

**OPTIMA SEII**  
**USER'S**  
**MANUAL**

Operating & Maintenance  
Original Instructions



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Manufactured by  
**SJE Corporation, Ltd.**



# **User's Manual**

Model: OPTIMA SEII

Ver. G2.3

Distributor's Contact Information:

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# Introduction

The Optima Steamer continues to pursue environmentally friendly and effective cleaning solutions. Optima Steamer which is safe, durable and easy to use will support your cleaning operations for many years to come.

# Applications

The Optima Steamer is capable of generating continuous, super-heated vapor steam. The Optima Steamer is specifically used for various cleaning applications including cleaning machinery & components, washing vehicle exteriors, interiors, engine compartment, glass, metal surfaces, windows, wheel wells, vents, deodorizing bad odors, sanitizing hazardous food-borne bacteria from food processing equipment, removing weeds and more.

# Product Specifications

## OPTIMA SEII

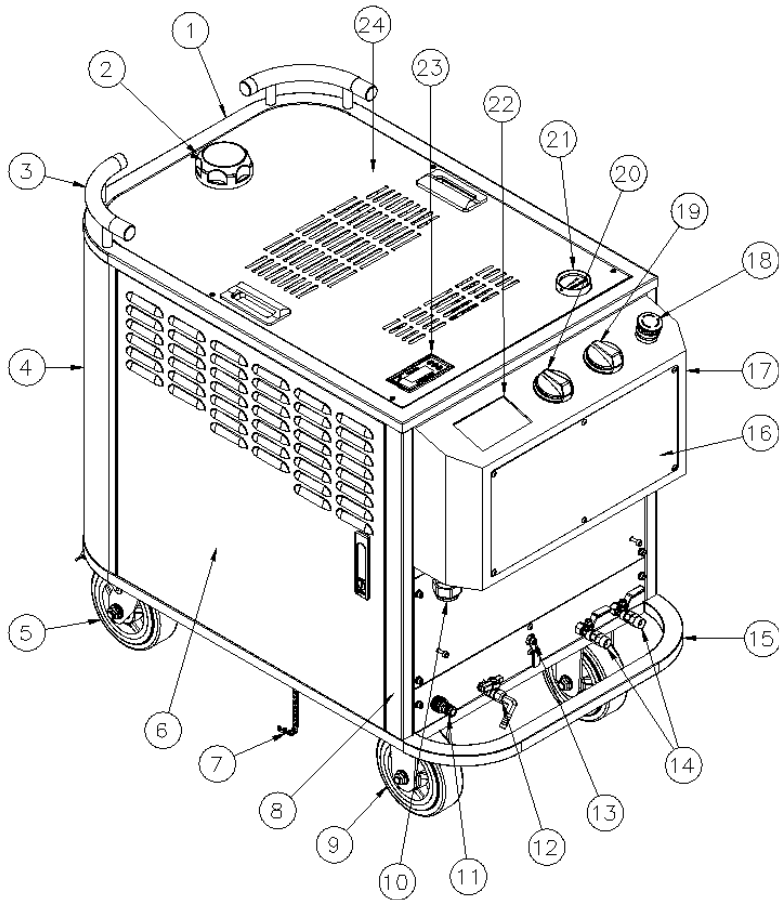
Model Name	Optima SEII					
	18K		27K		42K	
Working Pressure	0.85MPa(8.5bar) / Max 0.90MPa(9.0bar) (99~120.8 psi / Max 128 psi)					
Steam Temperature	174°C / max. 180°C (345.2°F / Max 356°F)					
Preheating Time	9~10 minutes		9~10 minutes		10~11 minutes	
Electrical Power	18.2kW		27.2kW		42.2kW	
Voltage	3-phase 200 / 208 / 230 / 380 / 415 / 440 / 460 / 480 / 600 (custom config. available)		3-phase 380 / 415 / 440 / 460 / 480 / 600 (custom config. available)			
Water Consumption*	0.3 ~ 1.2 l/min. (0.08~0.32gpm)					
Water Tank Capacity	38 L					
Net Weight(kgs/lbs)	STANDARD			ASME		
	103 kgs 227 lbs	110 kgs 242.5 lbs	119 kgs 262.5 lbs	115.5 kgs 254.6 lbs	124.5 kgs 274.5 lbs	136.5 kgs 301 lbs
Dimensions [L] x [W] x [H]	910 x 560 x 870 mm (35.8 x 22 x 34.2 inch)					

\* Water consumption can be different depending on the use of the Moisture Control Valve. (See page 12, "Moisture Control")



※ For user's safety, DO NOT modify factory settings for steam pressure and temperature.










# ***Exterior Descriptions***



- |                               |                            |
|-------------------------------|----------------------------|
| 1. Top frame                  | 13. Moisture control valve |
| 2. Tank cap                   | 14. Steam outlet valves    |
| 3. Handles                    | 15. Chassis frame          |
| 4. Front frame                | 16. Control box cover      |
| 5. Rotary caster              | 17. Control box            |
| 6. Side door                  | 18. Emergency switch       |
| 7. Grounding chain            | 19. Steam switch           |
| 8. Rear frame                 | 20. Power switch           |
| 9. Rear wheel                 | 21. Pressure gauge         |
| 10. Electrical cable holder   | 22. LCD                    |
| 11. Quick plug for feed-water | 23. TDS Meter (OPTIONAL)   |
| 12. Drain valve               | 24. Top cover              |

# Safety Precautions

## Visual Symbols

	To ensure correct and safe usage with a full understanding of this product's performance, please be sure to read through this User's Manual completely and store it in a safe location. The contents of this User's Manual and the specifications of this product are subject to change without prior notice.		
	Caution		Warning!
	Risk of Electric shock		Risk of Burns
	Risk of Suffocation		Slippery Surface
	DO NOT operate on an incline		Wear appropriate protective gloves (Goggles, ear plugs)



The manufacturer assumes no responsibility for any consequential losses or damages including but not limited to injury of persons, loss of business or properties which may occur through use of this product without consulting the User's Manual, regardless of any failure to perform on the part of this product.

## GENERAL SAFETY RULES

- DO NOT direct air or discharge the steam jet at itself, persons, animals or live electricity.
- Use and store the machine on a level ground (surface) only.
- DO NOT use the machine if any parts, power cord, safety devices, hoses or spray guns are visually damaged or suspected of being damaged.
- DO NOT use the machine in a rainy or snowy weather outdoors. The machine is not weather-proof or water-proof.
- NEVER leave the machine unattended while operating.
- Make sure to comply with safety rules in the event of operating in a danger area.
- NEVER use the machine in an area where a fire and explosion hazard exists.
- WARNING Always switch off the mains disconnecting switch when leaving the machine unattended.
- DO NOT use the machine below 0°C (32°F) or in extremely cold weather.
- DO NOT allow water sit in the water pipes and steam vessel if leaving the machine non-operational in cold weather.
- Store the machine at a room temperature(See page 18, "Freeze Prevention")
- Heavy object! Be cautious when carrying or lifting. (See page 2, "Product Specifications")
- Unplug the machine from its power source and release steam pressure from the machine before carrying.

