

If you own one of the steamers listed here, and it will not power on, please follow the procedure below.

- Facial Steamer with Ozone & Stand (C3723)
- 2-in-1 Steamer & Mag Lamp (C3722)
- 3-in-1 with Steamer, Mag Lamp, & High Frequency (C3726)
- Hot & Cold Portable Steamer (C9534T)

Common Issues

The two most common issues with this type of steamer are low water in the jar and dirty sensor probes inside the jar. (The sensor probes are the two metal rods sticking down into the bottom of the steamer; they're about the size of large pencil lead.)

How Sensor Probes Work

There's a low voltage current that passes through the water from one probe to the next. If the water level is too low or if the probes are dirty, the sensor cannot read the current and the unit will not turn on.

Procedure

1. Try filling the jar with enough distilled water so that there's only a 1" gap between the top of the water in the bottom of the steamer. Check to see if it will turn on.
2. If this is unsuccessful, you'll need to clean the probes. Before you do, unplug the unit from all power sources and ensure that it's cool before proceeding.
3. Remove the jar and set aside; then, using a little straight white vinegar, wipe down the sensor probes with a soft cloth or a 4 x 4 to remove any residue.
4. Then, replace the jar and fill it with distilled water until you reach the top red line, or until there's a 1.5" gap between the top of the water and the bottom of the steamer.
5. If it still doesn't power on, you'll need to do a final test of the sensor to verify if the steamer is malfunctioning. Remove the distilled water and replace it with tap water. Distilled water has zero mineral content and isn't nearly as conductive as regular tap water. If the sensor is functioning, the tap water will re-initialize it and steamer should power on and operate normally.
6. If it powers on, allow it to come to a boil and steam for 5 minutes. After that, turn it off and let it cool. Once it's cool, remove the tap water and replace it with distilled water. (You should only use distilled water from this point forward.)

The water level should be topped off before every service to ensure there's enough water to conduct the charge and trigger the sensor to turn on the unit.