

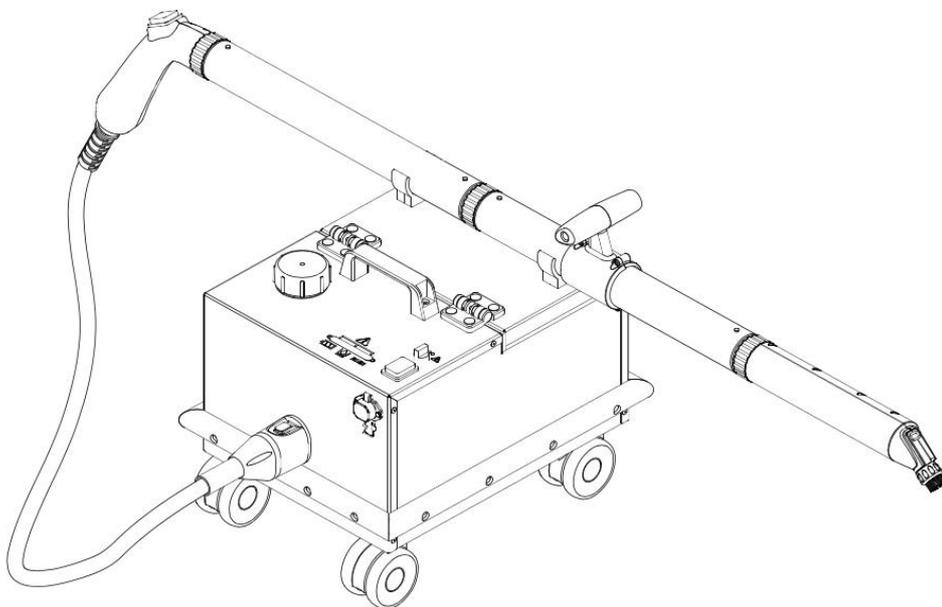


STEAM-E

Gum Remover

Operating Instructions

March 2017



REGISTER YOUR MACHINE

Register Your Machine

Model:	Steam-e Gum Remover
Date of Purchase:	
Serial Number:	S T - .
Purchased From:	
Address:	
Phone Number:	
Owner representative:	

12 month warranty registration

Thank you for purchasing a Steam-e® product. Warranty registration is quick and easy. Your registration will allow us to serve you better over the lifetime of the product.

To register your product, send the above information 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 the 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: To identify actions which must be followed for safe operation of equipment.

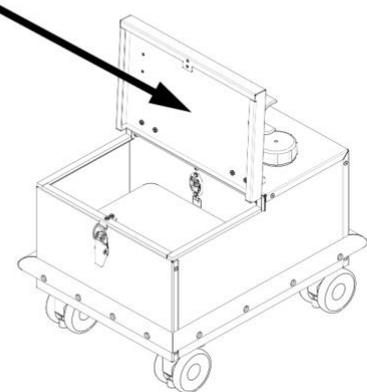
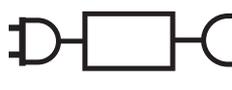
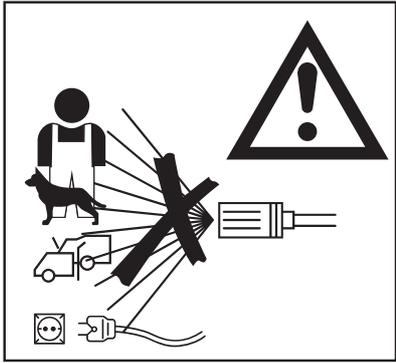
Safety Labels

Note: These drawings indicate the location of safety labels on the machine.

ONLY FILL WITH COLD WATER

Rated Voltage: 32.4V
Rated Current: 8A
Model: Steam-E
IP Rating: IP55
Heater Power: 250W
Max Machine Weight: 12kg

Steam-E Limited
Lysses Court
Fareham
Hampshire
PO16 7BE
United Kingdom



Important Safety Instructions

When using this machine, basic precaution must always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS MACHINE.

