

OPTIMA *XDm* / *XEm* **USER'S MANUAL**

Operating & Maintenance Instructions



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Manufactured by
SJE Corporation, Ltd.



User's Manual

Original instructions

Model: OPTIMA XDm/XEm

Ver. A7.2 / A2.3

Warning: Read the instructions before using the machine

Distributor's Contact Information:

Table of Contents

<i>Introduction</i> -----	2
<i>Applications</i> -----	2
<i>Product Specifications</i> -----	2
<i>Exterior Descriptions OPTIMA XDm</i> -----	4
<i>Exterior Descriptions OPTIMA XEm</i> -----	5
<i>Safety Precautions</i> -----	6
<i>Included Items and Accessories</i> -----	9
<i>Pre-Start Procedure</i> -----	10
<i>Standard Operating Procedure</i> -----	12
<i>Adjust air flow (For OPTIMA XDm)</i> -----	15
<i>Moisture Control</i> -----	16
<i>Pause operation</i> -----	16
<i>Shutdown operation</i> -----	16
<i>Maintenance</i> -----	17
<i>Freeze Prevention</i> -----	23
<i>Fuse change</i> -----	25
<i>Troubleshooting Guide</i> -----	26
<i>Service Request</i> -----	35
<i>OPTIMA STEAMER™ Limited Warranty</i> -----	35

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

(1) OPTIMA XDm

Model	OPTIMA XDm	
Working Pressure	0.7~0.85 MPa / Max 0.95 MPa (101.5~123.2 psi / Max 137.7 psi)	
Steam Vessel Temp.	178℃ max.200℃ (352.4 °F max.392 °F)	
Preheating Time	5 min.	
Voltage	110-120V~ / 220-240V~ 50/60Hz (Customer configuration available)	
Electrical Power	110-120V~	220-240V~
	2.4A	280W
Rated Flow	0.25 ~ 0.5 l/min	
Water Tank Capacity	11L	
Fuel Tank Capacity	11L	
Net Weight	54kg	
Product Dimensions [L] x [W] x [H]	770 x 480 x 740 mm	

* Water consumption can be different depending on the use of the Moisture Control Valve.
(See page 16, "Moisture Control")



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

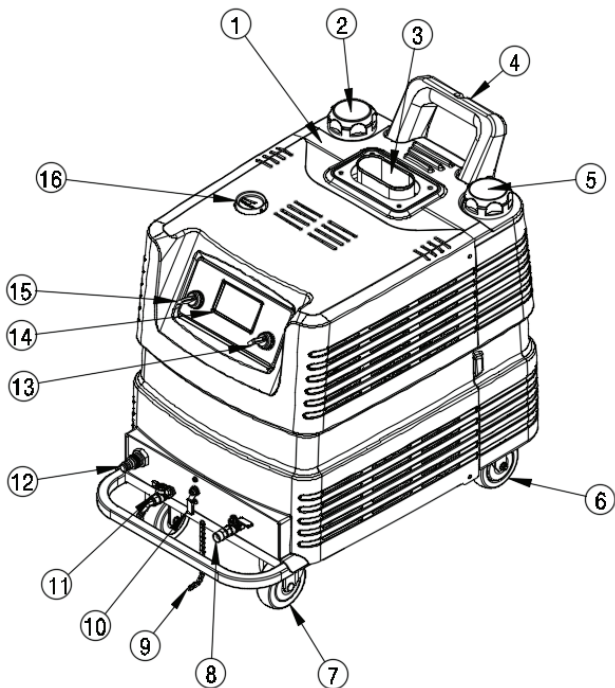
(2) OPTIMA XEm

Model	OPTIMA XEm (10.5kW)
Working Pressure	0.7~0.85 MPa / Max 0.95 MPa (101.5~123.2 psi / Max 137.7 psi)
Steam Vessel Temp.	174 °C Max. 180 °C (345.2 °F Max 356 °F)
Preheating Time	9 ~ 10 min.
Electrical Power	10.5 kW
Voltage	3-phase 200V / 208V / 230V / 380V / 415V / 440V / 460V / 480V / 600V 50/60Hz (custom config. available)
Rated Flow	0.25 ~ 0.5 l/min
Water Tank Capacity	22L
Net Weight	55.5kg
Product Dimensions [L] x [W] x [H]	770 x 480 x 740 mm

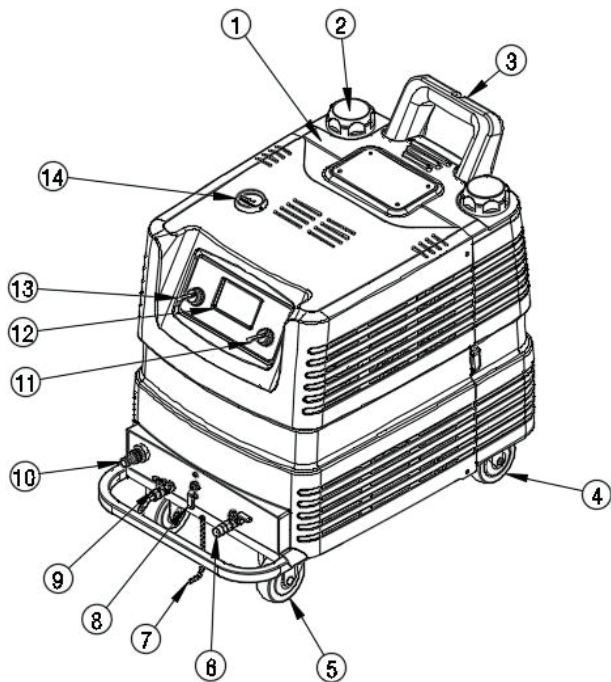
* Water consumption can be different depending on the use of the Moisture Control Valve.
(See page 16, "Moisture Control")



