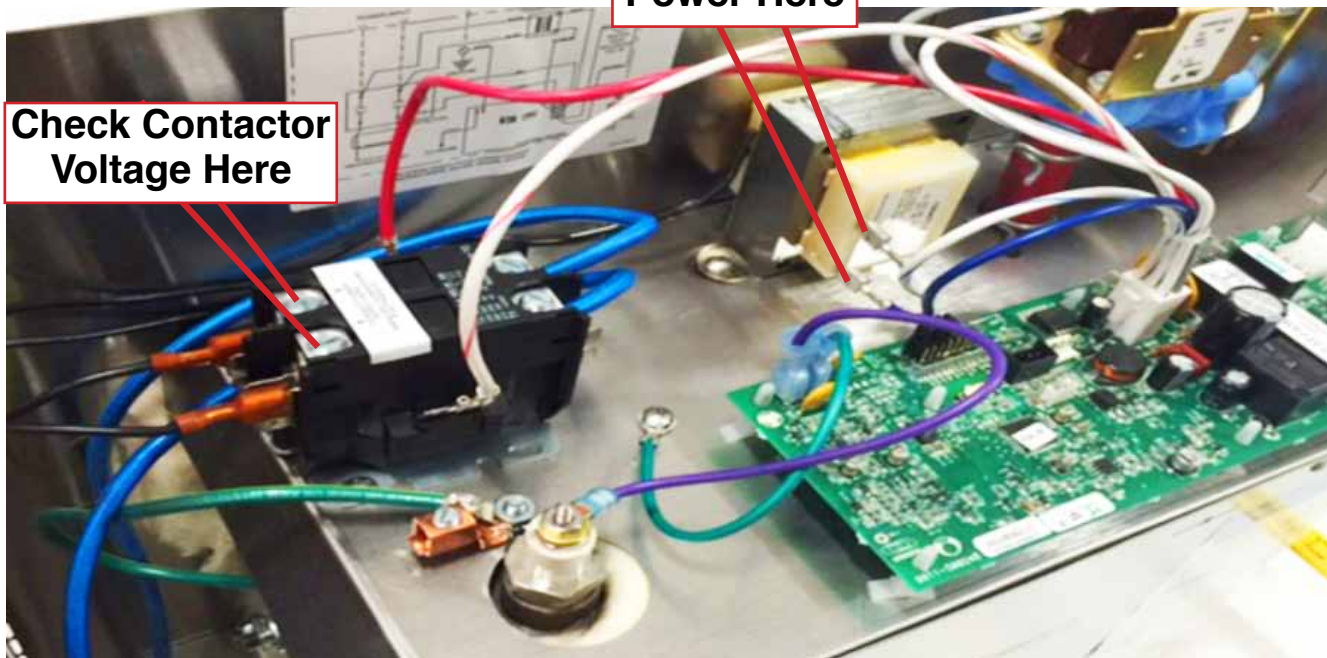
⚠ WARNING Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

- With a multi meter verify your incoming power (check data label for power voltage). If there is no power you have a bad/tripped breaker or disconnect box issue.
- Check the Blue and White/Blue wires at the transformer. If it reads 24 volts, this indicates that the LLCB needs to be replaced. (PN103975). If it does not read 24 volts out of these wires, the transformer needs to be replaced. (PN100477-3).

Figure 1



Figure 2





Product: Residential Generators

Problem: Control Displayng 8888

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

If your control is displaying 8888, or all the lights are lit up (Fig.1) this means that you may have a bent prong on your cable. This can also happen when a cable has been cut or spliced. (cable PN 104117-30)

1. Shut power off to your steam unit at the main breaker.
2. Remove control from wall (you may have to loosen control by cutting the back with a razor blade).
3. Unplug control from cable and inspect all pins on cable side.
4. If you see that a pin is missing or broken, the cable will have to be replaced. If pins are not broken check other end of the cable. (DO NOT CUT, SPLICE, STAPLE OR NAIL CABLES)
5. Once cable has been replaced and plugged into the control, turn your breaker back on.
8. Test steam unit to ensure that your control is working properly.



Figure 1



PN 104117-30



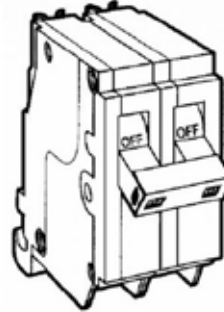
Product: Residential Generators

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

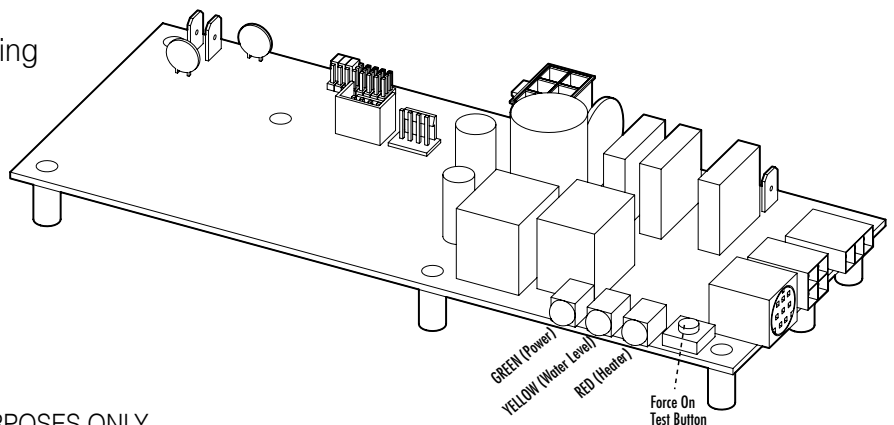
- Verify the LED lights on the front of the MrSteam generator are lit.
- If none of the LED lights are lit, it may indicate an issue with the incoming voltage to the generator. Refer to E-Series testing

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).

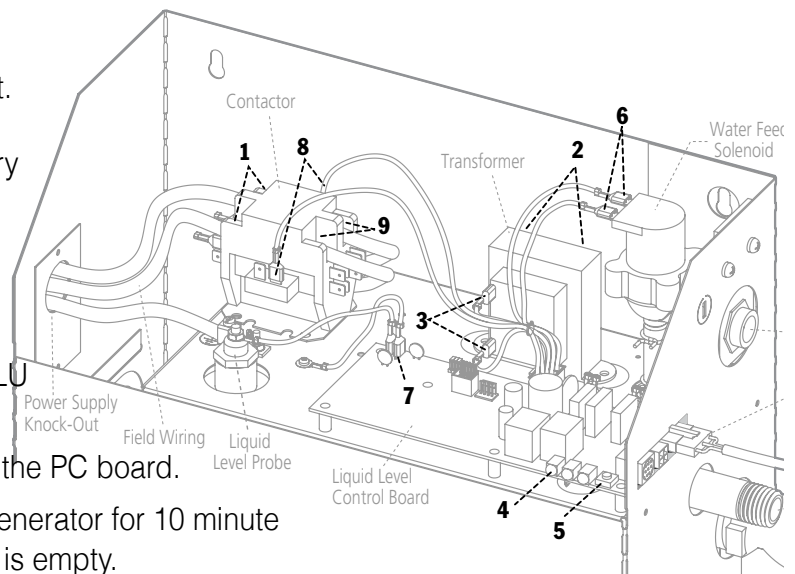
Step 7 Temporarily short out the WLS (Purple wire) and GND (Green wire) terminals and verify the contactor engages.

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.

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



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



Product: Residential Generators

Problem: Displaying an H²O 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 H²O 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).

