

TOLO - KEY Steam Generator Manual



DO NOT overtighten the DRAIN PIPE connections by locking pliers

Please read the manual carefully before installation
All electrical wiring **MUST** be installed by a qualified licensed electrician
in accordance with national electrical code and local electrical code.

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1. Important Safety Information

As you follow these instructions, you will notice warning and caution symbols. This blocked information is important for the safe and efficient installation and operation of this steam bath systems. These are types of potential hazards that may occur during installation and operation.

- **This document contains important safety, operation and maintenance information. Leave this document with the homeowner. DO NOT discard this document.**
- The information in this manual should be used in conjunction with consultations with an architect, designer and contractor in determining factors necessary in providing a suitable and safe steam room.
- TOLO steam generators must be operated with TOLO controls and accessories only and are to be installed strictly in accordance with the specific instructions contained in this manual and as supplied in the manuals provided with the controls or accessories.

WARNING

Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury or product damage.

NOTICE

It is used to address practices not related to physical injury.

All information in these instructions is based on the latest product information available at the time of publication. We reserve the right to make changes at any time without notice.

WARNING

- This appliance is not intended for use by a person with reduced physical, sensory, or mental health, or lack of experience and knowledge about its safe use. Proper supervision or instruction on the safe use of this appliance must be delivered before a user is allowed to use this appliance.
- Children must be supervised when in the Steam Room.
- Smoking and the consumption of alcohol should not be allowed inside the steam room.
- Leave the steam room immediately if you experience discomfort.
- In the event the machine is not going to be used for prolonged periods of time, please switch OFF the steam generator power supply isolator and turn OFF the water supply.

CAUTION

- Check the steam room before restarting the controller.
- Please DO NOT attempt to modify or change the intended functionality and purpose of this machine without the expert guidance of a trained and certified engineer who will be responsible for the safety of the machine.

NOTICE

A ventilation fan is recommended for the steam room.

2. Installation Precautions

WARNING

- a. No block valve should be installed along the steam pipelines. Strictly no blocked or deformed pipes are to be used, or else we will experience an undesirable backflow of steam. The steam pipelines should be installed with a downward gradient so that any condensation that forms, flows toward the steam diffuser.
- b. The steam pipeline must be copper or stainless steel pipes, all other materials such as plastic, acrylic etc. should not be used since they cannot sustain 150°C or higher temperature.
- c. DO NOT directly drain into the steam room, as water from the water tank is very hot and may seriously burn the user.
- d. The steam head is hot. DO NOT touch the steam head and avoid the steam near the steam head.
- e. GFCI must be installed on the power supply and the power supply, power cable, fuse and breaker must comply with the nameplate on the unit and table 2 in this manual.

CAUTION

- a. If the generator is installed in a difficult to access location, the water supply turn-off valve should be made easily accessible in case of emergencies.
- b. The solenoid valve can endure a maximum water pressure of 0.8MPa (8kg/cm²). To protect the solenoid valve from extremely high water pressure, please turn down the inlet slightly or install a water pressure relieving valve.
- c. Please dredge and clean all the pipes before installation.
- d. The steam generator should be installed indoors. It should be leveled and with the arrows pointing upwards.
- e. All inlets and apertures should be sealed to prevent any leakage of steam and to protect the user and the generator.
- f. All inlet water pipelines and steam pipelines should be installed per the prevailing Local National Standards and Code.
- g. The wet surfaces of steam enclosures may be slippery. Use care when entering or leaving. To prevent slip and fall hazards, non-slip strips must be installed on the steam room floor.

NOTICE

- a. It is recommended that a gasketed door is used for steam containment.
- b. The ceiling should be sloped to prevent dripping of condensate.
- c. Provide a floor drain for condensate gravity drainage.
- d. Windows that are part of the steam room should be double paned and tempered safety glass.

3. Configuration List

After you unpack the steam generator, please check to make sure the following accessories are in the box. Please contact us immediately if any item is missing.

Item Name	Pictures (All pictures are for illustration only, the items are subject to the actual product)	Quantity
1. Steam Generator		1pc
2. Controller		1pc
3. Auto Drain Valve		1pc
4. Controller Cable 5m (steam generator ---> controller)		1pc
5. Temp. Sensor with 5m Cable (steam generator ---> sensor end position)		1pc
6. Steam Head		1pc for 3~16.5kw 2pcs for 18~24kw
7. Safety Valve		1pc
8. User Manual		1pc

Table 1

4. Parameters

4.1 Models, parameters and dimensions

Model	Power	Phase	Heating elements	Voltage/Current	Power wire	Breaker	Room volume with heat insulation	Dimension (L*W*H)
	KW	N	N*KW	V/A	N*mm2	A	m3	mm
TOLO-30	3.0	1	2*1.5	215-240/13.6	3*2.5	16	2～3	418*150*317
TOLO-40	4.0	1	2*2.0	215-240/18.2	3*2.5	25	3～5	
TOLO-45	4.5	1	3*1.5	215-240/20.5	3*2.5	25	3.5～5.5	
		3		380-415/6.8	5*1.5	16		
TOLO-50	5.0	1	2*1.5+1*2.0	215-240/22.7	3*2.5	32	4～6	
		3		380-415/7.6	5*1.5	16		
TOLO-60	6.0	1	3*2.0	215-240/27.3	3*4.0	40	5～7	
		3		380-415/9.1	5*1.5	16		
TOLO-70	7.0	1	2*2.5+1*2.0	215-240/31.8	3*6.0	40	5.5～8	
		3		380-415/10.6	5*2.5	16		
TOLO-75	7.5	1	3*2.5	215-240/33.75	3*6.0	40	6.5～9	
		3		380-415/11.25	5*2.5	16		
TOLO-90	9.0	3	6*1.5	380-415/13.6	5*2.5	16	8～11	490*174*397
TOLO-105	10.5	3	3*1.5+3*2.0	380-415/15.9	5*2.5	25	9～12	
TOLO-120	12.0	3	6*2.0	380-415/18.2	5*2.5	25	11～14	
TOLO-135	13.5	3	3*2.0+3*2.5	380-415/20.25	5*2.5	32	12～15	
TOLO-150	15.0	3	6*2.5	380-415/22.7	5*2.5	32	13～18	
TOLO-165	16.5	3	3*3.0+3*2.5	380-415/24.75	5*4.0	32	14～20	
TOLO-180	18.0	3	9*2.0	380-415/27.3	5*4.0	40	16～22	511*174*472
TOLO-195	19.5	3	6*2.0+3*2.5	380-415/29.5	5*4.0	40	18～24	
TOLO-225	22.5	3	9*2.5	380-415/34.1	5*6.0	60	20～26	
TOLO-240	24.0	3	6*2.5+3*3.0	380-415/36.4	5*6.0	60	22～30	

Table 2 (Only applies to European power standard)

NOTICE

The rated power is specified for single phase 230V 50Hz; therefore, the actual operating power under single phase 215-240V, 50/60Hz or three phase 380-415V, 50/60Hz may be different from the rated power.

How to choose the right KW steam generator?

Step One: Calculate the Volume of the Steam Room (m^3) = (Length*Width*Height) in meters.

(1 feet = 0.3048 meter, 1 inch=0.0254 meter)

Step Two: Verify your steam room finishing material used.

- If acrylic, steam generator KW= steam room m^3
- If ceramic tile, steam generator KW= 1.30 X steam room m^3
- If all glass tile or glass block walls, steam generator KW= 1.35 X steam room m^3
- If porcelain tile, steam generator KW= 1.6 X steam room m^3
- If natural stone tiles up to 1/2", steam generator KW= 2 X steam room m^3
- If natural stone slabs over 1/2", steam generator KW= 2.25 X steam room m^3
- If exterior wall, for one, multiply by 1.1, for two, multiply by 1.2.
- If ceiling height: for a 2.7 meters ceiling, multiply by 1.15; for a 3 meters ceiling, multiply by 1.3.
- If there is a skylight or outside window, select the next larger generator.
- Skylight or window must be double-panel and sealed.
- For optimum performance, ceiling height should under 2.4 meters.

Controller model	Pictures	Controlling time range (minutes)	Temperature display range	Temperature controlling range	Dimension (mm)
Elegance Touch		1~60 or long-term (CH)	35~55°C (95~131°F)	35~55°C (95~131°F)	90*90*19
Elegance Press			35~60°C (95~140°F)		90*90*19
EA			35~55°C (95~131°F)		103*103*23
GORH			35~100°C (95~212°F)		φ89*19

Table 3

NOTICE

- While the touch screen controller can be installed inside the steam room, we recommend that you install the controller outside the steam room to extend its service life.
- The press button controller must be installed outside the steam room and in a dry place.

NOTICE

Pictures/drawings for illustrative purposes only.

