

# OPTIMA SE

## *USER'S MANUAL*

Operating & maintenance Instructions



Manufactured by  
**SJE Corporation, Ltd.**



# **User's Manual**

Including Operating and Maintenance Instructions

Model: OPTIMA SE (18K, 27K, 42K)

Ver. 1.0.0

Distributor's Contact Information:

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78-21, Sandan 7-Ro, Jeonggwan-Myeon, Gijang-gun  
Busan, Republic of Korea  
**Tel:** +82 51-521-3200  
**Fax:** +82 51-521-3305  
**Website:** <http://www.sjecorp.com>  
**E-mail:** [info@sjecorp.com](mailto:info@sjecorp.com)

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# ***Introduction***

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The Optima Steamer represents the future of environmentally friendly and effective cleaning. Safe, durable and easy to use, the Optima will support your cleaning Operations for many years to come.

# ***Intended Applications***

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The Optima Steamer is designed for cleaning surfaces capable of handling steam jet pressure of up to 8.5 bar (123.2 psi) and maximum temperatures reaching at 178°C (352.4°F).

The Optima Steamer is capable of cleaning various surfaces including, but not limited to machinery / parts, vehicle exteriors and interiors, engine compartment, glass, metal surfaces, windows, wheel wells, vents, kitchenware, remove weeds and much more while simultaneously sanitizing and deodorizing with very little water consumption.

# ***Safety Precautions***

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Before operating the Optima for the first time, read the manual completely.

The manufacturer and distributors are not liable for the mechanical troubles, property damage, or personal injury caused by the operator(s) unfamiliarity with the manual's instructions.

- With regards to the steam vessel, use only water and the manufacturer's recommended steam vessel cleansing solution. Do not put any other chemicals or detergents into the water tank or steam vessel.
- Do not use distilled water or filtered water under 15 ppm.
- "Soft" water is recommended. Otherwise, use only clean tap water with anti-scaling solution.
- The electric supply connection should be done by a qualified electrician and complied with IEC 60364-1.
- Make sure that all the switches on the machine are off before plugging the machine into an electrical outlet and connect power & earth wires.
- If an extension cord is used, insure that it is constructed waterproof and of proper diameter based on the cord length and required the electrical specifications.
- Turn off and unplug the machine from its power source and allow the Optima Steamer to cool down before carrying out any maintenance.
- Use only hoses, steam-guns and all other accessories recommended by the manufacturer. Use manufacturer approved parts only.
- Use and store the Optima on a leveled up surface only.
- Do not use the machine in rain or snow outdoors. The Optima Steamer is not weather-proof or water-proof.
- Never leave the machine unattended while in use.
- Never store the machine below 0°C (32°F) or extremely cold weather condition.
- In cold climates, do not allow water to sit when the Optima is not in use. Do not operate the machine if any parts are frozen or suspected of being frozen.(See page 13, "Freeze prevention")
- Do not use the Optima if any part, power cord, safety device, hose or spray gun is visually damaged or suspected of being damaged.
- Use proper ear, eye and hand protection when operating the Optima. Noise can be generated from steam pressure and it can be reach 95 decibels (dB).

- Do not use the machine within the reach of people who are not wearing any protective gears.
- Do not direct the steam jet spray, aim or discharge at itself, live electricity, people or animals.
- The machine is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- Keep the Optima away from children and animals at all times.
- Children should be supervised to ensure that they do not play with the machine.
- Never disable a sensor in order to bypass an alarm.
- To provide continual protection against risk of the electric shock, connect properly to grounded outlets only.

# Symblos Key



Do not direct the steam jet at people, live electricity, animals, etc.



Read the manual.



Warning: risk of burns.



Water pump run



Feed-Water



Warning: risk of electric shock.



Water supply connection.



Caution.



Pressure gauge



Ground



Thermistor



Main power



Electric Heater



Steam jet

## LED Light Indication

○ off    Blinking    ● Solid    ◐ Solid or off    Alarm beeps once    Alarm beeps continuously



Main Power on.



Water pump run on.



Water pump over-run flashing.



Low water level detection error on.



Water tank level low flashing.



Alarm beeps once.



Alarm beeps continuously.

# ***Product Specifications***

Model Name	SE(ASME_STS) (18K, 27K, 42K)		SE(ASME_CS) (18K, 27K, 42K)
Capacity Indication	18KW	27KW	42KW
Working Pressure	6 bar / Max 7 bar (85.3psi / Max 99.5psi)		7~8.5 kg/cm <sup>2</sup> / Max 9.5 kg/cm <sup>2</sup> (99.5psi / Max 135psi)
Spraying Temperature	< 135°C (<275°F)		
Boiler / Steam Temperature	163.5°C / Max 169.7°C (326.3°F / Max 337.4°F)		
Preheating Time	9~10 minutes	9~10 minutes	10~11 minutes
Rated Electric Power	18.2KW	27.2KW	42.2KW
Voltage / Hertz (Customization available in the specified range)	208V ~ 600V, 3Ph 50 / 60Hz	380V~600V, 3Ph 50 / 60Hz	
Water Tank Capacity	30 ℓ (7.92 gals)		
Water Consumption Rate	300 ~ 1200 cc/min (0.08~0.32gpm)		
Net Weight (kgs / lbs)	115.5 kgs (254.6 lbs)	124.5 kgs (274.4 lbs)	136.5 kgs (301 lbs)
Product Dimensions [L] x [W] x [H]	900 x 530 x 822 mm (35.4 x 20.9 x 32.4 inch)		

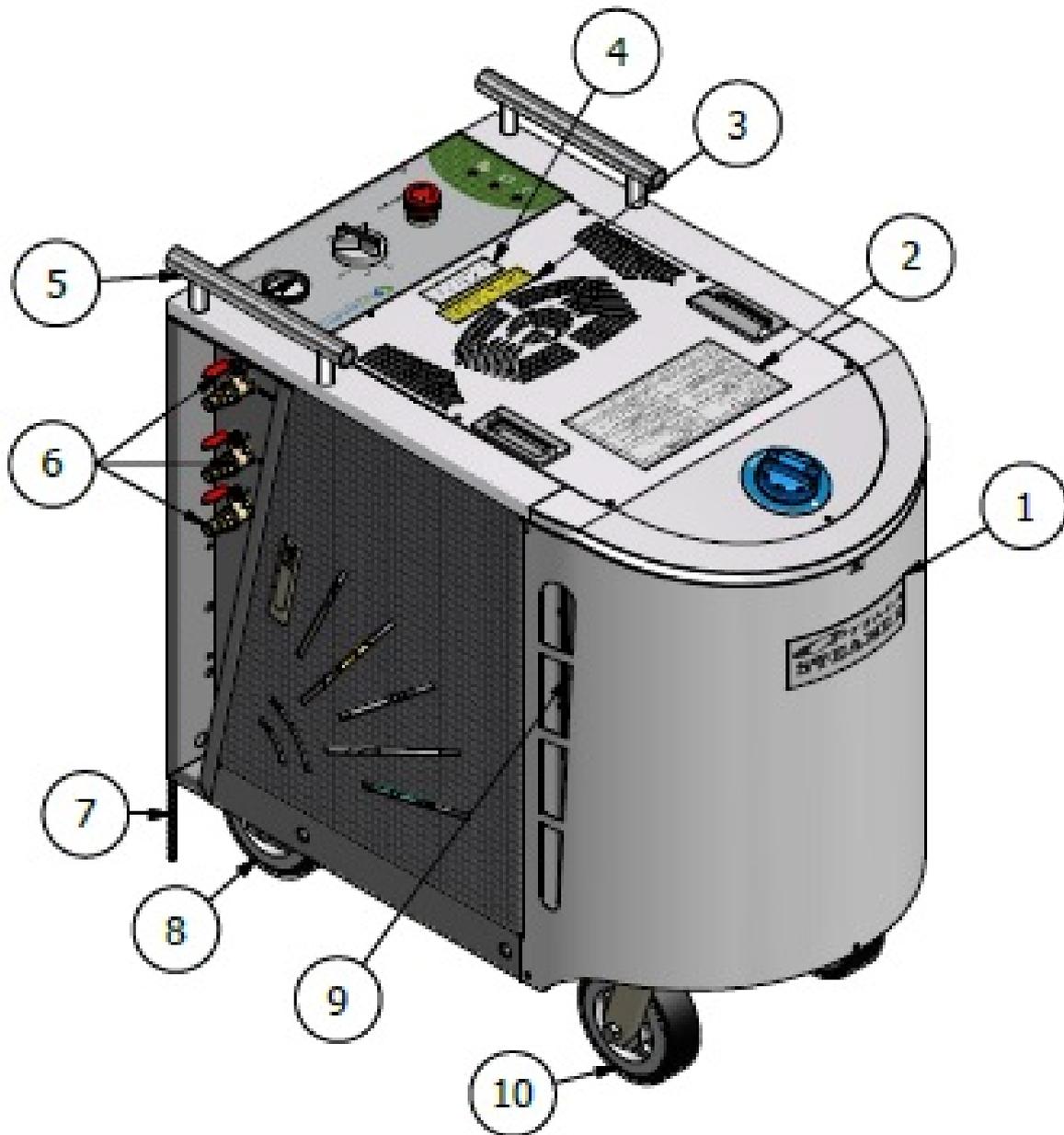
**Note!**

\* To ensure safety and machine effectiveness, do not modify factory settings for steam pressure and temperature.

