

If there is a problem with your unit please check the following before continuing on to the troubleshooting steps.

1. Double check the correct size generator and breakers size were installed.
See page 3 in your installation instructions.

Before calling the factory or a service technician, please know the answers to the following questions.

1. What model generator do you have and what is the serial number?
This information can be found on the last page of the installation instructions, on your original invoice, or on the silver label on the side of the generator.
2. Do you have a classic (blue) or standard (red) unit?
See the bottom of page 3 in your installation instructions.
3. Is your unit equipped with automatic blowdown?
4. If you have a Standard unit which timer set up do you have, Standard, Deluxe, or Combo?

SYMPTOM

DIAGNOSIS

ACTION

Light on Timer comes on but generator does not turn on	Sensor Probe Needs to be cleaned	Follow sensor probe cleaning directions. These can be found in your installation instructions.
	Sensor Probe too corroded to clean	Order new probe call 800-232-7832
	Cleaned probe but still does not work. Heater may be bad	Send unit to factory for repair or call a Service Center
No Light on Timer when button pushed	Heater may be bad	Send unit to factory for repair or call a Service Center
	Moisture inside of Timer	Do visual check uninstall and check for moisture damage
	Visual check OK	Send Timer to factory for testing or call a Service Center
Unit Comes on by Itself	Moisture inside of Timer	Do visual check uninstall and check for moisture damage
	Visual check OK	Send Timer to factory for testing or call a Service Center
Unit comes on for a couple of minutes and then shuts off	Bad Capacitor	Send unit to factory for repair or call Service Center
Constant Water Running	Check Ground	3 Green Wires
	Has Nylon Elbow been removed or tampered with?	If the Nylon Elbow has been over tightened to the water solenoid the solenoid may break. Call factory or Service Center.

SYMPTOM	DIAGNOSIS	ACTION
Water is coming out of steam head	How much?	
	More than 2 1/2 gallons per hour	Shut off unit check ground and incoming plumbing
	Less than 2 1/2 gallons per hour	Machine ok all units drip a little water
Machine is smoking	Heater may be bad	Send unit to factory for repair or call a Service Center
Machine will not fill with water	Check water supply	Make sure water is on and there are no obstructions in the water line or solenoid valve
Deluxe Timer does not shut off at set temp	Timer not installed inside steam shower/room	Deluxe Timer must be installed inside the steam room in order to detect the temperature. If the Deluxe Timer is installed outside the shower a remote temperature sensor must be purchased and factory installed on the timer
	Moisture Damage	Do visual check, uninstall and check for moisture damage
	Visual check OK	Send timer to factory for testing or call a Service Center
TC-2 Timer does not shut off at set temperature - FOR COMMERCIAL APPLICATIONS ONLY	Temperature sensor installed in a bad location	Verify that the temperature sensor inside the steam room is NOT installed near the door or a window. The sensor needs to be in a location that it will not be affected by constant changes such as a door opening and closing.
	Temperature sensor has been tampered with	Verify that the temperature sensor has not been moved or altered. It is common for sensors to be pushed into the wall, removed, or covered by foreign objects.
	Visual check OK	Send timer to factory for testing or call Service Center