4.2 Steam generator structure

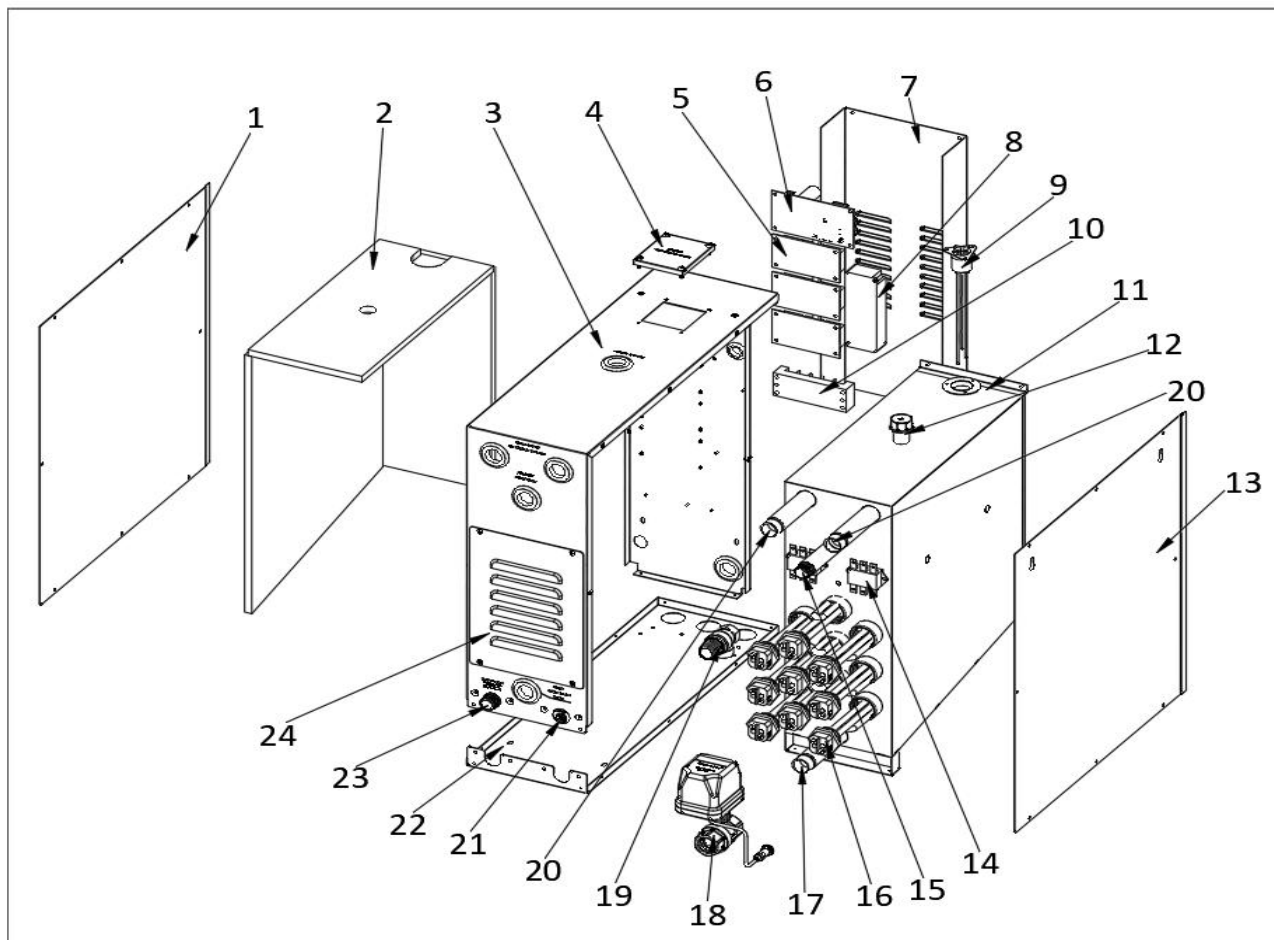


Figure 1

- | | |
|------------------------------------|--|
| 1. Front Cover | 19. Safety Valve |
| 2. Thermal Insulation | 20. Steam Outlet |
| 3. Main Frame | 21. Connection for Drain Valve Power Supply (DC-12V) |
| 4. Water Level Sensor Service Hole | 22. Base |
| 5. Relay Board | 23. Water Inlet Valve |
| 6. Main Board | 24. Service Hole for Heating Elements |
| 7. U-shape Cover | |
| 8. Switching Power supply | |
| 9. Water Level Sensor | |
| 10. Terminal Block | |
| 11. Water Tank | |
| 12. Service Hole (1/2") | |
| 13. Back Cover | |
| 14. Over-Heat Protection Switch | |
| 15. Safety Valve Connection (1/2") | |
| 16. Heating Elements | |
| 17. Drain Outlet (3/4") | |
| 18. Drain Valve | |

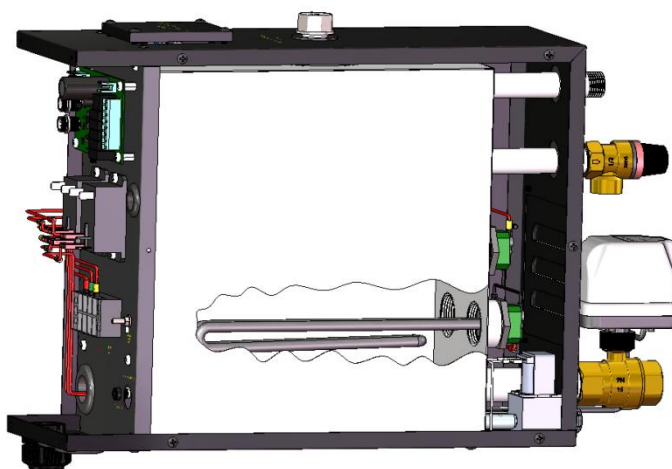


Figure 2

NOTICE

The #1 plate and #13 plate are interchangeable to change the directions of the steam generator.

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NOTICE

Pictures/drawings for illustrative purposes only.

5. Installation

CAUTION

DO NOT overtighten the ALL pipes connections by locking pliers to avoid leakage.

CAUTION

Before installation, please read all the precautions listed on page 1-2.

5.1 Installation of the steam generator unit

WARNING

- Switch off all power supplies before commencing installation.
- DO NOT install the steam generator inside the steam room, a shock hazard will occur.
- DO NOT install the steam generator outdoors, in wet/moist, freezing or wherever environmental conditions may result in a shock hazard or affect the performance of the generator.
- DO NOT install steam generator or plumbing lines in an unheated attic or any locations where water could freeze and cause pipes to rupture and cause property damage.
- To prevent damage to the steam generator or a fire hazard, DO NOT install the generator near flammables, corrosive materials or chemicals such as gasoline, paint thinners or the like. Installation in areas having high concentrations of chlorine (such as a pool equipment room) must be avoided.
- Be aware of the potential hazards associated with high temperatures attained in the pressure steam output pipeline and the over pressure safety valve.
- To prevent scald: steam piping, safety valve, drain valve and plumbing will become hot during operation and remain hot after shutting down for a period of time. Please provide appropriate protection, including insulating plumbing lines. Avoid plumbing runs and steam head locations that can come in contact with bathers.

CAUTION

- The generator must be leveled when installed.
- The generator should be installed in a dry and well ventilated place. It can be installed either on the wall or on the ground and must be secure. Install the generator as close to the steam room as possible, such as in a closet, under a wash basin or in the basement right below the steam room.

Installation

- To install the generator on the wall: drill two 8mm diameter holes into the wall, insert the expansion screws and then hang the generator on those screws.
- To install the generator on the ground or deck: install a frame on the site and then screw the generator into the frame.
- For ease of service and maintenance, please install the generator with the nameplate facing the front and leave more than 300mm space around the generator.

5.2 Installation of controller and temperature sensor

CAUTION

- The controller cable and temperature sensor cable should NOT run adjacent to or cross the power cables.
- The temperature sensor should NOT be placed near the entrance.
- The press button controller must be installed outside the steam room. While the touch screen controller can be installed inside the steam room, we recommend that you install the controller outside the steam room to extend its service life.
- Both the controller and temperature sensor cables can be extended. Please contact Steamtec technical service if an extension cable is required. **If the electrician installs extended temperature sensor and controller cables without authorization, resulting in the malfunction of the machine, the machine will no longer be eligible for complimentary parts warranty service. Cutting it short is NOT allowed.**

5.2.1. Installation of controller

The controller should be installed at a height of approximately 1.2m from the ground, preferably just outside the steam room.

Route the control cable through the conduit (φ25mm), with one end connecting to the controller and the other end connecting to the 4-pin aviation plug on the main board. You can see the main board after removing the steam generator U-shape cover. (Refer to figure 7)

The controller can be hung/attached to the screws/magnet (depending on the controller model you have ordered) or inserted into the housing you may already have on the wall.