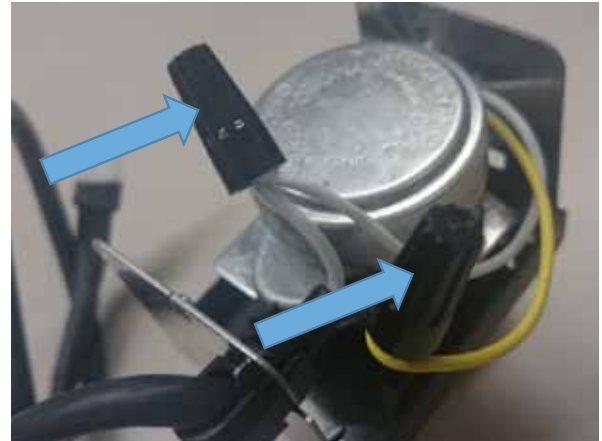


Figure 1



Figure 2



Figure 3



Product: Residential Generators

Problem: Getting an H₂O Code *(continued)*

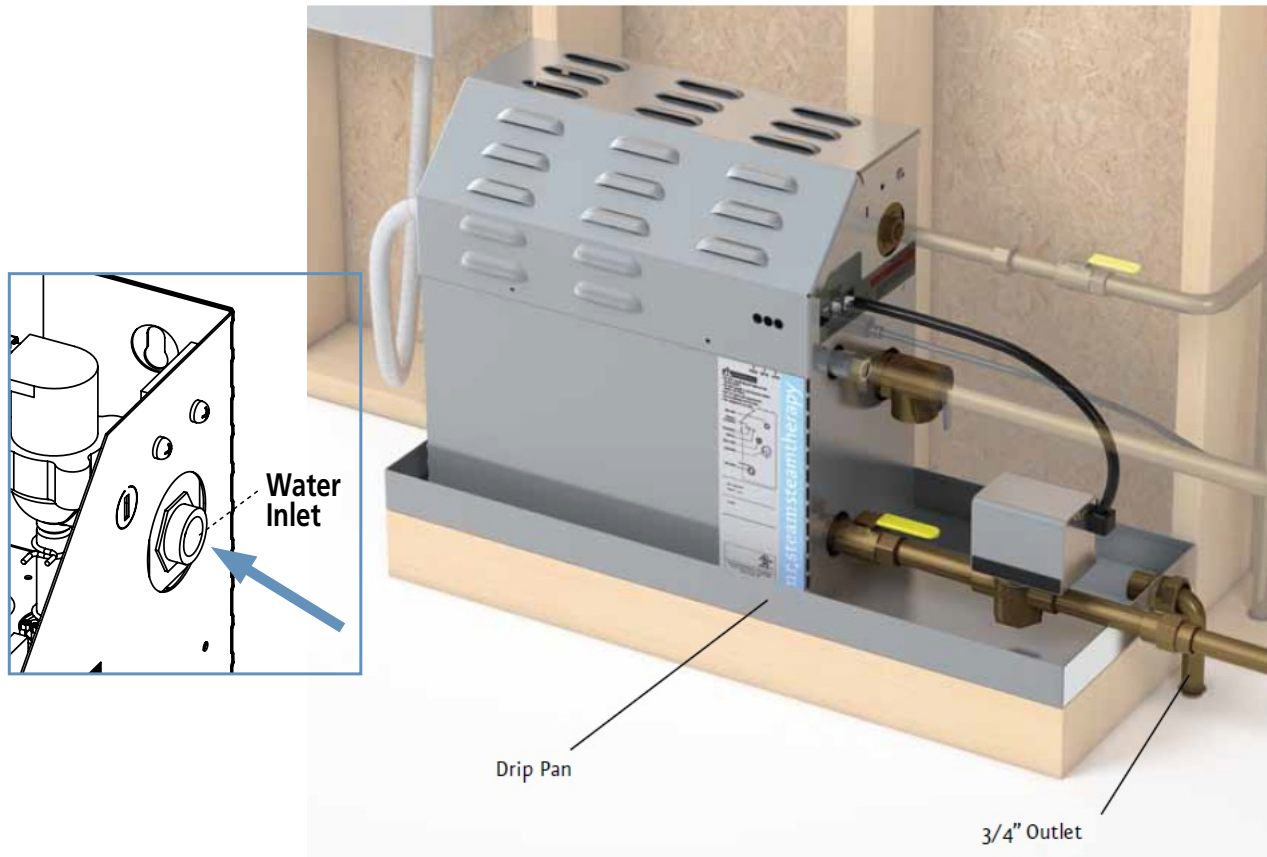
An H₂O code will indicate the unit has not sensed water for more than 5 minutes.

- 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)





Product: Residential Generators

Problem: Water Flowing Out of Steamhead

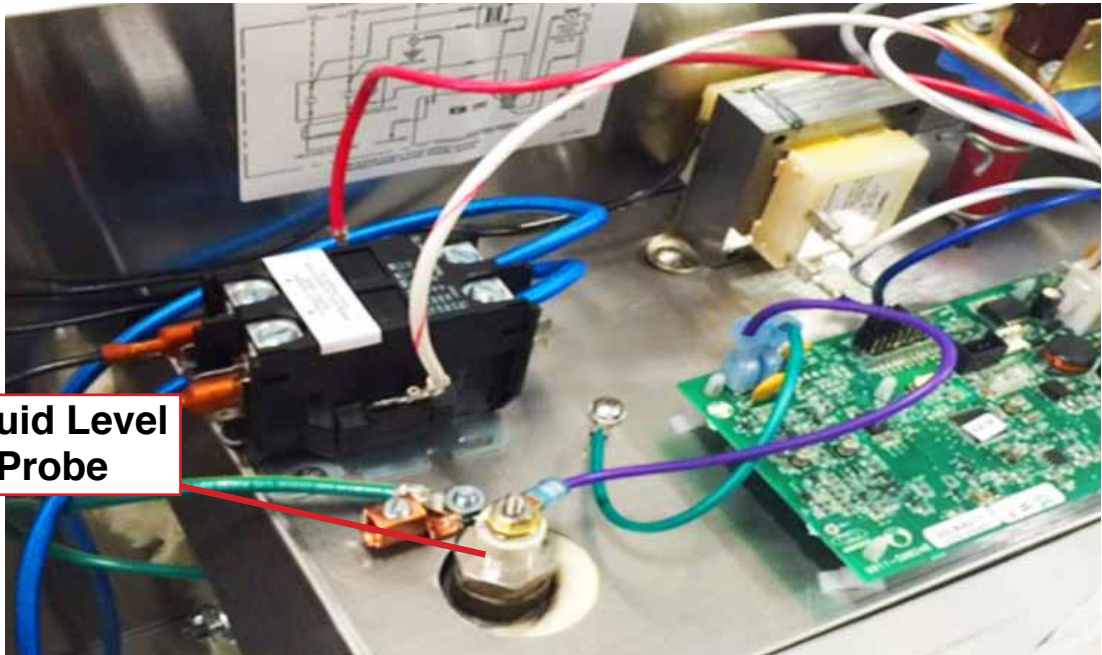
Water coming out the steamhead means the steam unit is overfilling.

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

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

1. Check the Liquid Level Probe.

- Remove top cover to steam unit.
- Located the Liquid Level Probe (looks like a spark plug with a purple wire connected, Fig.1)
- Unscrew the top nut to remove the purple wire (use a 5/16 nut driver).
- Remove the Liquid Level Probe (use a 13/16 socket to remove probe).
- The probe is a stainless steel rod. Clean the rod with an abrasive pad or sand paper. If the rod has a clear plastic sleeve completely covering it, the probe (PN100471-2) will need to be replaced
- Re install the probe with Teflon tape. Make sure the nuts on top of the probe are snug tight.



Liquid Level Probe

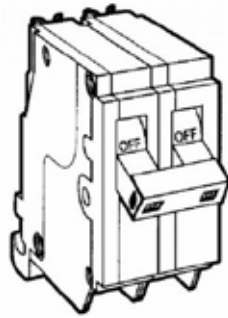


Product: Residential Generators

Problem: Breaker is Tripping

- Breaker must be sized 25% greater than steam generator amp draw. Refer to amp located on the steam generator data plate.
- Check condition of Heating Element. Refer to list topic “Unit Not Making Steam” for further directions.