- Use only "Clean" and "Soft" water in the machine.
- Use of a water softener is recommended to prevent scale build-up
- Using any kind of boiler water treatment (solution) can help decrease scale build-up.
- DO NOT add detergent, wax or any cleaning additives in the water tank or steam vessel.
- DO NOT use distilled water or filtered water below 15 ppm.
- Connect to electrical power according to the product specifications. (See page 2, "Product Specifications")
- The electric supply connection is to be made by a qualified electrician and comply with IEC 60364-1.
- Be cautious of the risk of electric shock in the event of connecting to electrical power.
- Ensure the ground connection of Grounding Chain and Ground Wire attached on the machine to prevent the risk of damage from Electro Static Discharge.
- Users about to use the machine should carry out a visual check for insecure cable at entry to a plug, evidence of poor wire connections or evidence of appliance or plug overheating.
- Make sure that all the switches on the machine are off before plug-in power cables.
- In the event of using extension wire/extension cord, ensure that both ends of electric wires are securely attached and properly insulated.
- Make sure to use right extension cord depending on the electrical parameters and the length of extension cord. (Contact manufacturer or local distributors)
- Machines shall not be used by children. Children should be supervised to ensure that they do not play with the machine.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision
- **WARNING** Do not use the machine within range of persons unless they wear protective clothing.
- Noise can be reached to 95 decibel(dB) but subject to differ depending on steam pressure.
- DO NOT use the machine within the range of persons who are not wearing any protective gear.
- **HOT SURFACE.** DO NOT touch steam vessel, steam valves, steam hoses and guns in operation.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused
- Replace steam hoses immediately if ruptured.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Unplug the machine from its power source and allow it to cool before carrying out any maintenance.
- NEVER disable sensors in order to bypass an alarm signal.
- Open the drain valve and release all remaining water from the steam vessel after users shut down the machine completely. (See page 13, "Shutdown Operation")
- NEVER spray steam over cleaning hazardous materials or surfaces containing hazardous substance including asbestos.





## ***Included Items and Accessories***

		
<b>OPTIMA SEII (18K/27K/42K)</b>		
		
Steam Gun with nozzle 3.5 1EA (OPTIMA SEII18K&27K)	Steam Gun with Quick Coupler 1EA	Steam Gun with nozzle 5.5 1EA (OPTIMA SEII42K Only)
		
Steam hose 10m 1EA (OPTIMA SEII18K&27K)	Power steam hose 10m 1EA (OPTIMA SEII42K Only)	Rubber steam hose 10m 1EA
		
Steam Nozzle 1EA Silent Nozzle 1EA	Couplings D. 1/2-5/8 PTC 1EA OR Garden hose adapter 3/4 1EA (US Only)	L-wrench 4.0mm 1EA
		
T-Box wrench 10mm 1EA T-Box wrench 12mm 1EA T-Box wrench 14mm 1EA	Screwdriver 1EA	Water probe sensor 3EA
		
Fuse 4A 2EA	Water Filter 1EA	Microfiber Towel 3EA



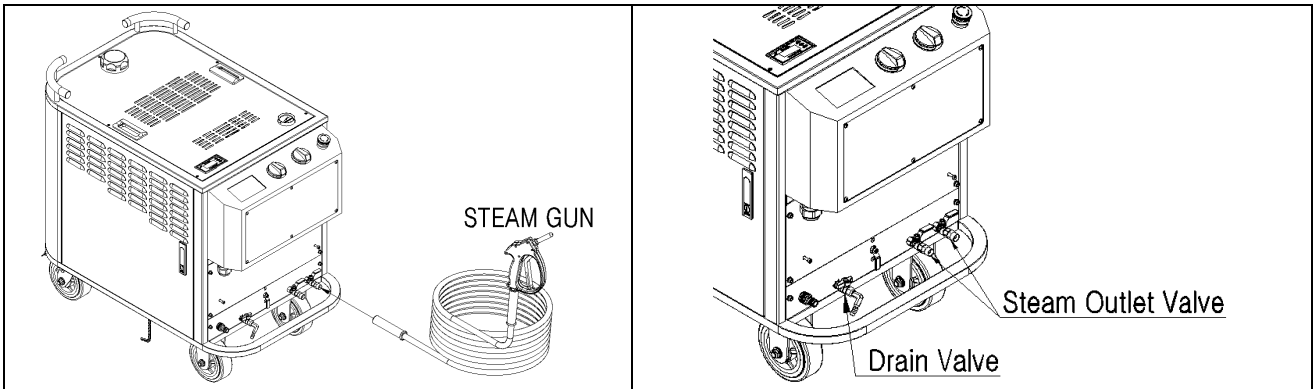
※ Included items and accessories are subject to change without prior notice.

# Pre-Start Procedure

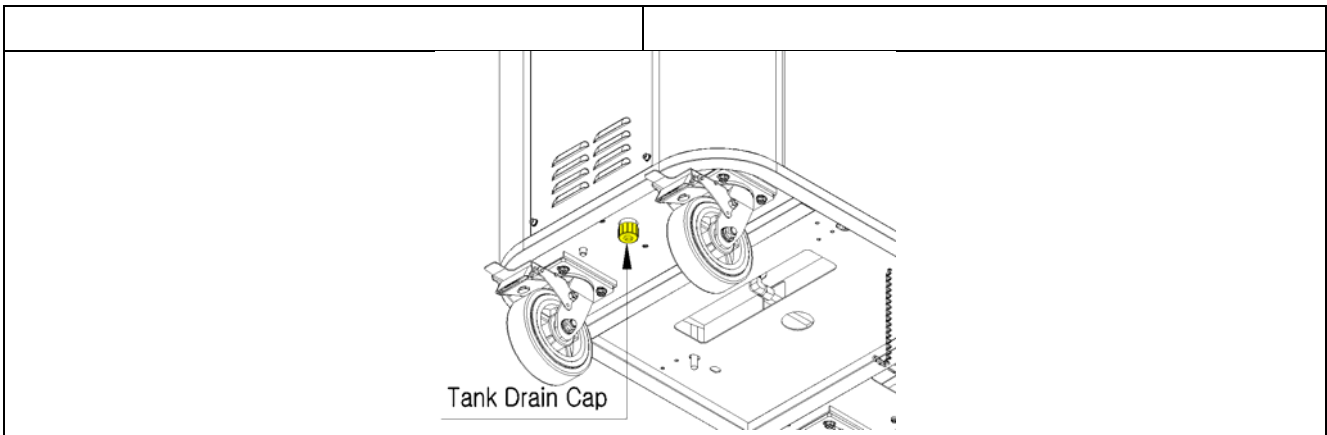
	Wear appropriate protective gloves before using the product.
	Surface of exhaust flue and valves may be hot. Take precautions when users resume operations.

## Steps:

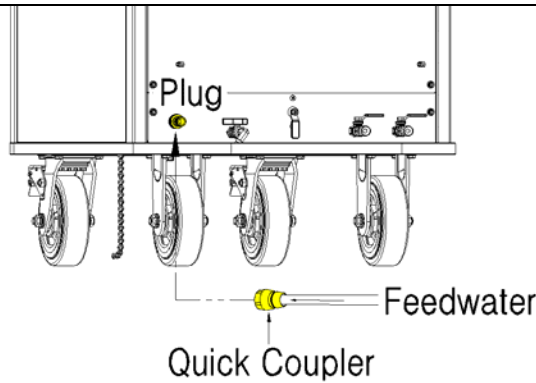
1. Connect steam hoses and guns to the steam outlet valves. Ensure a tight connection using appropriate tools.
2. Ensure that valves including drain valve, steam outlet valves are fully closed.



3. Ensure that tank drain cap are well-connected. (See illustrations below)



- Fill the water tank with clean water. When tap water or hard water is used, use of a water softener is recommended to prevent scale build-up.