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












- | | |
|-----------------------|-------------------------------|
| 1. Top Cover | 9. Grounding chain |
| 2. Water Tank | 10. Moisture control valve |
| 3. Flue | 11. Drain valve |
| 4. Handle | 12. Quick plug for feed-water |
| 5. Fuel Tank | 13. Steam Switch |
| 6. Rotary caster | 14. LCD |
| 7. Fixed caster | 15. Power Switch |
| 8. Steam outlet valve | 16. Pressure gauge |



- | | |
|-----------------------|-------------------------------|
| 1. Top Cover | 8. Moisture control valve |
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| 3. Handle | 10. Quick plug for feed-water |
| 4. Rotary caster | 11. Steam Switch |
| 5. Fixed caster | 12. LCD |
| 6. Steam outlet valve | 13. Power Switch |
| 7. Grounding chain | 14. Pressure gauge |

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 product on a level ground (surface) only.
- DO NOT use the product if any part, power cord, safety device, hose or spray gun are visually damaged or suspected of being damaged.
- DO NOT use the product in rainy or snowy weather outdoors. This product is not weather-proof or water-proof.
- Never leave the product unattended while operating.
- Make sure to comply with safety rules in the event of operating in a danger area.
- Never use the product in an area where a fire and explosion hazard exists.
- DO NOT use the product below 0°C (32°F) or in extremely cold weather.
- DO NOT allow water sit in the water pipelines and steam vessel if leaving the product non-operational in cold weather.
- Store the product at a room temperature(See page 23, "Freeze Prevention")
- Heavy object. Be cautious when carrying or lifting. (See page 2, "Product Specifications")
- Unplug the product from its power source and release all the remaining steam from the product before carrying.
- Use only "Clean" and "Soft" water in the product.
- Use of a water softener is recommended to prevent scale build-up

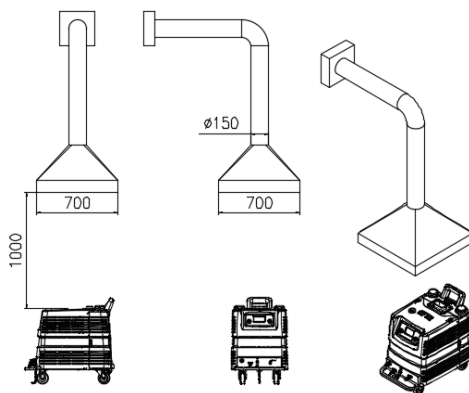
- Using any kind of boiler water treatment (solution) can help decrease scale build-up.
- DO NOT add detergent, wax or any chemical liquid in the water tank or steam vessel.
- DO NOT use distilled water or filtered water below 15 ppm.
- Connect to electrical power according to the product specifications. (See page 2, "Product Specifications")
- Connect to the electrical power outlet installed in accordance with IEC 60364.
- Be cautious of the risk of electric shock in the event of connecting to electrical power.
- Ensure the connection status of Grounding Chain and Ground Wire to the product to avoid static shocks.
- Users about to use the product 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 product are off before plug-in power cables.
- In the event of using extension cord, make sure of a ground-fault circuit interrupter (GFCI) built in.
- Make sure extension cord is constructed of proper diameter in accordance with the electrical specifications. (Contact manufacturer or distributors for right extension cord)
- Keep out of reach of children and pets.
- This product is not intended for use by children, or by persons with reduced physical, sensory or mental capabilities, or by person lacking experience with the product or knowledge of the product's use, unless they have given supervision or instruction concerning the use of the product.
- Wear appropriate protective gear to protect users' ear, eyes and hands in operation.
- According to steam pressure, noise can be reached to 95 decibel(dB).
- DO NOT use the product 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.
- Replace steam hoses immediately if ruptured.
- Use manufacturer approved spare parts and accessories including steam hoses, steam guns and power cables.
- Unplug the product 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 product completely. (See page 16, "Shutdown Operation")
- Never spray steam over cleaning hazardous materials or surfaces containing hazardous substance including asbestos.
- A warning that the machine has to be disconnected from its power source during cleaning or maintenance and when replacing parts or converting the machine to another function: for mains operated machines, by removing the plug from the socket-outlet;
- **WARNING** Always switch off the mains disconnecting switch when leaving the machine unattended

- The instructions include a warning to disconnect the appliance from its power source during service and when replacing parts
- If the removal of the plug is foreseen, it is clearly indicated that the removal of the plug is such that an operator can check from any of the points to which he has access that the plug remains removed

SAFETY RULES for OPTIMA XDm

- Use clean diesel only.
- Make sure that all the switches on the product are off before refilling diesel.
- Burn hazard. DO NOT touch exhaust flue in operation.
- DO NOT use the product within a confined space.
- DO NOT breathe in smoke from the exhaust flue to avoid smoke inhalation.
- WARNING The employer shall perform a risk assessment in order to specify the necessary protective measures regarding aerosols, depending on the surface to be cleaned and its environment. Respiratory masks of class FFP 2, an equivalent or higher are suitable for the protection against hydrous aerosols
- WARNING Do not use combustion engine powered machines indoors unless adequate ventilation is assessed by a competent person or labour authorities
- WARNING Ensure that any exhaust emissions are not in the vicinity of air intakes
- WARNING For gas or oil-heated machines it is important to provide adequate ventilation and make sure that the flue gases are properly discharged
- Use the product in well-ventilated indoor area and install exhaust duct system if necessary.

[Sample of Ventilation set-up for OPTIMA XDm]



Users about to use the OPTIMA XDm indoors should carry out installation of exhaust duct system.