⚠️ WARNING: To reduce the risk of fire, electric shock, or injury:

- Do not allow children to operate this appliance or use as a toy.
- Do not use for any purpose other than described in the user's guide.
- Use only manufacture's recommended attachments.
- Accessible parts and the steam may become very hot. Keep children and animals away.
- Do not use this appliance if it is leaking, seals are worn, damaged or it does not appear to be operating properly.
- This appliance must only be serviced, maintained or fixed by authorised people.
- Always keep the nozzle in a downward facing direction when operating to ensure no hot liquid or steam can cause harm to the operator or bystanders.
- Only Steam-e® approved gum removal solution and brushes can be used in this appliance.
- Pay attention to any of the warning indicators
- When transporting, moving or storing the appliance the battery must be disconnected and removed from the machine and the reservoir must be emptied.
- Although the machine is water resistant, make sure that it is kept dry at all times.
- Do not touch the brush, nozzle or steam during the machine's operation.
- Only change brushes when the machine is off and cool enough to touch safely.
- **Always make sure that the machine is started in the 'R' or 'Rinse' position.**

READ AND SAVE THESE INSTRUCTIONS

Report all problems immediately

Report machine damage or faulty operation immediately. 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. Know when conditions can exist. Locate all safe devices on the machine. Please take the necessary steps to train the machine operating personal.

FOR SAFETY:

DO NOT OPERATE MACHINE:

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

WHEN SERVICING MACHINE:

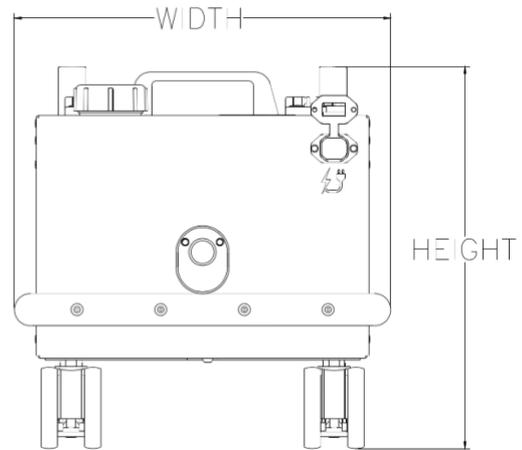
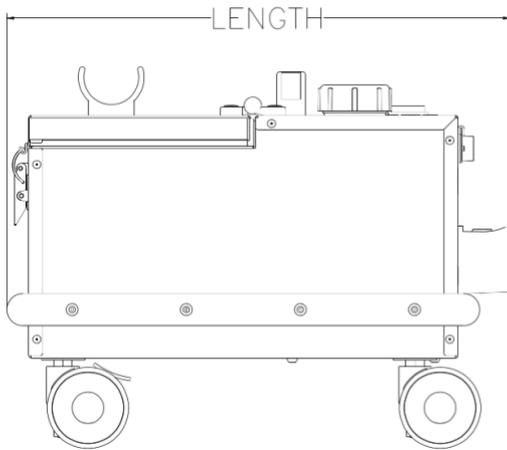
Avoid moving parts. Do not wear loose clothing; jackets, shirts or sleeves when working on the machine. Only use manufacture approved replacement parts.

Technical Specifications

Item:	Description:
Battery Type	Lithium Ion
Voltage	33V
Amp Hours	18 Ah
Run Time	3.5 Hours
Charge Time	5 Hours
Max Operating Temperature	110°C (230°F)

Dimensions

Item:	Description:
Height	370mm (14.56 inches)
Width	350mm (13.78 inches)
Length	435mm (17.13 inches)
Hose Length	1500mm (59 inches)
Weight	11 kg (24.25 lb)



How this machine works:

This appliance works by vaporising an environmentally friendly detergent, which is based on sugar beet. 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 Limited is the only approved chemical to be used with the Steam-e appliance. Using any other chemical, not approved by Steam E Limited will invalidate the warranty and will likely cause damage to the internal components of this appliance.

Lithium Ion Battery:

This machine is manufactured with 33V 18Ah rechargeable lithium battery. The charging voltage is 100 – 240V.

