

*Illustrated Guide for
Sending Your Steam Cleaner
For Service Evaluation*



This guide illustrates the process to obtain prepare for your no charge steam cleaner service evaluation.

Please follow all steps to ensure the most comprehensive, cost effective and efficient service possible.

If you have any questions, please don't hesitate to ask

Call Toll Free – 800-281-4413

Email – elle@intersteam.com

All service is done through shipping to our service centre in Ontario.

On site service to steam cleaners is not available for several reasons.

Your steam cleaner needs to be heated up to evaluate it.

We then provide a quote for you to review and authorize.

The machine has to cool and depressurize in order to replace parts.

Once the repair is completed we test the machine for several tanks of water to ensure you receive your machine back in perfect working condition.



If I Need Help, What Do I Do?

Please make a note of the problem you are experiencing, with as much relevant detail as possible.

Examples include:

Machine turns on but does not heat up.

Machine does not turn on.

Machine is full of water, but the low water alert continues.

Machine is heating up, but no steam will dispense.

Water reservoir is filled with water but the low water chime continues.



If I Need Help, What Do I Do?

Machine performs for a brief period and then:

- the pressure on the display and output drops rapidly. The pressure returns after a brief period of time.
- the pressure on the display and output drops rapidly. The pressure does not return.

The machine does not reach full operating pressure or temperature – there is some movement but does not reach specification.

There is water leaking from the machine:

- from the base
- from the hose or hose socket.



If I Need Help, What Do I Do?

There is steam leaking from the machine:

- from the base
- from the hose or hose socket
- not sure from where but there is moisture on the display panel.

Or any other issues you note!

This is important in the event we can not immediately replicate the failure when the machine reaches us for service.

If I Need Help, What Do I Do?



We are extremely efficient, factory trained, and dedicated to doing service on SteamKing Systems, so we are good at it, fast, and we keep all necessary parts in stock.

Troubleshooting



There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

If the machine is not heating up – please try a different electrical outlet on a different circuit – you may need to go to a different room for this. Make sure you eliminate the use of an extension cord and that you are not using a power bar.

You might be surprised at how many outlets are not powerful enough to supply the necessary voltage to power a steam cleaner. This can be in older construction, due to older outlets, due to outlets that are heavily used and worn and in situations where too many outlets have been installed on one circuit. These outlets might serve well for other applications but could be a barrier to your steam cleaner heating and operating efficiently.

Troubleshooting



There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

If the machine is heating slowly or leaking steam from the hose – you can try disconnecting the hose for the duration of the heating up period.

This will help to indicate whether the machine or the hose is in need of attention.

Troubleshooting



There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

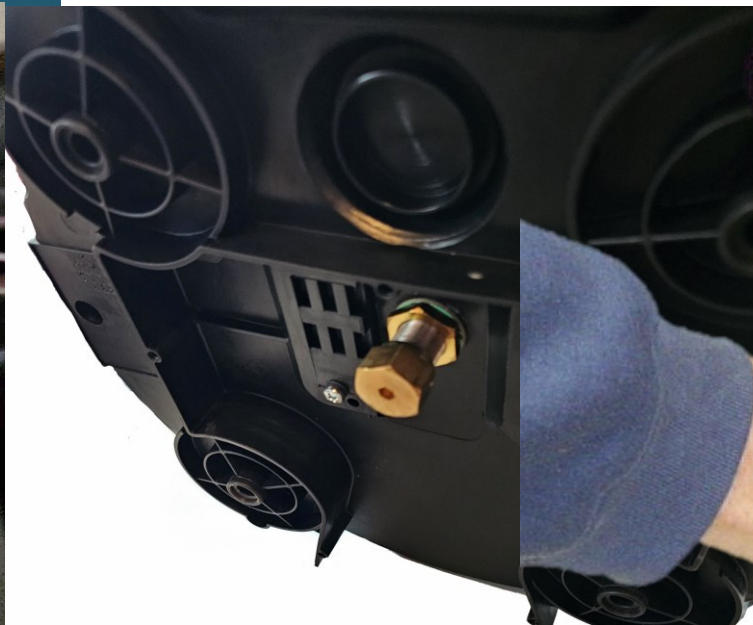
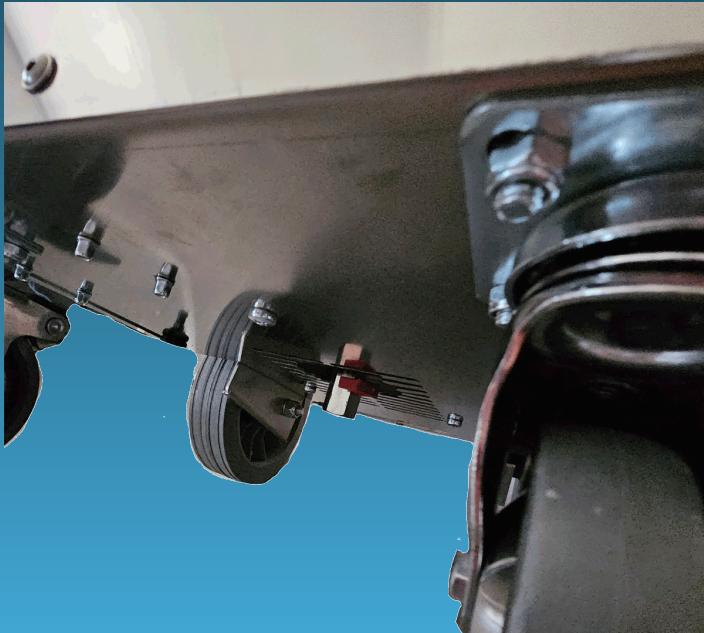
If the machine is still sounding the audible beep indicating low water and the reservoir tank is full of water you may have used distilled or reverse osmosis water or have a water logged float valve. You can drain the reservoir tank and leave it sit empty for 24 hours to determine if the water supply or float valve are an issue.