### Continuous Water Supply

In the event of using continuous water supply, connect water hose attached with Quick Coupler to the Plug of the product.



**Water pressure needs to be below 2 kgf/cm<sup>2</sup> (28.4 psi) from the tap for Floater to run effectively.**

## Water Quality Matters!

Water quality can greatly affect the product's life span and performance. It is important to use SOFT WATER. If tap water or hard water is used, use of a water softener is recommended in order to prevent scale build-up.



**DO NOT use distilled water.**

**DO NOT add any detergent, wax or cleaning additives into the water tank or steam vessel.**

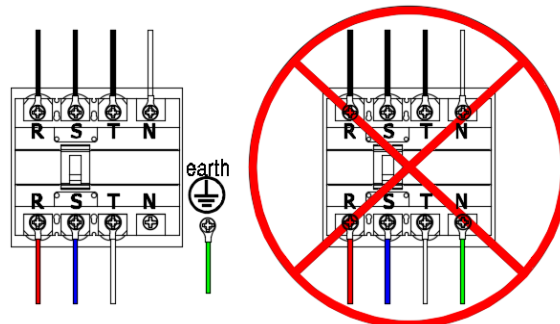
**The use of water temperature above 5°C (40°F) recommended.**

**Use filtered water above 15 ppm.**

- Check for electrical specifications before connecting to electrical power outlet.  
In the event of using extension cords, take waterproof measures on the electrical sockets and plugs.

### OPTIMA SEII

3 Phase 18K, 27K, 42K

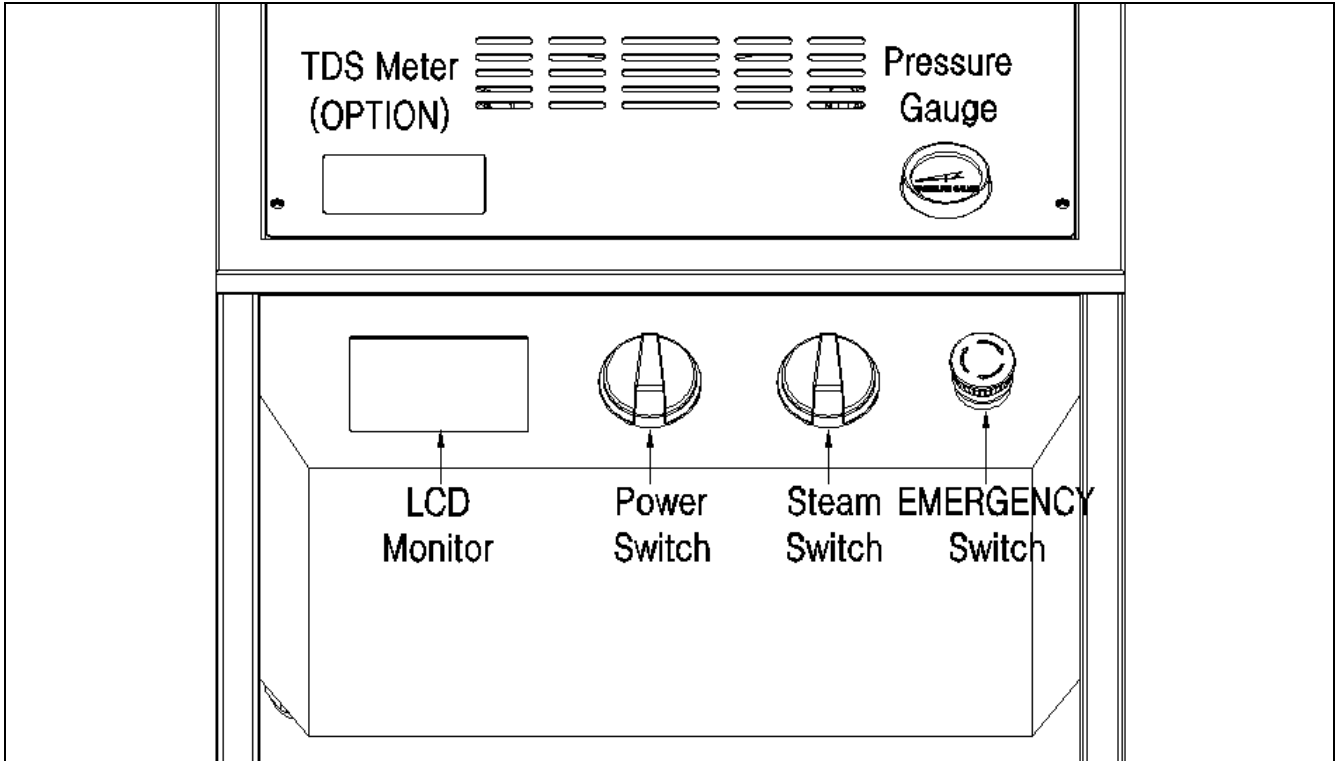


※ Alert users to the presence of “dangerous voltage” inside the product that might cause bodily harm or electric shock.

For the use of OPTIMA XE, make sure to connect the GROUND WIRE(G) to GROUND TERMINAL.  
**Never connect GROUND WIRE to NEUTRAL(N) TERMINAL.**

# Standard Operating Procedure

Make sure to advance the steps of Pre-Start Procedure before users follow Standard Operating Procedure. (See page 7, "Pre-Start Procedure")



Wear appropriate protective gloves before using the product.



Never leave the product unattended while operating.  
Surface of an exhaust flue or valves may be hot. Take precautions while operating.




**DO NOT apply any physical impact to the control panel box or leave any objects on it.**  
**DO NOT press LCD Display with your hands or any objects.**


## LCD ICON DESCRIPTION

	WATER		HEATING
	STEAM VESSEL		WATER PUMP
	PRESSURE GAUGE		STEAM READY
	TEMPERATURE		AIR PURGE

# OPERATING PROCEDURE

Step	
1	<p>Switch on the POWER and Initial boot-up screen is displayed. Switch on STEAM and alarm signal goes off once initiating LCD Display and beginning to run the product according to programming.</p> <p><b>Note!</b>  “OPERATING PROCEDURE” is repeated if users resume the operation after draining all the water out of the steam vessel completely.</p>

2	Main Screen
	
	Description
	<ul style="list-style-type: none"> <li>● Switch on the POWER and Initial boot-up screen is displayed with the following information. <ul style="list-style-type: none"> <li>→ MAIN BOARD VERSION</li> <li>→ DISPLAY BOARD VERSION</li> <li>→ OPERATING TIME</li> <li>→ OPERATING STATUS MESSAGES</li> </ul> </li> </ul>

3	Main Screen
	
	Description
	<ul style="list-style-type: none"> <li>● Switch on STEAM. Operating status messages and error signals are displayed.</li> <li>● Activate water pump to supply water to the steam vessel.</li> <li>● Programmed water pump running time: <ul style="list-style-type: none"> <li>→ 5 min.</li> </ul> </li> </ul>

4	Main Screen	
	Description	
<ul style="list-style-type: none"> <li>● When water level reaches the low water probe sensor in the steam vessel, electric heaters are activated.</li> </ul>		
5	Main Screen	
	Description	
<ul style="list-style-type: none"> <li>● When water level reaches the high water probe sensor in the steam vessel, water pump stops.</li> <li>● When steam temperature reaches to 80~100°C, air purge valve is closed and "AIR PURGE ON" symbol is disappeared from the LCD Display.</li> </ul>		
6	Main Screen	
	Description	
<ul style="list-style-type: none"> <li>● When steam pressure reaches to 8.5 bar, electric heaters stops operating and "STEAM READY" message is displayed.</li> </ul>		