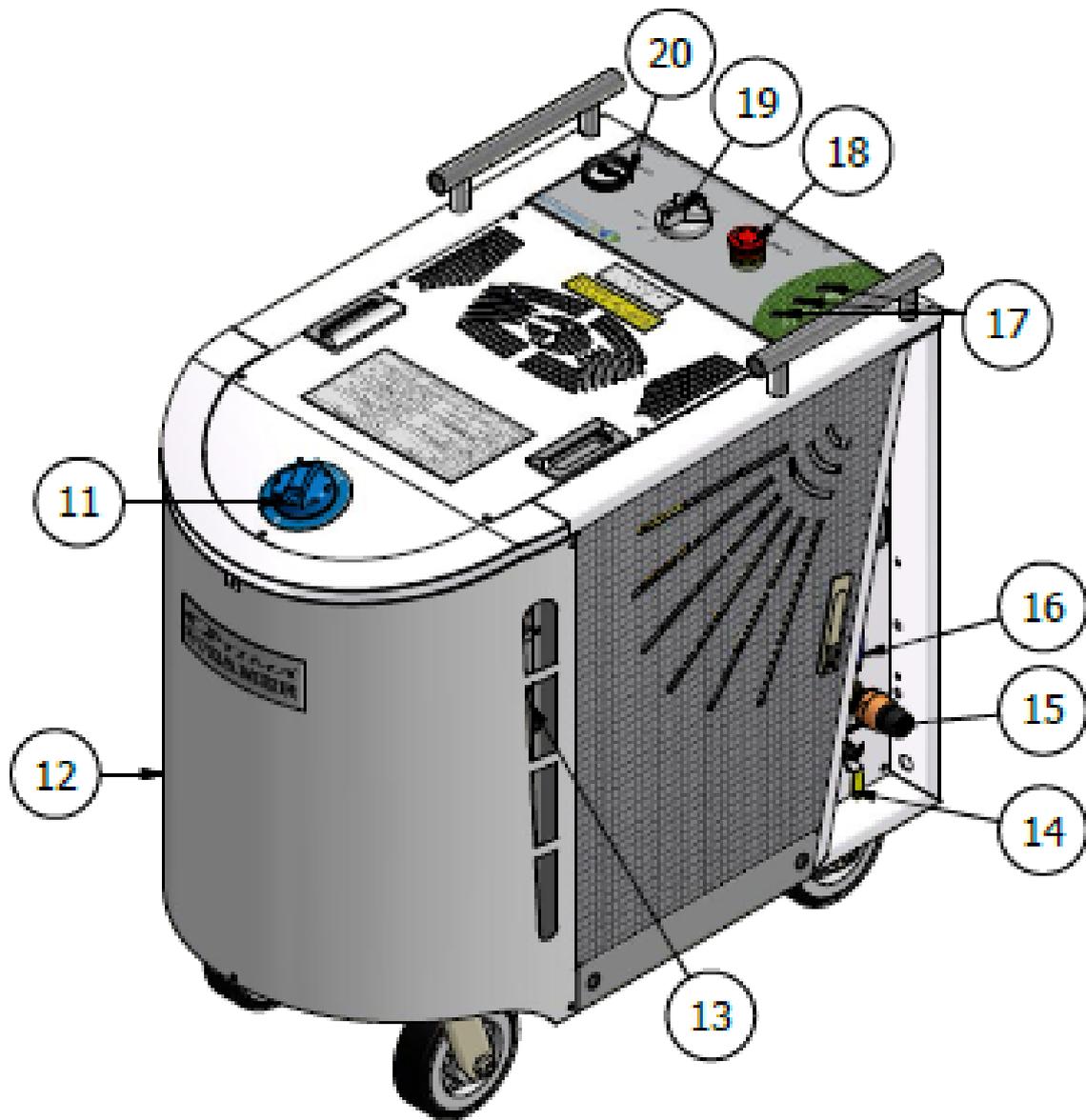
\* Water consumption rate may vary based on the use of the moisture valve.

(See page 11, “Moisture Control”).

**Exterior Descriptions**      **Model Name : OPTIMA SE(18K, 27K, 42K)**



- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1. Product brand label           | 6. Steam outlet                    |
| 2. Handle Front                  | 7. Chain for grounding             |
| 3. Warning sticker               | 8. Fixed wheel rear                |
| 4. Operation instruction sticker | 9. Level gauge for water tank      |
| 5. Handle                        | 10. Front turning wheel with brake |



11. Water tank cap

12. Front cover

13. Level gauge for water tank

14. Drain valve

15. Quick plug for feed water

16. Moisture valve

17. LED signal lights

18. Emergency Stop

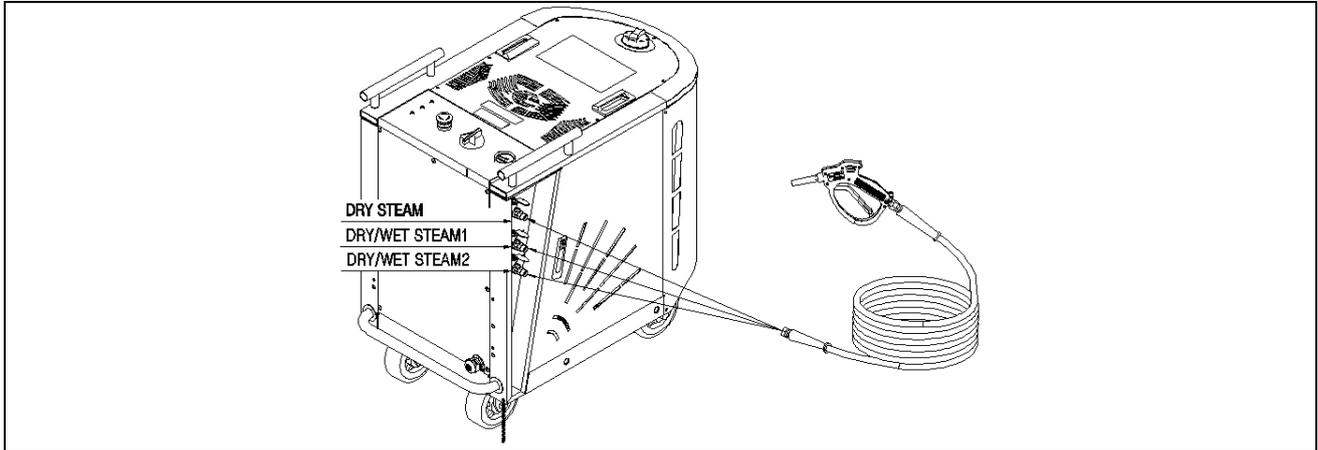
19. Operating Switch

20. Pressure gauge

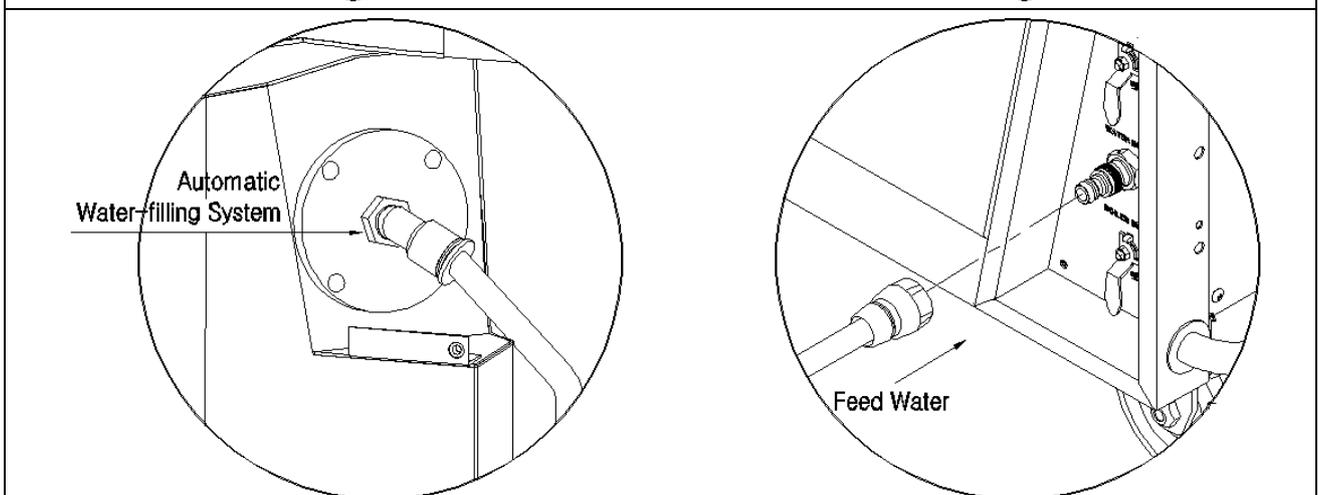
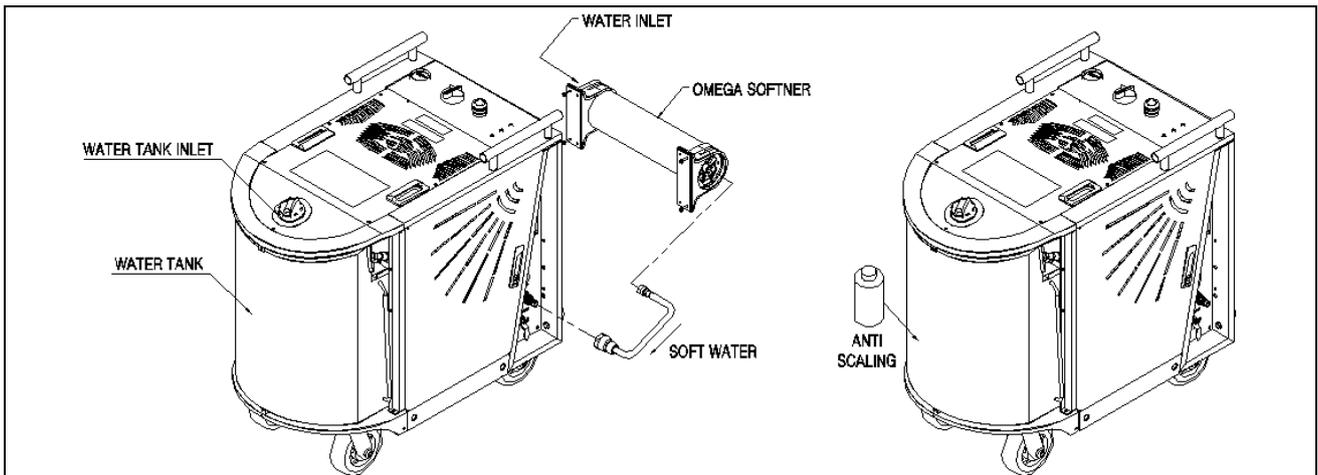
# Pre-start Procedure

## Steps:

1. Connect the steam hose and gun to the steam outlet valve. Ensure a tight connection. (Use tools)



2. Fill the water tank with soft water. When you don't use water softener, add anti-scaling solution to the water tank as instructed by the supplier. Do not use distilled water.



### **Automatic water-filling (Optima SE)**

You may connect water hose directly to the machine using the provided quick coupler.

## Water Quality Matters!

Water quality can greatly affect the Optima's life span/time and performance. It is important to use **Soft water**. If tap water is used, daily use of water treatment (water softening liquid) and regular sediment removal will help ensure efficient Operations. (See page 15, "Maintenance").

**Do not use distilled water. Do not put any other chemicals or detergents into the water tank or steam vessel.** The feed water temperature should be above 5°C (41°F).