Included Items and Accessories

			
OPTIMA XDm		OPTIMA XEm	
			
Steam Gun with nozzle 2.5 1EA	Steam hose 10m 1EA	Water probe sensor 3EA	
			
Water Filter 1EA	Fuel Filter Cartridge 1EA (OPTIMA XDm Only)	Couplings D. 1/2-5/8 PTC 1EA OR Garden hose adapter 3/4 1EA (US Only)	
			
L-wrench 3.0mm 1EA (OPTIMA XDm Only) L-wrench 4.0mm 1EA (OPTIMA XDm, XEm)	T-Box wrench 10mm 1EA T-Box wrench 12mm 1EA T-Box wrench 14mm 1EA	Mini Screwdriver 1EA Screwdriver 1EA	
			
Multi Spanner 1EA	OPTIMA XDm : Fuse 4A 4EA OR Fuse 6.3A 4EA (US Only) OPTIMA XEm : Fuse 4A 2EA	Microfiber Towel 3EA	



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

Pre-Start Procedure



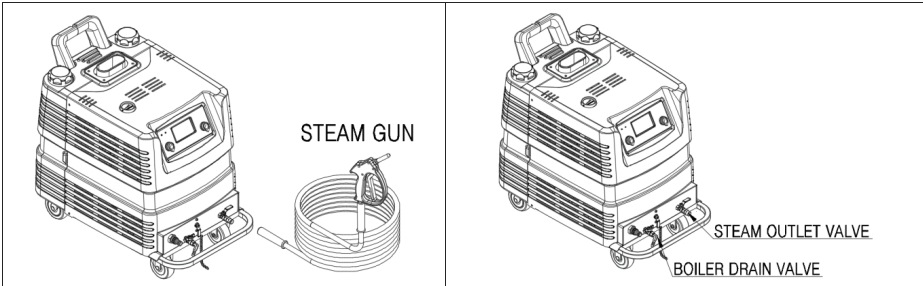
Wear appropriate protective gloves before using the product.



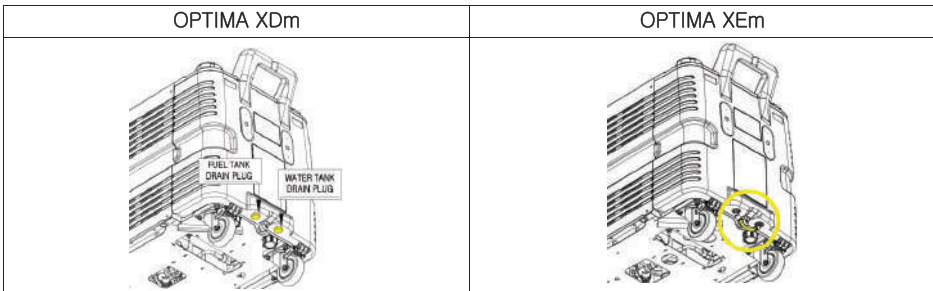
Surface of exhaust flue and valves may be hot.
Take precautions when users resume operations.

Steps:

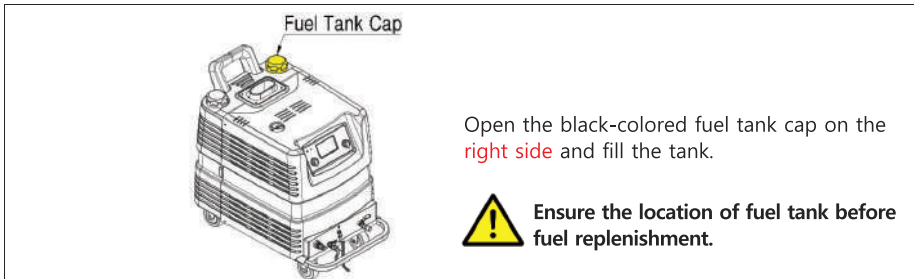
1. Connect steam hose and gun to the steam outlet valve. Ensure a tight connection using appropriate tools.
2. Ensure that valves including drain valve, steam outlet valve are fully closed.



3. Ensure that tank drain plugs or water feeding tube are well-connected.
(See illustrations below)

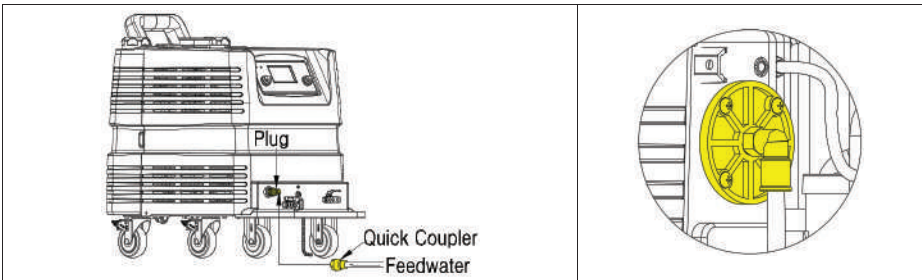


4. Fill the fuel tank. (※For OPTIMA XDm)



Ensure the location of fuel tank before fuel replenishment.

5. 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 0.2MPa from the tap for Floater to run effectively.