NOTICE

BOTH the controller and temperature sensor cables should be routed through the same hole at the bottom of the steam generator and plugged into their respective circuit board mounted and labelled connectors. The other hole should be used for routing AC power cables.

Please ref to below 3 pictures, for 3 different kinds of controllers:

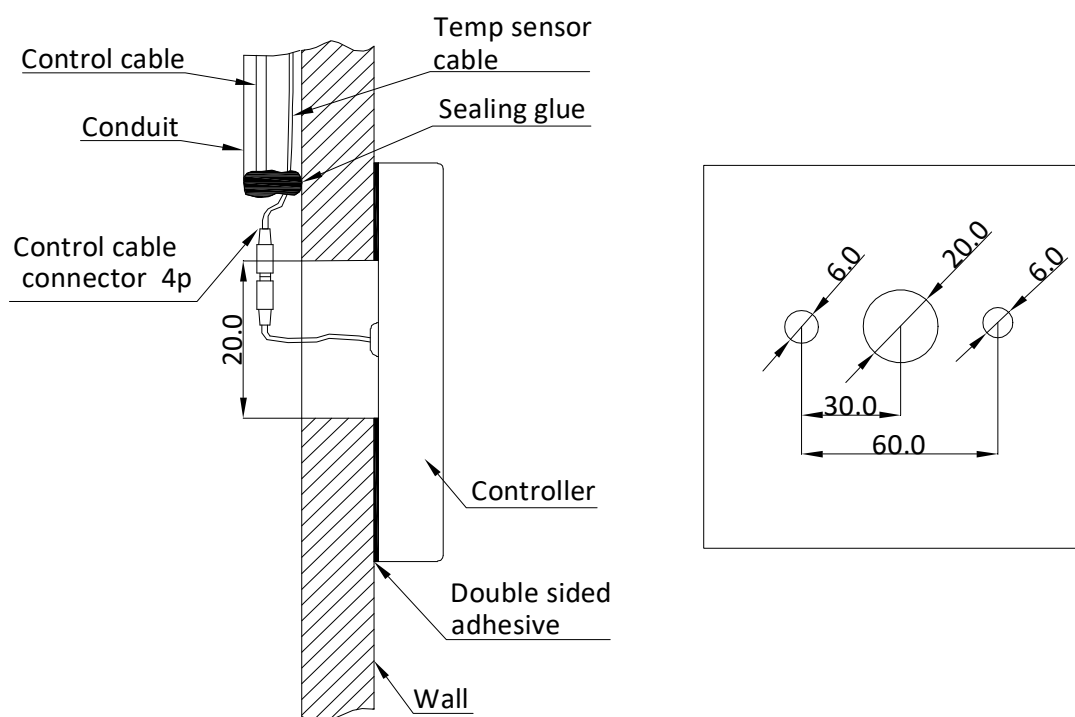


Figure 3 Elegance controller installation

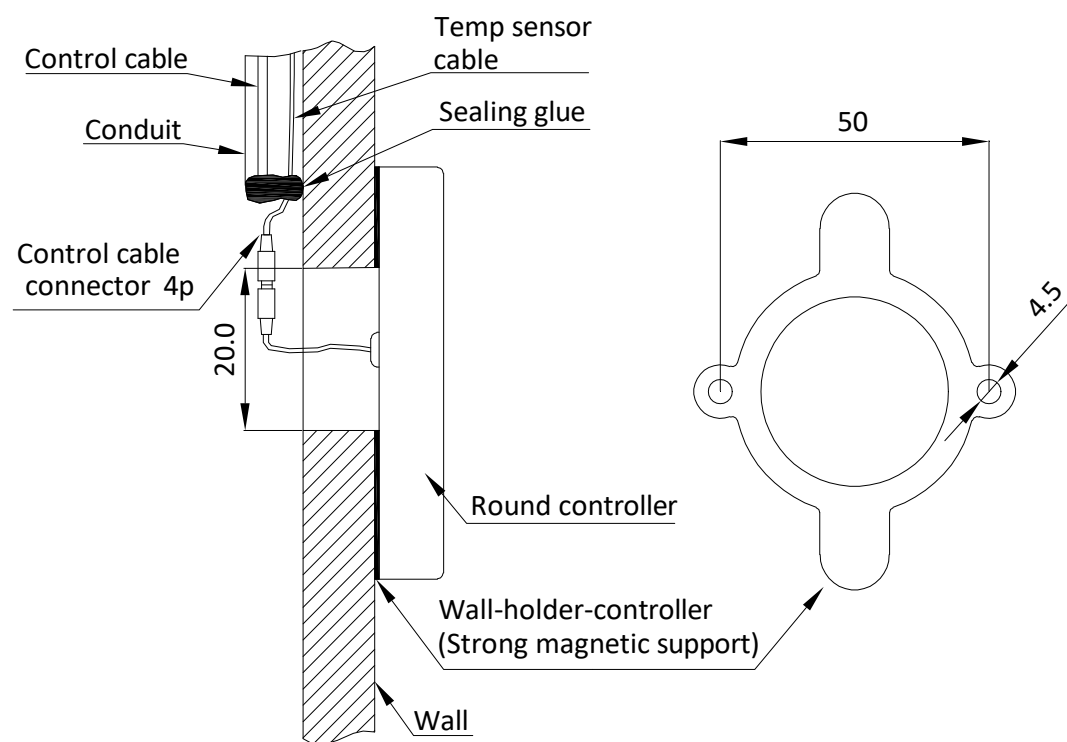


Figure 4 GORH controller installation

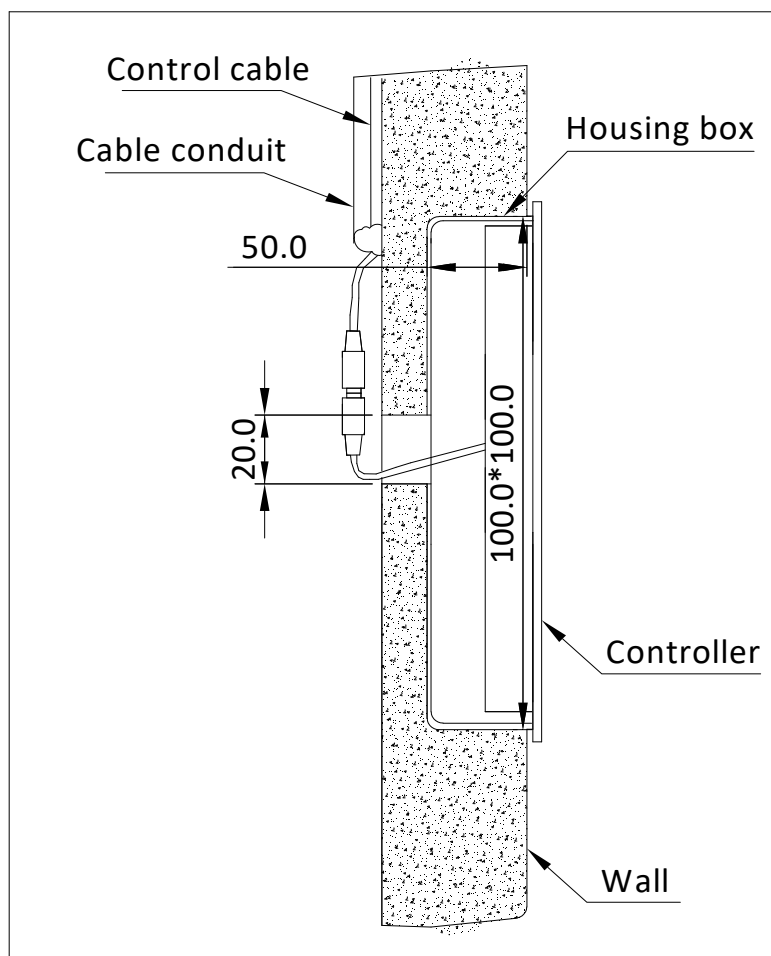


Figure 5 EA controller installation

5.2.2. Installation of temperature sensor

NOTICE

Temperature sensor should be installed inside the steam room but not directly above the steam nozzle, the height should be between 1.6-1.8m from floor.