Troubleshooting

There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

If your machine performance is poor – low pressure indicated on the display and low output of steam you should try the drain procedure and vinegar treatment.



Troubleshooting

The unique drain procedure for your machine can be found in the operating manual or can be viewed on the Intersteam Training Website.



The vinegar treatment is as follows:

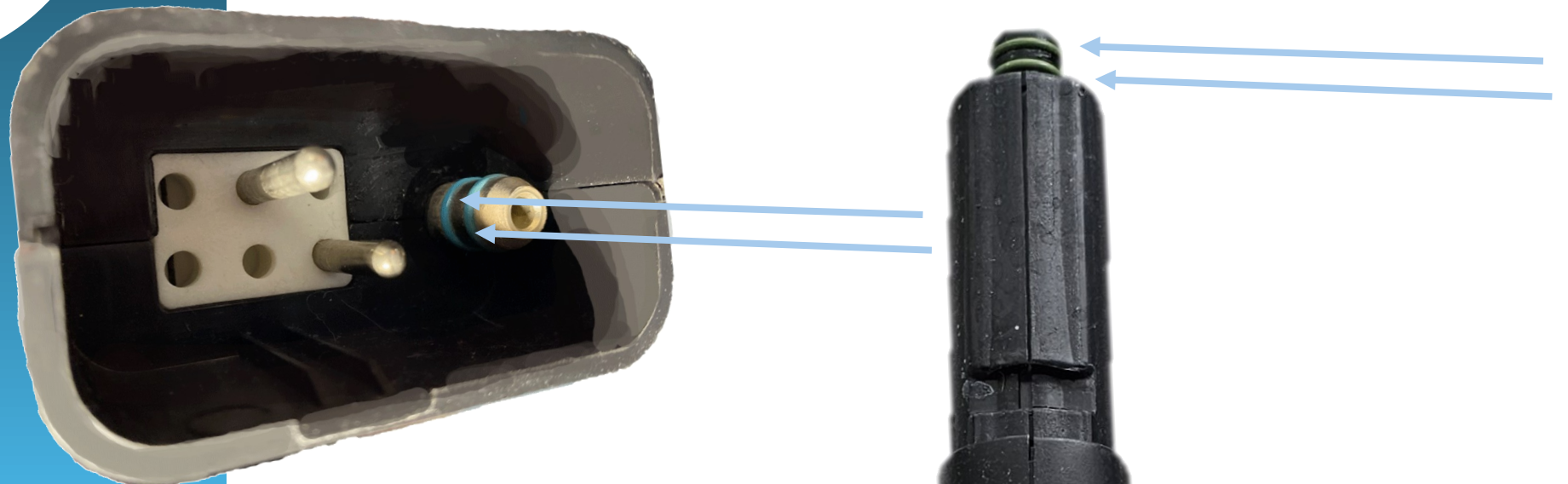
- 1) Drain as the manual advises and replace the brass drain plug/ close the drain valve.
- 2) Add ¼ cup/100ml white vinegar to the water reservoir or water reservoir jug. Power up the SteamKing. If low water chime sounds, add only enough water to the tank until the chime ends and to fill boiler.
- 3) Let the steam cleaner heat for 1 to 1.5 hours. Do not use the steamer during this time.
- 4) Allow the steamer to cool completely and drain and fill tank with potable water.
- 5) The steam cleaner is now ready for normal operation, refill tank with WATER ONLY.