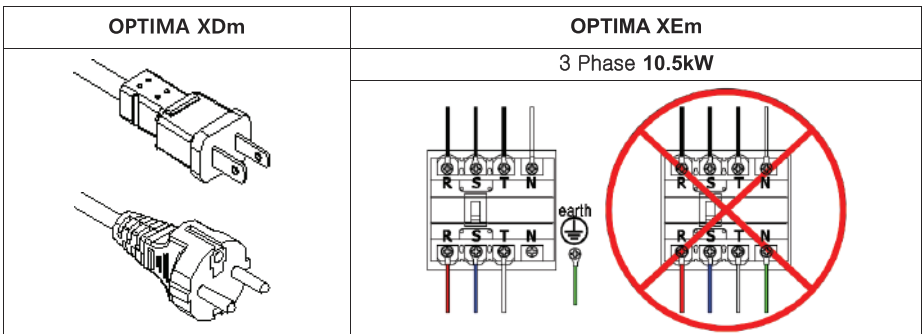
Water Quality Matters!

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.*

6. 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.

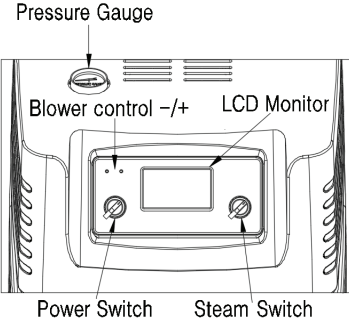





※ Alert users to the presence of “dangerous voltage” inside the product that might cause bodily harm or electric shock.













For the use of OPTIMA XEm 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 10, "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		FUEL
	STEAM VESSEL		WATER PUMP
	HEATING(XDm)		HEATING(XEm)
	PRESSURE GAUGE		STEAM READY
	TEMPERATURE		AIR PURGE
	BLOWER FAN		CAUTION

OPERATING PROCEDURE

Model	OPTIMA XDm	OPTIMA XEm
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>Note! “OPERATING PROCEDURE” is repeated if users resume the operation after draining all the water out of the steam vessel completely.</p>	

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

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

Model	OPTIMA XDm	OPTIMA XEm
4	Main Screen	
	<p>The screen displays: WATER TANK (OK), FUEL TANK (OK), FILLING BOILER (1:30), and HEATING (flame icon). The central text reads "PLEASE WAIT".</p>	<p>The screen displays: WATER TANK (OK), FILLING BOILER (3:30), and HEATING (flame icon with lightning bolt). The central text reads "PLEASE WAIT".</p>
Description		
	<ul style="list-style-type: none"> ● When water level reaches the low water probe sensor in the steam vessel, blower fan runs and then combustion occurs. 	<ul style="list-style-type: none"> ● When water level reaches the low water probe sensor in the steam vessel, electric heaters are activated.
5	Main Screen	
	<p>The screen displays: WATER TANK (OK), FUEL TANK (OK), BOILER (OK), and HEATING (flame icon). The central text reads "PLEASE WAIT".</p>	<p>The screen displays: WATER TANK (OK), BOILER (OK), and HEATING (flame icon with lightning bolt). The central text reads "PLEASE WAIT".</p>
Description		
	<ul style="list-style-type: none"> ● When water level reaches the high water probe sensor in the steam vessel, water pump stops. ● When steam temperature reaches to 65°C, air purge valve is closed and "AIR PURGE ON" symbol is disappeared from the LCD Display. 	
6	Main Screen	
	<p>The screen displays: WATER TANK (OK), FUEL TANK (OK), BOILER (OK), and PRESSURE (OK). The central text reads "STEAM READY".</p>	<p>The screen displays: WATER TANK (OK), BOILER (OK), and PRESSURE (OK). The central text reads "STEAM READY".</p>
Description		
	<ul style="list-style-type: none"> ● When steam pressure reaches to 0.85 MPa, combustion stops and "STEAM READY" message is displayed. ● Blower fan stops running and its symbol is disappeared in 30 seconds from the moment "STEAM READY" symbol is displayed. 	<ul style="list-style-type: none"> ● When steam pressure reaches to 0.85 MPa, electric heaters stops operating and "STEAM READY" message is displayed.

Adjust air flow (For OPTIMA XDm)

The required amount of air at combustion can be different by atmosphere
 (※Exhaust smoke should be transparent)



1. Press ▼ and ▲ buttons of BLOWER FAN CONTROL together for 3 seconds (Unlock).
2. On the air volume control screen, adjust steps by pressing ▼ or ▲ buttons.
3. If air supply is set to the sufficient amount, leave the status for 5 seconds (Lock).

If exhaust smoke from funnel is black :

Press ▲ button of BLOWER FAN CONTROL and increase the amount of air.

If exhaust smoke from funnel is white :

Press ▼ button of BLOWER FAN CONTROL and decrease the amount of air.

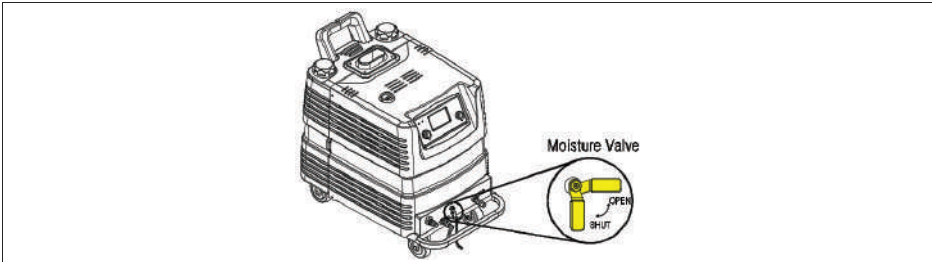
※ There are 0 to 45steps for air volume control.



Watch out exhaust gas at combustion.

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.



Pause operation

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

Shutdown operation

1. Switch off the STEAM.
2. After blower fan stops automatically (applied to XDm model), switch off the POWER.
3. Release steam from the steam vessel by pulling the gun trigger until the pressure drops down to 0.1~0.2 MPa(29 psi).
4. Close the steam outlet valve and release all the remaining steam from the hose 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 23, "Freeze Prevention").