Route the temperature sensor cable through the conduit ($\phi 25\text{mm}$), and connect to the 2-pin aviation plug on the main board. You can see the main board after removing the steam generator U-shape cover. (Refer to figure 7)

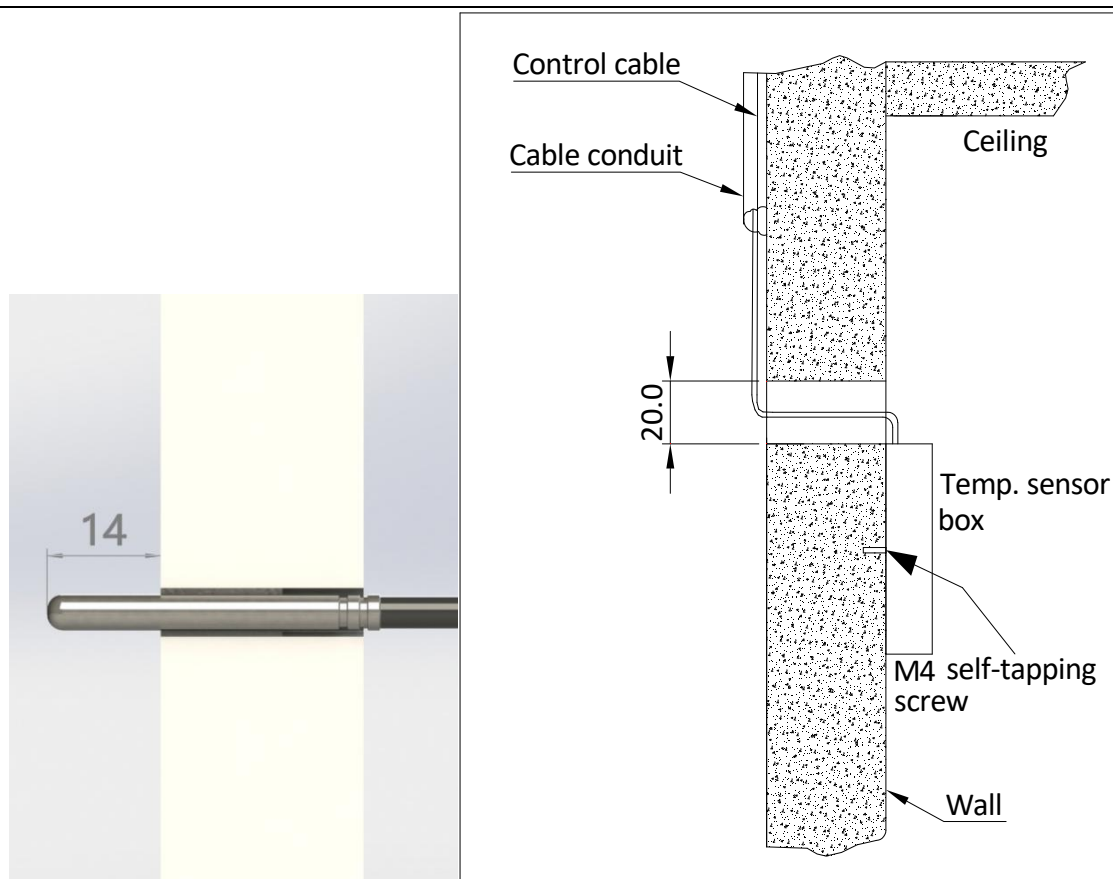


Figure 6 Temperature sensor installation

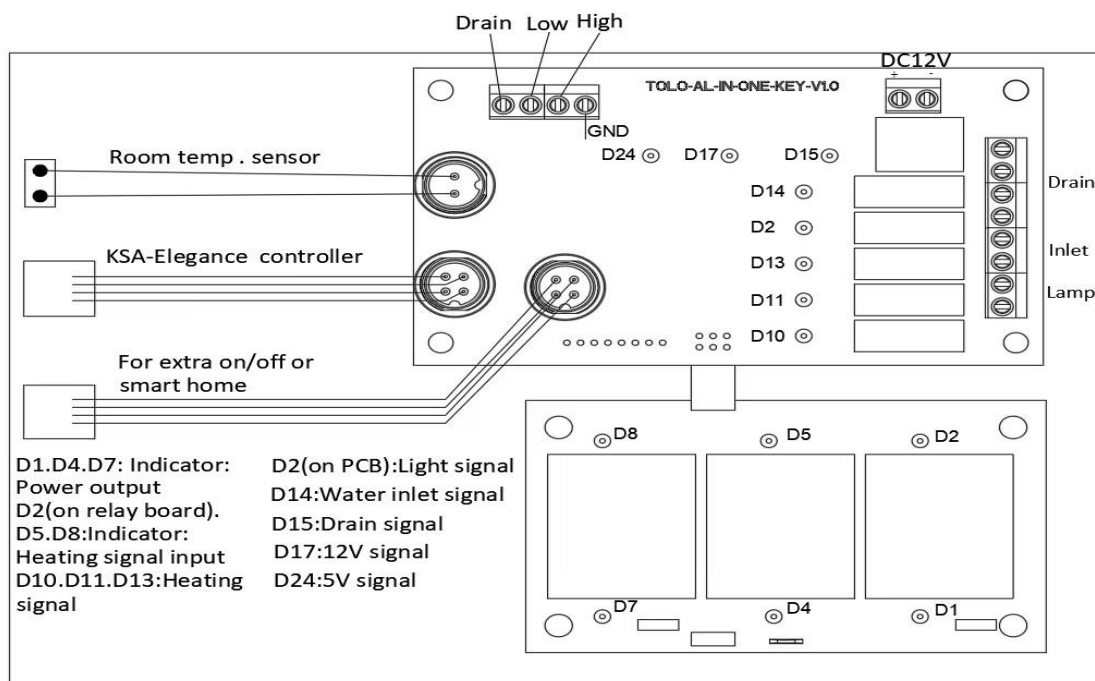


Figure 7 Circuit board

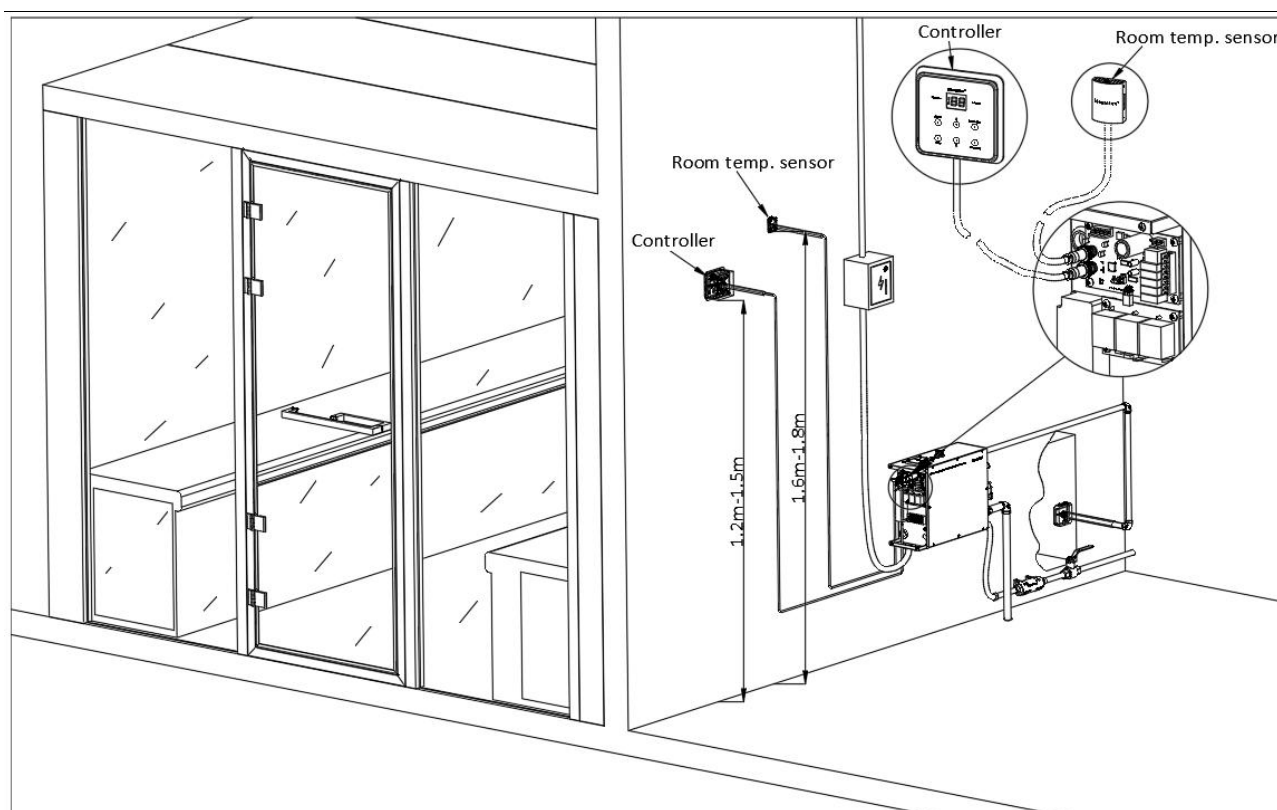
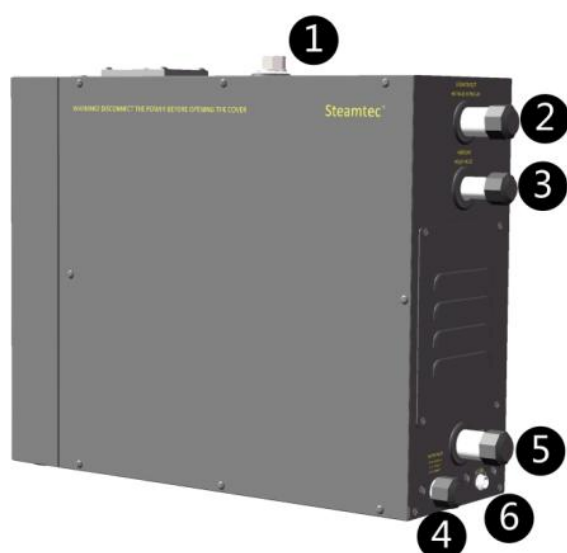


Figure 8

5.3 Installation of pipeline

Please discard the black lids of ② ③ ④ ⑤.