[Link to Unit Not Making Steam](#)



Breaker



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



Product: MSSuper4-6

Problem: Only One Generator Producing Steam

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

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

1. Unplug the tandem cable from the PC boards of each generator. This will allow generators to run independently of each other for testing.
2. Remove the top cover and press the white test button next to the red LED light on each generator. This will run both generators to determine a possible problem on either one. If either generator does not produce steam, it may indicate an independent issue within the generator not relating to a tandem setup.

[Link: "Unit Not Producing Steam"](#)

3. If the generator with the control cable is the unit not functioning, switch the cable to the other generator. This will determine if a faulty control is causing the issue with the generator it is connected to.

4. Verify tandem cable ends to ensure that they are installed correctly onto the LLCB where the colored wires are reversed between LLCB board connections (refer to Figure 4).

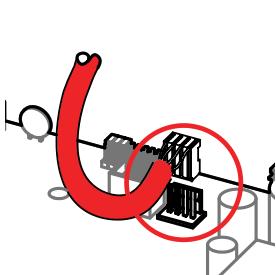
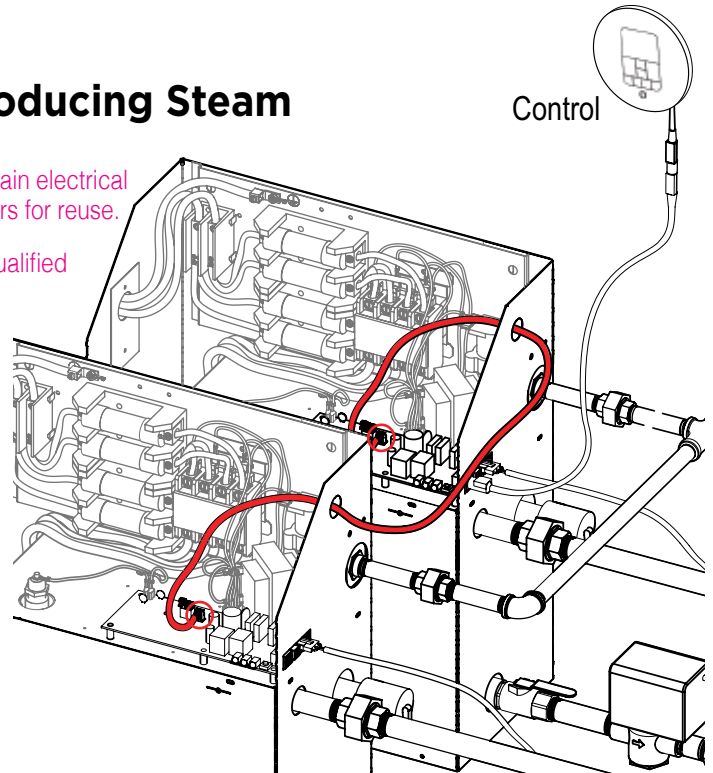


Figure 1

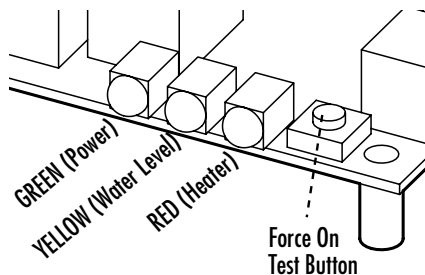


Figure 2

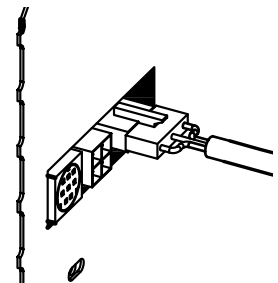


Figure 3



Figure 4

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Product: Residential Generators

Problem: Water in Drip Pan

There are three possible reasons for water in your drip pan:

Reason 1: The installation was done incorrectly

1. Inspect all plumbing lines. Drain line should have its own dedicated line. Make sure the AutoFlush® line (Fig. 1) does not connect with any other line. All lines from the MrSteam unit should be separate from one another.
2. If an AutoFlush is installed the generator will flush the tank 2 hours after every use. Water may be backflowing into the drip pan during the flush cycle if the drain pan and AutoFlush are plumbed together.
3. With a full tank of water unplug the AutoFlush from the side of the generator and verify if water is backflowing into drip pan.

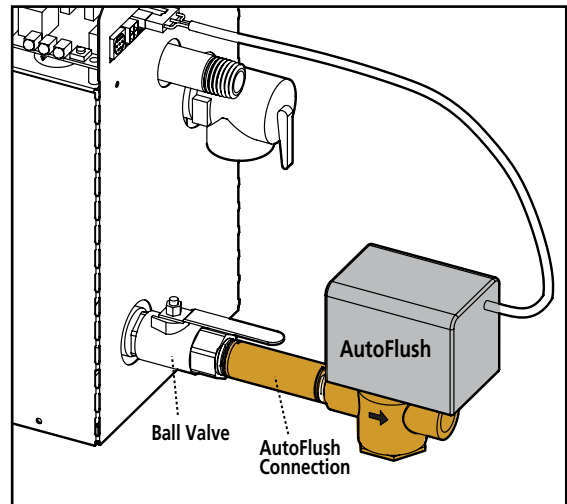


Figure 1

Reason 2: Water feed solenoid is cracked

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

1. Check blue bowl on water feed solenoid. (Fig.2)
If it is cracked solenoid needs to be replaced (PN 100479).

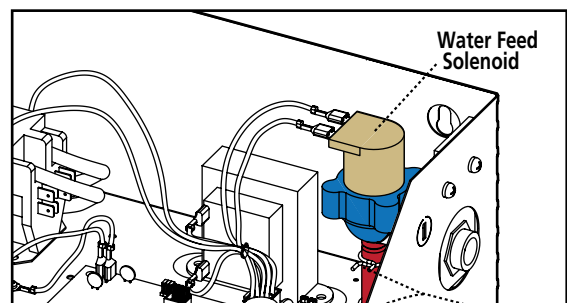


Figure 2

Reason 3: Hose clamp has moved up

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

1. Inspect bottom hose clamp. (Fig.3) If hose clamp has moved upward shut power off at main breaker.
2. Using a pair of hose clamp pliers, and move it all the way down.
3. Turn power back on at main breaker and test unit..

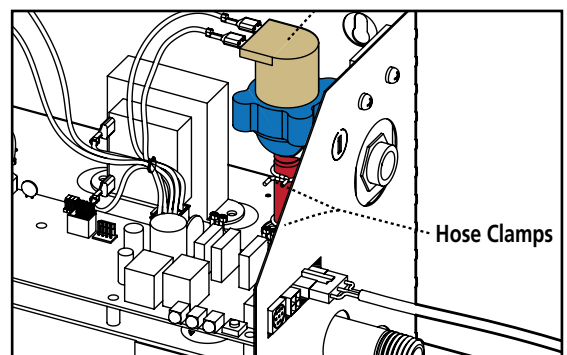


Figure 3

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Product: Residential Generators

Problem: Aroma System Not Putting Out Aroma Scent

1. Check to see if your aroma bottle is empty. If so replace bottle, you will also have to prime the pump to start the flow of aroma oil.
2. Hold the black button on the bottom of the aroma pump. If you do not hear it or feel it moving you may have a power issue. Check your 120V power supply. If the pump is getting 120V, replace pump.
3. If the oil does not flow through the aroma line, you may have a swollen or misplaced valve plate. Order valve plate (PN 104159).
 - Replace all parts that are in the new valve plate kit. Make sure all parts go back the way they came. (see Figure 1 on how the parts are placed).
 - Re prime the aroma pump. Make sure your aroma hose is full of aroma oil on the pressure line. This way you know you should be getting aroma scent inside your shower.
4. If your aroma scent is too weak or too strong please click the attached PDF on how to adjust your setting.