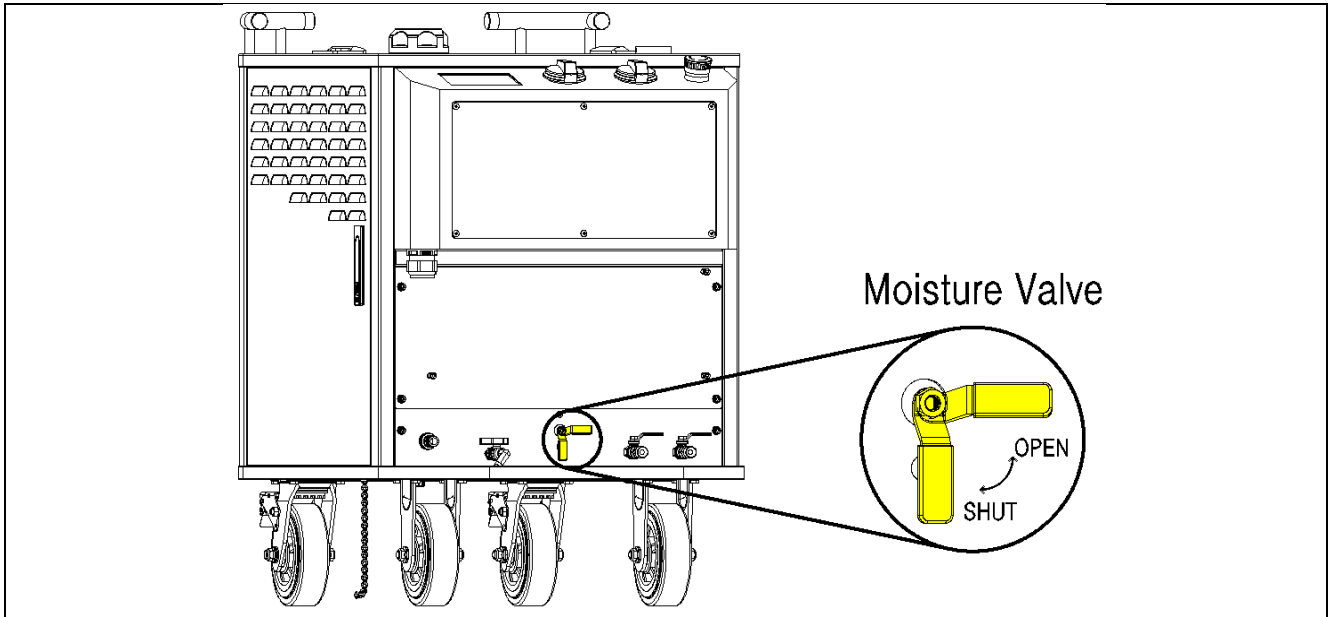
# Moisture Control

---

Users can spray moisturized steam (wet steam) by opening the moisture control valve. In the event of cleaning interior surfaces or water sensitive areas, ensure that the moisture control valve is fully closed to minimize surface moisture.



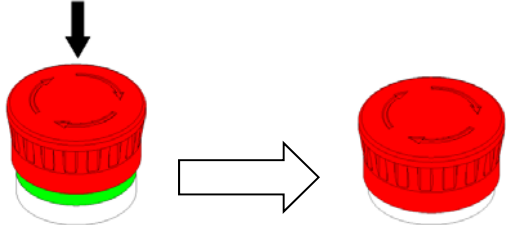
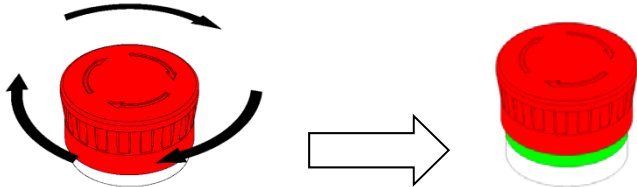
Using two steam guns with the moisture control valve open continuously may consume steam faster than what can be replenished. Open the moisture control valve by 1/3 allowing pressure to build up.



## ***Emergency stop***

---

1. In case of a failure in the product or an emergent situation occurred, push the emergency stop button in.
2. Overhaul the failure, take necessary measures and resume the emergency stop button.

How to use emergency stop button	
Emergency Stop	Resume Operation
	
Push emergency stop button	Release emergency stop button by twisting clockwise



**Emergency stop button will shut off all electrical power sequences inside the main power enclosure.**

## ***Pause operation***

---

1. Switch off the STEAM.
2. Close the steam outlet valves and release all the remaining steam from the hoses by pulling the gun trigger. It prevents remaining of condensed water residue in the steam hoses afterwards and increases the life span of the steam hoses and guns.

## ***Shutdown operation***

---

1. Switch off the STEAM.
2. Switch off the POWER.
3. Release steam from the steam vessel by pulling the gun trigger until the pressure drops down to 1~2 kgf/cm<sup>2</sup>(28.4 psi).
4. Close the steam outlet valves and release all the remaining steam from the hoses by pulling the gun trigger.
5. Release remaining steam from the steam vessel by opening the drain valve.



**Keep drain valve open for the next operation**









**DANGER. Burn hazard! Hot steam. Keep hands clear.**

6. In cold weather, take precautionary measures to keep water pipes from freezing and bursting. (See page 18, "Freeze Prevention").



# Maintenance

## Before to check product

	Must cool down the product.
	Must get rid of pressure in the product.
	Wear appropriate protective gloves.
	Unplug to shut down the power.
	Caution of burn
	Keep the below maintenance schedule.

## Maintenance Schedule

	Maintenance items	Daily	Monthly
A	Drain boiler	✓	
B	Drain Water Tank		✓
C	Replace filters		✓
D	Check probes / clean or replace if necessary		✓

### A. Drain boiler

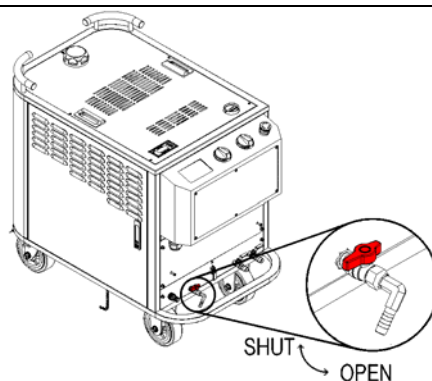
1. Reduce pressure below 2 kgf/cm<sup>2</sup>(28.4 psi)
2. Open the drain valve until water drained out.
3. Leave drain valve open until the next use.



Wear appropriate protective gloves for hands because steam is very hot.



Leave drain valve open until the next use.