Maintenance

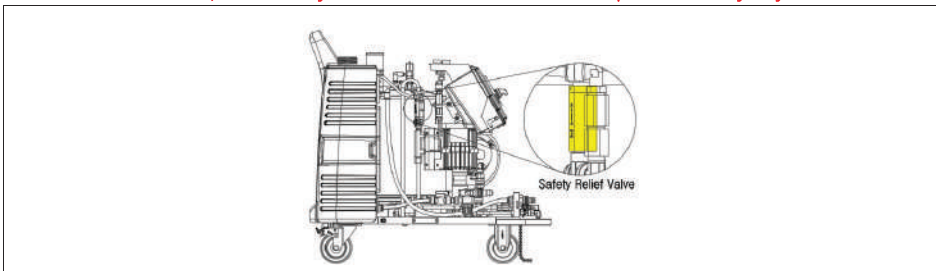
Before to check product

	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	Every 3months	Every 6months
A	Drain boiler	✓			
B	Drain Water / Fuel tank		✓		
C	Replace filters		✓		
D	Check probes / clean or replace if necessary		✓		
E	Check electrodes and fuel nozzle and clean it (Contact dealer)			✓	
F	Descale boiler inside (Contact dealer)				✓
G	Clean Cylinder inside / remove soot (Contact dealer)				✓

※For your safety, the Safety Relief Valve must be replaced when a leak is present.
If no leak occurs, the Safety Relief Valve must still be replaced every 3 years.



A. Drain boiler

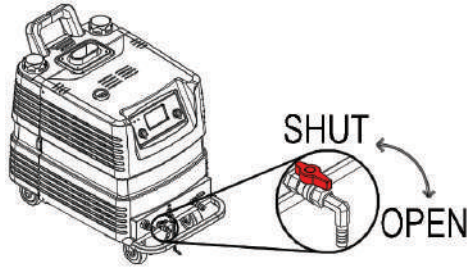
1. Reduce pressure below 0.2 MPa(29 psi)
2. Open the drain valve until water drained out.
3. Leave drain valve open until the next use.



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



Leave drain valve open until the next use.



B. Drain Water / Fuel tank

Open drain plug under the tank or disconnect the tank connection hose.



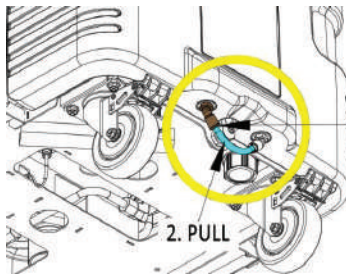
Caution : Slippery when wet

OPTIMA
XDm

Open drain plug under the tank.

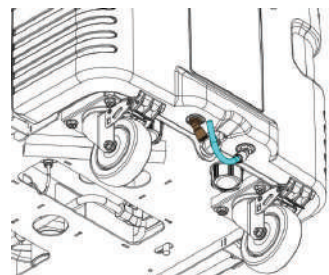


OPTIMA
XEm



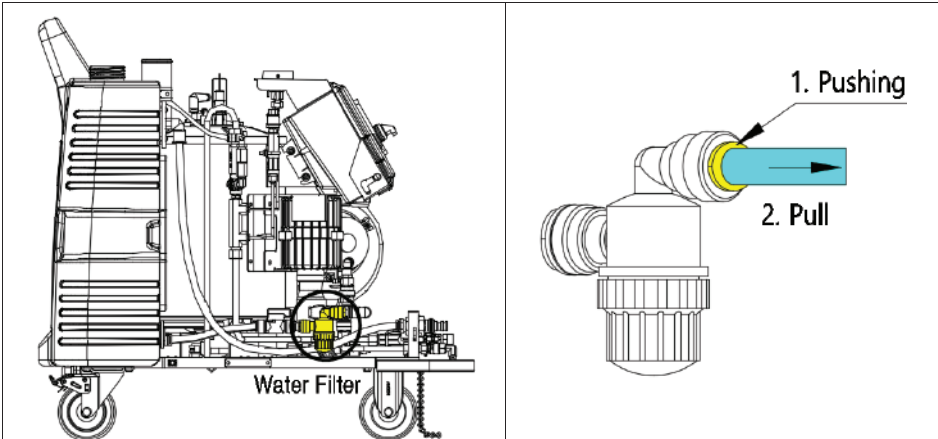
1. PUSH

2. PULL



C. Replace filters

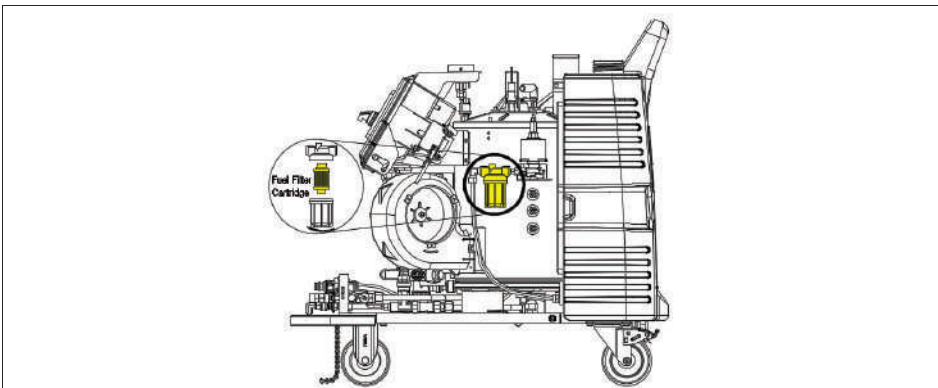
Check the water filter regularly and replace if necessary.



