


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 ➤ <i>Use only a 12 gauge / 15AMP rated or higher extension cord.</i>
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 style="text-align: center;">  </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>	

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ERROR CODES	E01 – Refill Water Tank E03 – Refilling the boiler failed. E05 – Descale the boiler
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