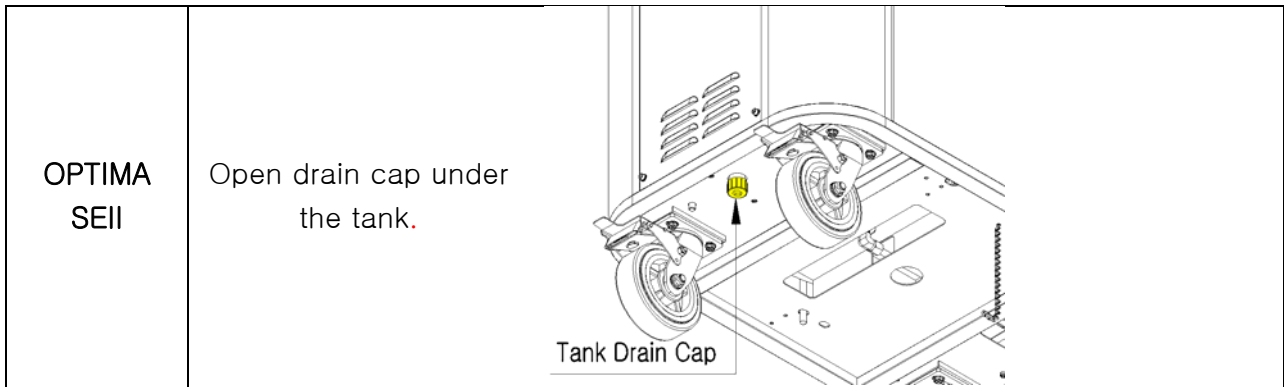


## B. Drain Water tank

Open drain cap under the tank.

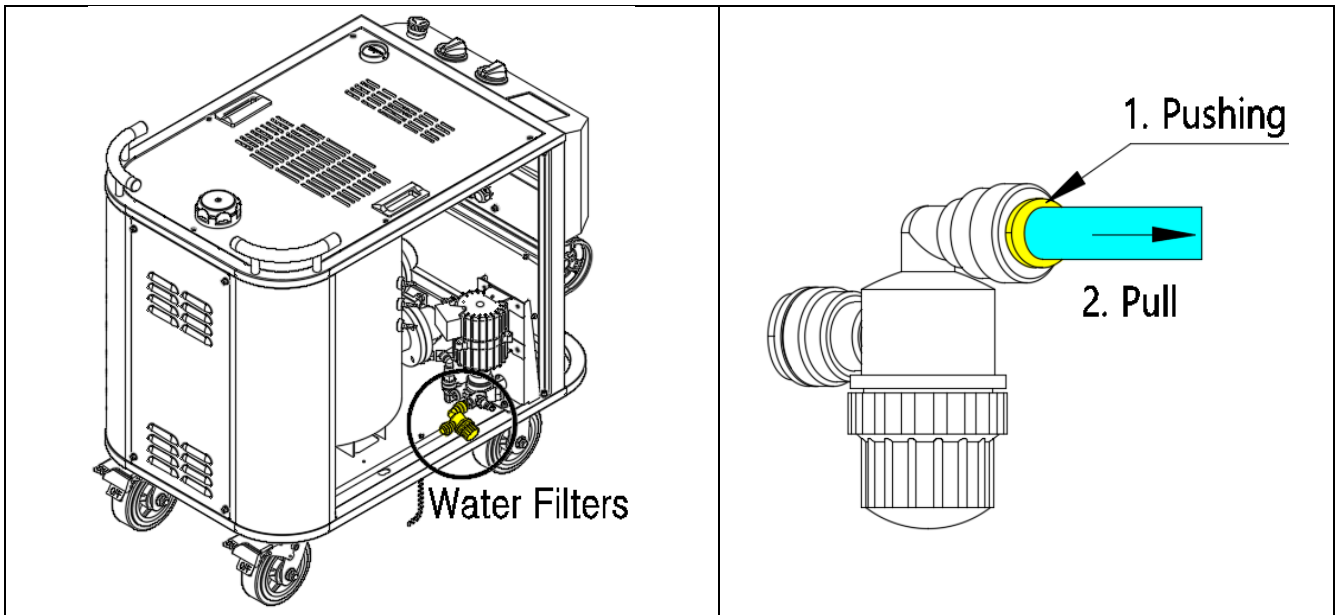


**Caution : Slippery when wet**



## C. Replace filters

Check the water filter regularly and replace if necessary.



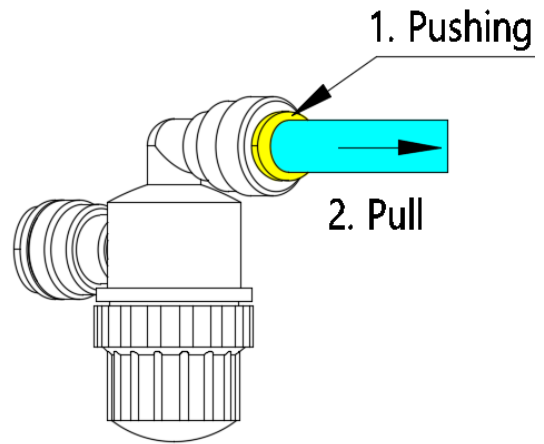
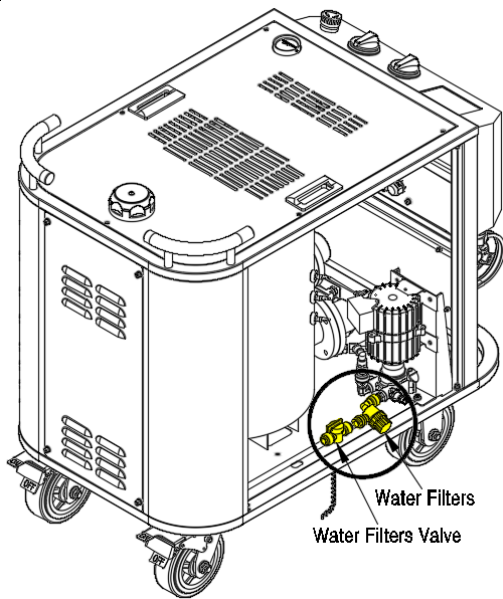
How to replace the water filter

1. Drain out all water from the water tank. (Refer P. 15)
2. Push the water filter fitting (yellow part) and pull out the water tube (blue part).
3. Replace with a New filter.
4. Push the water tube to filter until it is unable to be pulled out by hand.

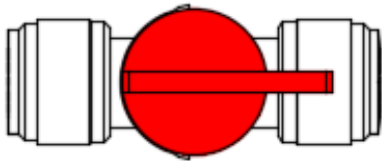
C-a. Replace filters (US VERSION)

1) Check the water filter frequently, and replace it with a new filter if it's dirty.

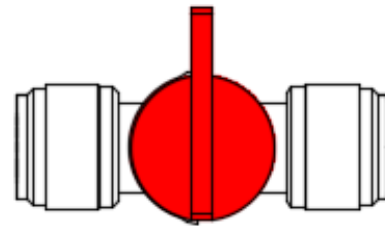
OPTIMA SEII



1. Close the Water filter shut off valve..



**OPEN**



**CLOSE**

2. Push the water filter fitting(yellow part) and pull out the water tube(blue part).
3. Replace with a New filter
4. Push the water tube to the filter until it is unable to be pulled out by hand.
5. Open the Water filter shut off valve. (Most important Step!)