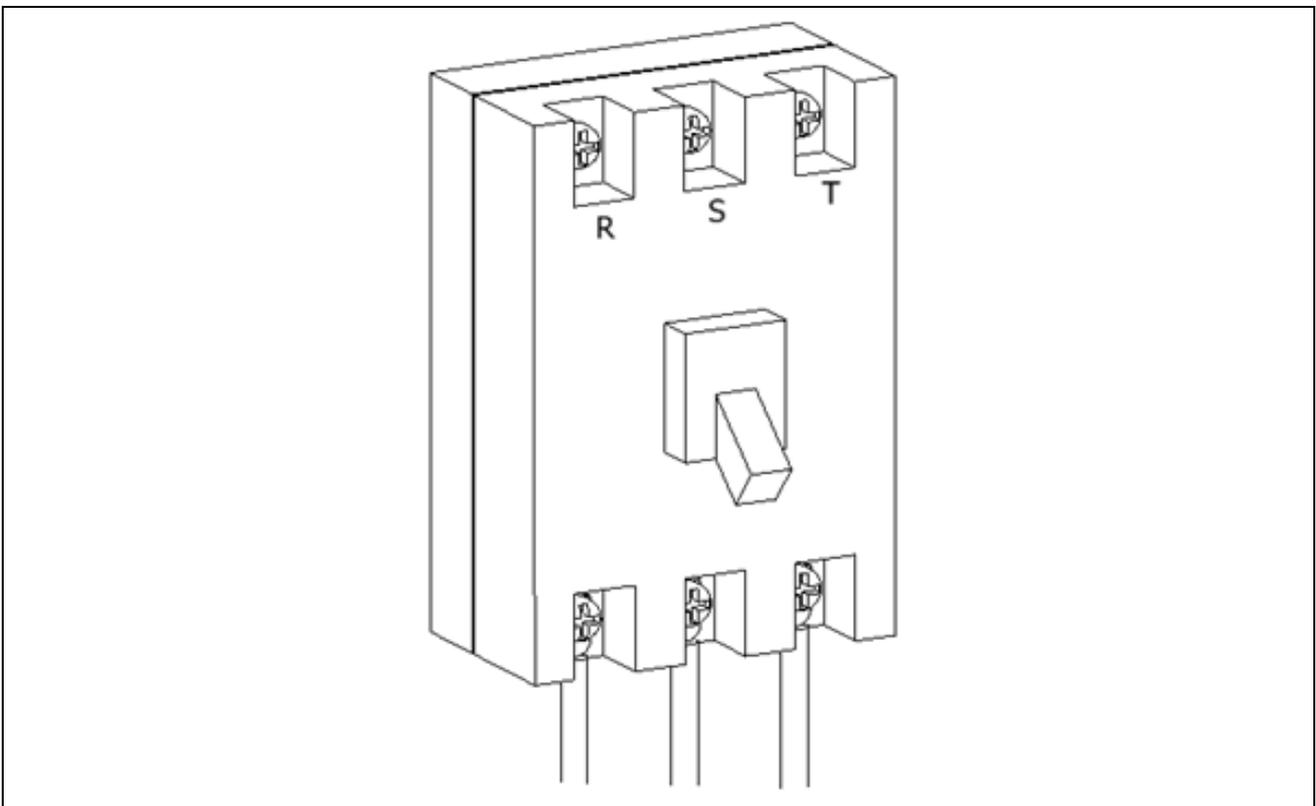
### **Anti-scaling water treatment**

If water other than treated soft water is used, scale will build up on steam vessel walls, probe sensors and pipes. This will adversely affect the performance and lifespan of the machine. In order to prevent this, we recommend operators to use anti-scaling solution. Simply add anti-scaling solution every day and ensure that the steam vessel is drained at the end of the day. This procedure will prevent scale build-up inside steam vessel and increase the thermal efficiency of the machine.

**Use manufacturer recommended steam vessel anti-scaling solution only.**

3. Connect the machine to required power source.

Make sure that all the switches from the machine and circuit breaker are off before connecting electric wires to the circuit breaker. Connect the wires, R, S, and T for 3 phase models [Optima SE (18K, 27K, 42K)] to the breaker. Connect the grounding wire to grounding point and turn on the breaker switch.



# Initial Operation

“Initial Operation” means operating the machine after draining all water from the Steam vessel. After completing the pre-start procedure, follow the steps below.

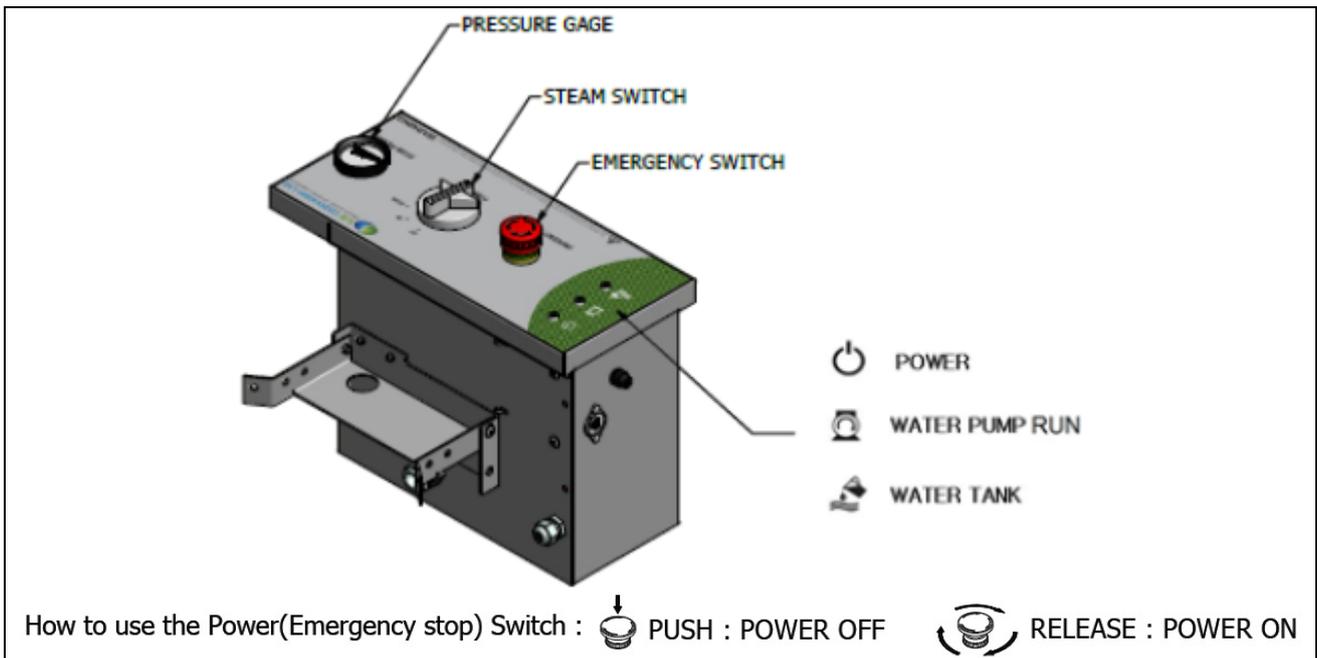
○ off    ☼ Blinking    ● Solid    ◐ Solid or off    🔊 Alarm beeps once    🔊 Alarm beeps continuously

Steps	Instructions / Corrective action	Type	Signal indications
1	Make sure the water tank is full. (If using the auto water filling system, connect water hose to water supply source, i.e. faucet and open the valve) Connect the power cord to the outlet. (Double-check the breaker capacity)		
2	Release the POWER (EMERGENCY STOP) switch and then turn on the STEAM switch. You will see one of the following signal indications. <b>A:</b> POWER and WATER PUMP RUN light are on. The water pump supplies water to the steam vessel for about 120 seconds <b>B:</b> The POWER light is on and the WATER TANK light is flashing, and the alarm is going off. This means the float switch in the water tank does not detect water. Add water to the water tank.	A	
	B		
3	If the alarm beeps continuously for more than 120 seconds, check on A or B signal indications below. <b>A:</b> Water pump runs over 120 seconds at initial Operation. Reset the STEAM switch and see the process. <b>B:</b> Insufficient water. Refill the water tank.	A	
	B		
4	When water supply reaches the lower water probe sensor, programmed normal Operation will begin. You will see 2 lights (POWER & WATER PUMP RUN) on, and then WATER PUMP light will turn off when water reaches the high water probe sensor.		 ↓ 

**Note!**

When using the Optima after draining the steam vessel, the above procedure must be repeated.

# Standard Operating Procedures



## Steps:

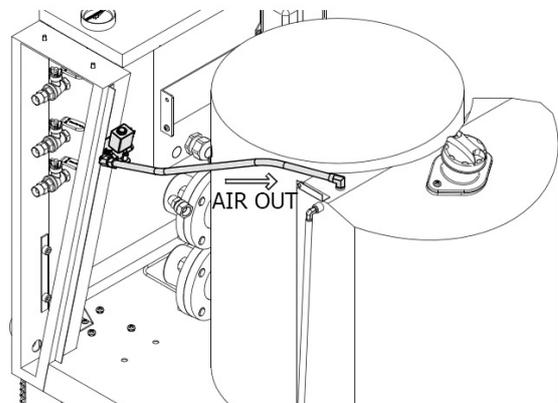
1. Release the POWER (EMERGENCY STOP) switch, and then turn on the STEAM switch. If the alarm beeps once and the POWER light is on, the machine is ready to operate.  
(If you are starting the Optima for the first time or using after draining the steam vessel, refer to "Initial Operation" on the previous page.)
2. Once heating starts, it will reach the operating pressure in a few minutes.  
(Pre-heating time varies per model).
3. After the steam pressure reaches 6 bar (85.3 psi), open the steam outlet valve(s) and begin to operate.



**Review all safety precautions on page 1~2. Never leave the machine unattended. Provide proper ventilation. The exhaust is very hot. Take precautions when operating the machine in a confined space.**

## [Automatic air purge system]

Optima Steamer is equipped with an electronic valve that purges air to avoid false pressure reading of the system. Whenever the Thermistor reading is below 100°C (212°F), the system assumes that the high pressure in the steam vessel is due to internal air and will open the electronic valve to remove internal air.



## ***Moisture Control*** (Except ASME\_CS Model.)

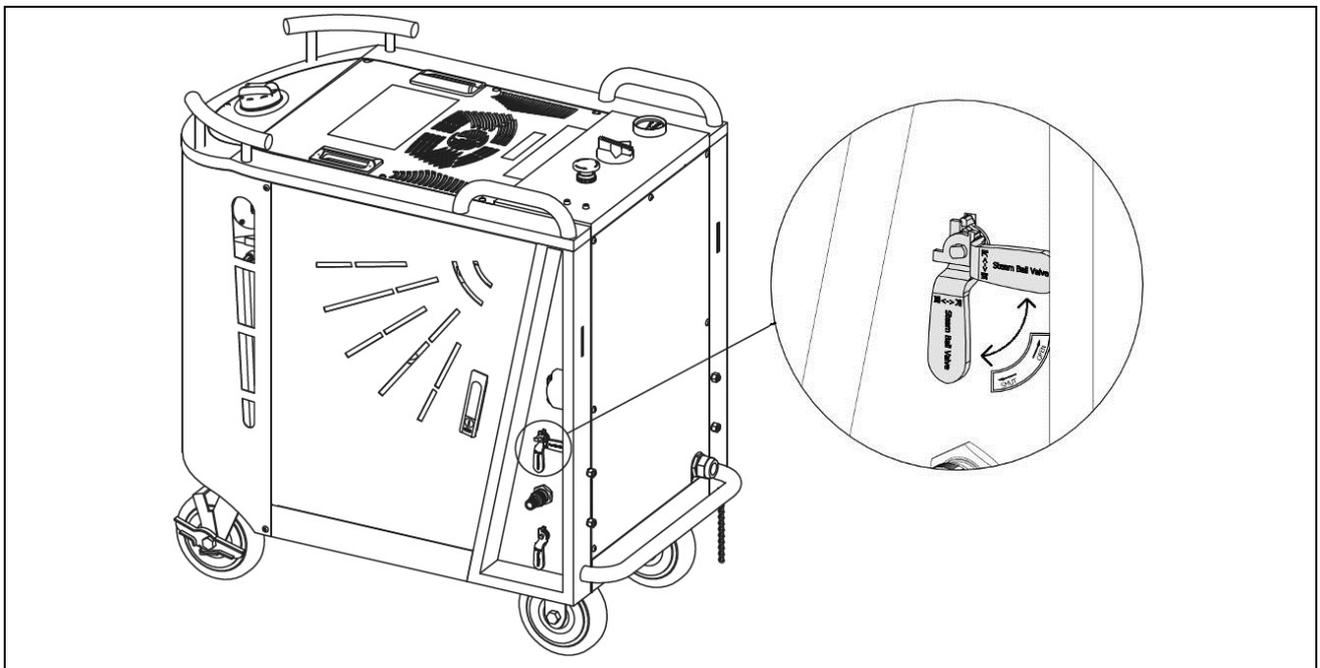
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You can increase the moisture content in the steam by opening the moisture control valve. Increasing the moisture content in the steam increases water consumption and may produce water run-off.

