

PROBLEM AND SOLUTION FOR - XSTEAM HOME:

PROBLEM	REASON	SOLUTION
The unit Fails to steam Two indicating lamps do Not illuminate.	Steamer is not plugged in	Plug into electrical outlet
	Household circuit Breaker/Ground Fault. Interrupter is tripped or fuse is blown.	Check the power outlet. if you need assistance, contact a qualified electrician.
The unit fails to steam. Indicating lamps do Not illuminate.	Mineral build-up in the unit	Follow the Removing Mineral Build-up
	The water tank is empty	Refill the water tank
Excessive gurgling of Hose and Steam Nozzle	Condensation in hose	Some gurgling is natural effect of the steam process. For excessive gurgling, extend the hose vertically to allow water to drain back into the water reservoir.
Steam is intermittent	Mineral build-up in the unit	It's normal for the unit to periodically stop steaming for a few seconds. If the steam stays off for longer periods, Follow the Removing Mineral Build- up procedure.

PROBLEM AND SOLUTION FOR - XSTEAM & STEAMPLY TRAVEL STEAMERS:

PROBLEM	REASON	SOLUTION
Travel Steamer is not heating up	No salt has been added before use	Measure 3 spoonsful of salt with spoon that is provided before water is added into the steamer and then plug in to use.
Added salt and steamer is still not heating up	Steamer is not plugged in	Plug steamer into wall outlet
Steamer has a build-up of salt	Salt is not being washed out	After every use, rise out the steamer with clean water and swish water around before dumping water out
Steamer is leaking	Steamer is not in right standing position.	Do not aim steamer down or up at the sky, steamer should only be standing up right or flat down.
Steamer stopped producing steam	Steamer ran out of water	Unplug from outlet, please wait for steamer to cool down and then add water to steamer, at this point no more salt is needed until the next time you are ready to use it
Steamer is spitting out water	Steamer is over-full of water	Please wait for steamer to cool down , then clean out steamer as you would after every use and start the process over with

Caution:

- 1 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- 2 Children should be supervised to ensure that they do not play with the appliance.
- 3 It shall not spray liquid or steam into the electrical components of the appliance during use.