



Register your machine online

Model:	Gum-e
Date of purchase:	
Serial Number:	ST . .
Purchased From:	
Address:	
Phone Number:	
Company name of owner:	

12 month warranty registration

Thank you for purchasing your Steam-e® product.

Warranty registration is quick and easy online.
Your registration will allow us to serve you better over the lifetime of the product.

To register your product, go to:
warranty@steam-e.com

For immediate assistance:
+44 (0)7572 428791

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How to use this manual

This manual contains the following sections:

- Safety
- Operations
- Maintenance

The **SAFETY** section contains important information regarding hazardous or unsafe practices of the machine. Levels of hazards are identified that could result in product damage, personal injury or severe injury resulting in death.

The **OPERATIONS** section is to familiarise the operator with the operation and function of the machine.

The **MAINTENANCE** section contains preventative maintenance information to keep the machine and its components in good working condition.

They are listed in this general order:

- Warning indicators
- Troubleshooting

Hazard Intensity Level:

There are three levels of hazard intensity identified by signal words -

WARNING, **CAUTION** and **FOR SAFETY**. The level of hazard intensity is determined by the following definitions:

⚠ WARNING:

WARNING - Hazards or unsafe practices which COULD result in severe personal injury or death.

⚠ CAUTION:

CAUTION - Hazards or unsafe practice which could result in minor personal injury or product or property damage.

FOR SAFETY:

FOR SAFETY - To identify actions which must be followed for safe operation of equipment.

Safety Labels:

Note: The drawing indicates the location of safety labels on the machine.

ONLY FILL WITH COLD WATER

Rated Voltage:	36 v
Rated Current:	21.2 Ah
Model:	Gum-e
IP Rating:	IP55
Heater Power:	250w
Max Machine Weight:	14 kgs



Safety label location:
Inside of front door

Steam-e Holdings Ltd. Lysses Court, Fareham, Hampshire PO16 7BE United Kingdom

Safety - Report all problems immediately

- Report machine damage or faulty operation immediately to warranty@steam-e.com
- Do not use the machine if it is not in proper operating condition
- Follow important safety information that signals some potentially dangerous conditions to the operator or the equipment
- Read this information carefully
- Please take the necessary steps to train the machine operating personell.

FOR SAFETY:

DO NOT OPERATE MACHINE:

- Until these Operating Instructions have been read and understood.
- In areas with possible falling objects

WHEN SERVICING MACHINE:

- Only use manufacture approved replacement parts.

Operations

How this machine works:

This appliance works by vaporising an environmentally friendly detergent. The effect is that chewing gum is broken down into a foam which can be swept away or washed away if desired.

A 90ml (3oz) concentrated chemical is diluted with clean water to make it 3 Litres (.79 gallons) of gum removal solution in the internal reservoir of the appliance.

The gum removal solution as supplied by Steam-E Technology is the only approved chemical to be used with the Steam-e appliance. Using any other chemical not approved by Steam-E Technology will invalidate the warranty and will likely cause damage to the internal components of this appliance.

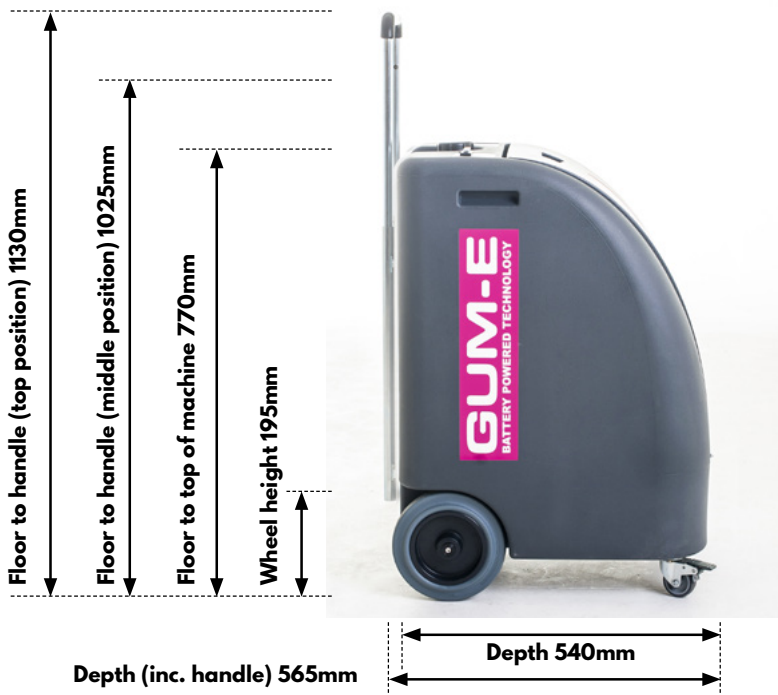
Lithium Ion Battery:

This machine is manufactured with 36 v - 21.2 Ah rechargeable lithium battery. The charging voltage is 100 - 240V.