Dry steam may persist due to extremely hot weather; adjust the moisture control valve accordingly. When cleaning and/or sterilizing interior surfaces, ensure that the moisture control valve is closed to minimize surface moisture. Wet steam may persist in extremely humid or cold weather.

### **Note!**

In extremely hot or dry weather conditions, using two spray guns continuously with the moisture control valve open all the way may consume steam faster than what can be replenished. In this case, the alarm will sound. Close the moisture control valve by 1/3 and allow pressure to build.



## ***Pause Operations***

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(Follow these steps if you intend to stop using steam for more than 5 minutes temporarily.)

### **Steps:**

1. Turn the STEAM switch off.
2. Close the steam outlet valves and pull the steam gun trigger to release any remaining steam in the hose. This will prevent the release of water (cooled steam) and increase the life span of the steam hoses and guns.

### **Note!**

When manually refilling the water tank, turn off the STEAM switch first.

After refilling the water tank, turn the STEAM switch back on and resume Operation.

## ***Shutdown Procedures***

---

### **Steps:**

1. Turn the STEAM switch off.
2. Push the EMERGENCY STOP switch
3. Use up the existing steam in the steam vessel until the pressure drops to 1~2 bar (15~29 psi). If the water from the steam vessel is milky, drain all remaining water of the Steam vessel by opening the drain valve.
4. Close the steam outlet valve and pull the steam gun trigger to release the remaining steam in the hose. This will prevent the release of water (condensed steam) at next use and increase the life span of the steam hose and spray gun.
5. In cold climates or cold weather condition, additional steps are required to prevent damages. (See page 13, "Freeze Prevention").

### **Tips!**

#### Extend the life span of the Optima

1. Use soft water or clean tap water.
2. Use water treatment daily if tap water is used.
3. Always remove steam from hoses, spray guns, and the steam vessel after use.
4. Store the Optima at room temperature.
5. Remove sediments from the steam vessel regularly. (See page 15, "Maintenance").
6. Remove hardened scale from the vessel regularly. (See page 15, "Maintenance").

# Freeze Prevention



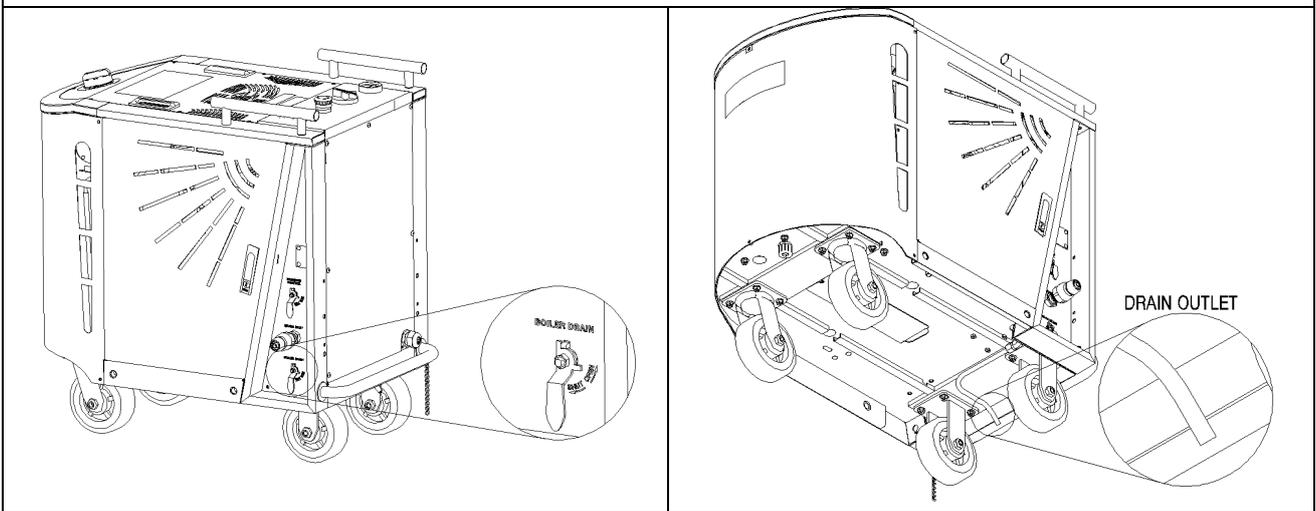
The Optima Steamer can perform in the sub-zero weather. However, it takes precautions for storage. In cold climates it is necessary to store the Optima in an area where the temperature is above freezing. Unplug the machine from electrical source and follow steps below to protect the Optima against ruptured lines and damage caused during cold climates.

## Steps:

### **1. Empty the steam vessel**

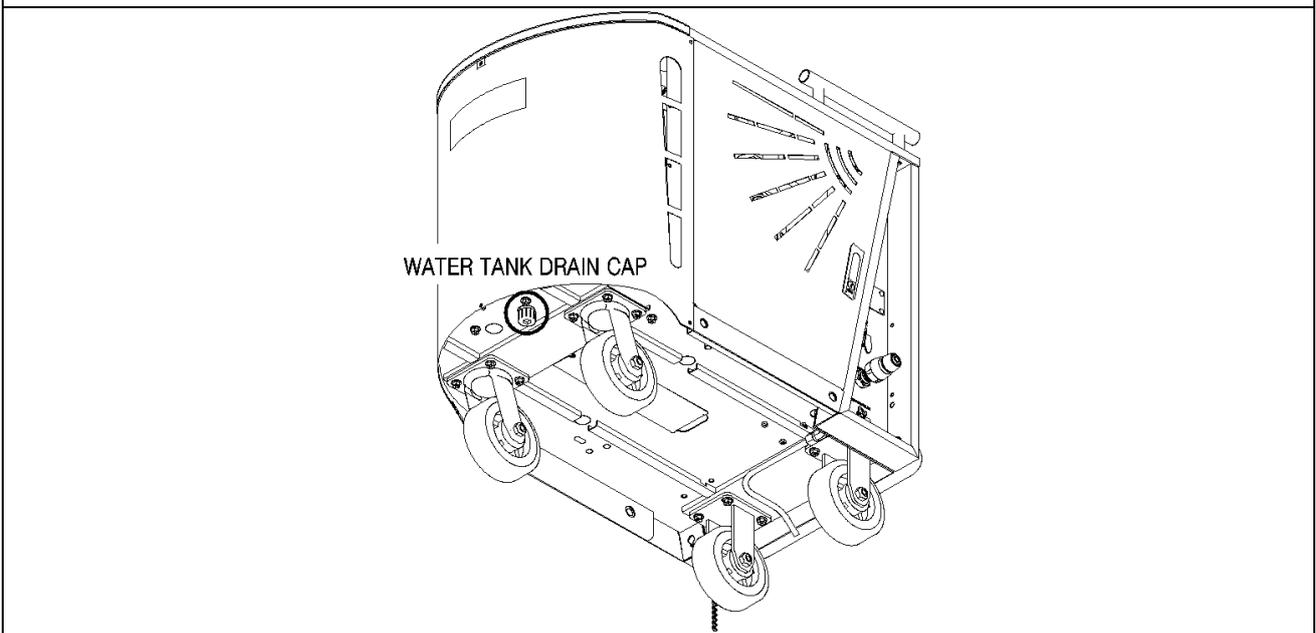
Slowly open the steam drain valve once the pressure drops to 2 bar (29 psi). Keep drain valve open until next use.

**Warning! : Steam is extremely hot. Wear appropriate hand and eye protection.**



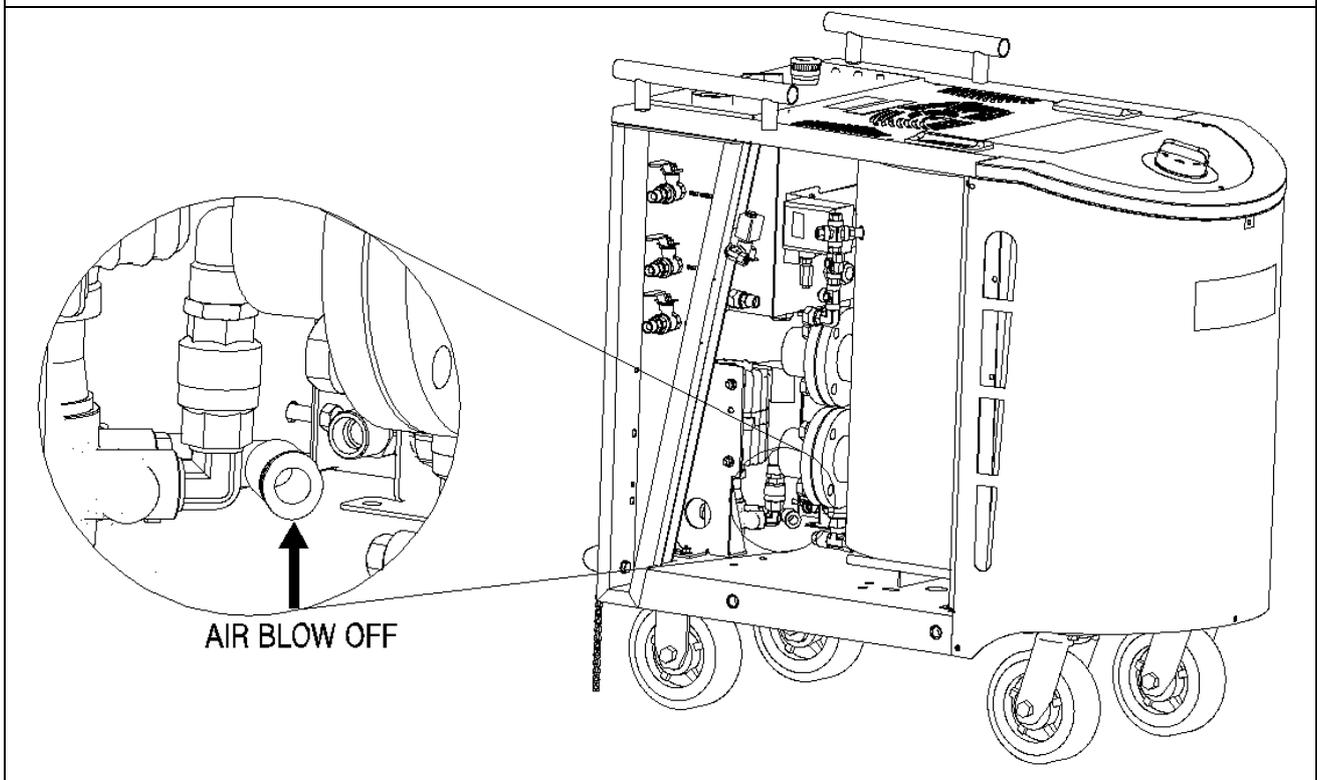
### **2. Empty the water tank.**

Open the water tank drain cap at bottom side.



