

The Steamer is not turning on

If the steamer does not respond, or turn on... Step # 1 is always... Please try with Tap Water. Reminder that if there is no water in the water jar, the machine will not respond.

Just a simple process of elimination, please... Please ask the customer to:

1. Please turn OFF all buttons.
2. Please unplug from wall outlet.
3. Please fill the Water Jar with **Tap Water**. **Please also mix a teaspoonful of salt to the water.**
Fill the Water Jar close to the MAX FILL LINE. But not over the MAX FILL LINE.
4. Please plug back to a different wall outlet and turn on the machine, and hopefully the machine responds.
5. Both the VAPOR and OZONE buttons must be pressed ON.

Our tech now recommends adding **a teaspoonful of salt to the water**, because in some areas, the Tap Water is very soft and the machine may not respond.

Please extend our thanks to the customer for this trial with Tap Water first, which is to help avoid the packing and the shipping of the steamer to B&S Beauty Supply if it does not need to be shipped.

If the steamer works with the Tap Water and a little salt, the customer may switch back to distilled water, which is recommended to extend the life of the unit. They should clean the Water Jar thoroughly and run the machine one more time with just water, before the next service.

If the steamer still does not turn on:

Please let us know if the steamer has power but is not heating up, or if the steamer has no power at all. Do lights turn on when the Water Jar is filled to the MAX LINE with Tap Water, and the VAPOR and OZONE buttons are pressed ON?

Please refer to Page 2, paragraph 3 of the D-1000B manual.

To initiate the steamer for the first time, **Tap Water** must be used. After the steamer is initiated, distilled water is recommended to extend the life of the unit. This steamer utilizes sensors to detect there is water in the water jar, by sending an electric signal which bounces off particles in the water or in the water jar. When using distilled water initially, the water is pure and free of imperfections, therefore, the sensors may not realize that there is water in the jar, automatically thinks that there is no water, and keeps the steamer turned off.

This is a safety measure. It prevents heating up the heating element without water jar filled with water, and if someone accidentally touches the heating element, it would burn the hand. Without water, the machine will act like there is "absolutely no power to the machine at all". No lights. No heating. Nothing at all. Machine will look dead.

This may happen if the customer recently cleaned the steamer and did an excellent job cleaning. If the steamer was cleaned perfectly, same as when they received a brand new unit, there may be no particles floating about. This is why we recommend, please try with tap water to double confirm.

This may also happen if the steamer was not cleaned recently and the Heating Element may have build up affecting the sensors.