[Priming directions](#)

[Aroma plate replacement instructions.](#)

[Aroma adjustment](#)

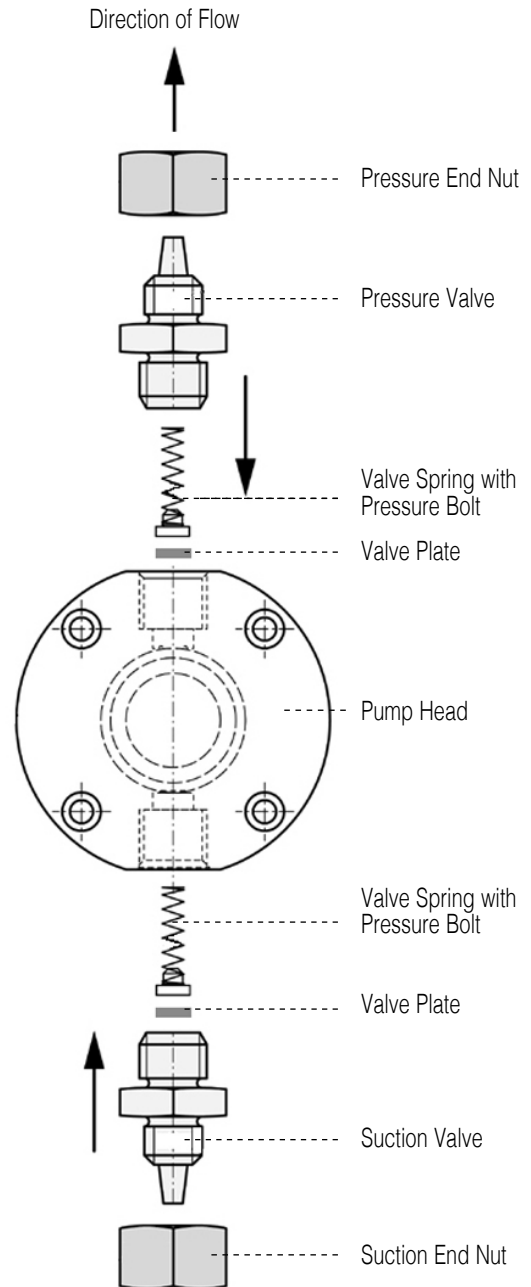


Figure 1



Product: Residential Generators

Problem: Chroma Light Flickering or No Light

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

⚠ WARNING To prevent electrical shock, disconnect all electrical power to the unit.

1. Check main power and verify there is a steady 120V at all times going to the Chroma Light, and the switch is in the ON position.
2. Set the Chroma button on the control to the ON position. With a multi-meter set to ohms, check the "chroma" tab terminals on the board and verify that there is continuity.

3. Remove the lens and the bulb inside the fixture. Verify if there is 12v at the socket tabs that the LED cluster plugs into (see Fig. 1)

⚠ CAUTION Ensure power is turned off at the breaker before installing LED cluster. Hot swapping LED clusters could render them inoperable.

4. If all previous steps don't solve the problem, there could be an issue with the LED cluster inside the light. (Replacement PN 104119)

Figure 1

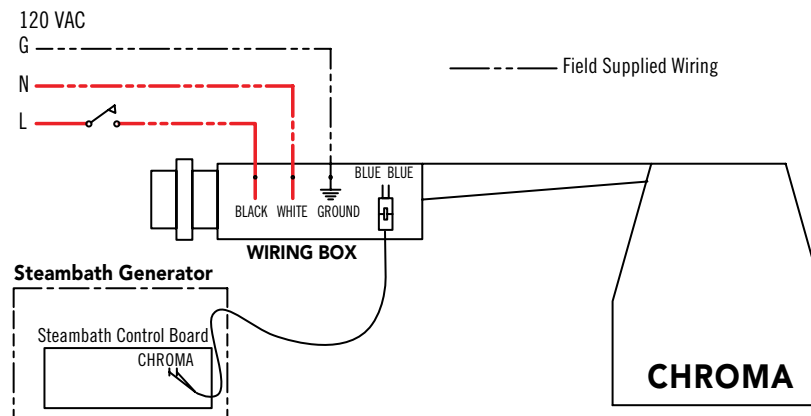
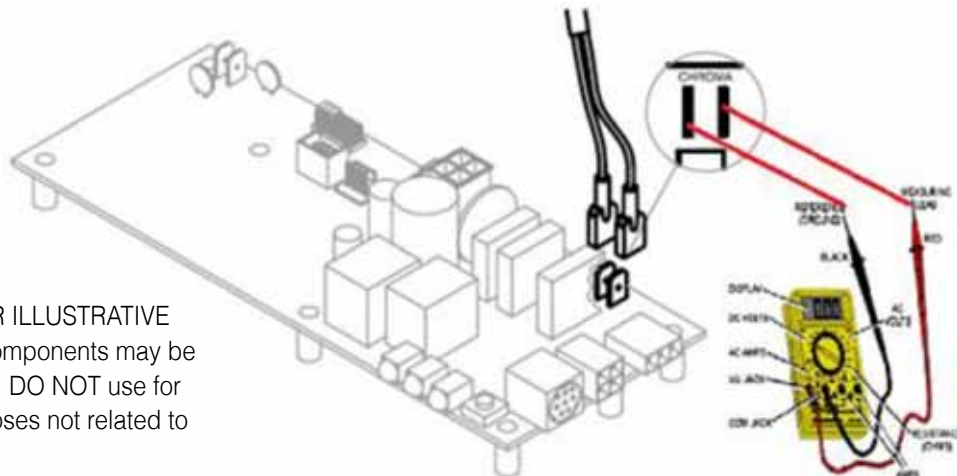


Figure 2



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: AudioWizard® 2.0 Not Pairing

1. In order to enter pairing mode press the Bluetooth® icon on the iSteam control (Fig.1)
2. This will enter a pairing mode that will last 2 minutes, which will leave the AudioWizard discoverable.
3. From the list of Bluetooth devices on your phone choose "MrSteam Audio" and allow a moment for pairing.
4. Verify all the pins on the AudioWizard cable are straight and not bent or broken (Fig. 2) as this would cause a communication failure from AudioWizard to the iSteam control.