The battery should be sufficiently charged before each use. The machine is supplied with a mains charger that has an LED charging indicator light. When the battery is charging the light on the charger will be solid red. When the battery is fully charged the light on the charger will turn solid green.

Note: The battery will take five hours to fully charge, however the battery will reach 80% charge within three hours.

SIDE ELEVATION



FRONT ELEVATION



OVERALL DIMENSIONS (mm)

Height:	770
Width:	450
Length:	540
Hose length:	2.5 meters

WEIGHT (kgs)

Machine weight:	14
Heater:	0.57
Handle & hose assembly:	1.29

WATER TANK

Capacity:	3 litre internal reservoir
Fluid:	Tap water and diluted chemical

PUMP

Type:	Peristaltic
Flow rate:	8.33ml per minute
Pump motor:	DC
Weight:	1.5 kgs

BATTERY

Technology:	Lithium ion
Voltage:	36 volt
Amp hours:	21.2 Ah
Weight:	4.5 kgs
Run time:	240 minutes

ELECTRICAL CHARGING

Charge:	41 volt, 5 amp fast charger
Charge time:	100% 5 hours - 80% 3 hours

HEATER

Power:	250w
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OTHER

Approvals:	UN 38.3
Battery life cycle:	1000 to 1200 times <small>(The number of times the battery can be recharged)</small>
Heating element:	Max. operating temp 156°C 312°F <small>Working steam temperature 110°C 230°F.</small>

OPERATION

Time to full cleaning temperature from start up:	10 seconds
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LOGISTICS

Net weight:	22.5 kgs
Packaged weight:	24.5 kgs
Packaged dimensions:	635 x 530 x 910mm

GUARANTEE

Standard:	1 year guarantee
Extended:	Extended service available

Operations continued



Main Components

1. Flow Switch	5. Extension Tubes
2. Machine Power Switch (1 of 2)	6. Heater Assembly
3. Warning Indicator LED's	7. Battery Compartment
4. Fluid Reservoir	8. Front Socket
	9. Handle Power Switch (2 of 2)

⚠ CAUTION:

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Operations continued

STEP 1: Pre-run set up

Make sure that the battery is fully charged.
Connect the handle plug to the socket on the main unit.



STEP 2: Assemble the heating assembly

For a short hand-held wand, attach the heating assembly directly to the handle.

For a longer wand, attach extension tube(s) onto the handle and then attach the heating assembly onto the extension tube(s).

FOR SAFETY: A maximum of two extension tubes can be used.

Make sure that the internal connectors are aligned before fastening the screw collars. These can only be inserted correctly one way.

Note: Do not over-tighten the connection collars on each of the extension tubes.



STEP 3: Attach a brush to the nozzle

A brass brush should be used for cleaning hard or urban surfaces. Brass brushes can be used on concrete, asphalt (tarmac), stone, block paving, sports surfaces, marble and other hard surfaces.

Note: If you are not certain if a brass brush may scratch the surface being cleaned, we recommend using a nylon brush instead.

A nylon brush should be used for cleaning carpets, mats, upholstery and surfaces, which could be scratched by using a brass brush.



Operations continued

STEP 4: Add the Gum Removal Solution

Empty the concentrated gum removal solution into the fluid reservoir.


Fill the remainder of the fluid reservoir with clean cold water.

To maintain the correct ratio of water to solution, do not refill the fluid reservoir or add solution until the Fluid LED indicates that the fluid reservoir is less than 10% full.



STEP 5: Start the machine


Both power switches need to be in the **OFF** position.

Push the switch on the machine to .

Push the **ON/OFF** switch on the machine to **ON** position and now push the handle switch to the **ON** position.

Now you will see the battery LED will be red and the tap LED will be red.

Wait until you see the solution flowing from the nozzle for at least 10 seconds which will prime the line and ensure no airlocks.

Now push the top switch to **STEAM** , the top light will go out and the battery LED will remain lit.