### **3. Drain the water suction lines and the water pump.**

Open the steam drain valve, then disassemble / detach water suction line from top of water pump and drain all remaining water using compressed air. Keep drain valve open until next use.



### **4. Store the machine at room temperature.**

#### **Note!**

Doing freeze prevention maintenance can prevent costly repairs. Frozen water can rupture lines, cause malfunctions and destroy parts. Never operate the Optima if any part is frozen or suspected of being frozen. Thaw the machine at room temperature overnight. Carefully inspect the machine. If the machine is visually damaged or performs abnormally, immediately turn off the machine and contact your distributor or manufacturer.

# Maintenance

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## Warning!

Unplug the machine from electrical source and allow it to cool off before conducting maintenance. Wear appropriate safety protection.

**Note:** To avoid unexpected downtime, keep up with maintenance schedule.

## Maintenance Schedule

	Maintenance Items	Daily	Monthly or as needed	Every year or as needed
<b>A</b>	Add water treatment. (Softener)	✓		
<b>B</b>	Check for/drain sediments from steam vessel	✓		
<b>C</b>	Drain water tank		✓	
<b>D</b>	Check/replace water filter		✓	
<b>E</b>	*Check/clean water probe sensors		✓	
<b>F</b>	*Perform steam vessel de-scaling			✓

\*The frequency of these maintenance items may vary based on the hardness of water in your area.

### A. Add anti-scaling water treatment.

Add the recommended dosage of anti-scaling water treatment into the water tank. Use a TDS meter to determine the hardness of water in your area. (See “Pre-start Procedure” Step #2 Page 7)

#### [Recommended Anti-scaling Water Treatment Dosage]

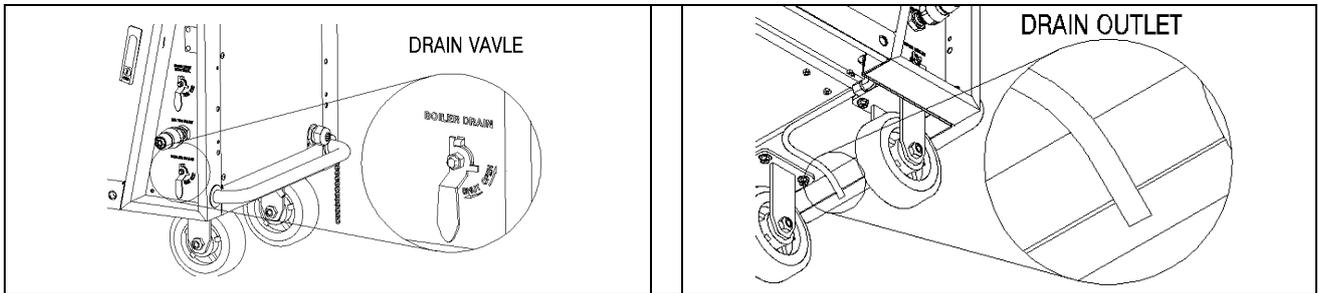
TDS Meter Reading (ppm)	0 - 40	40 – 120	120 - 425	425 - 1000
Hardness description	Very Soft	Soft	Hard	Very Hard
Dosage per every 100L (26.4gal) of water	No dose	25ml	50ml	100ml

Scale is caused by dissolved mineral in water settling on internal surfaces. Scale build-up can greatly impact steam vessel longevity and operating efficiency. Adding anti-scaling water treatment will help prevent scale from forming on the inside wall of the steam vessel and protect against sensor malfunctions.

(Only add water and manufacturer approved anti-scaling agent to the water tank.)

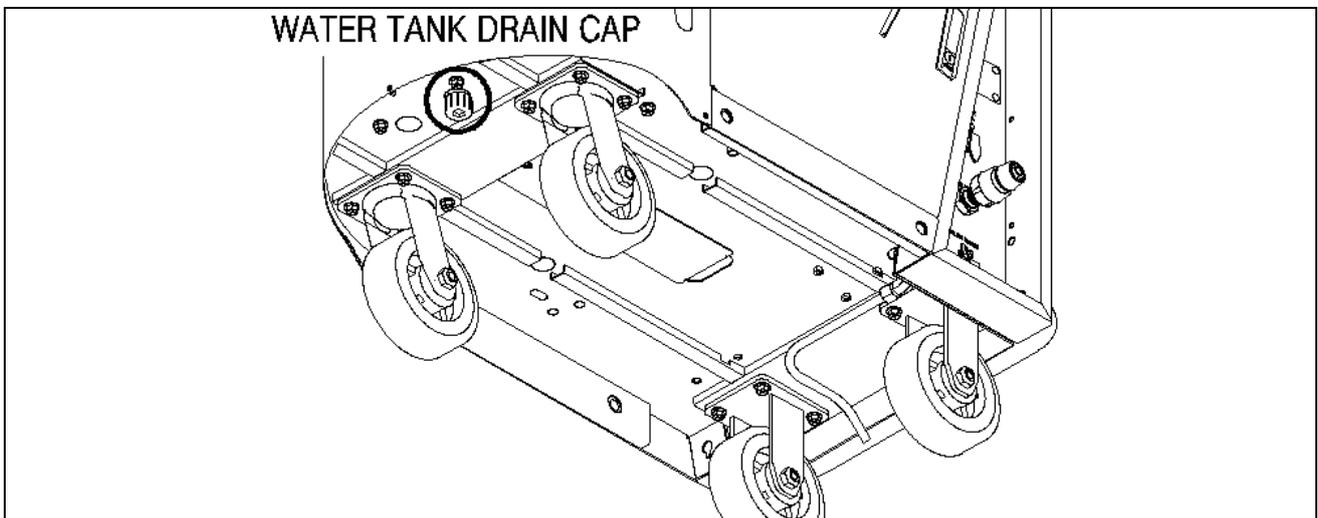
**B. Check for/drain sediments from steam vessel.**

Open the drain valve and check the color of the water. If the water is milky, drain all remaining water from the steam vessel by opening the drain valve. If necessary, clean the muffler of drain valve



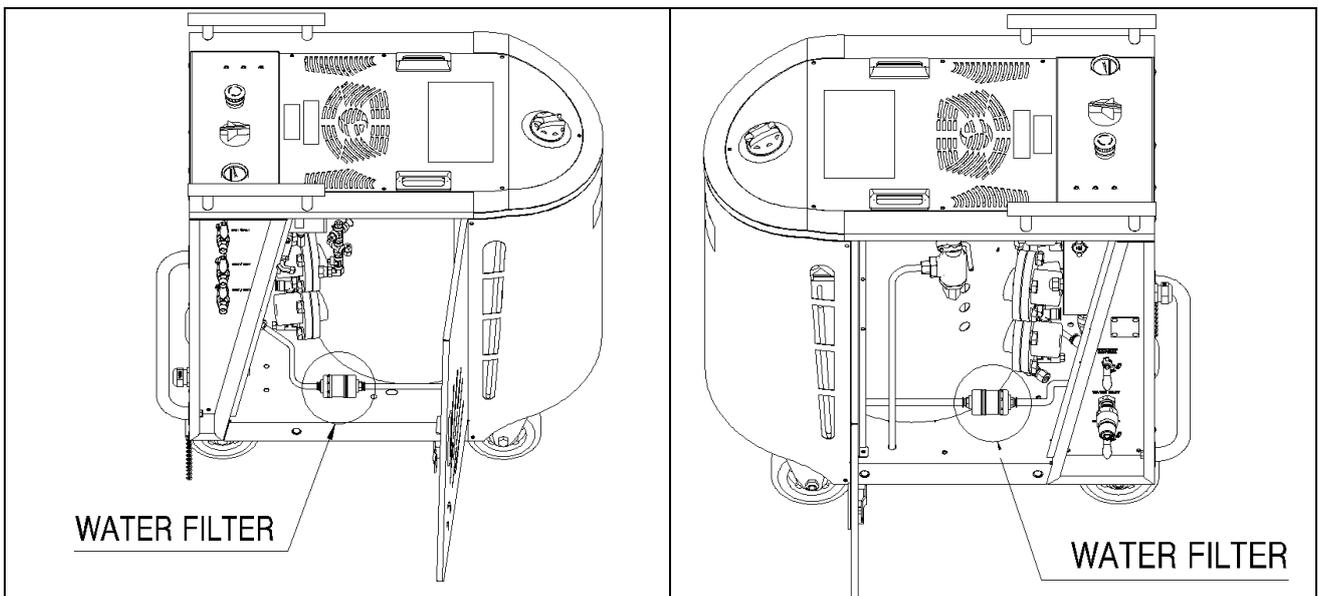
**C. Drain water tank**

Drain out all sediment of water tanks by removing the drain cap from bottom of the tank. This will flush out sediments which may have settled to the bottom of water tanks.



**D. Check/replace water filter.**

Check the water filter routinely and replace as needed.



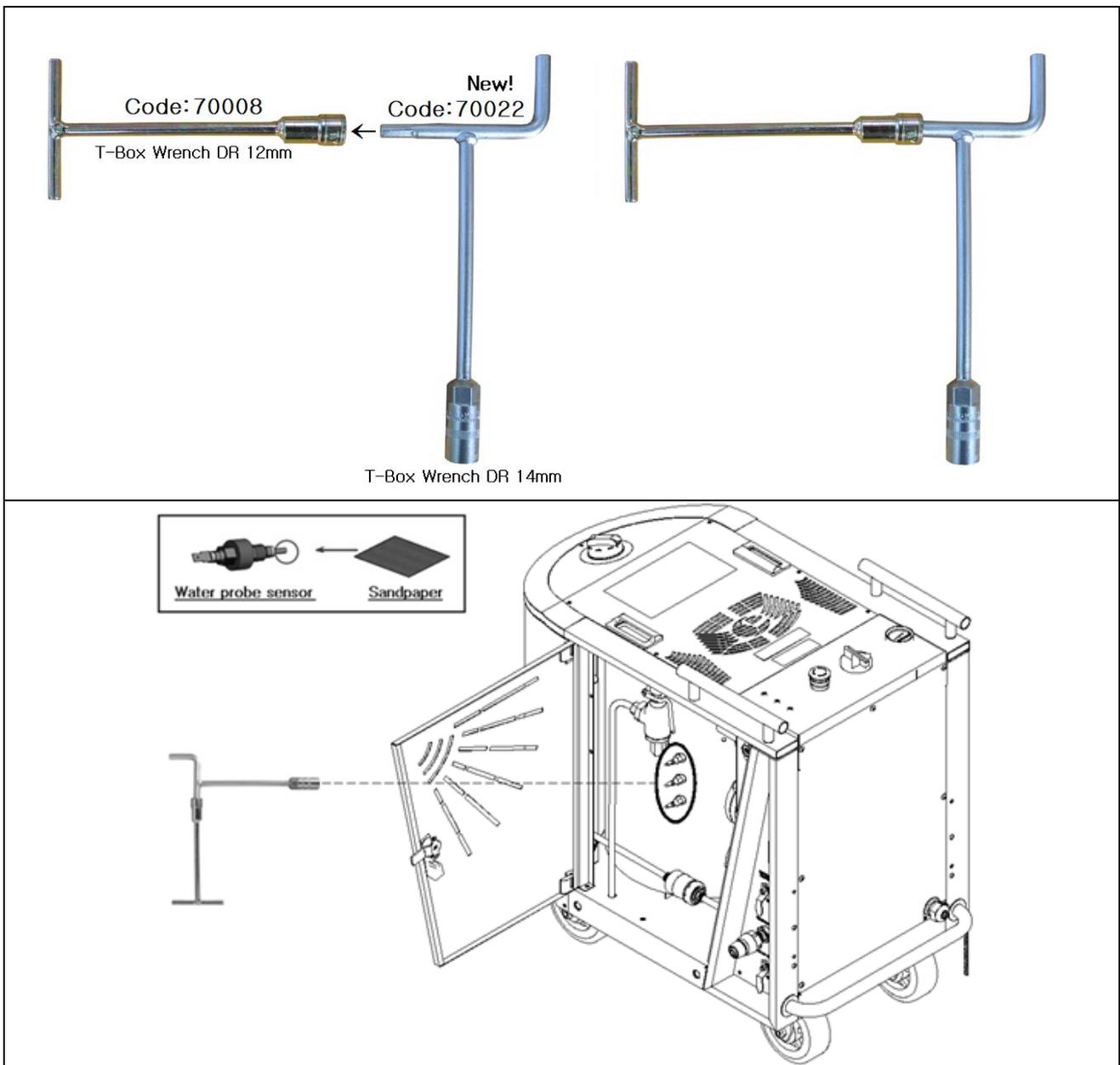
### E. Check/clean water probe sensors.