How to replace the water filter

1. Drain out all water from the water tank. (Refer P. 18)
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.

There is fuel filter for **OPTIMA XDm**. Please check it regularly and replace it if necessary.



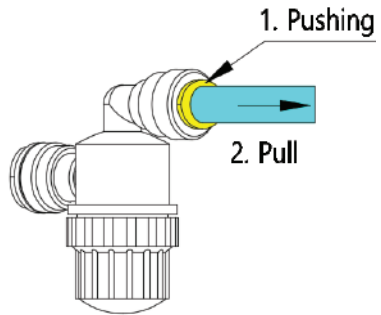
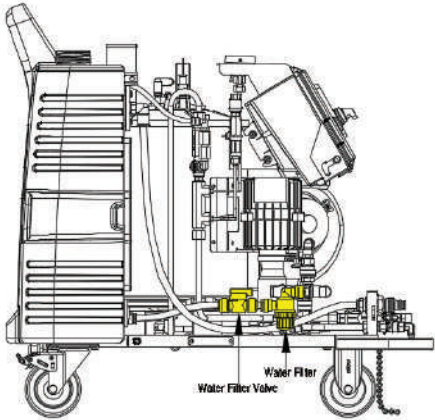
How to replace the fuel filter

1. Drain out all fuel from the fuel tank. (Refer P. 18)
2. Disassemble the lower part from the fuel filter.
3. Replace with the fuel filter cartridge.
4. Reassemble the fuel filter in a reverse way.

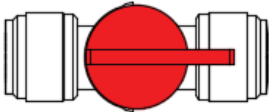
C-a. Replace filters (US VERSION)

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

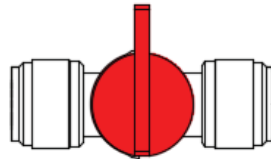
OPTIMA XDm/XEm



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)

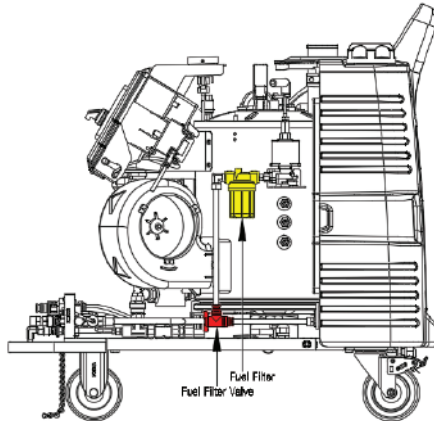


※ CAUTION ※

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

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

OPTIMA XDm

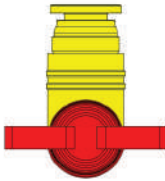


1. Close the Fuel filter shut off valve.

OPEN



CLOSE



2. Disassemble the lower part from the fuel filter.
3. Replace with the fuel filter cartridge.
4. Reassemble the fuel filter in a reverse way.
5. Open the Fuel filter shut off valve. (Most important Step!)



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



※ 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

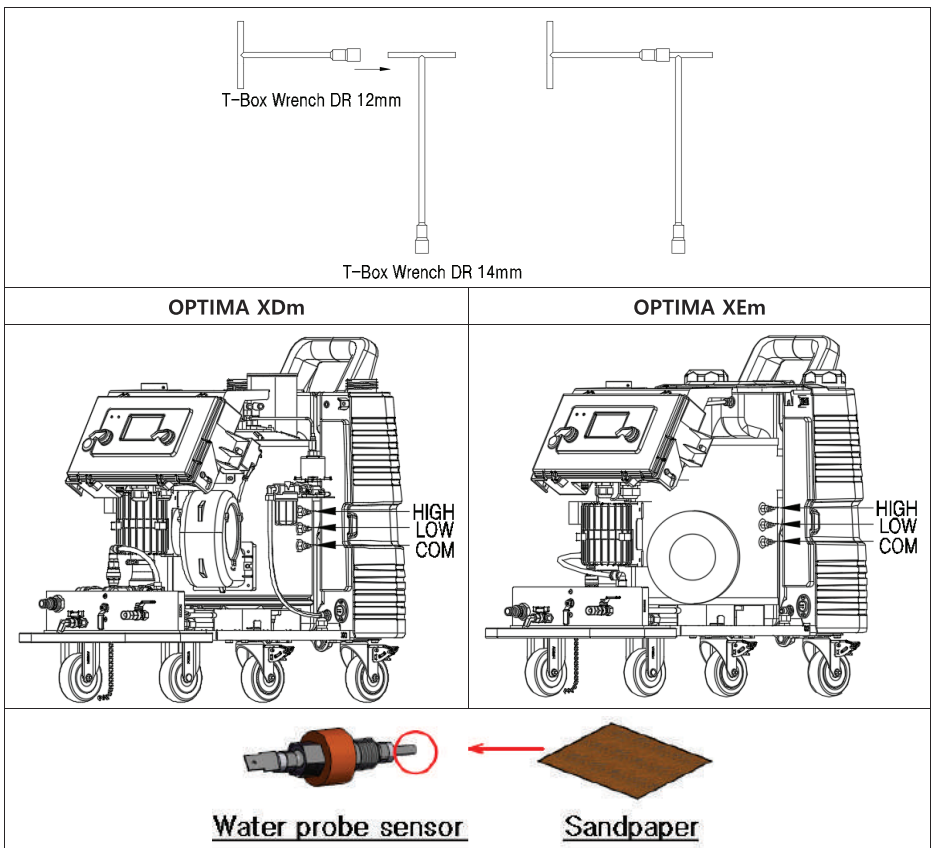
There are 3 water probes (high/common/low).