**Be careful with the filter installation direction. (See above images)**



**※ CAUTION ※**

**You must keep the valve opened during machine operation.  
If you damage the machine with this issue, it will not be covered under warranty.**

#### D. How to check and clean water probes

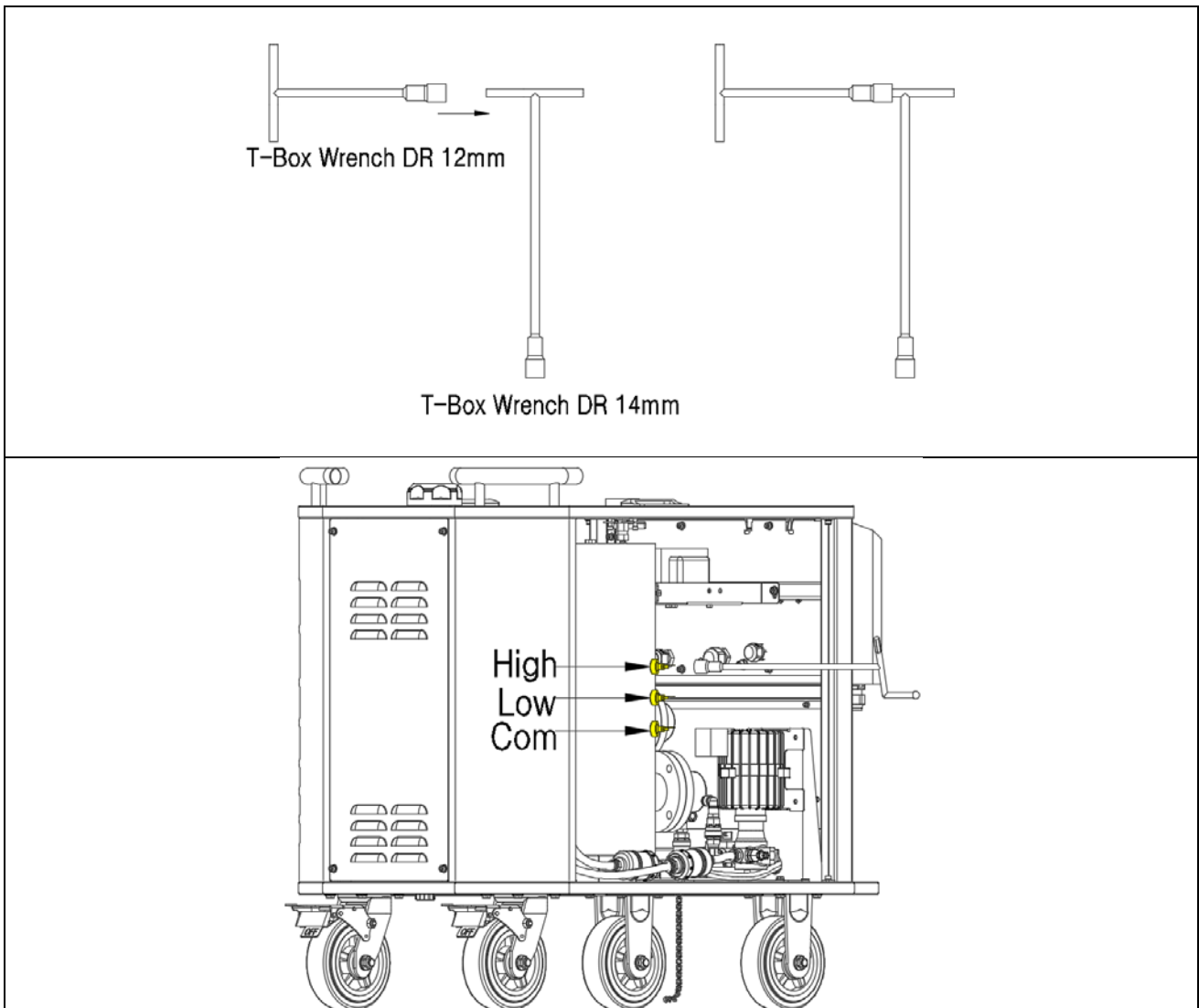
There are 3 water probes (high/common/low).

Minerals in the water or various foreign materials would be hardened and this may make water probe's malfunction.

*Requires : Screwdriver(+), 14mm long box wrench or Spanner, Sand paper, Teflon tape.*

#### *Procedure:*

1. Unplug the power plug and then remove pressure completely by opening steam valve.
2. Open the drain valve and drain out all water from boiler.
3. Detach top cover and front cover. Then detach the all wires from water probe sensors.
4. Disconnect water probe sensors from steam vessel by 14mm long box wrench.
5. Clean the water probe sensor by soft sand paper. Replace it if necessary.
6. Wind Teflon tape 6 times on the thread in order to prevent leakage.



# Freeze Prevention



In cold climates, it is necessary to store the product in an area where a temperature is above freezing. Follow the below steps to protect your product against freezing and bursting.

Steps:

## 1. Drain the steam vessel

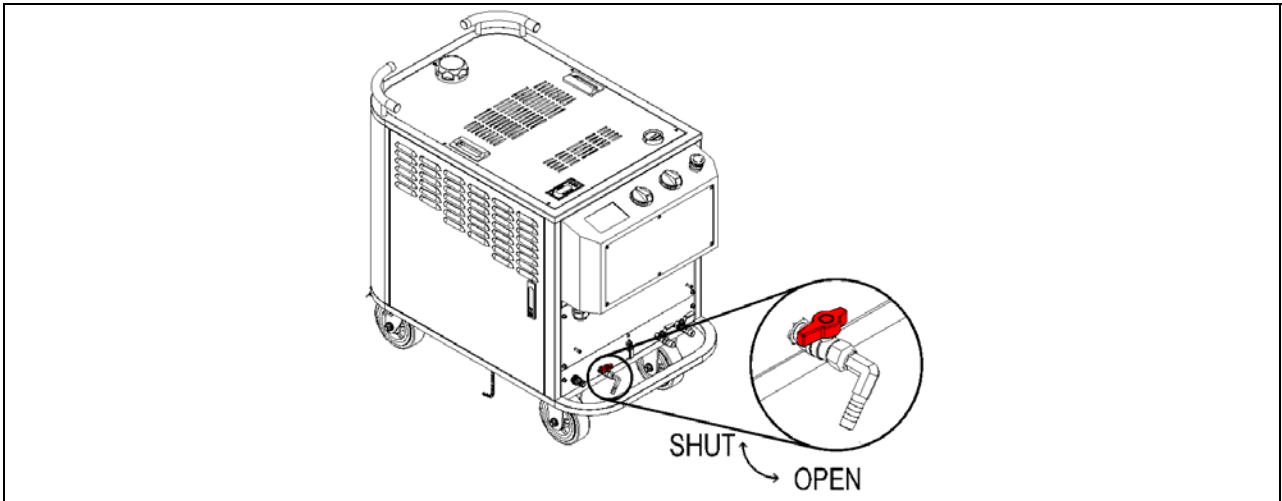
Reduce pressure under 2 kgf/cm<sup>2</sup> (28.4 psi) and then drain out water from the steam vessel by opening a drain valve. Leave the drain valve open until the next use.



Wear appropriate protective gloves for hands because steam is very hot.



Leave drain valve open until next use.

