



## 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: How to Test MrSteam Units

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.

**⚠️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.

