READ ME FIRST!

⚠WARNING The **MrSteam® Virtual Tech** instructions are intended to assist electricians troubleshoot and service MrSteam steam generators and accessories. All troubleshooting and/or service must be performed by qualified and licensed electricians only. MrSteam steam generators contain high voltage electrical components that can cause injury or death. Always read the complete MrSteam Installation and Instruction Manual supplied with the product.

As you follow these instructions, you will notice WARNNG, CAUTION and NOTICE symbols. This blocked information is important for the safe and efficient troubleshooting and service of MrSteam products. These are types of potential hazards that may occur during installation and operation:

⚠WARNING Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

⚠CAUTION Indicates a potentially hazardous situation, which, if not avoided may result in minor or moderate injury or product damage.

⚠NOTICE This highlights information that is especially relevant to a problem-free installation.

All information in these instructions is based on the latest product information available at the time of publication. Sussman-Automatic Corporation reserves the right to make changes at any time without notice.

⚠WARNINGS

- Never use damaged or equipment requiring service, doing so may result in an inoperative or hazardous installation.
- Discontinue use of the steam generator, control and accessories if they are damaged or otherwise not functioning properly. Doing so may result in an inoperative or hazardous installation
- MrSteam steam generators are connected to 240V line voltage and contain live electrical components. All installation and service to be performed by qualified and licensed electricians and plumbers only. Installation or service by unqualified persons or failure to use MrSteam parts may result in property damage or in an electrical shock hazard.
- The MS series of steam generators are for residential use only. Commercial or other nonresidential applications void the warranty and may adversely affect product performance and may represent a safety hazard.

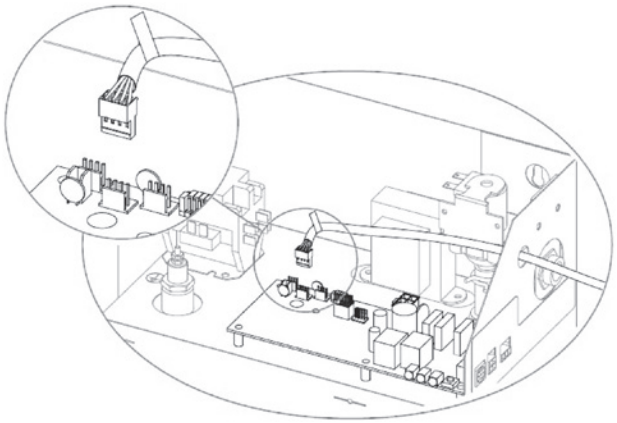
SteamLinx: Installation and Troubleshooting

STEP 1

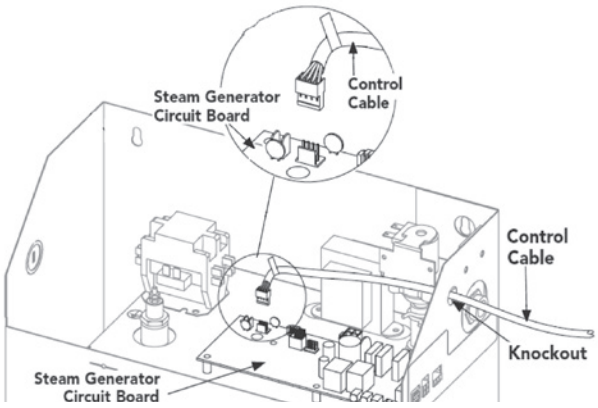
A. Turn power to the steam generator OFF.

Plug SteamLinx A into one of the MTA-100 accessory connectors. The MTA-100 connector could be found in four possible places:

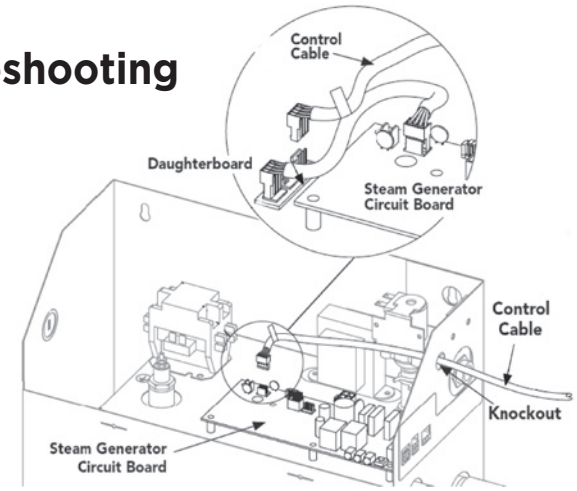
1. Steam Generators with serial number MSE1190000 and higher has the104288 board with 3 MTA-100 connectors on the upper left side adjacent to the GREEN and PURPLE wires.