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

Requires : 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

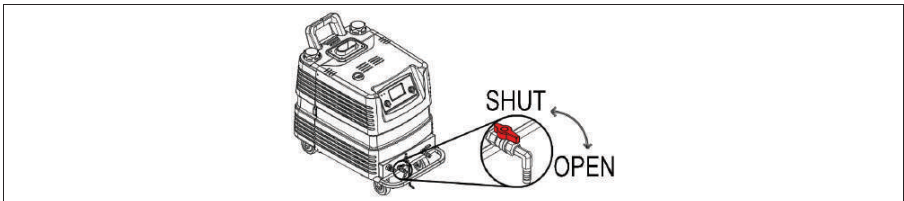
Reduce pressure under 0.2 MPa(29 psi) and then drain out water from the steam vessel by opening a drain valve. Leave the drain valve open until the next use.



Steam is extremely hot, wear appropriate hand protection.



Leave drain valve open until next use.



2. Drain Water tank

Open a drain plug or water tank connection tube under the water tank.

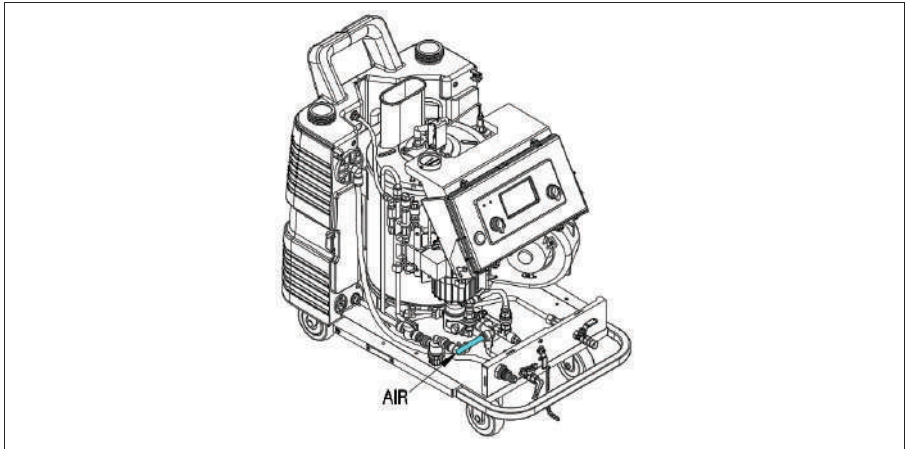


Caution : Slippery when wet.

<p>OPTIMA XDm</p>	<p>Open drain plug under the tank.</p>	
<p>OPTIMA XEm</p>		

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

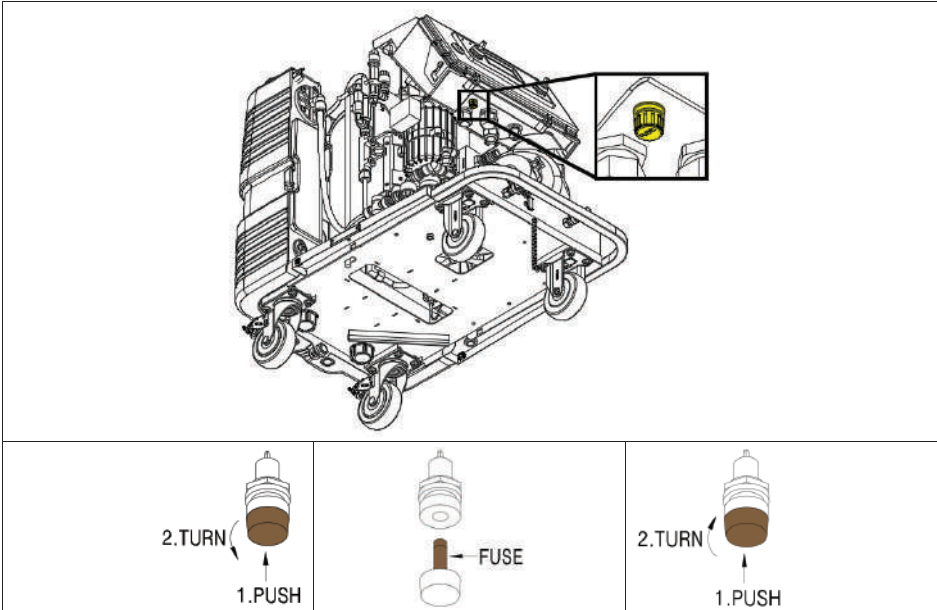
Keep Product in a warm place to prevent for being frozen.



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.

Fuse change






1. Push and turn anticlockwise the fuse cap to take out.
2. Replace into a new fuse.
3. Push and turn clockwise the fuse cap to lock.

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 0.9MPa (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) Fuse is blown.	→ Replace the fuse.

2				
	Description	 REFILL WATER TANK icon is flashing in red color and buzzer is beeping. ◆ Not enough water in the water tank.		
	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.	

	OPTIMA XDm	OPTIMA XEm
	ATTENTION REQUIRED	DOES NOT APPLY
3		
Description	REFILL FUEL TANK icon is flashing in red color and buzzer is beeping. ◆ Not enough fuel in the fuel tank.	
Cause & Remedy	1) Fuel shortage. → Refill fuel to the fuel tank. 2) Malfunction of the float switch in the water tank. → Disconnect one wire from the float switch of fuel tank and if the error disappears, replace the float switch and connect wires in position.	
	ERROR CODE : DW01	ERROR CODE : EW01
4		
Description	BOILER LEVEL ERROR icon is flashing in red color and buzzer is beeping. ◆ Water level of the boiler may not enough.	
Cause & Remedy	1) Dirty water filter. → Check or replace the water filter. 2) Malfunction of the water pump. → Check or replace the water pump. 3) Malfunction of the water probe sensors. → Clean or Replace the all water probe sensors of the boiler.	