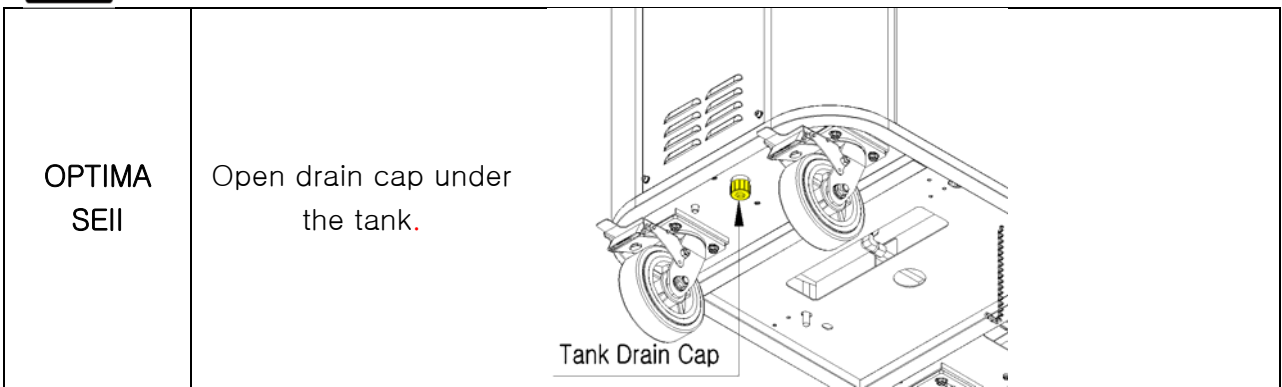


## 2. Drain Water tank

Open drain cap under the tank.

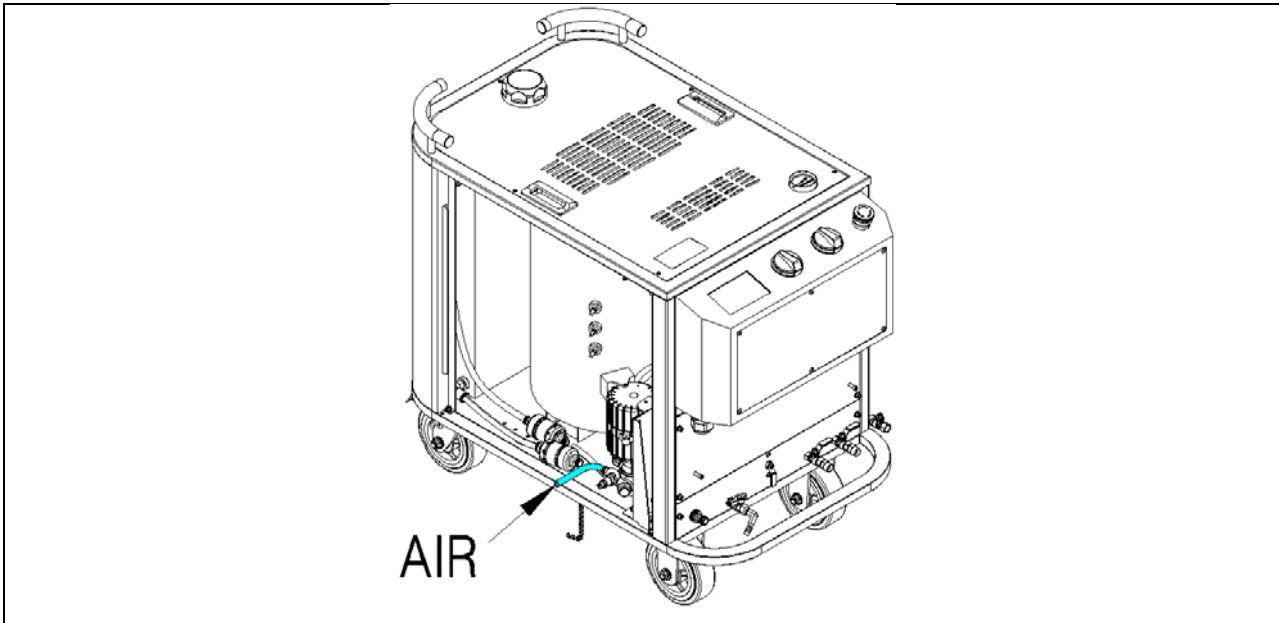


Caution : Slippery when wet.



### 3. Drain the water feeding lines and the water pump.

Open the drain valve, then disassemble/detach water feeding line like the below picture and drain all remaining water using compressed air. Keep drain valve open until next use.



### 4. Storage

Keep Product in a warm place to prevent for being frozen.



Pipe line or parts can be ruptured, if product is frozen badly. Freeze can cause malfunction.

If product would be frozen, do not operate it immediately.




Put the product in warm place in order to thaw. After that, check if there is any damage.

If the machine is visually damaged or performs abnormally, immediately turn off the machine and contact your distributor or manufacturer.


# Troubleshooting Guide

When a malfunction occurs, refer to the troubleshooting guide below. If the problem persists, please contact your local distributor and report the problem by referring to the ERROR CODE.

## Symbol Description




	Alarm beeps continuously		Alarm beeps once		Continuous pressure increases over 9 bar (130 psi)
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## Error display and Solution


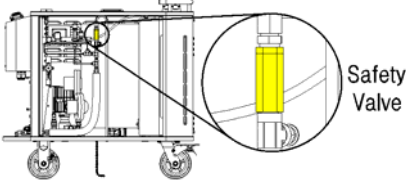
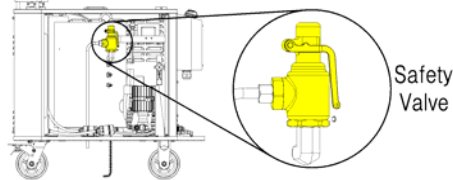
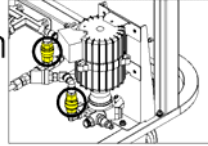
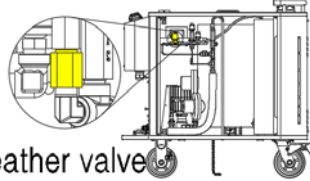
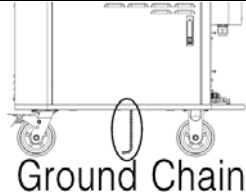
1	Description	Nothing on LCD screen and no alarm sound when POWER & STEAM switches are on.	
	Cause & Remedy	1) No power supply. → Check your electrical power source. → Check power plug connection.	2) Emergency Stop switch is pressed. → Release the Emergency Stop switch. 3) Fuse is blown. → Replace the fuse.
2	<b>ATTENTION REQUIRED</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>	
			<p><b>REFILL WATER TANK</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Not enough water in the water tank.</p>
	Cause & Remedy	1) Water shortage. → Refill water to the water tank.	2) Malfunction of the float switch in the water tank. → Disconnect one wire from the float switch of water tank and if the error disappears, replace the float switch and connect wires in position.

ERROR CODE : EW01		
	DISPLAY	DESCRIPTION
3		<p><b>BOILER LEVEL ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Water level of the boiler may not enough.</p>
Cause & Remedy	<p>1) Dirty water filter. → Check or replace the water filter.</p> <p>2) Malfunction of the water pump. → Check or replace the water pump.</p> <p>3) Malfunction of the water probe sensors. → Clean or Replace the all water probe sensors of the boiler.</p>	
ERROR CODE : EW02		
	DISPLAY	DESCRIPTION
4		<p><b>BOILER LEVEL ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Malfunction of the water probe sensors.</p>
Cause & Remedy	<p>1) Malfunction of the water probe sensors. → Clean or Replace the all water probe sensors of the boiler.</p>	
ERROR CODE : EW03		
	DISPLAY	DESCRIPTION
5		<p><b>BOILER LEVEL ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Pressure increase by water oversupply.</p>
Cause & Remedy	<p>1) Malfunction of the water probe sensors. → Clean or Replace the all water probe sensors of the boiler.</p>	



