

The Spitting Problem

The spitting problem is usually due to water jar being too full (at some time) or if the steamer has not been cleaned per the instructions below. As a result, water may be getting into the system within the arm. It can also happen if essential oils were used in the water jar. Please make sure the customer did not use any essential oils mixed in with water. This machine is NOT designed for use with essential oils in the water jar, as is the case with all facial steamers. If there is any essential oil mixed in with water, it will coat the internal path to the steamer nozzle, which will cause the spitting. Please refer to Page 2, paragraphs 4 and 6 of the D-1000B manual.

The below steps are used to flush out the system, and then, to allow it to dry out for 24+ hours.

Please do the following steps:

1. Clean the water container thoroughly.
2. Also clean the heating element to make sure there is no chemical residue build up. Build up will happen if the heating element was not cleaned on a regular basis, as recommended in the manual; or, if tap water is being used on a regular basis instead of distilled water.
3. Run the steamer with water jar half full.
4. After completion, run the steamer a second time with water jar half full.
5. After completion, do not run the machine for 24+ hours.

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Maintenance

Please clean your steamer weekly for best results. Otherwise, scales may develop on the metal heater element which will impede with its performance and may cause the water to boil violently and may cause spitting problems.

1. Place a teaspoon of White Vinegar (about 10 drops) in the water container. Fill the water container below the Maximum line. Run one cycle, at least for 15 minutes. Upon completion, rinse the water container, and the steamer arm thoroughly, and let dry overnight. Before using the steamer on a client, run it one more time with water only.
2. Clean the scales off from the water container and heater elements at least one time weekly. Can use the same White Vinegar (about 10 drops) in water mixture. Do not use soap. Do not use any abrasive materials (like brillo pad) which may scratch and damaged the surface. A sponge or paper towel is OK.

STEAMER MAY SPIT due to a multitude of reasons:

* Lack of maintenance. Build up will happen if the heating element was not cleaned on a regular basis, as recommended in this manual; especially if tap water was being used on a regular basis instead of distilled water. Any particles/scales present on the heating element may travel inside the tubing and create opportunities for moisture to condense and remain inside the tubing.

* Filling the water jar too much. Excess water in the water jar will cause bubbles bubbling too high to travel inside the tubing and remain there as condensation.

* Leaving water in the water jar overnight may thicken water. Especially in dryer environments, water left overnight evaporates upwards, and may enter inside the tubing and remain there as condensation.

* Using Essential Oils in the water jar. If there is any essential oils mixed in with water, essential oils will coat the internal path to the steamer nozzle, which will cause the spitting.

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For any customer extremely dependent on their steamers, we strongly recommend that they invest into a backup steamer, for emergency situations. They do not have to purchase another steamer from B&S, but the strong recommendation stands either way. This is one of the reasons we offer mini steamers, as backup steamers.