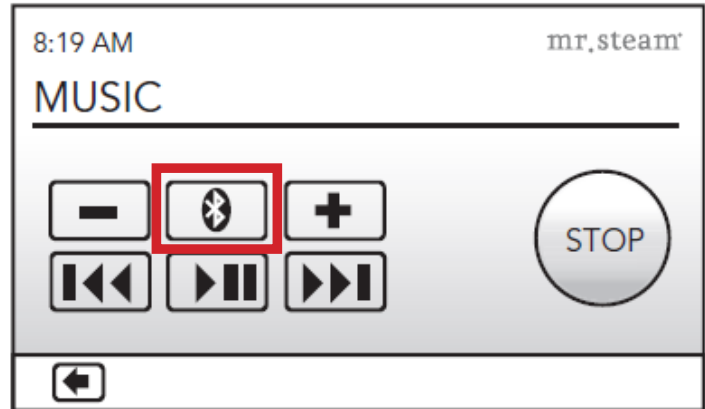


Figure 1



Figure 2



Product: Residential Generators Problem: Continuous Buzzing Noise

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

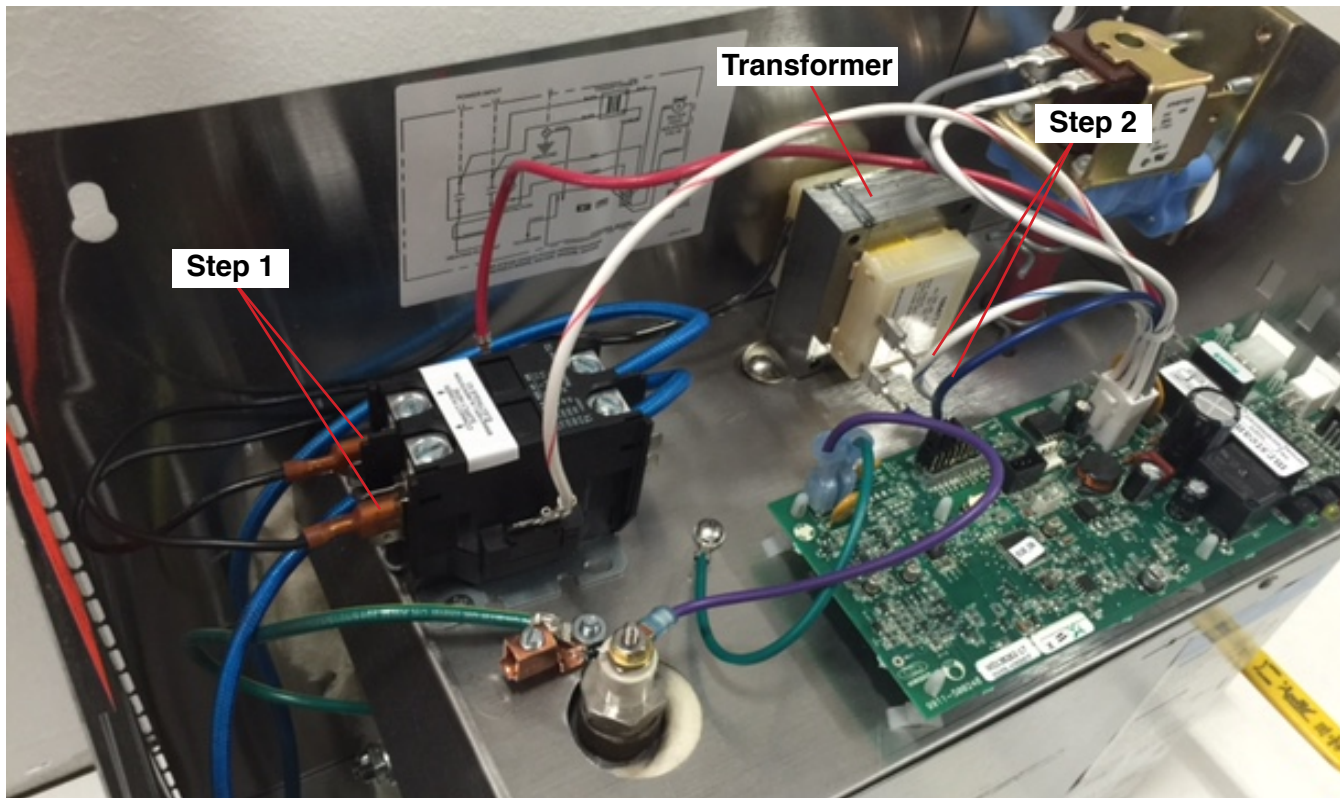
⚠ WARNING Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

If your steam unit is buzzing constantly, this will indicate that your transformer needs to be replaced. (PN 100477-3)

1. Shut the power off at the main breaker.
2. Remove the top cover to the steam unit.
3. Unplug the two black wires on the contactor.
(Step 1)

4. Unplug the white/blue and blue wire from the transformer. (Step 2)
5. Remove and replace the transformer with a new one.
6. Plug all wires back in, following same steps as removal process.
7. Re-install top cover to the steam unit.
8. Turn power back on at main breaker.

If your steam unit is not buzzing you have fixed the problem.





Product: Residential Generators

Problem: Buzzing Only When Turned On

If your steam unit is buzzing only when turned on at the control, you may need to replace the contactor.

Replacement part for MS90-400: PN 100476-2

Replacement part for MSSuper1-3: PN103453

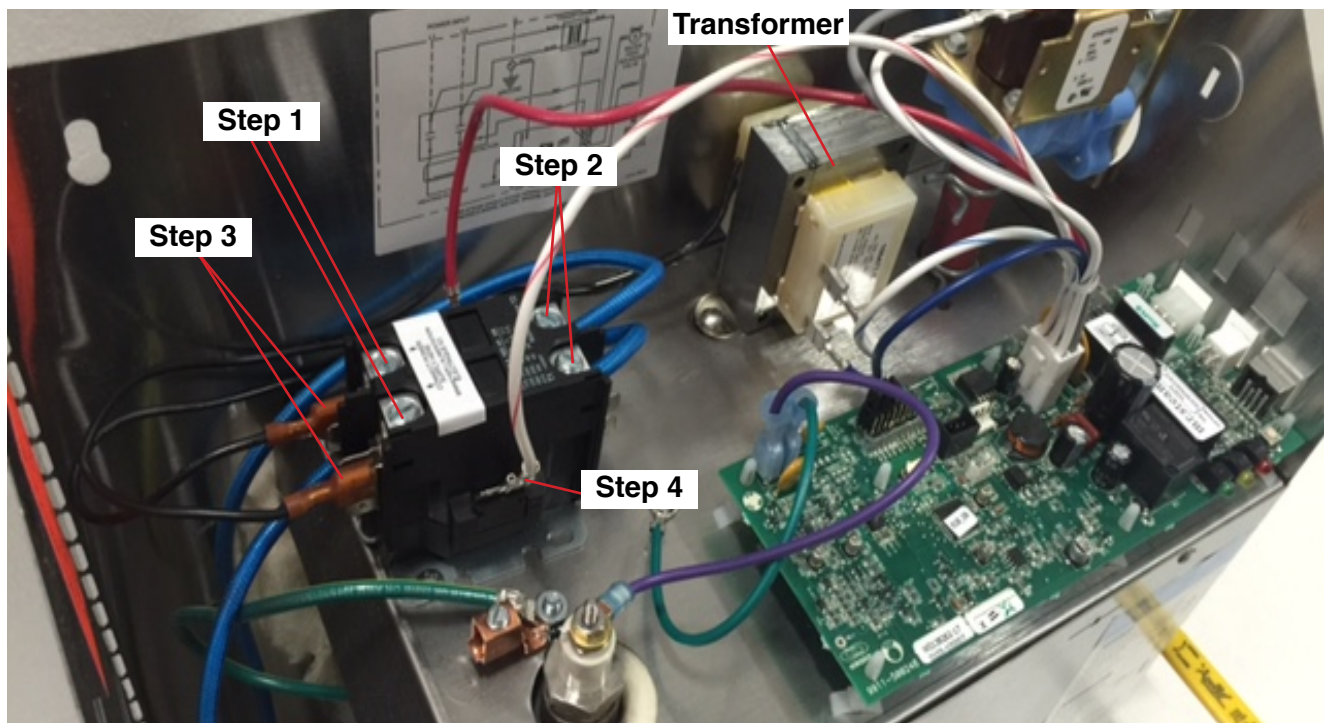
⚠ WARNING All electrical trouble shooting to be performed by a qualified licensed electrician.

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

1. Shut power off to your steam unit at the main breaker. *(ensure all lights are off on the unit)*
2. Remove top cover from the steam unit.
3. Remove incoming power supply lines. (Step 1)
4. Remove "blue" heating element wires from contactor. (step 2)

5. Remove both black transformer wires. (Step 3)
6. Remove white/red and red wire from both sides of the contactor. (Step 4)
7. Unbolt the contactor and replace with new one.
8. Install wires in same location as they were removed.
9. Re-install lid to steam unit.
10. Turn power back on at main breaker.
11. Test your steam unit

If buzzing noise is coming from water feed solenoid please refer to H₂O Code.





Product: Residential Generators

Problem: Control Displaying Prr1 & Prr2

Prr1: Temperature Probe Error; Control Cable / MSTs Cable cut	Replace Control Cable (PN 104117-30) Replace MSTs Cable (PN MSTs)
Prr2: Internal problem with Control/MSTs	Replace Control / Replace MSTs

Please refer iTempo/iSteam manual for Control Installation Instructions.