3KW ~ 16.5KW

- ① Service hole 1/2"
- ② Steam outlet
3KW~7.5KW: 1/2"
9KW~16.5KW: 3/4"
- ③ Safety valve 1/2"
- ④ Water inlet 1/2"
- ⑤ Drain outlet 3/4"
- ⑥ Power supply for drain valve

Figure 9 3KW- 16.5KW pipe connection



18KW ~ 24KW

- ① Service hole 1/2"
- ② Steam outlet 3/4"
- ③ Safety valve 1/2"
- ④ Water inlet 1/2"
- ⑤ Drain outlet 3/4"
- ⑥ Power supply for drain valve

Figure 10 18KW- 24KW pipe connection

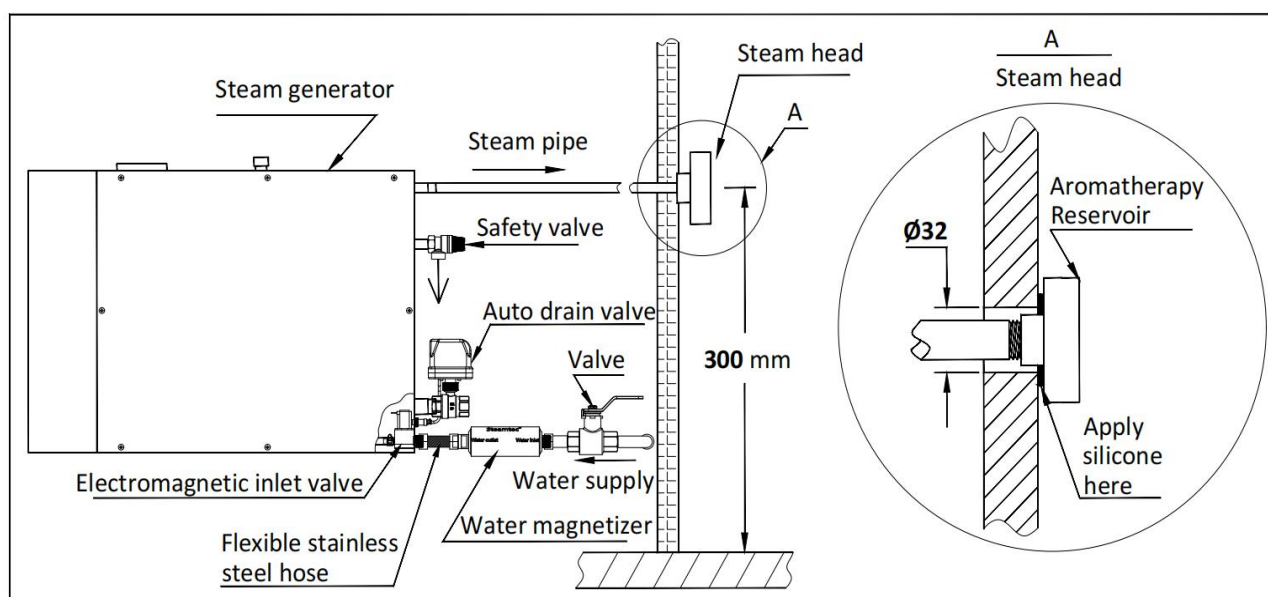


Figure 11

WARNING

Water supply and steam piping **MUST** be flushed to remove flux and other debris prior to connecting the steam generator. Failure to flush the steam piping may result in flux poisoning or a hazardous condition. Failure to flush the steam piping may result in blockage or an inoperable system.

Flush inlet water line thoroughly before making connection to unit.

DO NOT use plastic /acrylic /FRP material pipes for drain outlet or steam outlet.

NOTICE

We provide flexible stainless steel hoses. Please contact Steamtec technical

service if it is required. The picture as below:



i. Water inlet

First connect the water magnetizer with holders (if applicable) to the water supply pipeline. Then please use 1/2" flexible stainless steel hose to connect the other side of the water magnetizer to steam generator. DO NOT connect a rigid metal water supply pipeline directly to the machine's water inlet because it may damage it. Always transition it via a flexible stainless steel hose.

CAUTION

Only use cold water supply.

Install anti-water hammer device as necessary.

The solenoid valve can endure a maximum water pressure of 0.8MPa (8kg/cm²). To protect the solenoid valve from extremely high water pressure, please turn down the inlet slightly or install a water pressure relieving valve.

ii. Drain outlet

Please use 3/4" copper pipe or stainless steel pipe to connect between the drain valve and the drain pipeline of the house. The drain pipeline should be installed with a downward slope so as to help residual water in the steam generator flow down to the drain pipe.

CAUTION

DO NOT use locking pliers to overtighten the drain pipe connection. Seal all water leaks by using generous amounts of Teflon tape instead. The water draining out of the steam generator is over 100°C. **DO NOT use plastic /acrylic /FRP material pipes.**

CAUTION

DO NOT connect the drain valve to the steam piping.

iii. Steam outlet

Use copper or stainless steel pipe to connect the steam head and the steam outlet pipe of the generator. Heat isolating methods should be implemented. The pipe should be less than 3 meters long and minimize the number of elbows.

- For 3KW-7.5KW steam generator, steam outlet is 1/2", please use **AT LEAST** a 1/2" steam pipe, must be a stainless steel pipe or copper pipe.
- For 9KW-16.5KW steam generator, steam outlet is 3/4", please use **AT LEAST** a 3/4" steam pipe, must be a stainless steel pipe or copper pipe.
- For 18KW-24KW steam generator, there are two steam outlets. Please use **AT LEAST TWO SEPARATE** 3/4" steam pipes. Pipes must be made of stainless steel or copper.

CAUTION

You **MUST** use the pipes in correct size as prescribed here. If the pipe size is smaller than our specification, it may cause sudden and dangerous levels of pressure build up within the generator which will carry significant safety risks.

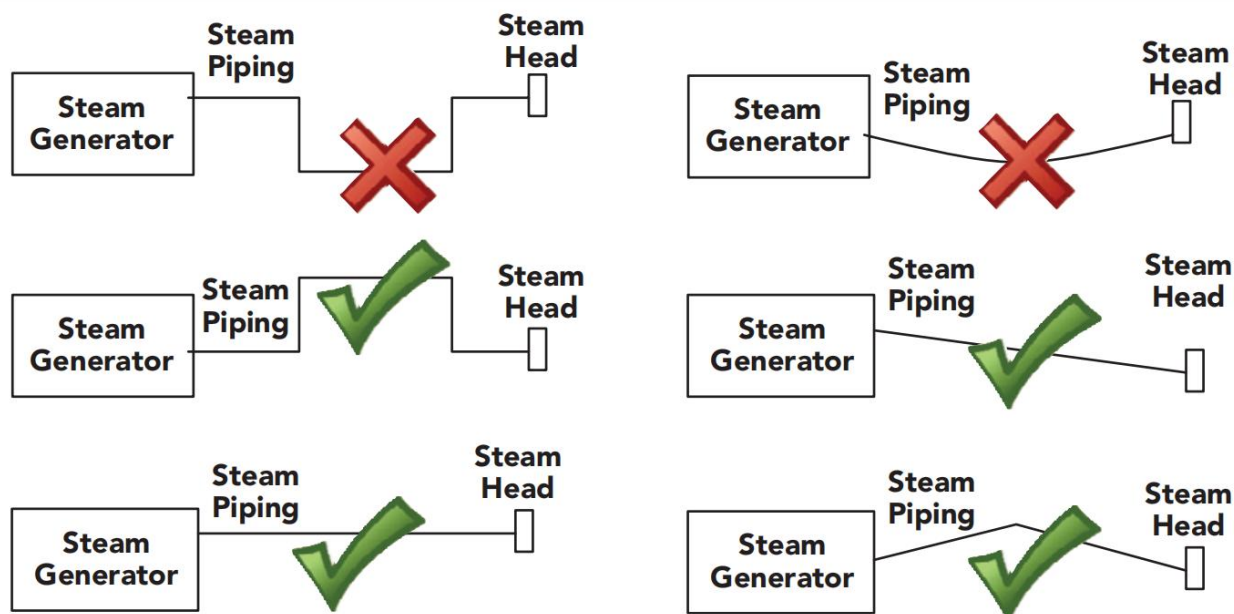
CAUTION

The steam pipelines are suggested to be installed with a downward gradient so that any condensation that forms, flows toward the steam diffuser.