The Optima has three water probe sensors (High, Com, Low). Scale build-up on the water probe sensors can affect sensor accuracy and will prevent the machine from operating normally

**What you will need: screw driver (+), 14mm deep socket wrench, breaker bar (DO NOT USE A POWERED/TORQUED WRENCH!!!), sandpaper, and Teflon tape.**

#### Steps:

1. Unplug the electric cord and let the steam pressure drop to "0."
2. Cool down and drain the steam vessel by opening the drain valve.
3. Open the side cover and disconnect the sensors from wiring.
4. Remove the sensors from the vessel using 14mm deep socket wrench.
5. Using sandpaper, scrub the sensors clean. Replace them if necessary.
6. Wrap the threads of the sensors with Teflon tape at least 6 times and insert the sensors using tools.

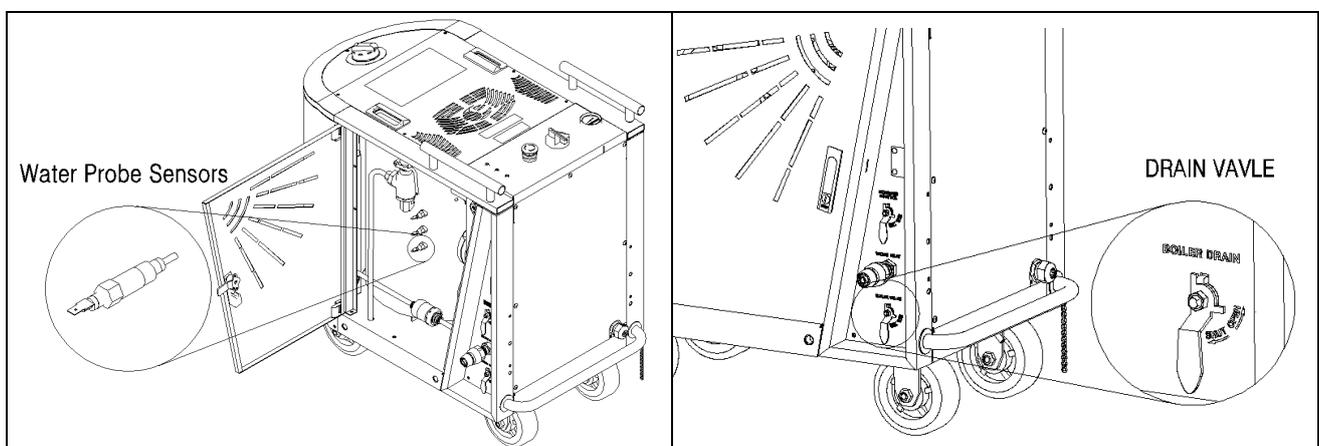


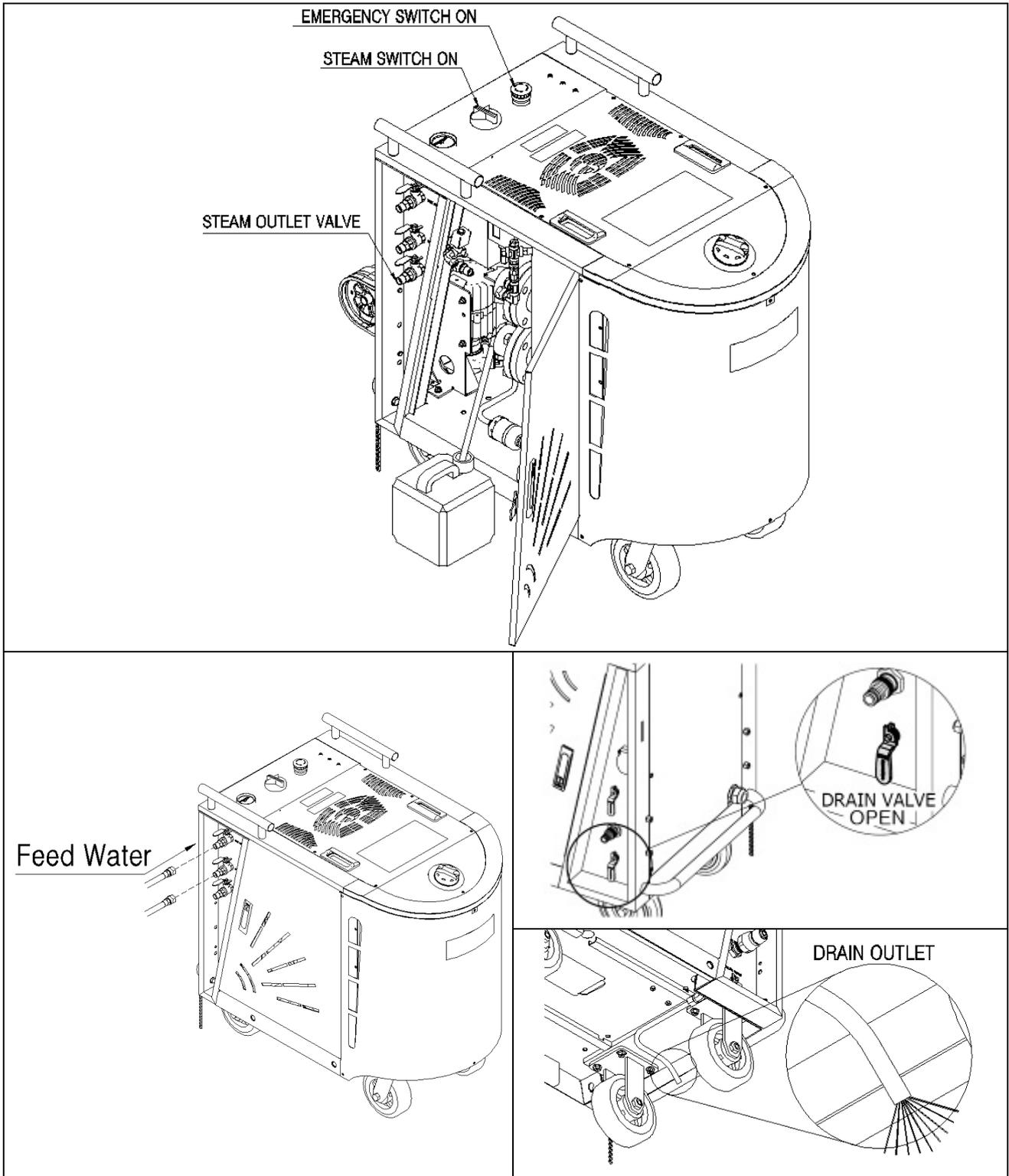
## F. Perform vessel de-scaling.

**What you will need: screw driver (+), wrenches, 10mm T-box wrench, container (14liters or larger), 14 liters (3.7gal) of diluted de-scaling liquid, and 2 liters (0.5 gal) of clean tap water.**

### Steps:

1. Open the side covers.
2. Open the drain valve and release all water from the vessel. Close the drain valve afterwards.
3. Disconnect the wiring from the high probe sensors.
4. Make sure the water tank is full or disconnect the wiring from the float switch.
5. Wear gloves and goggles and prepare descaling solution based on the instruction by the chemical supplier.
6. Detach the water filter (Mesh) hose in front of water pump. Connect 12mm extra hose to one-touch filter connection and place the opposite end of the hose in descale solution.
7. Detach the steam hoses from the steam outlets and open the steam outlet valves.
8. Release the EMERGENCY STOP switch then turn on STEAM switch to activate the water pump. Fill the vessel with 14 liters (3.7 gallons) of diluted de-scaling liquid.
9. Submerge end of the water suction hose into the container filled with 2 liters (0.5 gallons) of clean tap water to flush out the water pump. Once water starts coming out of the steam outlet, turn off the STEAM switch.
10. Let the machine sit for the time instructed on the de-scaling liquid manual. Do not exceed the recommended time to avoid steam vessel damage.
11. Drain all the water and sediment from steam vessel by opening the drain valve.
12. To wash out the steam vessel and pipes, supply clean water through the steam outlet valves adversely until you cannot see scale coming out of the drain valve.
13. Close the drain valve. Reconnect water line to water pump and reconnect wires to water probe sensors.





**Note!**

Check local regulations regarding the disposal of de-scaling liquid. Depending on the de-scaling product used, a special disposal method may be required.