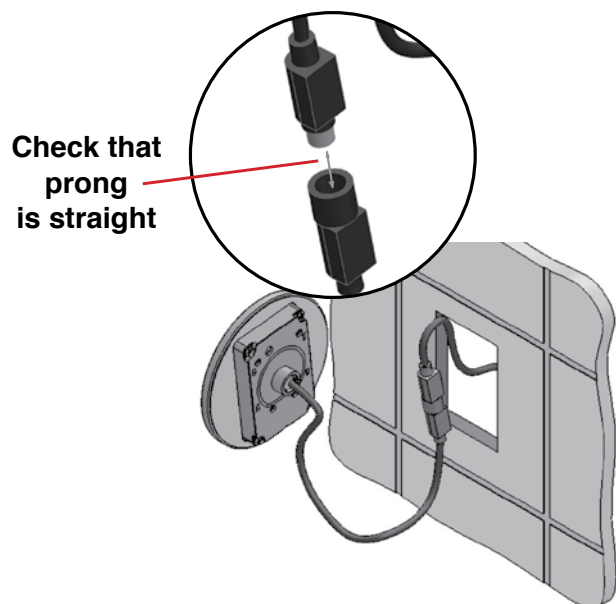
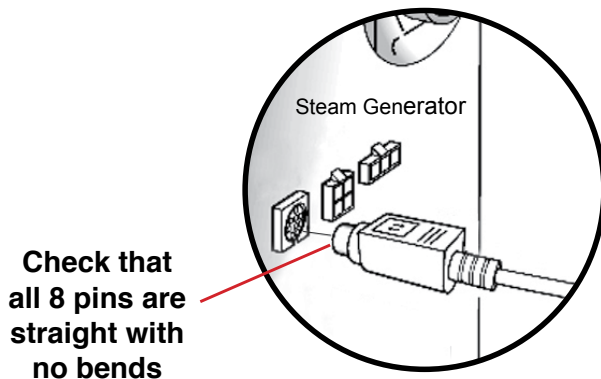


Product: Residential Generators

Problem: No Status on iSteam® Control

A “No Status” code may indicate that the control has a possible loose connection with the control cable.

1. Turn off the power to the generator at the circuit breaker.
2. Inspect both ends of the control cable that is connected between the MrSteam generator and the back of the control in the shower.
3. Unplug the ends on both and inspect the pins making sure they are not bent or broken.
4. Make sure the pins are aligned to the female connection. Plug the cable ends back in and insure that both ends are tightly secured to the female connections.
5. Turn the power to the generator back on at the circuit breaker and test the control.





Product: Residential Generators

Problem: Control Displaying Err1

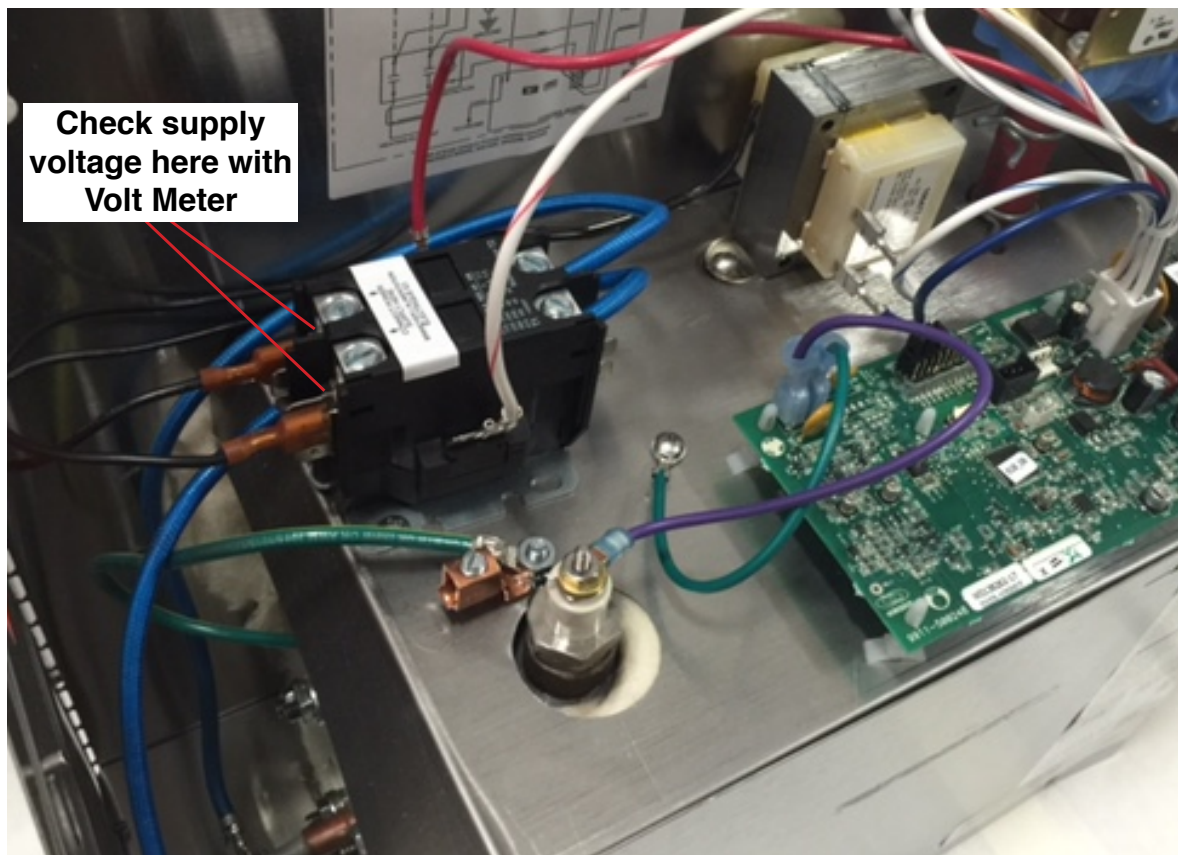
⚠ WARNING All electrical trouble shooting to be performed by a qualified licensed electrician.

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

Incorrect Field Supply Voltage.

Voltage needs to match data plate specifications.

Generator voltage rating is found on the name plate located below indicator lights.

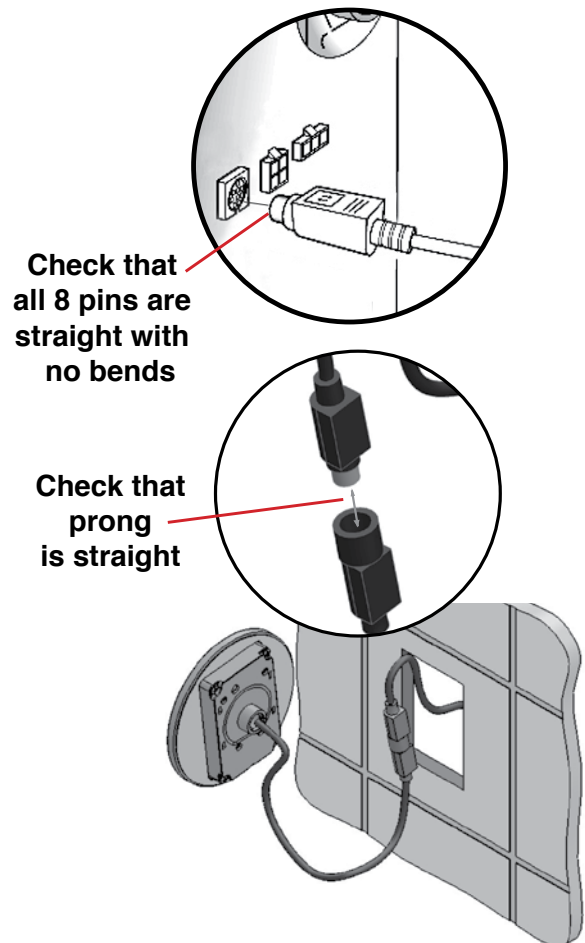
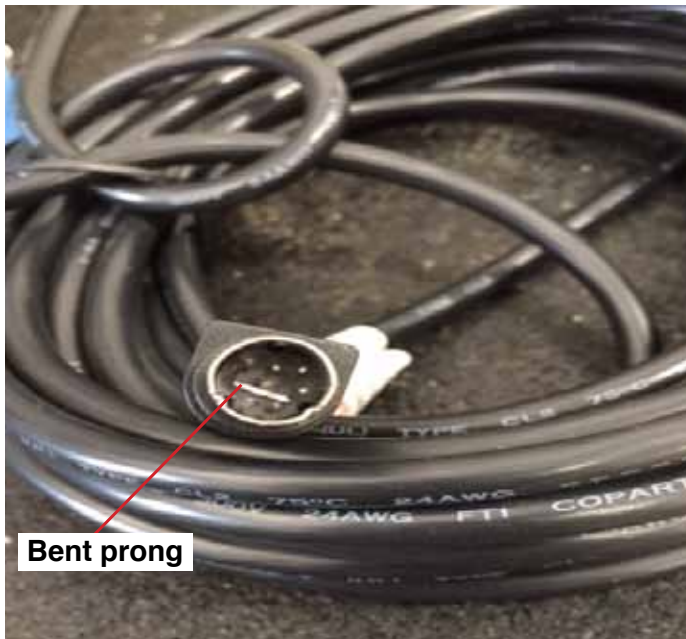




Product: Residential Generators Problem: Control Displaying Err2

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.