CAUTION

Failure to pitch the steam piping as required for condensate to drain, may cause condensate to block the flow of steam. Blocking the steam flow may cause steam pressure to

discharge boiling water through the steam head, resulting in a scalding hazard. Blocking the flow of steam may cause steam to discharge through the safety valve, resulting in a scalding hazard.



iv. Safety valve

Its purpose is to release excessive pressure build up in the steam generator due to a malfunction.

WARNING

DO NOT connect safety valve line, drain line or steam pipe together.

v. Steam head

The steam head should be placed about 300mm from the ground and at least 150mm from customers' seats. Please apply silicone adhesive on the steam pipe nipple and on the back of the steam head, and then screw the steam head on to the steam pipe nipple. Please refer to figure 11~figure 14, the aromatherapy reservoir should face upwards.

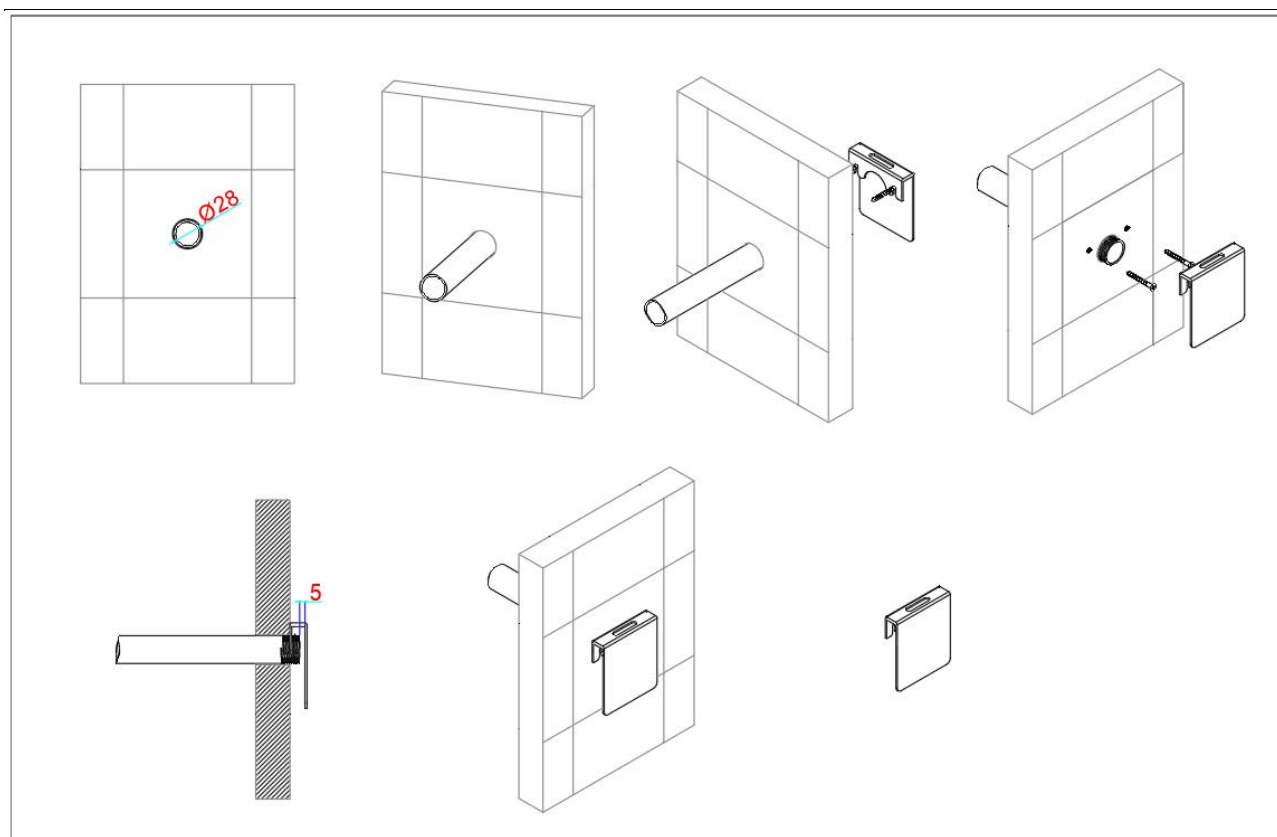


Figure 12 TOLO-SH13 steam nozzle installation guide

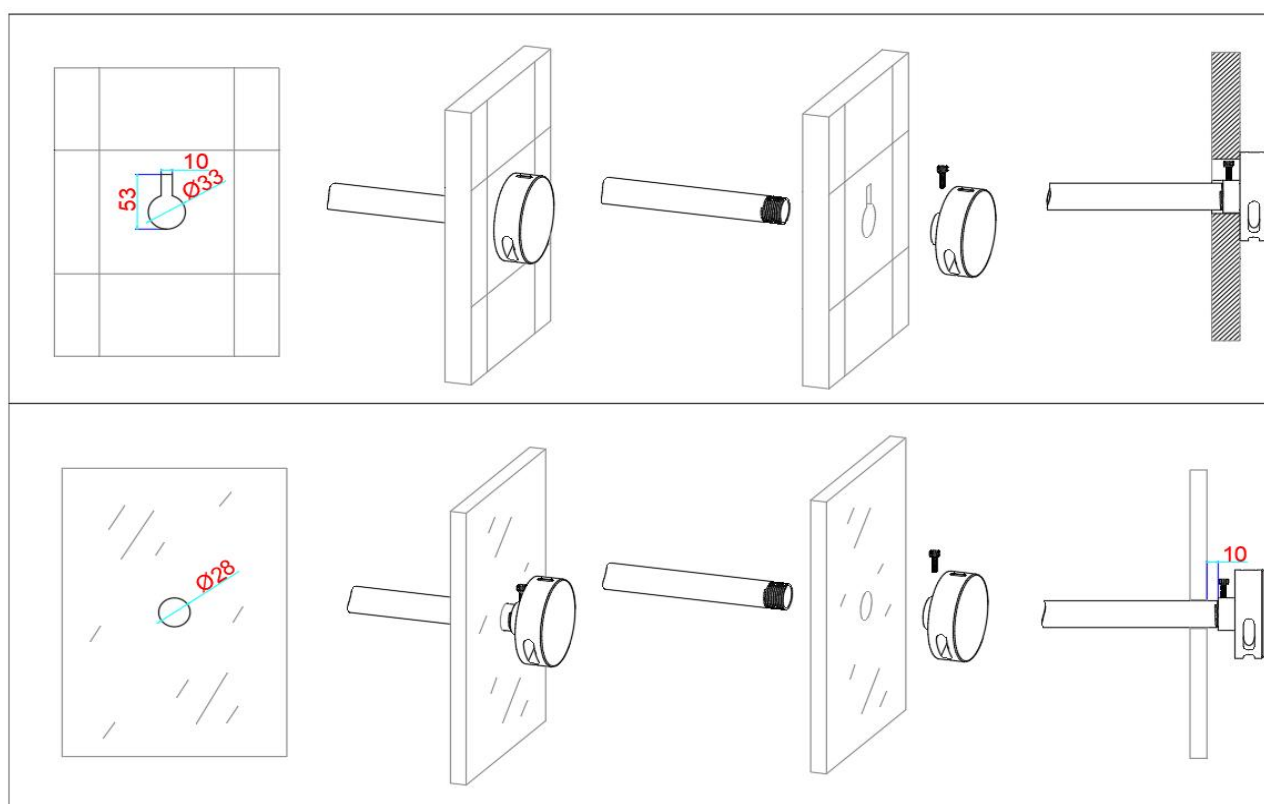


Figure 13 TOLO-SH02 steam nozzle installation guide

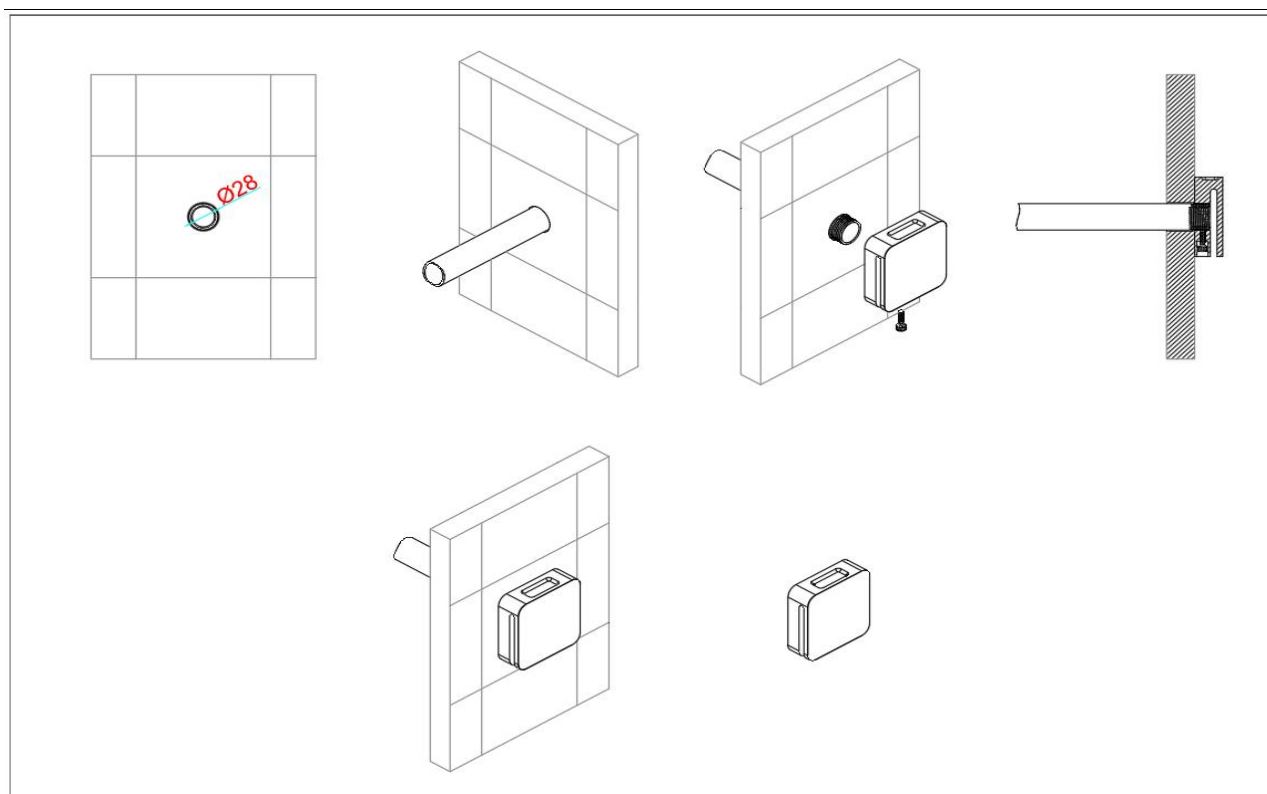


Figure 14 TOLO-SH11 steam nozzle installation guide

vi. Service hole

It can be used as the maintenance hole or another steam outlet. Please refer to Section 9 (Warranty Policy) for crucial descaling instructions for your generator.

5.4 Installation of electrical

CAUTION

- All circuits should be installed by licensed electricians and conform to local and national codes.
- Power supply MUST be cut off before installation, maintenance and repair. Pressing the on/off button on the controller does NOT cut power from the power source.
- No unauthorized additions or alterations to the specified and installed wiring is allowed. Never connect the Earth wire to the Neutral wire.