If all three LEDs flash at this stage (highlighting an error) turn off both power switches and repeat this step.



STEP 6: Remove the gum

Note: If you are cleaning a carpet or other material surface, we recommend testing a small area before using this solution to ensure you are satisfied with the result.

Place the brush on the piece of flattened gum and wait for approximately 3 seconds to soften first.



Operations continued

Agitate the flattened gum with the brush lightly, with a 'back and forward' motion.

Note: Do not scrub or apply heavy pressure.

The combination of steam, the agitation and chemical combine to destroy gum.

When the gum appears to be a foam you may choose to sweep a broom across the area to see if further cleaning is required.

All gum deposits vary in size and consistency, so each one will take varying times to destroy.



STEP 7: Turn off the machine

Turn the switch to **TAP**, both lights will be lit. When you see fluid only leaving the heater, turn the switch on the handle to **OFF** and the same with the power on the machine.

Disconnect the battery by removing the connector from the internal socket.

Place the wand sections inside the machine. Leave any remaining fluid in the reservoir for next use.



Maintenance

Warning Indicators

There are three LED lights on the top of the machine: for battery, fluid levels and tap setting:

Battery: The Battery LED will flash continually, indicating a charge is required.

Fluid: The Fluid LED will illuminate solid red when the fluid reservoir is empty. The power will automatically be cut when the fluid reservoir is empty.

Tap: The Tap LED will illuminate solid red when the machine is operated in the tap setting. The Tap LED will flash continually after 50 days of no activity or 100 hours of use to indicate that a de-scale is required.

All three lights will flash together if the heating cartridge reaches more than 170°C (320° F) or if the heating unit is not correctly attached.

To Reset this error code of three flashing LEDs:	<ol style="list-style-type: none">1. Turn off both power switches2. Set the switch to TAP3. Turn both power switches on4. After seeing fluid run for at least 10 seconds turn the TAP switch to STEAM
If the three lights are still flashing:	<ol style="list-style-type: none">1. Turn off both power switches2. Disconnect all extension poles from the machine, including the heater unit.3. Re-attach each extension pole and the heater unit making sure that each connector is aligned correctly.4. Set the switch to TAP5. Turn both power switches on6. After seeing fluid run for at least 10 seconds turn the switch to STEAM

De-scaling

The internal heating element can have a build-up of lime-scale due to the operating temperature and a variety in water hardness. The rinse LED will flash continually after 50 days of no activity or 100 hours of use to indicate that a de-scale is required.

Note: Ensure machine is empty of chemical. Ensure both tubes are connected to the heater and the hose is plugged into the machine.

1. Add descaler (as per manufacturers instructions) into the internal reservoir.
2. Push on the tap setting then both power switches to the **ON** position.
3. Run for a minimum of 5 minutes which will descale the machine and reset the descale timer. Make sure you empty the machine of all descaler, add fresh water and run for 1 minute to remove all trace of descaler.



⚠ CAUTION:

Only use a Steam-e® de-scale solution to prevent damage to the Gum Remover.

⚠ WARNING:

Only use setting **TAP** when running de-scale solution and be certain to follow the instructions on the de-scale solution and make sure you have read and fully understand the Material Data Safety Sheet instructions.

Troubleshooting

Problem	Cause	Solution
There is no power	The battery is not charged The battery is not connected The switches are turned off	Charge the battery Connect the battery Turn both switches on
No fluid is coming from the nozzle	There is no power The switches are turned off The fluid reservoir is empty There is a loose connection in the tube	Charge the battery Turn both switches on Fill the fluid reservoir with clean cold water Re-attach the heater and tube
Fluid is seen but there is no steam	The Flow Switch is set to TAP  There is a loose connection in the tube	Turn to STEAM  Re-attach heater and all steam tubes

NOTE: If the problem persists, contact the distributor you purchased the machine from or email warranty@steam-e.com quoting your serial number and nature of the problem.

Consumables

Gum Removal Solution

Available from all approved Steam-e® distributors or directly from Steam-e®.

Each 90ml (3oz) bottle is diluted in the machines internal 3L (.79 Gallon) fluid reservoir and will last approximately 5 hours on steam setting.

Brass brushes

Available from all approved Steam-e® distributors or directly from Steam-e®.

Nylon brushes

Available from all approved Steam-e® distributors or directly from Steam-e®.

Re-ordering consumables

To re-order any consumable items email: sales@steam-e.com or contact your distributor.