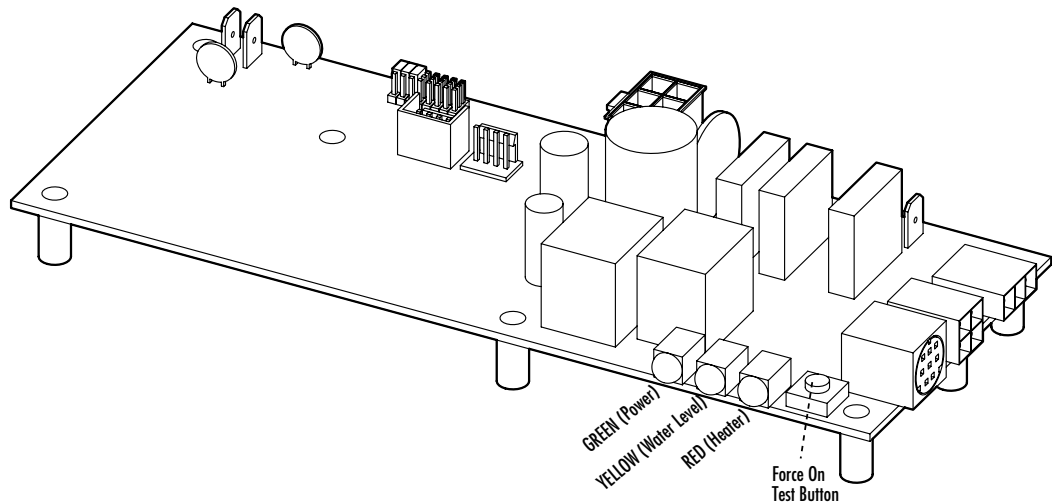




Product: Residential Generators Problem: Control Displaying Err7

Liquid Level Control Board malfunction

- Memory error in LLCB
- Recycle power and replace control board if code remains (PN 103975)



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.



MrSteam® VIRTUAL TECH

Product: Residential Generators

Problem: Control Displays Errb

Errb code indicates that the water level on your tandem unit is not satisfied. Please click link to H2O and follow those steps on secondary unit.

[Link: Getting an H2O Code](#)



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





Product: Residential Generators

Problem: Room Too Hot

1. Check location of control. Control must be inside the steam room located opposite from the steam head. If control is located outside the steam room, an iMSTS/MSTS must be installed.
2. Check for any condition which may be blocking or obstructing steam room temperature from reaching control sensor.





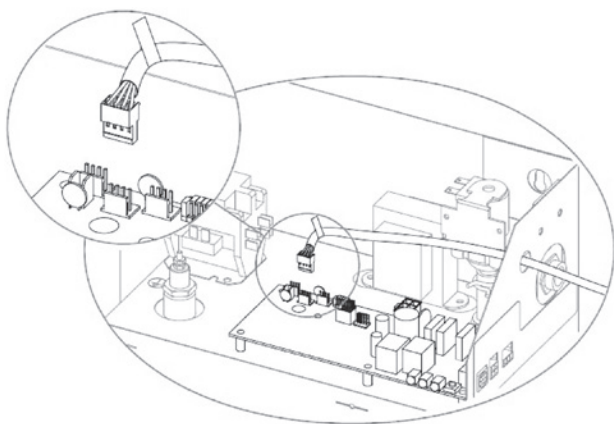
SteamLinux: Installation and Troubleshooting

STEP 1

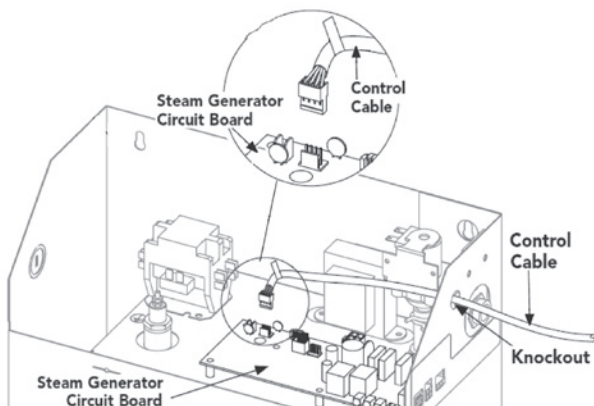
A. Turn power to the steam generator OFF.

Plug SteamLinux A into one of the MTA-100 accessory connectors. The MTA-100 connector could be found in four possible places:

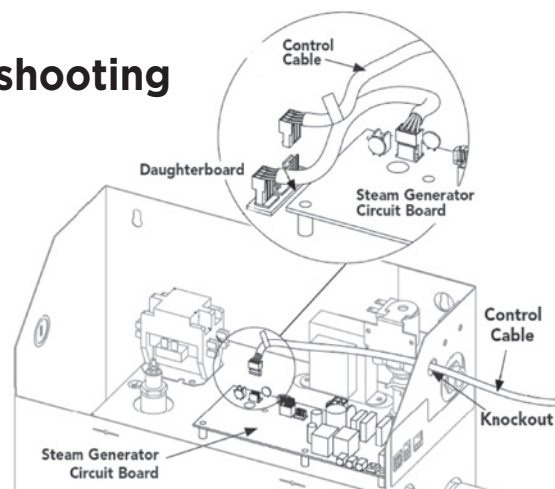
1. Steam Generators with serial number MSE1190000 and higher has the 104288 board with 3 MTA-100 connectors on the upper left side adjacent to the GREEN and PURPLE wires.



2. Steam generators with serial number MSE1174000 to MSE1189999 has the 103975 board with 1 MTA-100 connector on the upper left side adjacent to the GREEN and PURPLE wires.



3. Steam generators with serial number MSE1174000 to MSE1189999 with a ChromaSteam3 installed will require the use of a Daughter Board (supplied with ChromaSteam3) to provide additional MTA-100 connectors to plug in accessories.



4. Steam generators with serial number MSE1174000 to MSE118999 with an AudioSteam3 installed will require the bus extender box be opened to access an additional MTA-100 connector. The bus extender that plugs into the steam generator is the one that should be opened (highlighted in red below).

B. Turn power to the steam generator ON.

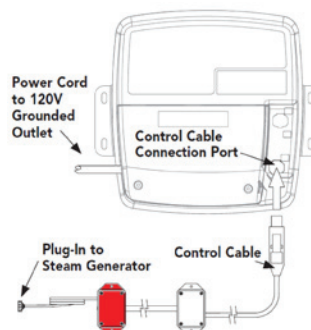
THE CONTROL MUST BE CONNECTED TO THE STEAM GENERATOR FOR STEAMLINX TO START UP CORRECTLY.