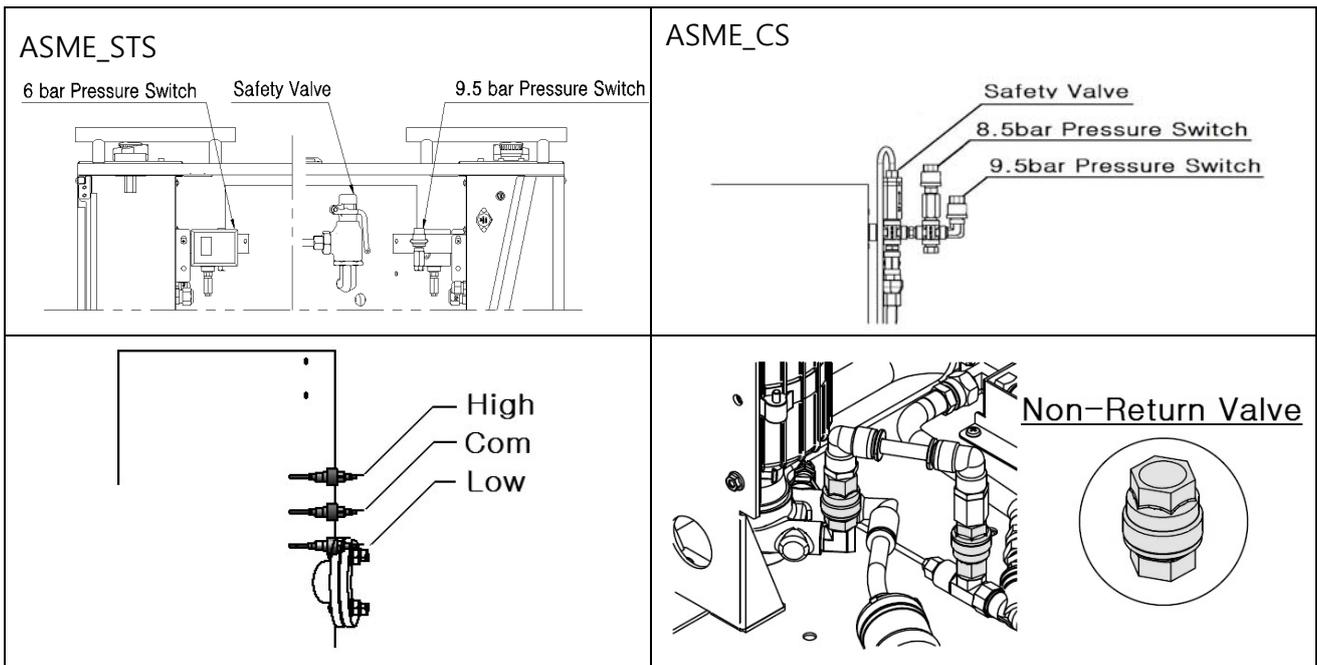
# Safety Features



The Optima was designed with operator safety first in mind. There are multiple safety features that protect both the operator(s) and the Optima. Understanding the Optima's safety features will enhance the user experience and assist you when troubleshooting

## The Optima's Main Safety Features:

1. **Pressure control switch:** The pressure switch is permanently set on to both 6 bar (85.3 psi)(ASME\_CS 8.5bar) and 8.5 bar (120.8 psi)(ASME\_CS 9.5bar). The heaters will shut off if the steam pressure exceeds the preset pressure on 6 bar and will automatically reactivate when pressure decreases below 5 bar (71.1 psi)(ASME\_CS 7bar). 8.5 bar (120.8 psi)(ASME\_CS 9.5bar) pressure switch are for the safety device on emergency only.
2. **Safety valve:** Pressure is released when steam pressure exceeds 7 bar ( 99.5 psi).
3. **Thermistor & air purge valve:** The temperature setting is between 90~100°C (194~212°F). It controls the electronic valve for air purge. If the thermistor reading is below the preset range, the machine will release air from inside the steam vessel at initial pressurizing stage. This will prevent any machine Operation interference caused by false pressure reading due to internal air.
4. **The low water probe sensor:** The sensor prevents the vessel from heating without sufficient water in the steam vessel.
5. **Non-return valves:** Two non-return valves prevent steam from back drafting.
6. **Y-strainer:** The Y-strainer is connected to the steam drain. It is designed to break first before other important parts when a freeze rupture occurs.
7. **Water pump running time:** The water pump is programmed to shut off after running for 60 seconds (in normal Operations) in order to avoid dry running
8. **Emergency Stop switch:** The machine will stop Operation immediately when you push the emergency stop switch.



**Required Conditions to activate the combustion:**

1. EMERGENCY STOP switch released and STEAM switches are on;
2. The Float switches in the water tank detect liquids;
3. The low water probe sensor in the vessel detects water; AND.
4. The steam pressure should not be above 5 bar (71.1 psi).

**Required Conditions for the Water Pump to Activate:**

1. EMERGENCY STOP switch released and STEAM switches are on;
2. Water is filled above the Float switch level in the water tank;
3. Water is not detected by the high & low water probe sensors; AND
4. The water pump has not been running over 60 seconds during normal Operations; OR
5. The water pump has not been running over 120 seconds at initial Operation.

**Warning! When steam pressure arises above 8.5 bar (123.2 psi):**

When Steam pressure gauge indicates above 8.5 bar (123.2 psi), You must push POWER (EMERGENCY STOP) switch and turn off STEAM switch; Confirm the cause and take steps necessary before operating the machine again. (Refer to "Troubleshooting Guide" number 8)

**Determining the Cause of Malfunction :**

1. Check heating elements

Check working status of electric heaters as a first step to figure out over-pressurizing. In the event of over-pressurizing over 6 bar (85.3 psi), must push the EMERGENCY STOP switch Magnetic contactor which supplies power to electric heaters & pressure switches could be the cause of over-pressurizing. Please contact your distributor or supplier.

2. Check feed-water pump

In the event of over-pressurizing over 6 bar (85.3 psi) when there is no combustion inside the steam vessel, open the steam outlet valves and pull the steam gun trigger to release any remaining steam pressure from the steam vessel. Water probe sensor's water level detecting error could be the cause of over-pressurizing water. Clean the water probe sensors or replace if necessary.(See "Maintenance" on page 15)

# 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 reference number on the left hand side.

## LED Light Indication

○ off     Blinking    ● Solid    ◐ Solid or off     Alarm beeps once     Alarm beeps continuously



Main power on.



Water pump run on.



Low water level detection error on.



Alarm beeps once.



Water pump over-run flashing



Water tank level low flashing.



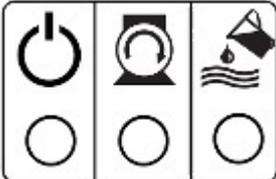
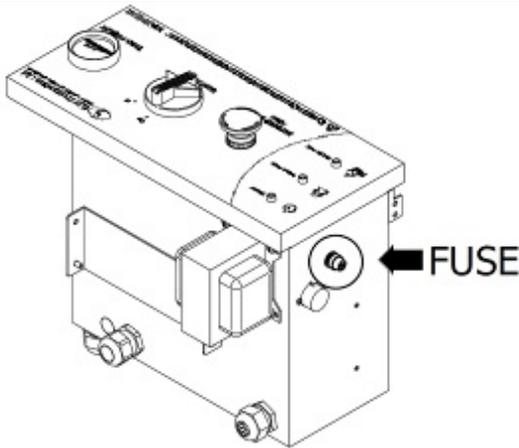
Alarm beeps continuously

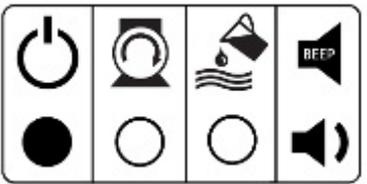
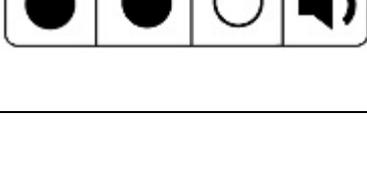
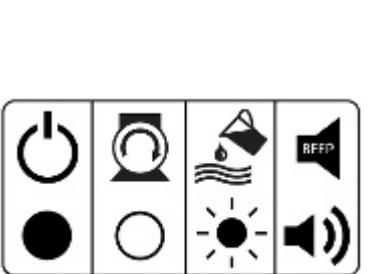
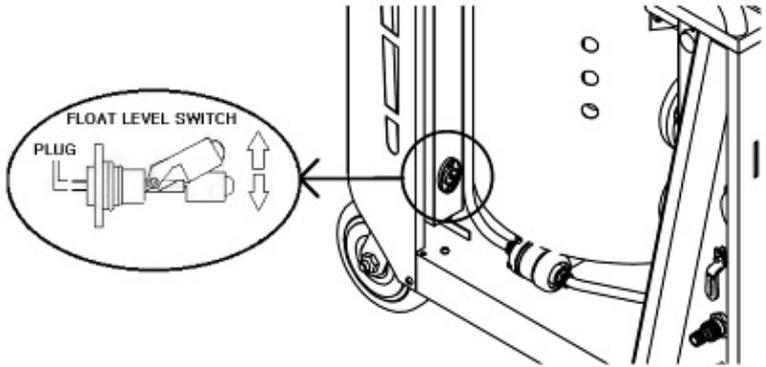
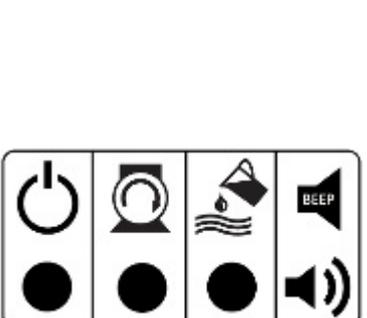


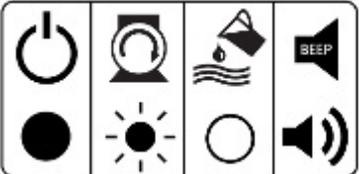
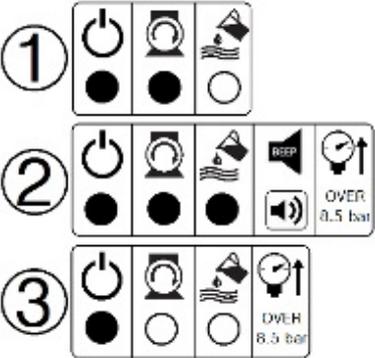
Continuous pressure decrease.

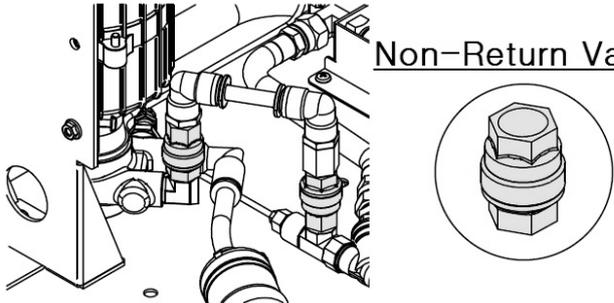
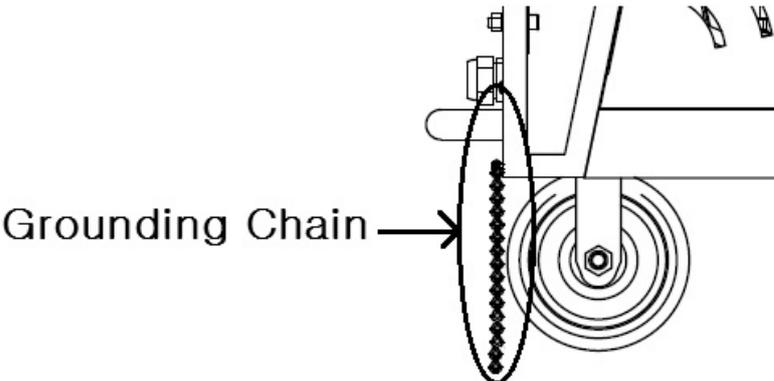


Continuous pressure increase over 8.5 bar (123.2 psi)

No.	Lights & Alarm Indications	Description, Cause
		Remedy
1		No lights on and no alarm sound when EMERGENCY STOP & STEAM switches are on due to;
		1) No power supply (Power plug disconnected) 2) Blown fuse
		1) Check your electrical Power source and Power plug 2) Replace the fuse
		