Troubleshooting

There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

If the machine leaking steam from the hose or the hose handle becomes unreasonably hot during use – you can check the o-rings on all accessories – check the hose socket, the hose handle and any extension tubes in use.

There should be 2 o-rings in each position.





Troubleshooting

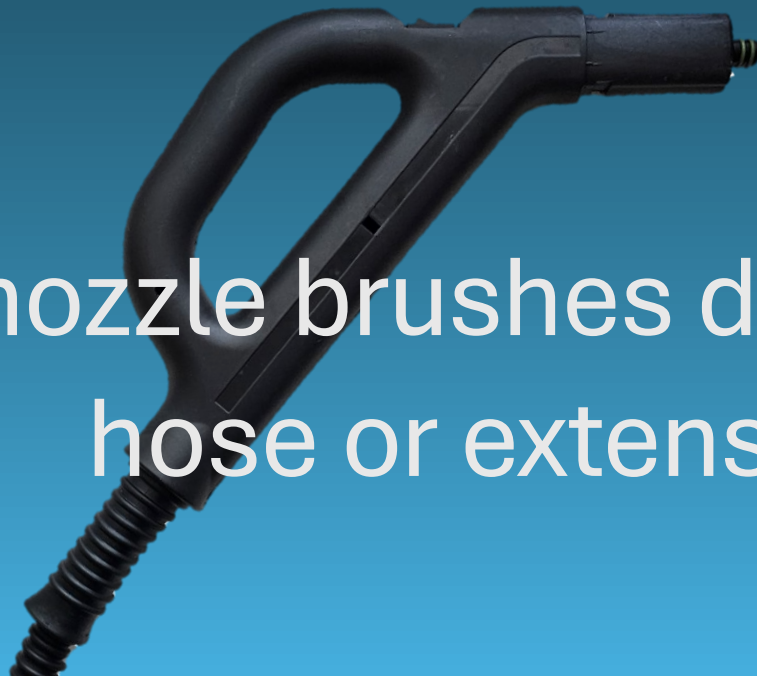
There are only a few things you are able to try on your own prior to requesting service to your steam cleaner:

If your accessories are not connecting properly you should check the o-rings and the safety clips.

You must make sure that you always use a nozzle between the end of the hose or extension tube and the accessory brushes and specialty attachments.

If your hose or extension tube end is damaged, you should replace that part prior to sending your machine in for service.

Operating Procedure – Accessories



Never use nozzle brushes directly on the end of the hose or extension tubes.





If I Need Help, What Do I Do?

When you send us your SteamKing you usually need only send the base unit. If you are unsure of what to send - Just ask.

The base unit is the machine itself, without any carts, accessories or other components:



If I Need Help, What Do I Do?



For the SteamKing 360 you should keep the water jugs, handle and fastening knobs with you.



If I Need Help, What Do I Do?

For all other models, you should keep the cart and all accessories with you.



STEP ONE: Please drain the steam cleaner. The reservoir (at the top of the unit where you add water) and the Boiler (at the bottom where you perform the drain procedure) should be emptied.

This is a very important step. Shipping a machine with water inside can break the boiler from the base housing of the machine due to the weight and momentum of the water. Shipping a machine with water in the reservoir tank can soak internal components, cause damage to the box which in turn can lead to lost or broken machines.

Shipping a machine with water inside can break the boiler from the base housing of the machine due to the weight and momentum of the water. The extra cost to repair this damage is over \$300 – mostly labour to rebuild the machine into a new housing.



ALL machines that are shipped without being drained will be left for at least one day to dry before any diagnostics or testing to ensure that no components are wet prior to supplying electricity to the unit.

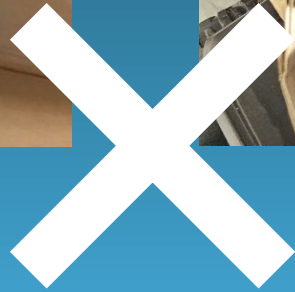
STEP TWO: Please package your steam cleaner well. The actual rule of thumb for most couriers is that the package should remain intact after a 4 foot drop. Unnecessary repair issues can occur from broken upper and lower housings, castors and shaken components inside the machine. Intersteam is not responsible for damage caused by poor packaging or failure to drain the machine prior to shipping.

