

Troubleshooting - Falcon

Problem	Possible Solution
No Power.	<ol style="list-style-type: none"> 1) Check the circuit breaker for tripped breaker. 2) The steamer should be the only appliance plugged into the electrical outlet. 3) Are you using an extension cord? If so, Use only a 10 or 12-gauge 15AMP extension cord
Steamer is ready but steam does NOT release from the hose.	<ol style="list-style-type: none"> 1) Check hose connection. <ul style="list-style-type: none"> ➤ You will a hear “click” when the hose connects correctly to the steamer 2) Is the Steam Release button ON 3) Is the pressure greater than 3? <ul style="list-style-type: none"> ➤ It takes 10 minutes for the steamer to reach temperature 2) Is the orange low water light on? <ul style="list-style-type: none"> ➤ Add water and restart. See page 5 for instructions
Water is exiting the hose while the steamer is heating.	<p>Is either the Steam Release or HOT Water buttons in the ON position?</p> <ul style="list-style-type: none"> ➤ Turn both to the OFF position and continue heating.
Steamer takes longer than 15 minutes to heat Step # 1	<p>The steamer may have too much water in the boiler not allowing it to heat properly.</p> <ol style="list-style-type: none"> 1) Make sure the steamer is cool to the touch. 2) Remove safety cap. 3) Turn over steamer and drain 1 cup of water from the boiler. 4) Replace and tighten safety cap. 5) Turn ON.
Steamer takes longer than 15 minutes to heat Step # 2	<p>Have you descaled the boiler? Your steamer needs to be descaled every 6 months or when you notice a reduction in steam pressure.</p> <ul style="list-style-type: none"> ➤ See De-scaling Page
<p>If you are still having problems, contact our service team at (817) 888-8313</p>	