

Troubleshooting

| PROBLEM | SOLUTION |
|---|---|
| Steamer has NO Power | <p>Check electrical panel for tripped breaker:</p> <ul style="list-style-type: none"> ➤ The steam cleaner should be the only appliance plugged into the outlet ➤ Use only a 12 gauge / 15AMP rated or higher extension cord. |
| Power but NO Steam | <p>Check the STEAM DIAL on top of the Eagle.</p> <ol style="list-style-type: none"> 1) Turn steam control dial to the LEFT. 2) Disconnect the hose and reconnect. <ul style="list-style-type: none"> ➤ You will hear a “click” when connected. 1) Check grey safety lock on hose handle. 2) Is the steam number on the display reading “2”? <div data-bbox="640 814 1400 1115" data-label="Image"> </div> <ol style="list-style-type: none"> 3) If yes, push and hold power button until it shows a 1 or 3 |
| Squeeze Trigger and NO steam | <p>Check hose connection:</p> <ul style="list-style-type: none"> ➤ Disconnect and reconnect ➤ You should hear a “click” when connecting hose to the steamer ➤ Check the grey safety lock on the side of the handle |
| Steam pressure last 10 minutes | <ul style="list-style-type: none"> ➤ You are cleaning using HIGH steam. ➤ Reduce steam pressure to MEDIUM. |
| Low Water Indicator is flashing | <ul style="list-style-type: none"> ➤ Add water to the steamer. ➤ Push power button to reset alarm. |
| Shuts off after 30 minutes | <ul style="list-style-type: none"> ➤ The Eagle will automatically shut off after 30 minutes of continuous use. ➤ Push power button to reset. |
| Steamer takes longer than 15 minutes to heat | <p>Have you descaled the boiler?</p> <ul style="list-style-type: none"> ➤ Your steamer needs to be descaled every 6 months or when you notice a reduction in steam pressure |
| <p>If you are still having problems, contact our service team at (817) 888-8313</p> | |