Please place extra packing material – smaller empty boxes, bubble wrap, foam, plastic etc under the base of the machine to keep the casters lifted from the bottom of the box.

It is best to put the most packaging in the bottom of the box – the top of the box doesn't generally sustain the same kind of damage from dropping.

Boxes should be oriented so the machine is sitting properly in the box.

Boxes should not be oversized – this will generate higher shipping charges and increase the likelihood of damage!



STEP THREE: Please call 800-281-4413 or email elle@intersteam.com to arrange a return shipping waybill.

An outline of these instructions will be provided again when an email is sent to you with the return waybill.

We will provide the waybill and instructions for packing the machine and contacting the courier to collect your shipment.

It is important that you follow these instructions closely.



If I Need Help, What Do I Do?

If you are a member of our Steam Cleaner Loaner Program, please remember to let us know when you request service that you have an urgent need for the loaner machine during the service period.

Loaner machines are not always available. We will always do our best to accommodate your needs.



When you email or call to arrange your waybill, please be ready to provide:

Where you are calling from – Company Name or Name on Invoice

The reason for calling – what is the complaint with your steam cleaner

An email address to send the shipping waybill and instructions to

Once your machine is ready, you will need to call the courier to arrange to have them collect the package from you.

Once we receive your steam cleaner we will evaluate it and provide an estimate of necessary repairs.

We will contact you with any questions, and then provide a quote outlining the cost of any repair parts and labour. Sometimes we might recommend replacing the machine if it is beyond economical repair or past its estimated useful service life.



If I Need Help, What Do I Do?

If the repairs to your steam cleaner are covered under warranty you will be advised of the necessary work and it will be completed at no charge to you.

Your product has been manufactured, tested and inspected in accordance with carefully specified engineering requirements and is warranted to be free from defects in material and workmanship in accordance with the terms and conditions set forth below:

- Boiler -----3 Years
- Steam Cleaner -----1 Year
- Accessories -----6 months

Full warranty can be found at
<https://intersteam.com/warranty/>

Once you have received the quote and information about the required repairs, we ask that you let us know any questions you have or how you wish to proceed in a timely fashion.

If you need extra time to make the decision, please let us know your timeline.

We will provide follow up emails and phone calls to ensure that you have received the information you need to make a decision.

After we have your decision, repairs are completed promptly, and the machine is tested through several tanks of water to ensure that it is fully operational before returning it to you.

If you decide not to proceed with the repairs we can scrap the machine for you in an environmentally responsible way (scrap metal and recycling).

If you wish to receive the unrepaired machine back, there is typically a charge for one hour labour and shipping.

If we don't receive a timeline update or response, we will send one final reminder at the 30-day mark to let you know the date we will have to consider the machine abandoned.

At that stage, the machine will be disposed of in an environmentally responsible way (scrap metal and recycling).

If I Need Help, What Do I Do?

All machines will be returned via courier to the address you provide.

You will be invoiced for any authorized repairs.

You can also add any needed accessories to your invoice and have them sent along with the repaired machine.



We will be
unable to
repair
machines in
which
chemicals
have been
introduced
into the
boiler

Please read the manual
supplied with the
machine which contains
complete safety
instructions, warranty
details, technical data
and more. This training
guide is not designed to
replace the manual
supplied with the
machine and the
information in the manual
is critical for informed and
safe use of a steam
cleaning system.

Do not use
damaged
accessories
with your
steam cleaner.
Doing so can
cause injury or
can further
damage other
machine
components.



For questions about
this content, please
contact
elle@intersteam.com

Disclaimer



1-800-281-4413 www.intersteam.com

These instructions contain information needed for the correct use, safe handling and correct maintenance of the SteamKing Cleaning System. Familiarization with and observance of these instructions lead to the safe and proper use of this machine. These instructions cannot cover all possible uses of the system. For any further information please contact Intersteam Technologies. All legal obligations of Intersteam Technologies are based on the terms of sale which also contains the full and exclusive terms and conditions of the warranty. These instructions do not limit or extend the conditions of the warranty. The instructions contain information protected by copyright and may not be reproduced in any way or translated into any other language without the prior written authorization of Intersteam Technologies.