2. Steam generators with serial number MSE1174000 to MSE1189999 has the 103975 board with 1 MTA-100 connector on the upper left side adjacent to the GREEN and PURPLE wires.



3. Steam generators with serial number MSE1174000 to MSE1189999 with a ChromaSteam3 installed will require the use of a Daughter Board (supplied with ChromaSteam3) to provide additional MTA-100 connectors to plug in accessories.

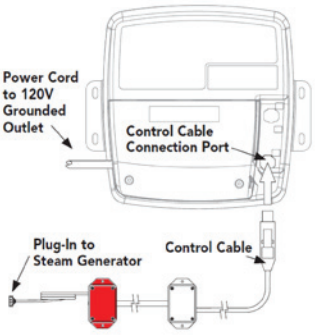


4. Steam generators with serial number MSE1174000 to MSE18999 with an AudioSteam3 installed will require the bus extender box be opened to access an additional MTA-100 connector. The bus extender that plugs into the steam generator is the one that should be opened (highlighted in red below).

B. Turn power to the steam generator ON.

THE CONTROL MUST BE CONNECTED TO THE STEAM GENERATOR FOR STEAMLINX TO START UP CORRECTLY.

1. When the generator powers up, SteamLinx A will go through the following color cycle:
   - Blinking Red: Looking for steam generator
   - Flashing Green: Connecting to steam generator
   - Blink Blue:
     - Blue means SteamLinx A is connect
     - Blinking Blue: SteamLinx A has not found a mating SteamLinx B
2. If SteamLinx B has been connected already:
   - Blinking Red: Looking for steam generator
   - Flashing Green: Looking for SteamLinx B
   - Blue (it may blink for a few seconds): SteamLinx A is connected to the generator correctly and it has found a mating SteamLinx B.



SteamLinx: Troubleshooting

C. Troubleshooting SteamLinx A installation

1. If the SteamLinx A light does not come on check that the SteamLinx is plugged into the board correctly and in the correct location.

If SteamLinx A is plugged directly into the board and the generator is powered the problem can be either SteamLinx A or the PC Board.

- If a newer 104288 board is used you can try to plug SteamLinx A into one of the other two MTA-100 connectors.
- If a daughter board or bus extender has been used go to step 2.

2. If a daughter board or bus extender has been used, plug SteamLinx A directly into the board.
   - If SteamLinxA is plugged directly into the board and the generator is powered but the light on SteamLinx A still does not light the problem is with SteamLinx A (if the other accessory does not work- the problem is with the PC Board)
   - If SteamLinxA now lights up the problem is in the daughter board or bus extender
3. If SteamLinx A is plugged into the MTA-100 connector backwards it will not light, no harm is done to the SteamLinx or PC Board
4. If SteamLinx A is plugged into the EXT TEMP (MSTS) connector it will not light, no harm is done to the SteamLinx or PC Board
5. If SteamLinx A is plugged into the TANDEM connector it will not light, no harm is done to the SteamLinx of PC Board
6. If SteamLinx A remains red, ensure that the control is plugged into the steam generator. SteamLinx will not recognize the steam generator if a control is not plugged into it.

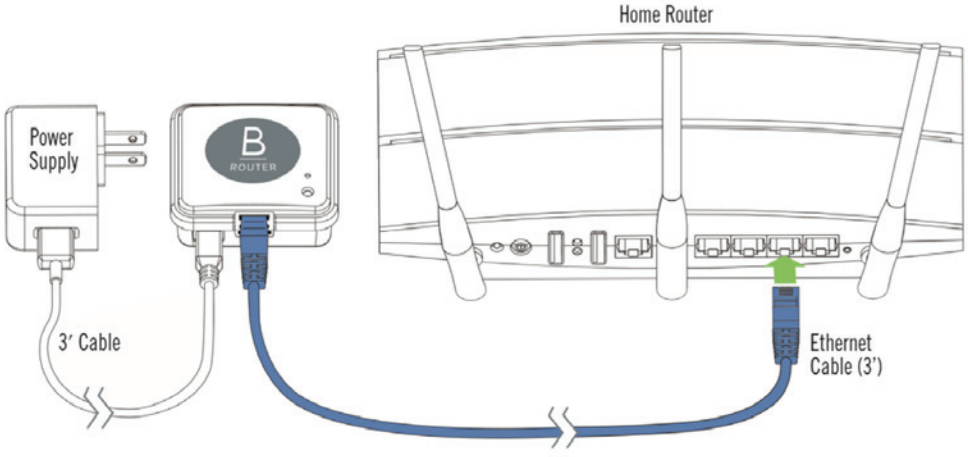
STEP 2

A. Connect SteamLinx B to the router

1. Plug the ethernet cable into SteamLinx B. This connector will only fit one way into the SteamLinx
2. Plug the other end of the ethernet cable into one of the router's LAN ports. This connector will only fit one way into the router.

