

SUBJECT: Troubleshooting Residential Steam Generators, from Serial # A-14900

3. Testing the Voltage to the Printed Circuit Board (PCB) cont... Timer Switch OFF

b) Test between all 5 wires and the grounding lug (green wire) for 120VAC.

Result → Yes 120VAC, go to step 3-c. No 120VAC → Check **wire's connection to the connector.**

CAUTION: do not cross connect the meter probes while taking a reading.

c) Test between orange wire (position 3) and red wire (position 4 or 5) for:

i. - **0-VAC** with the timer/switch control to the unit turned **OFF**.

ii. - **240-VAC** with the timer/switch control to the unit turned **ON** and the 2 pin connector (blue wire) from the PCB removed.

* **NOTE:** There is a **15 second window** in which test "3-C ii" must be performed, before the PCB safety shuts off the 240VAC power supply to the water valve. Turn on the timer switch or insert the red tester. To energize the water valve, remove the 2 pin connector (blue wire) from the PCB. Once the connector is removed (with the timer control on), the green LED on the PCB will illuminate; then begin the test.

Result → i. Yes **0-VAC**, (water valve not energized), go to next step. Yes 240VAC → Check **PCB**.

See note and repeat step 3-c* with the timer/switch control turned **ON**.

Result → ii. Yes 240VAC, go to step 4. No 240VAC → Check **PCB**.

4. Testing the Voltage to the Timer/Control Switch Circuit Timer Switch OFF

Procedure: Locate and pull back the 4 pin connector approximately 1/8 of an inch to check the voltage from the silver strips on the side of the connector plug and test for:

i. 24VAC between the white wire (position 1) and green wire (position 2).

Result → Yes 24VAC, go to step 5. No 24VAC → Check **PCB fuses**.

ii. a) 12VDC between the black wire (position 3) and the ground lug.

Result → Yes 12VDC, go to next step. No 12VDC → Check **PCB**.

ii. b) 12VDC between the red wire (position 4) and the ground lug with the timer/switch control turned **ON**.

Result → Yes 12VDC, go to next step. No 12VDC → Check **Timer Control**.

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The following tests are to be performed with the steam generator's power supply **OFF**.



5. Testing the Water Valve & Contactor Coil **POWER SUPPLY OFF**

Procedure: Locate and pull off the 5 pin connector plug (black, black orange, red, red wires) from the PCB to check the coil readings from the silver strips on the side of the connector and test for ohms with your metre to confirm the following readings:

NOTE: Meter set at 20K

a) Test between the water valve, orange wire (position 3), and the red wire (position 4) to get a reading of 2.8 to 3.5k ohms.

Result → Yes 2.8 to 3.5k ohms, go to step 5-b. No 2.8 to 3.5k ohms → Check **water valve**.

b) Test between the contactor coil, black wire (position 2), and the red wire (position 5) to get a reading of 0.875 to 1.5 ohms.

Result → Yes 0.875 to 1.5 ohms, go to step 6. No 0.875 to 1.5 ohms → Check **contactor coil**.

NOTE: The contactor coil reading may also be taken at each contactor by disconnecting the 18awg red and black wires from the coil, and then performing the test.

6. Testing the Heating Elements **POWER SUPPLY OFF**

NOTE: Meter set at 200ohms.

Procedure: **JR1&2** - Test between the black 12awg wire (bottom left) and the red 12awg wire (top left) on the contactor.

JR3&4 - Test between the black 12awg wire (left) on contactor 1 and the red 12awg wire (right) on the top of contactor 2.

JR3&4 - Test between the black 12awg wire (right) on contactor 1 and the red 12awg wire (left) on the top of contactor 2.

3000W 240V Element = 19.20 ohms

3000W 208V Element = 14.42 ohms

4500W 240V Element = 12.80 ohms

4500W 208V Element = 9.61 ohms

Result → Yes correct reading, go to step 7.

No, incorrect reading. → Check **element**.

7. Testing the Timer/Control Switch Circuit **POWER SUPPLY OFF**

Procedure: Locate and pull off the 4 pin connector plug and test for continuity between the red wire (position 4) and the black wire (position 3).

NOTE: Meter set at continuity.

Result → Yes continuity, repeat steps 1 through 7

No continuity → Check **control** and **25ft wire**
or call **1-800-Y-U-STEAM** for assistance.



WARRANTY POLICY

For a period of one year from the date of installation, or 18 months from the date of manufacture, whichever comes first, all parts and assemblies are warranted as to workmanship and materials used in their manufacture. There is no cosmetic warranty on installed parts or controls.

Any RELAX-A-MIST™ steam generator containing defective parts, if returned prepaid to an authorized service depot within the on year or 18 month time limit, will be repaired free of charge, F.O.B. the authorized service depot making such repairs.

The Company will not be responsible for any breakdown, damage, or losses, direct or indirect, arising in contract or in tort from any cause whatsoever, including corrosion and/or electrolysis, improper voltage supply, careless handling, or a build-up of minerals on the parts or assemblies for any reason or from any source; nor for transportation and/or other charges incurred in the replacement or repair of defective parts; and there are no warranties or conditions expressed or implied or otherwise applicable, to the company's products except as expressly stated herein.

WARRANTY IS VOID IF RESIDENTIAL STEAM GENERATORS ARE USED IN A COMMERCIAL INSTALLATION.

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For assistance please call Relax-A-Mist at 1-800-Y-U-STEAM (1-800-987-8326) or send an email to steamman@relax-a-mist.com.