- Only the original (TOLO Steamtec Manufactured) components and heating elements are allowed to be used on the machine.
- After the completion of the plumbing and electrical installation, please re-inspect the work done before applying power to the generator and switching it on.
- The generator has been manufactured with great care in our factory and has been inspected and fully performance tested in our factory before shipment to you. Thus site installation of external plumbing and electrical power source wiring to the machine, the installation of and plugging in the controller and the temperature sensor to the machine are required to be completed.
- The power supply should be 215-240V AC or 380-415V AC, 50/60Hz, please refer to the nameplate of the generator.
- The selection of fuse and breaker must strictly follow the data in table 2.
- Choose suitable power cables specified in table 2 and in conformance with local codes.

5.4.1. Power supply

Take off the U-shape cover of the generator, route the 3-core power wire (single phase, 215-240V, 50/60Hz) or 5-core power wire (three phase 380-415V, 50/60Hz) through the hole on the base of generator and connect to the correct terminal. (Refer to figure 15 ~ figure 16)

Single phase, 215-240V AC, 50/60 Hz power supply:

Connect the Phase wire to the terminal labelled as “L2” in the middle; connect the Neutral wire to the terminal labelled as “N” and connect the Earth wire to the terminal labelled as “”.

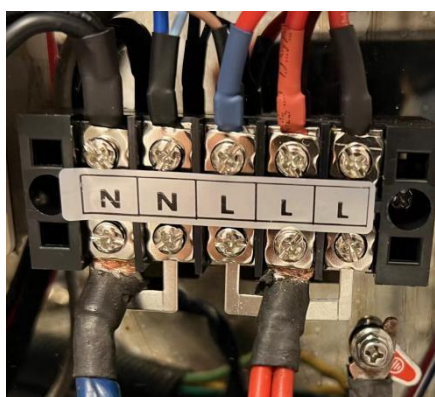


Figure 15

Three phase, 380-415V AC, 50/60 Hz power supply:

Connect the 3 Phase wires to the terminals labelled as “L1”, “L2” and “L3” respectively. Connect the Neutral wire to the terminal labelled as “N” and connect the Earth wire to the terminal labelled as “”.

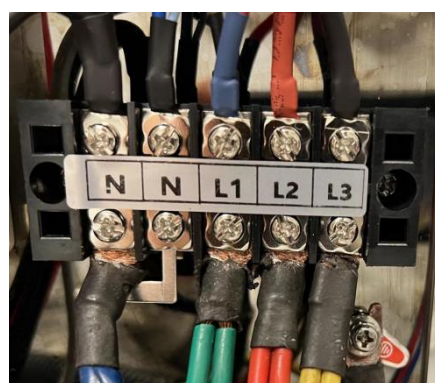


Figure 16

NOTICE

Please make sure all power connections are well secured by tightening the screws.