2		<p>Release the EMERGENCY STOP switch and then STEAM switch are on. The POWER light is on and the alarm beeps once.</p>
		<p>This is normal operating condition.</p>
3		<p>Release the EMERGENCY STOP switch and then STEAM switch are on. The POWER &amp; WATER PUMP RUN lights are on, and the alarm beeps once.</p>
		<p>This is normal operating condition. The WATER PUMP RUN light will go off momentarily. (See page 9 “Initial Operation”)</p>
4		<p>Float switch is not detecting water in the water tank due to:</p> <ol style="list-style-type: none"> <li>1) Water shortage; OR</li> <li>2) Malfunction of the float switch in the tank.</li> </ol> <p>1) Add water to the water tank. 2) Disconnect the wires from the float switch. If the signal clears, replace the float switch.</p> 
5		<p>All of the water probe sensors(High/Com/Low) cannot detect water in the steam vessel because:</p> <ol style="list-style-type: none"> <li>1) Not enough water is present to the level of low water probe sensor in the vessel; OR</li> <li>2) Water probe sensors (High, Com, Low) are malfunctioning due to scale build up.</li> </ol> <p>1) Reset EMERGENCY STOP switch and turn on STEAM switch (*reset : Push and Release the POWER(EMERGENCY STOP) switch)</p> <p>2) Clean the all of water probe sensors.(3EA) And try to operate the machine. (Refer to Guide No.6 figure)</p>

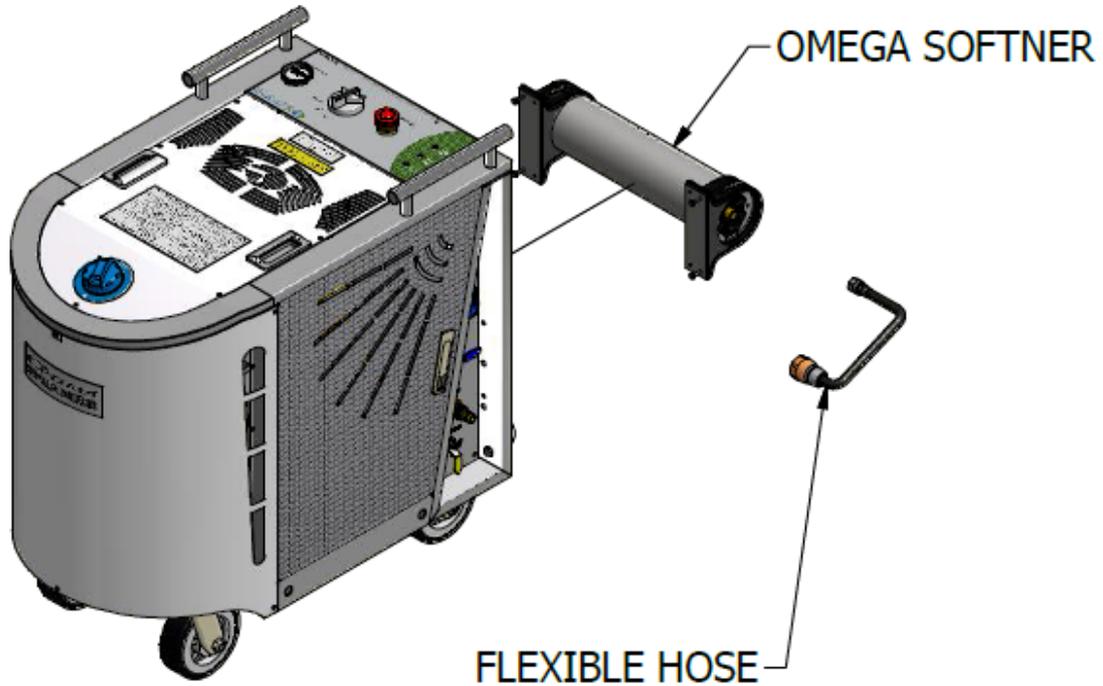
6		<p>The low water probe sensor cannot detect water in the steam vessel because:</p> <ol style="list-style-type: none"> <li>1) The low water probe sensor is defective; or</li> <li>2) The low water probe sensor's connection cable is disconnected; or</li> <li>3) The low water probe sensor cannot detect water due to scale built-up.</li> </ol> <p>1) Check the low probe sensor and replace it. 2) Check the connection cable 3) Clean the low probe sensor with sandpaper then re-install</p> <div style="text-align: center;">  <p><u>Water probe sensor</u>                      <u>Sandpaper</u></p> </div>
7		<p>The water pump has run overtime:</p> <ol style="list-style-type: none"> <li>1) At initial Operation, the water pump has a 120 seconds running time limit.</li> <li>2) Once low water probe sensor detects water, the water pump is programmed to run for 60 seconds.</li> </ol> <p>1) Check for dispensing pressure decrease of water pump or water pump damage. Check for blockage in the water filters &amp; water line and replace them if necessary. 2) Reset the STEAM switch.</p>
8		<p>The steam pressure arise above 6 bar (85.3 psi) due to:</p> <ol style="list-style-type: none"> <li>1) ~ 2) The water probe sensor is not detecting water and the water pump is running continuously.</li> <li>3) Pressure is over 6 bar (85.3 psi) and the burner is still on.</li> </ol> <p>1) ~ 2) Scale build-up is preventing water probe sensors from detecting water in the vessel → Clean or replace water probe sensors(High, Com, Low). 3) Check pressure switch. Check if the fuel nozzle sprays fuel or not. Then contact your distributor.</p>

9	The water pump & water line or water tank become hot.	<p>1) Water or steam in the vessel traveled backwards into the water tank due to damaged non-return valves.</p> <p>2) Steam comes out continuously from air purge valve into water tank.</p> <hr/> <p>1) Clean or replace the non-return valves.</p>  <p>2) Detach the air purge from the pipe line and lean it or check / replace thermistor.</p>
10	Water or steam is leaking from underneath the machine.	<p>1) Y-strainer has cracked due to freezing weather condition.</p> <p>2) Safety valve broke open due to overpressure in the vessel.</p> <hr/> <p>1) Thaw the machine at room temperature. Inspect it for additional damages. Replace the damaged part(s) if any. (See "Freeze Prevention" on page 13)</p> <p>2) If the safety valve bursts at below 7 bar (99.5 psi), replace the safety valve.  <u>If the safety valve bursts at over 7 bar (99.5 psi), contact your distributor.</u></p>
11	Static electricity on the spray gun or the machine.	<p>The machine is not grounded properly</p> <hr/> <p>Ensure that the machine is grounded using the grounding chain located at the rear bottom of the machine.</p> 

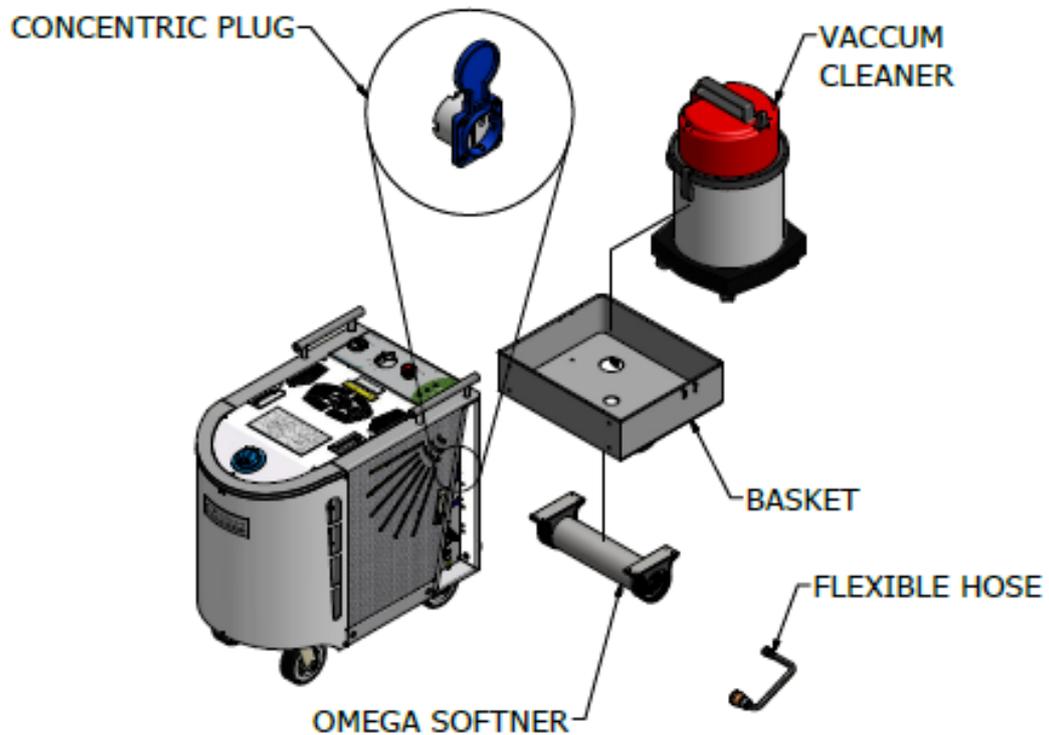
## Optional Items

OPTIMA SD is designed to use with various useful optional items as below.

### 1. Standard



### 2. Basket + Softener + Vacuum Cleaner + Concentric plug



### **Caution!**

Please refer the instruction of each item before using optional items with Optima SE

# Technical Service Request Form

Thank you for using our products.

When you encounter any problems using the Optima Steamer, please fill out the form and email it to [tech@sjecorp.com](mailto:tech@sjecorp.com).

We will be in contact with you until the issue is resolved to your satisfaction.

No	Items that should be checked basically	Remark
1	What is the serial number of the machine?	
2	Is water tank full?	
3	How many hours per day average do you operate your machine?	
<b>Continue to items below after the POWER(EMERGENCY STOP) and STEAM switches are on</b>		
4	Does the alarm beep continuously after STEAM switch is on?	
5	Please check 3 LED lights on the control panel box and let us know indication of them as "light-on", "flashing" or "off" condition in each blank below.	
	POWER Light (Green)	WATER PUMP RUN Light (White)
		WATER TANK Light (Yellow)
6	Is there a sudden increase of the pressure gauge over 8.5bar (120.8psi)?	
7	Is cold water jet shooting out from steam outlet valves?	
8	Is there weird sound coming from somewhere during Operation?	
9	Does static electricity occur from the machine?	
10	When switches on the machine, is circuit breaker (No fuse breaker) connected with electric wires disconnected?	
11	Others:	
Company		Name
E-mail		Phone

**SJE Corporation Ltd.**  
**OPTIMA STEAMER SERIES 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(6 months 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

**SPECIFIC EXCLUSIONS**

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 call.**









**[Head Office]**

78-21, Sandan 7-Ro, Jeongwan-Myeon, Gijang-Gun, Busan, South Korea

Tel : +82 51 521 3200 / Fax : +82 51 521 3305

E - mail : [info@sjecorp.com](mailto:info@sjecorp.com), <http://www.sjecorp.com>

**[US Office - Steamericas, Inc]**

808 HINDRY AVENUE # E INGLEWOOD, CA 90301, United States / Tel : +1-310-327-8900 (US Office)