



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: MSSuper4-6

Problem: Only One Generator Producing Steam

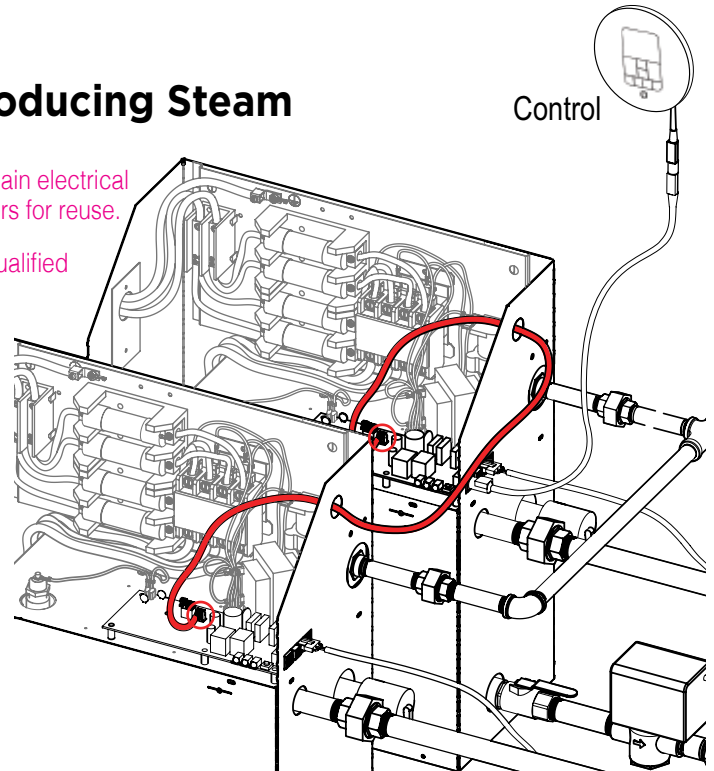
⚠️ WARNING Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

⚠️ 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).

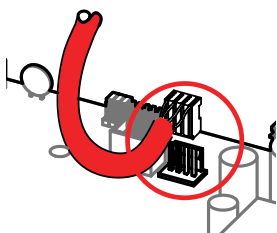


Figure 1

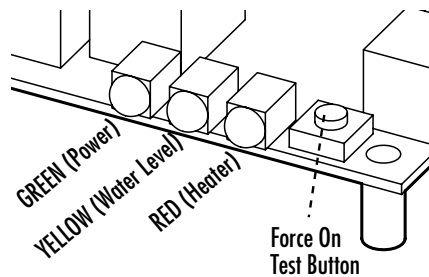


Figure 2

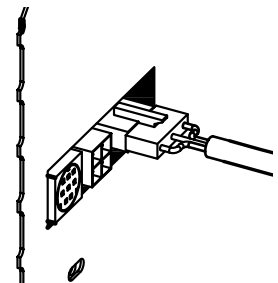


Figure 3



Figure 4

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.