

FAQ's – Ewbank SC1800 Steam Chief

1. Hot water comes out instead of steam

- a. The Steam Chief creates a large amount of steam and sometimes this will condense in the hose, especially on first use when the hose is still cool. Always aim the first shot of steam into a bucket to catch any water that may have accumulated.
- b. Always make sure that you do not OVERFILL the boiler as this could cause the steam to “spit water” until the water level is reduced.

This is quite normal and nothing to be concerned about.

2. No Steam is coming from the boiler

- a. Is the hose kinked?
- b. Is the hose or the tool blocked?
- c. Is the cable plugged into the socket?
- d. Is the electricity turned on?
- e. Is the Steam Chief correctly filled with water?
- f. Is the trigger lock engaged (Locked on)? if so please unlock the trigger and try again.

3. I can't get the Pressure Cap off

- a. The Pressure cap is specially designed so that you cannot remove it while there is steam pressure in the boiler, this is for your own safety. Make sure that you have fully depressurized the Boiler. Turn the electricity off and wait until the boiler is cool then the cap can be removed with ease. Refer to instruction manual for full details.
- b. You can reduce the steam pressure quicker by keeping the gun / trigger open until all the pressure is released.

4. Steam flow is variable - sometimes good, other times not

- a. If you have not used distilled or deionized water, like you do in a steam iron, you may have a small blockage of limescale

or calcium deposit inside your Steam Cleaner. Try descaling your unit with a regular steam iron de-scaler and this should overcome the issue.

- b. The steamer is designed to be used in short bursts and will rebuild pressure when steam is not being released. If you hold the trigger open continuously you will drop the pressure because you are consuming more energy than 1800W input. Simply wait a while and the steam pressure will come back for you to start cleaning again.
- c. Make sure to always empty your boiler fully after use and this will help to prevent the buildup of limescale or calcium.
- d. Also, please make sure that the attachments that you are using are fitted correctly.

5. I can't find any tools in the box

- a. The larger tools are packed separately and should be easy to find in the color box with the instruction manual. The smaller tools are located in the compartment at the front of the boiler, and this has a label showing that the "Tools are here".

If for some reason you cannot find the tools, please call our hotline 1-855-439-2265 or email enquiries@ewbankus.com and one of our team will help you. We always carry additional tools at our Charlotte facility and there are further useful tools for even more projects available on our web site www.ewbankus.com.

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