1. When the generator powers up, SteamLinux A will go through the following color cycle:

- Blinking Red: Looking for steam generator
- Flashing Green: Connecting to steam generator
- Blink Blue:
 - Blue means SteamLinux A is connect
 - Blinking Blue: SteamLinux A has not found a mating SteamLinux B

2. If SteamLinux B has been connected already:

- Blinking Red: Looking for steam generator
- Flashing Green: Looking for SteamLinux B
- Blue (it may blink for a few seconds): SteamLinux A is connected to the generator correctly and it has found a mating SteamLinux B.





SteamLinux: Troubleshooting

C. Troubleshooting SteamLinux A installation

1. If the SteamLinux A light does not come on check that the SteamLinux is plugged into the board correctly and in the correct location.

If SteamLinux A is plugged directly into the board and the generator is powered the problem can be either SteamLinux A or the PC Board.

- If a newer 104288 board is used you can try to plug SteamLinux A into one of the other two MTA-100 connectors.
 - If a daughter board or bus extender has been used go to step 2.
2. If a daughter board or bus extender has been used, plug SteamLinux A directly into the board.
 - If SteamLinuxA is plugged directly into the board and the generator is powered but the light on SteamLinux A still does not light the problem is with SteamLinux A (if the other accessory does not work the problem is with the PC Board)
 - If SteamLinuxA now lights up the problem is in the daughter board or bus extender
 3. If SteamLinux A is plugged into the MTA-100 connector backwards it will not light, no harm is done to the SteamLinux or PC Board
 4. If SteamLinux A is plugged into the EXT TEMP (MSTS) connector it will not light, no harm is done to the SteamLinux or PC Board
 5. If SteamLinux A is plugged into the TANDEM connector it will not light, no harm is done to the SteamLinux of PC Board

6. If SteamLinux A remains red, ensure that the control is plugged into the steam generator. SteamLinux will not recognize the steam generator if a control is not plugged into it.

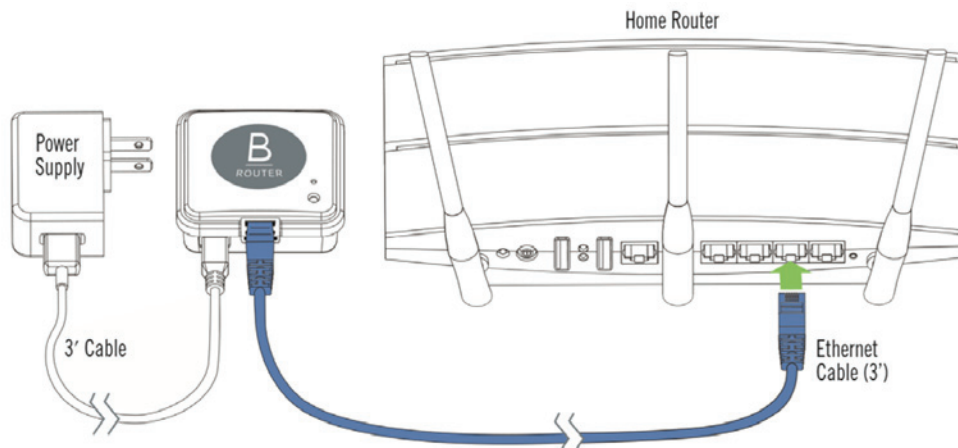
STEP 2

A. Connect SteamLinux B to the router

1. Plug the ethernet cable into SteamLinux B. This connector will only fit one way into the SteamLinux
2. Plug the other end of the ethernet cable into one of the router's LAN ports. This connector will only fit one way into the router.

B. Connect SteamLinux B to power

1. Plug the micro USB on the power cable into SteamLinux. This is the same type of connector used on Android devices, it only fits one direction.
2. Plug the USB on the power cable into the power supply. This only fits one direction.
3. Plug in the power supply
4. SteamLinux B will go through the following color cycles:
 - Red: Looking for router
 - Green: Connecting to router
 - Blue: SteamLinux B is connected correctly and has found a mating SteamLinux A
5. If SteamLinux B is powered before SteamLinux A, or the two are out of range the startup sequence will be as follows:
 - Blinking Red: Looking for router
 - Flashing Green: Looking for SteamLinux A
 - Blinking Blue: SteamLinux B is connected to the router correctly but has not found a mating SteamLinux A.





SteamLinux: Troubleshooting

Troubleshooting SteamLinux B Installation

A. Red Light:

- Check the ethernet connection between the SteamLinux B and router
- Check that the router is connected to the outside world
 1. See if you can connect to the router's WiFi network and get on the internet
 2. If the router is not connected to the outside the light will remain red, however you can still work SteamLinux

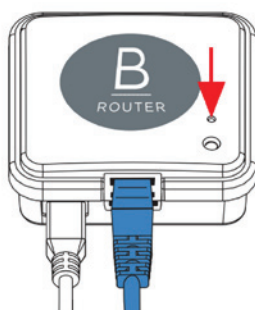
B. Blinking Blue Lights: the two SteamLinux cannot find each other because they are too far apart

1. Unplug SteamLinux B and move it so it is next to SteamLinux A
2. Plug it in (use and extension cord if necessary) do not plug in the ethernet cable at this point
3. If SteamLinux A turns solid Blue and SteamLinux B turns solid Red the two SteamLinux are paired and connected. If the distance between the router and the steam generator is too far, use a longer ethernet cable to relocate SteamLinux B

C. Blinking Blue Lights: the two SteamLinux cannot find each other because they are not paired (NOTE: ALL STEAMLINX ARE PAIRED BY THE FACTORY BUT CAN BE PAIRED IN THE FIELD IF NEEDED)

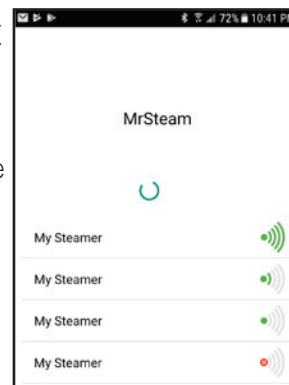
1. Power down the generator.
2. When SteamLinux B is powered and plugged into the router, push a blunt ended object (like a paperclip) into the small hole on the top of it.
3. When the LED flashes green, remove the blunt ended object from the button
4. Power up the generator. The SteamLinux should go through the following sequence:

SteamLinux A (Generator)	SteamLinux B (Router)
RED	Flashing Green
BLUE	BLUE



App

- A. Download the SteamLinux app from the App Store or Google Play
- B. Ensure that the phone or tablet being used is CONNECTED TO THE WIFI NETWORK BEING BROADCAST BY THE ROUTER STEAMLINX B IS PLUGGED INTO
- C. Open the App, the screen will look like what is shown on the right.



Iconography:

- Spinning wheel, App is searching for Steamlinux (continues to spin as long as you are on this screen)

My Steamer SteamLinux that is/was connected through this phone

- SteamLinux connected through this phone, with a good signal between SteamLinux A and B
- SteamLinux connected through this phone, with a weak signal between SteamLinux A and B. The connection may be slow between pressing a button on the phone and the action occurring on the steam generator.
- SteamLinux connected through this phone, SteamLinux A is out of range from SteamLinux B or the two are not paired, trouble shoot for range, or check that the generator has power, and that SteamLinux A is connected correctly.
- SteamLinux that was connected through this phone cannot be found. Check that SteamLinux B is connected to the router correctly.



SteamLinux: Troubleshooting

D. App update

Users may encounter a screen that says they need to update the App. At this point they should press OK and wait.

- The firmware in the SteamLinux needs to be updated.
The firmware is downloaded from a cloud server directly to SteamLinux B, when it is completely downloaded, SteamLinux B will send it over RF to SteamLinux A.
- If the SteamLinux are far apart the transfer from A to B will take a long time.
- Once the process starts the phone is out of the loop and you cannot communicate with SteamLinux.

Loss of connection error:

- This error is NORMAL, the app is getting kicked out while the update occurs. The user should NOT try to reopen the App. If they do they will pause the process while the App connects to the SteamLinux, they will then be kicked off when the process restarts, this will slow a process that is already time consuming
- Advise the customer to wait 15 to 20 minutes before going back into the App.