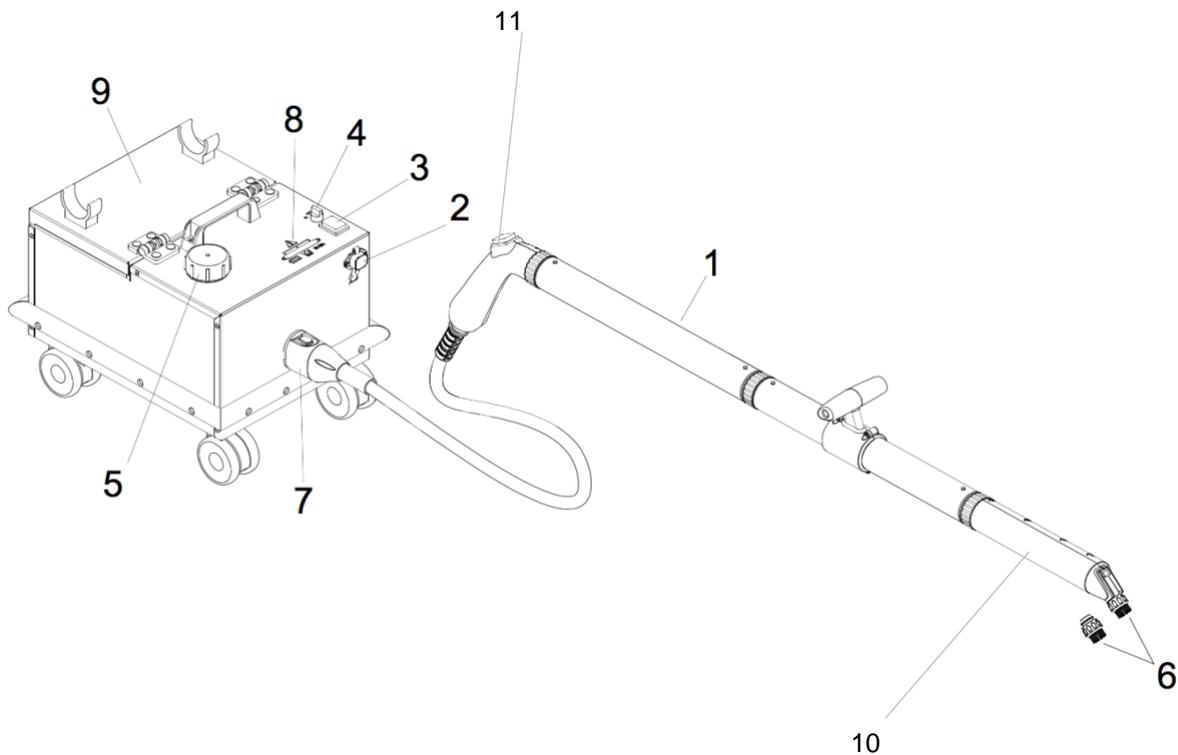
The battery should be sufficiently charged before each use. The machine is supplied with a mains charger that has an LED charging indicator light. When the battery is charging the light on the charger will be solid red. When the battery is fully charged the light on the charger will turn solid green.

Note: When the machine is being charged the battery LED on the top of the machine will be solid red.

The battery can be charged either by:

- Connecting the battery directly to the charger.
- Connecting the charger to the charging port while the battery is installed in the machine.

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



Main Components

- 1. Extension Pole
- 2. Charging port
- 3. Machine Power Switch (1 of 2)
- 4. Flow Dial
- 5. Fluid Reservoir
- 6. Brush
- 7. Handle Plug
- 8. Warning Indicator LED's
- 9. Battery Compartment
- 10. Heater Housing
- 11. 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.

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

Assemble the Heating Assembly based on the gum cleaning needed

- For a short hand-held wand, attach the heating assembly directly to the handle.
- For a longer wand, attach extension pole(s) onto the handle and then attach the heating assembly onto the extension pole(s).



FOR SAFETY: A maximum of two extension poles 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 overtighten the connection collars on each of the extension poles.

Place the support handle based on the operator's comfort.
Place the wand onto the holster on top of the machine.

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.



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

Turn the dial on the top of the machine to 'R' (rinse).

Turn on the power switches:

- on the machine
- on the lance / wand

Wait for liquid to be seen flowing from the nozzle for at least 10 seconds.

Turn the flow dial to • and wait until steam is seen emitting from the nozzle.

Note: If all three LED's flash at this stage highlighting an error, turn off both power switches and repeat Step 5.



STEP 6: Remove the gum

Select the correct flow dial setting:

- For **normal** fluid level in the steam (eg hard surfaces)
- For **increased** fluid in the steam (eg carpet and tarmac)

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 5 – 10 seconds.



STEP 7: Agitate the gum with the brush

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 8: Turn off the machine

Turn the dial to the 'R' (rinse) position until liquid is flowing from the nozzle and let this flow for at least 10 seconds.