<b>ERROR CODE : ES11</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
6		<p><b>BOILER LEVEL ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <ul style="list-style-type: none"> <li>◆ Malfunction of the pressure switch.</li> </ul>
Cause & Remedy	<ol style="list-style-type: none"> <li>1) Malfunction of the pressure switches.</li> <li>2) Malfunction of the water probe sensors.</li> </ol>	<ul style="list-style-type: none"> <li>→ Thaw the machine completely and reset the machine.</li> <li>→ Replace the pressure switches.</li> <li>→ Clean or Replace the all water probe sensors of the boiler.</li> </ul>
<b>ERROR CODE : EP21</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
7		<p><b>BOILER LEVEL ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <ul style="list-style-type: none"> <li>◆ The water pump runs overtime at initial operation. (300 secs)</li> </ul>
Cause & Remedy	<ol style="list-style-type: none"> <li>1) Water filter blockage.</li> <li>2) Malfunction of the water pump.</li> <li>3) Malfunction of the water probe sensors.</li> </ol>	<ul style="list-style-type: none"> <li>→ Check or Replace the water filter.</li> <li>→ Check or replace the water pump.</li> <li>→ Clean or Replace the all water probe sensors of the boiler.</li> </ul>
<b>ERROR CODE : EP22</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
8		<p><b>WATER PUMP OVERRUN</b> icon is flashing in red color and buzzer is beeping.</p> <ul style="list-style-type: none"> <li>◆ The water pump runs overtime during normal operation. (60 secs)</li> </ul>
Cause & Remedy	<ol style="list-style-type: none"> <li>1) Water filter blockage.</li> <li>2) Malfunction of the water pump.</li> <li>3) Malfunction of the water probe sensors.</li> </ol>	<ul style="list-style-type: none"> <li>→ Check or Replace the water filter.</li> <li>→ Check or replace the water pump.</li> <li>→ Clean or Replace the all water probe sensors of the boiler.</li> </ul>

<b>ERROR CODE : ET31</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
9		<p><b>THERMISTOR ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Thermistor detects low temperature. (Under 0°C/32°F)</p>
Cause & Remedy	<p>1) Low temperature detection by → Thaw the machine completely and freeze. reset the machine.</p> <p>2) Malfunction of the thermistor. → Replace the thermistor.</p>	
<b>ERROR CODE : ET32</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
10		<p><b>Display ERROR CODE("DT32" or "ET32").</b></p> <p>◆ Thermistor has been shorted.</p>
Cause & Remedy	<p>1) Malfunction of the thermistor. → Replace the thermistor.</p>	
<b>ERROR CODE : ET33</b>		
	<b>DISPLAY</b>	<b>DESCRIPTION</b>
11		<p><b>THERMISTOR ERROR</b> icon is flashing in red color and buzzer is beeping.</p> <p>◆ Thermistor detects high temperature. (Over 200°C/392°F)</p>
Cause & Remedy	<p>1) Malfunction of the pressure switches. → Replace the pressure switches.</p> <p>2) Malfunction of the thermistor. → Replace the thermistor.</p>	

12	<b>Description</b>	Boiler pressure keeps increasing above 9 bar (130 psi).	
	<b>Cause &amp; Remedy</b>	1) Malfunction of the pressure switch.	→ Replace the pressure switches.
		2) Malfunction of the water probe sensors.	→ Clean or Replace the all water probe sensors of the boiler.
3) Using distilled water		→ Use normal tap water. (above 15 ppm)	
13	<b>Description</b>	Steam or water leaks from underneath.	
	<b>Cause &amp; Remedy</b>	1) Safety valve has activated.	→ Solve the reason of abnormal pressure and replace the safety valve.
		2) Damaged by freeze rupture.	→ Replace a broken part.
3) Damaged piping line.		→ Fix or replace a broken part.	
	<b>STANDARD</b>	<b>ASME</b>	
			
14	<b>Description</b>	Water supplying tube of water pump is hot or damaged.	
	<b>Cause &amp; Remedy</b>	1) Malfunction of the non-return valve.	→ Replace the non-return valves and damaged parts.
			
15	<b>Description</b>	Water tank is abnormally hot.	
	<b>Cause &amp; Remedy</b>	1) Malfunction of the Breather valve	→ Replace the Breather valve
			
16	<b>Description</b>	Static electricity on the spray gun or the machine..	
	<b>Cause &amp; Remedy</b>	1) The machine is not grounded properly.	→ Ensure that the machine is grounded using the grounding chain located at the rear bottom of the machine.
			

# Service Request

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Your machine has a defect or broke down?

Simply register your service requirement by scanning here and SJE

Service center will contact you as quickly as possible to provide further information.

## **OPTIMA STEAMER™ Limited Warranty**

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SJE Corporation Ltd. hereby warrants that new Optima Steamers purchased directly from SJE Corporation Ltd., headquartered in Busan, South Korea will be free from defects in material and workmanship for the period of time stated below, subject to certain limitations.

### **OUR WARRANTY POLICY**

This warranty is not transferable and covers replacement parts only. This warranty does not cover any consequential damages or business loss.

### **THE PERIOD OF WARRANTY**

The warranty on your Optima Steamer is twelve(12) months(6months for authorized distributors) from the date of purchase by the original owner against defects in material and workmanship.

### **GENERAL EXCLUSIONS**

**General exclusions from this warranty shall include any failures caused by:**

- a. Installation of parts, attachments or accessories that are not original to the unit or genuine Optima Steamer parts. (i.e. external aftermarket attachments such as exhaust duct extension)
- b. Abnormal strain, neglect, or abuse.
- c. Lack of proper maintenance.
- d. Accident or collision damage.
- e. Changing or altering factory settings without consulting with an authorized technician.
- f. Damage or malfunctions resulting from natural calamity, freezing, theft, accident, vandalism, abuse due to misapplication and/or improper site conditions.
- g. Water damage
- h. Electrical damage from including, but not limited to improper use of extension cords, failure to meet proper voltage requirements, incorrect or insufficient amperage circuit.
- i. Insufficient unobstructed distance on exhaust

**Items not covered under warranty include:**

- a. Parts replaced due to normal wear or routine maintenance including, but not limited to sensors, filters, fuses, valves, pipes, electrodes, cables and fittings (i.e. nipples, couplings, o-rings, etc)
- b. Consumable or wearing items requiring replacement as part of normal operation including, but not limited to steam hoses and guns.
- c. Any transportation or travel costs.
- d. Reimbursement for rental units while repairing warranty items.
- e. Normal maintenance items such as: draining tanks and boiler, descaling, filter and sensor changes, boiler cleaning, tightening and sealing bolts and fittings and others stated in the User Manual.
- f. Failure caused by water scale problem due to local water conditions.
- g. Warranty work completed after 30 days from discovery.
- h. Damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty water or fuel.

## **CUSTOMER'S RESPONSIBILITY**

Under this warranty, the customer's responsibility shall be to:

- a. Operate and maintain the machine as specified in the instructions manual.
- b. Give notice to authorized Optima Steamer dealer or SJE Corporation Ltd. of apparent defects within seven (7) days after discovery.
- c. Provide proof of purchase, purchase date, and serial number of the warranty item(s).
- d. Make the unit available for inspection and repairs at dealer's place or service center. If shipped, transit costs should be prepaid.

**For warranty service request, please e-mail [tech@sjecorp.com](mailto:tech@sjecorp.com) or call +82 51 521 3200.**

**SJE Corporation Ltd. recommends that you read the Operating Instructions, and in particular the troubleshooting guide on USER'S MANUAL before you make a Warranty service**



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