B. Connect SteamLinx B to power

1. Plug the micro USB on the power cable into SteamLinx This is the same type of connector used on Android devices, it only fits one direction.
2. Plug the USB on the power cable into the power supply. This only fits one direction.
3. Plug in the power supply
4. SteamLinx B will go through the following color cycles:
   - Red: Looking for router
   - Green: Connecting to router
   - Blue: SteamLinx B is connected correctly and has found a mating SteamLinx A
5. If SteamLinx B is powered before SteamLinx A, or the two are out of range the startup sequence will be as follows:
   - Blinking Red: Looking for router
   - Flashing Green: Looking for SteamLinx A
   - Blinking Blue: SteamLinx B is connected to the router correctly but has not found a mating SteamLinx A.



SteamLinx: Troubleshooting

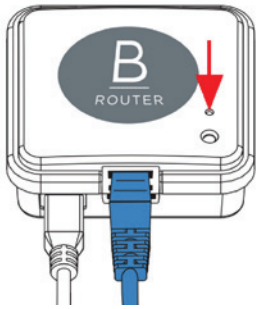
Troubleshooting SteamLinx B Installation

A. Red Light:
- Check the ethernet connection between the SteamLinx B and router
- Check that the router is connected to the outside world
  1. See if you can connect to the router's WiFi network and get on the internet
  2. If the router is not connected to the outside the light will remain red, however you can still work SteamLinx

B. Blinking Blue Lights: the two SteamLinx cannot find each other because they are too far apart
  1. Unplug SteamLinx B and move it so it is next to SteamLinx A
  2. Plug it in (use and extension cord if necessary) do not plug in the ethernet cable at this point
  3. If SteamLinx A turns solid Blue and SteamLinx B turns solid Red the two SteamLinx are paired and connected. If the distance between the router and the steam generator is too far, use a longer ethernet cable to relocate SteamLinx B

C. Blinking Blue Lights: the two SteamLinx cannot find each other because they are not paired
(NOTE: ALL STEAMLINX ARE PAIRED BY THE FACTORY BUT CAN BE PAIRED IN THE FIELD IF NEEDED)
  1. Power down the generator.
  2. When SteamLinx B is powered and plugged into the router, push a blunt ended object (like a paperclip) into the small hole on the top of it.
  3. When the LED flashes green, remove the blunt ended object from the button
  4. Power up the generator. The SteamLinx should go through the following sequence:

SteamLinx A (Generator)	**SteamLinx B** (Router)
RED	Flashing Green
BLUE	BLUE

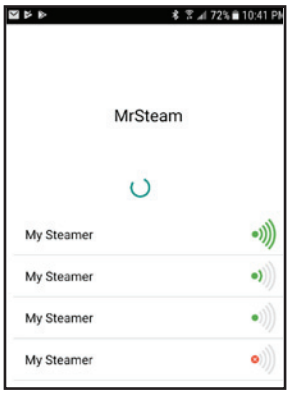


App

A. Download the SteamLinx app from the App Store or Google Play

B. Ensure that the phone or tablet being used is CONNECTED TO THE WIFI NETWORK BEING BROADCAST BY THE ROUTER STEAMLINX B IS PLUGGED INTO

C. Open the App, the screen will look like what is shown on the right.



Iconography:

Spinning wheel, App is searching for Steamlinx (continues to spin as long as you are on this screen)

My Steamer — SteamLinx that is/was connected through this phone

SteamLinx connected through this phone, with a good signal between SteamLinx A and B

SteamLinx connected through this phone, with a weak signal between SteamLinx A and B. The connection may be slow between pressing a button on the phone and the action occurring on the steam generator.

SteamLinx connected through this phone, SteamLinx A is out of range from SteamLinx B or the two are not paired, trouble shoot for range, or check that the generator has power, and that SteamLinx A is connected correctly.

SteamLinx that was connected through this phone cannot be found. Check that SteamLinx B is connected to the router correctly.

SteamLinx: Troubleshooting

D. App update

Users may encounter a screen that says they need to update the App. At this point they should press OK and wait.

- The firmware in the SteamLinx needs to be updated. The firmware is downloaded from a cloud server directly to SteamLinx B, when it is completely downloaded, SteamLinx B will send it over RF to SteamLinx A.
- If the SteamLinx are far apart the transfer from A to B will take a long time.
- Once the process starts the phone is out of the loop and you cannot communicate with SteamLinx.

Loss of connection error:

- This error is NORMAL, the app is getting kicked out while the update occurs. The user should NOT try to reopen the App. If they do they will pause the process while the App connects to the SteamLinx, they will then be kicked off when the process restarts, this will slow a process that is already time consuming
- Advise the customer to wait 15 to 20 minutes before going back into the App.