	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DW02	ERROR CODE : EW02
5		
Description	BOILER LEVEL ERROR icon is flashing in red color and buzzer is beeping. ◆ Malfunction of the water probe sensors.	
Cause & Remedy	1) Malfunction of the water probe sensors.	→ Clean or Replace the all water probe sensors of the boiler.
	ERROR CODE : DW03	ERROR CODE : EW03
6		
Description	BOILER LEVEL ERROR icon is flashing in red color and buzzer is beeping. ◆ Pressure increase by water oversupply.	
Cause & Remedy	1) Malfunction of the water probe sensors.	→ Clean or Replace the all water probe sensors of the boiler.

	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DS11	ERROR CODE : ES11
7		
Description	PRESSURE SWITCH ERROR icon is flashing in red color and buzzer is beeping. <ul style="list-style-type: none"> ◆ Malfunction of the pressure switch. 	
Cause & Remedy	1) Malfunction of the pressure switches.	→ Defrost the machine and try again. → Replace the pressure switches.
	2) Malfunction of the water probe sensors.	→ Clean or Replace the all water probe sensors of the boiler.





	ERROR CODE : DP21	ERROR CODE : EP21
8		
Description	WATER PUMP OVERRUN icon is flashing in red color and buzzer is beeping. <ul style="list-style-type: none"> ◆ The water pump runs overtime at initial operation. (XD : 3 min, XE : 5 min) 	
Cause & Remedy	1) Water filter blockage.	→ Check or Replace the water filter.
	2) Malfunction of the water pump.	→ Check or replace the water pump.
	3) Malfunction of the water probe sensors.	→ Clean or Replace the all water probe sensors of the boiler.


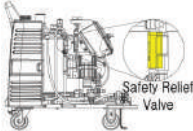
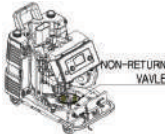
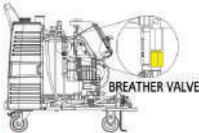
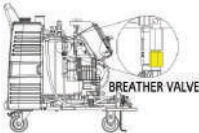
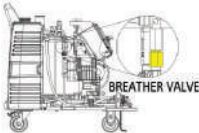
	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DP22	ERROR CODE : EP22
9		
Description	<p>WATER PUMP OVERRUN icon is flashing in red color and buzzer is beeping.</p> <p>◆ The water pump runs overtime during normal operation. (60 secs)</p>	
Cause & Remedy	<p>1) Water filter blockage. → Check or Replace the water 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 : DT31	ERROR CODE : ET31
10		
Description	<p>THERMISTOR ERROR 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 freeze. → Defrost the machine and try again.</p> <p>2) Malfunction of the thermistor. → Replace the thermistor.</p>	

	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DT32	ERROR CODE : ET32
11		
Description	Display ERROR CODE("DT32" or "ET32"). ◆ Thermistor has been shorted.	
Cause & Remedy	1) Malfunction of the thermistor.	→ Replace the thermistor.

	ERROR CODE : DT33	ERROR CODE : ET33
12		
Description	THERMISTOR ERROR icon is flashing in red color and buzzer is beeping. ◆ Thermistor detects high temperature. (Over 200°C/392°F)	
Cause & Remedy	1) Malfunction of the pressure switches.	→ Replace the pressure switches.
	2) Malfunction of the thermistor.	→ Replace the thermistor.

	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DF41	DOES NOT APPLY
13		
Description	FLAME DETECTING ERROR icon is flashing in red color and buzzer is beeping. ◆ Flame detection fault.	
Cause & Remedy	1) Incomplete combustion	→ Check and Clean components of combustion chamber and check blower fan.
	2) Malfunction of the fuel filter or fuel pump.	→ Check or Replace the fuel filter or fuel pump.
	3) Malfunction of the flame detector.	→ Replace the flame detector.
	4) Malfunction of the pressure switches.	→ Replace the pressure switches.
	ERROR CODE : DF42	DOES NOT APPLY
14		
Description	NO FLAME DETECTED icon is flashing in red color and buzzer is beeping. ◆ Abnormal detection of flame detector.	
Cause & Remedy	1) The flame sensor has been exposed by light from outside.	→ Check a rubber packing on the flame detector.
	2) Malfunction of the flame detector.	→ Replace the flame detector.

	OPTIMA XDm	OPTIMA XEm
	ERROR CODE : DF43	DOES NOT APPLY
15		
	Description	 FLAME DETECTING ERROR icon is flashing in red color and buzzer is beeping. ◆ PCB Relay malfunction.
	Cause & Remedy	1) Malfunction of the Control card → Replace the Control card.
	REBOOT SYSTEM	DOES NOT APPLY
16		
	Description	 Showing REBOOT SYSTEM message and buzzer beeping.
	Cause & Remedy	1) 24 hours continuous operation. → Turn off and on the Power Switch.

17	Description	Boiler pressure keeps increasing above 0.9 MPa (130 psi).	
	Cause & Remedy	1) Malfunction of the pressure switches	→ 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)	
18	Description	Steam or water leaks from underneath.	
	Cause & Remedy	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.	
			
19	Description	Water supplying tube of water pump is hot or damaged.	
	Cause & Remedy	1) Malfunction of the non-return valve.	→ Replace the non-return valves and damaged parts.
			
			
20	Description	Water tank is abnormally hot.	
	Cause & Remedy	1) Malfunction of the Breather valve.	→ Replace the Breather valve.
			
			
21	Cause & Remedy	Static electricity on the spray gun or the machine.	
		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



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

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 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

[HEAD OFFICE]

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