Turn off the switches on both the lance / wand and the machine.

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

Place the wand onto the holster on the top of the machine.

Leave any remaining fluid in the reservoir for next use.



Warning Indicators

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

Battery: During normal use and when the battery is being charged the battery LED will be a solid red. When there is 10% or less charge left in the battery the 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.

Rinse: The rinse LED will illuminate solid red when the machine is operated in the 'R' setting. The rinse LED will flash continually after 50 days of no activity or 100 hours of use to indicate that a descale is required.

All three lights will flash together of the heating cartridge reaches more than 160° C (320° F) or if the heating unit is not correctly attached.

To Reset this error code, first:

1. Turn off both power switches
2. Set the flow switch to 'R'.
3. Turn both power switches on
4. After seeing fluid run for at least 10 seconds turn the flow dial to either • or ••

If the three lights are still flashing:

1. Turn off both power switches
2. 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 flow switch to 'R'.
5. Turn both power switches on
6. After seeing fluid run for at least 10 seconds turn the flow dial to either • or ••

Descaling

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 descale is required.

⚠ CAUTION:

Only use the Steam-e® descale solution to prevent damage to the Gum Remover.

⚠ WARNING:

Never use setting • or •• when running descale solution as this can cause serious harm if inhaled. Only use setting 'R' when running descale solution and be certain to follow the instructions on the descale 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 pole	Charge the battery Turn both switches on Fill the fluid reservoir with clean cold water Re-attach the heater and all poles
Fluid is seen but there is no steam	The Flow Switch is set to 'R' There is a loose connection in the pole	Turn to either • or •• Re-attach heater and all poles

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 Limited, a case of gum removal solution is supplied in 20 x 90ml (3oz) in concentrate form.

Each 90ml (3oz) bottle is diluted in the machines internal 3L (.79 Gallon) fluid reservoir and will last for 6 hours on flow setting • and 4.5 hours on flow setting ••

Brass brushes

Available from all approved Steam-e® distributors or directly from Steam E Limited, brass brushes are supplied in bags of 20. A brass brush will typically last for around 2 hours of continual use.

Nylon brushes

Available from all approved Steam-e® distributors or directly from Steam E Limited, nylon brushes are supplied in bags of 20. A nylon brush will typically last for around 2 hours of continual use.

Re-ordering consumables

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

TERMS, CONDITIONS AND WARRANTY

By placing an order with Steam E Limited you agree to accept our terms and conditions, which are as follows:

Retention of Title:

All products supplied by Steam E Limited continue to be owned by them until they are paid for in full. When the items have been paid for the ownership (Title) of those goods passes to the buyer.

Order Processing:

Steam E Limited enters into a contract with the ordering customer only. Such a contract will be deemed to have been concluded in the United Kingdom and will be subject to the interpretation and enforcement of UK law under the jurisdiction of the English Courts.

Orders outside the UK:

Steam E Limited is owned, controlled and operated from its offices in the UK. Steam E Limited makes no representations that materials in the website are appropriate or available for use in other locations and access to them from countries or territories where their contents may be illegal is prohibited. Those who choose to access the website www.steam-e.com from other locations do so on their own initiative and are solely responsible for compliance with applicable local laws for the content of the website and any goods purchased. United Kingdom law shall govern any claim relating to the use of this site, the materials contained herein and any purchases made.

Deliveries:

Delivery of goods will be by next working day dispatch to the UK and within 3 – 5 business days for European countries where possible. Certain items may have to be specially ordered into stock. When this is the case, delivery may take longer and we will contact you to inform you of the estimated delivery date.

Delivery Charges and Handling:

Steam E Limited does not charge for deliveries over £150 in the UK. Individual charges for orders under £150 will depend on the quantity and weight of the order the UK.

Items that require delivery outside of the UK will be subject to additional shipment charges. The amount will depend on the product purchased and location of delivery. Each individual order is calculated upon receipt of the order due to differing locations and weights to provide the best value delivery to each customer. Customers outside the UK are responsible for paying any applicable import tax unique to their location. Customers are entitled to arrange their own collections.

Out of Stock Items:

If for some reason your product selection is currently out of stock, we will contact you either via email or call you by phone to notify you and to give you the opportunity to cancel your order or to continue with your purchase. Should you wish to continue with your purchase we will endeavour to obtain your item for you as quickly as possible.

Tax Charges:

All products are subject to the addition of VAT at a rate of 20% for products sold in the UK.

For orders into EU countries, reverse VAT charges are applicable. Customers in EU countries are required to provide their own VAT / Tax number so this can be recorded on their invoice.

TERMS, CONDITIONS AND WARRANTY

Privacy Policy:

Steam E Limited will not disclose buyer's information to third parties. See our privacy policy.

Returns Policy:

If for any reason there is a problem with your purchased item, please contact Steam E Limited immediately: sales@steam-e.com

Carriage charges are non-refundable. When returning your item please choose a suitably packed, insured and traceable carriage method. We do not compensate for items being returned that are damaged or lost due to incorrect packaging or handling by the dispatcher or carrier. Goods must be returned within 7 days of authorization.

It is the customer's responsibility to pay for postage and packing when returning an item unless we delivered the item to you in error, or if the item was damaged or defective when you received it. Proof of postage is required. It is extremely important that you quote your order number and machine serial number to ensure a prompt response from us regarding any refund for or replacement of a returned item. If Steam E Limited offer a collection service, the collection is only insured to the sum of £100. If an item collected by Steam E Limited is damaged due to incorrect packaging, fluid being left in the machine or damage by the courier, Steam E Limited reserve the right to pass the costs for repair to the customer.

NOTE: A returns form must be completed before sending any products back to Steam E Limited.

If an item is damaged upon arrival with the customer who placed the order, we will arrange collection and a subsequent replacement will be provided. Faulty items still under warranty will in most cases be collected, repaired and returned. If the item is uneconomic to repair a replacement will be issued.

Refund Policy:

Steam E Limited does not issue refunds for items purchased in error. If we should elect to provide you with a refund, we expect the item to be returned at the customer's expense. The product must be unused and complete with all original packaging. It must also be in a condition suitable for re-sale. For items purchased in error we will charge a restocking fee of 20% of the original cost of the item(s). This covers any expenses that have been incurred.

Distance selling regulations stipulate that you are entitled to a 7-day cooling off period for returning items. Once the item is used, you will be deemed to have accepted the item sent to you and therefore it will not be returnable. Business-to-Business transactions do not apply.

Suitability of Goods:

It is your responsibility to ensure that the correct items and model are ordered for your purpose.

Online Images of Products:

Some product images that feature on the steam-e.com website may vary slightly from that of the actual product delivered, due to the need for designers and developers of products to consistently strive to improve and update the products.

Help and Questions:

If you have any questions, please get in touch with us. Contact details can be found on the 'Contact Us' section of www.steam-e.com

Steam-e® Machines 12 months Warranty and Guarantee:

The Steam-e® machine carries 12-month parts only manufacturer's warranty.

1. The manufacturer's warranty excludes the consumable items associated with the Steam-e Gum Remover (these items include nozzle brushes and chemical).
2. The warranty period commences from the date the goods are shipped from Steam E Limited
3. Any warranty claim must be processed and managed by the seller of the Steam-e machine if the machine was not sold directly to the end user by Steam E Limited. The seller must cooperate with Steam E Limited in arranging any repairs, including using only genuine Steam-e® parts. Only approved Steam E Limited trained operatives can carry out repairs and complete warranty related works on Steam-e® machinery. Any person, business or organization that attempts to repair, service or interfere with the internal workings of a Steam-e® machine(s) immediately invalidates the manufactures warranty.
4. In the event that the seller of the Steam-e® machinery is no longer able to fulfil their obligations, contact Steam E Limited, with the full details of the issue / claim, proof of purchase and your full contact and business details.
5. A warranty claim will be processed only in relation to the part which is found to be faulty and not to the complete machine unless it has been affected by that part(s) failure.
6. Steam E Limited will supply the seller the part(s) to complete a warranty repair after the machinery or part has been returned to the manufacturer for a complete inspection and manufacturers report, if Steam E Limited deem this to be appropriate or a requirement.
7. Warranty claims and subsequent issues / damages cannot be accepted if they are found to be the result of fair wear and tear, misuse, abuse or an unauthorized interference / attempted repair by an untrained / unauthorized person, business or organization.
8. Steam E Limited reserve the right to charge for unnecessary work carried out by them because of an invalid claim.
9. No variation of the warranty can be made or implied by Steam E Limited or any of its re-sellers / distributors unless explicitly authorized by the Managing Director of Steam E Limited.