NOTICE

Pictures/drawings for illustrative purposes only

5.4.2. Wiring diagrams

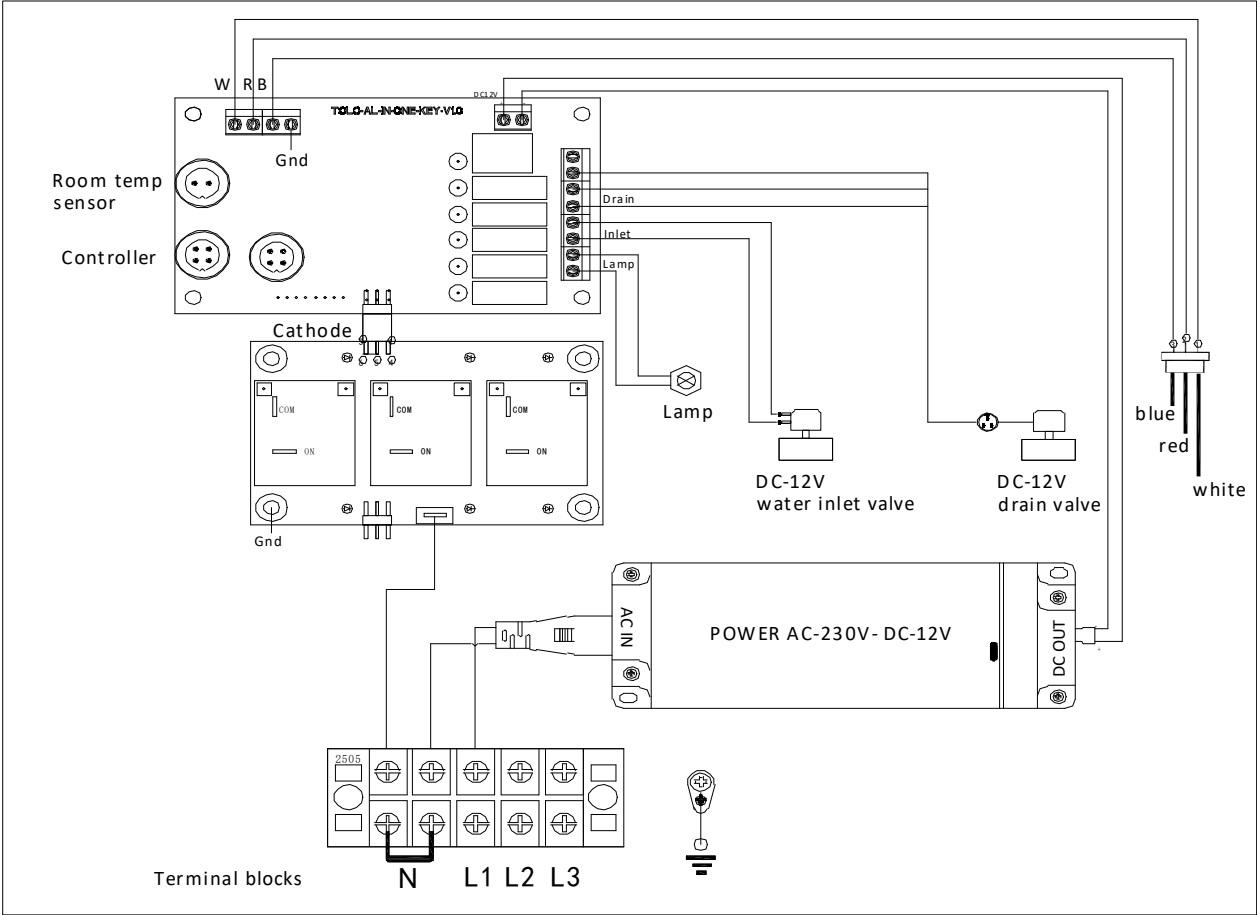


Figure 17 Steam generator wiring schematic diagram

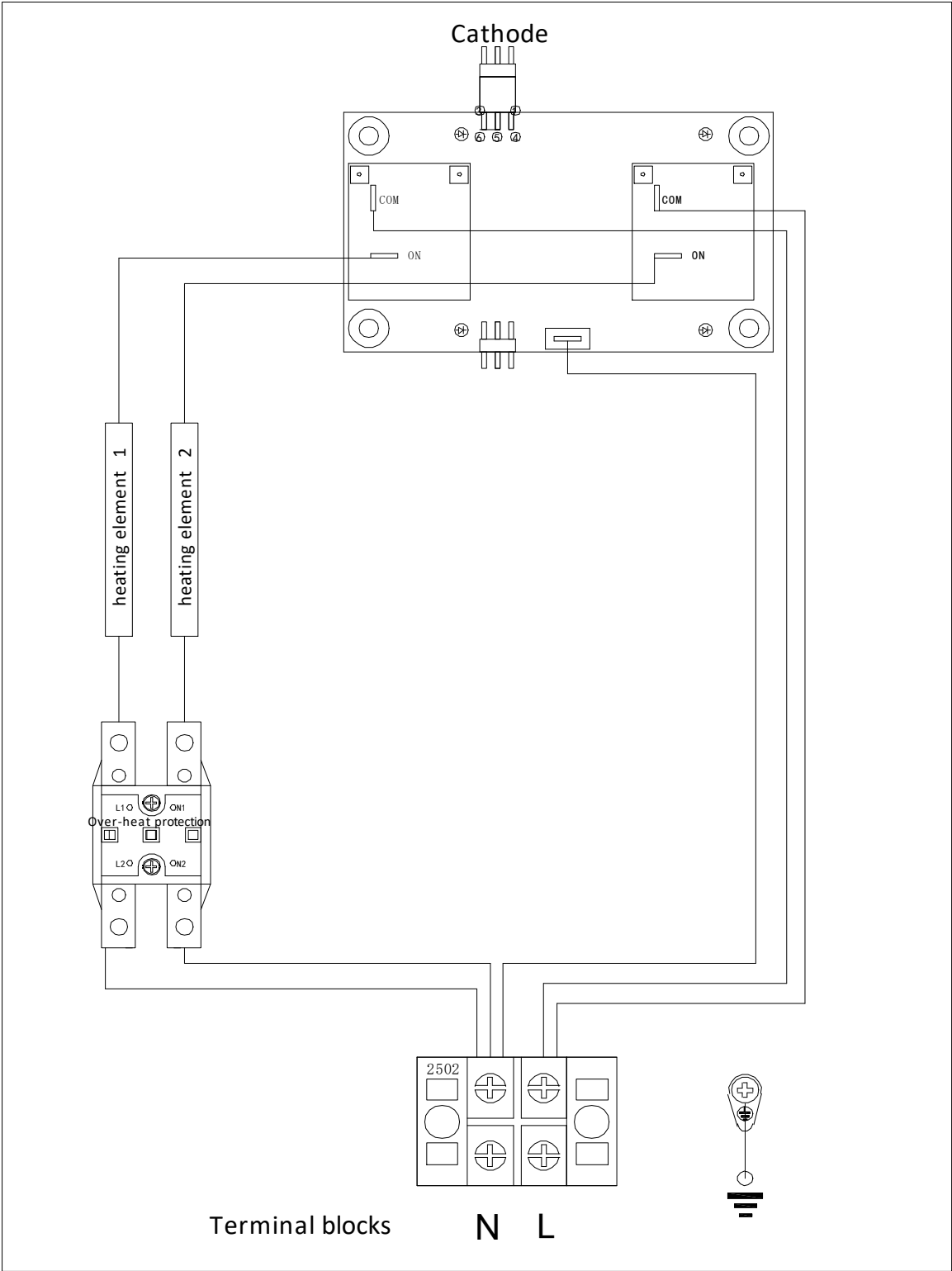


Figure 18 3KW 4KW European 215 ~240V single phase

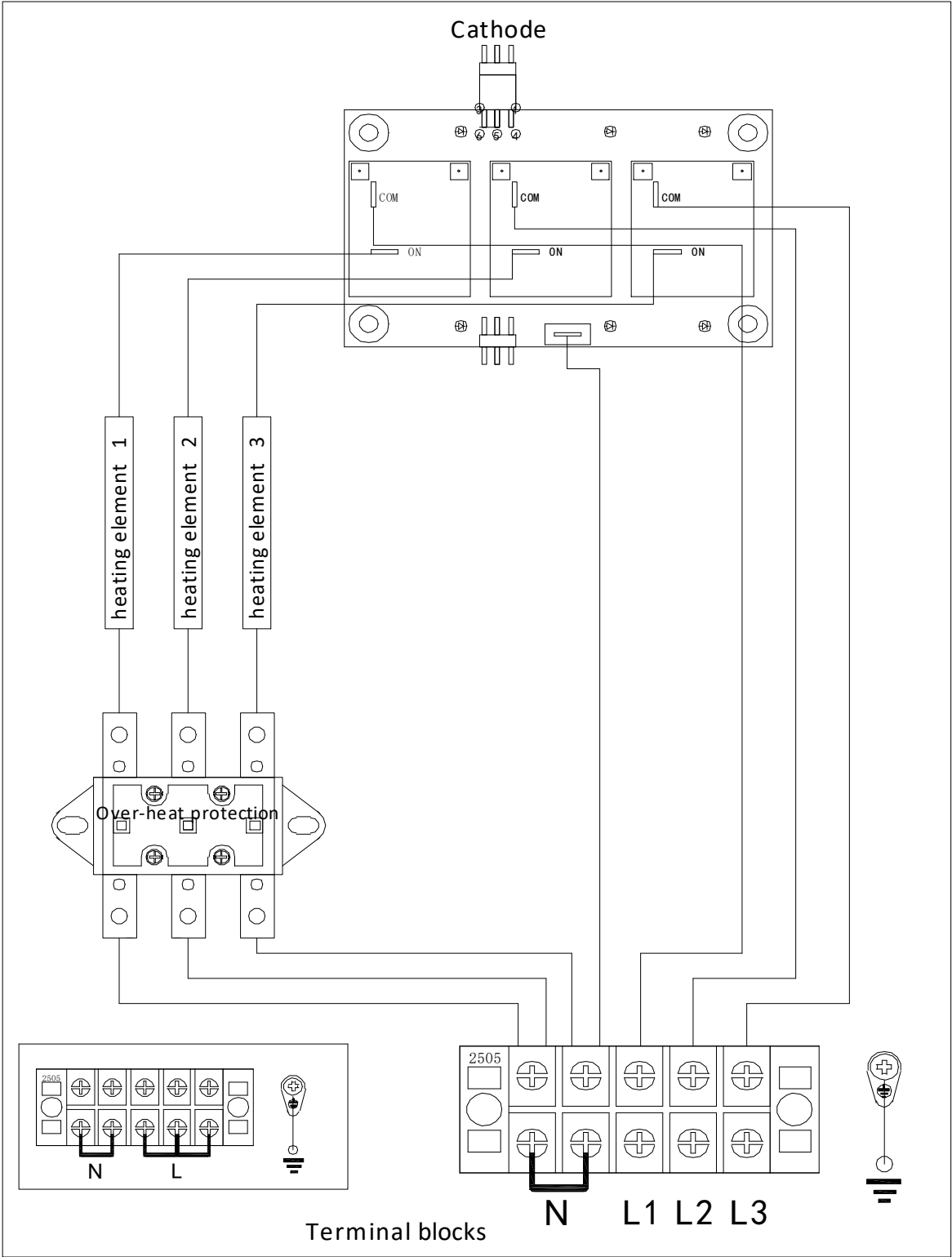


Figure 19 4.5KW 5KW 6KW 7KW 7.5KW European 215 ~240V
Single phase or 380 ~415V 3 phase

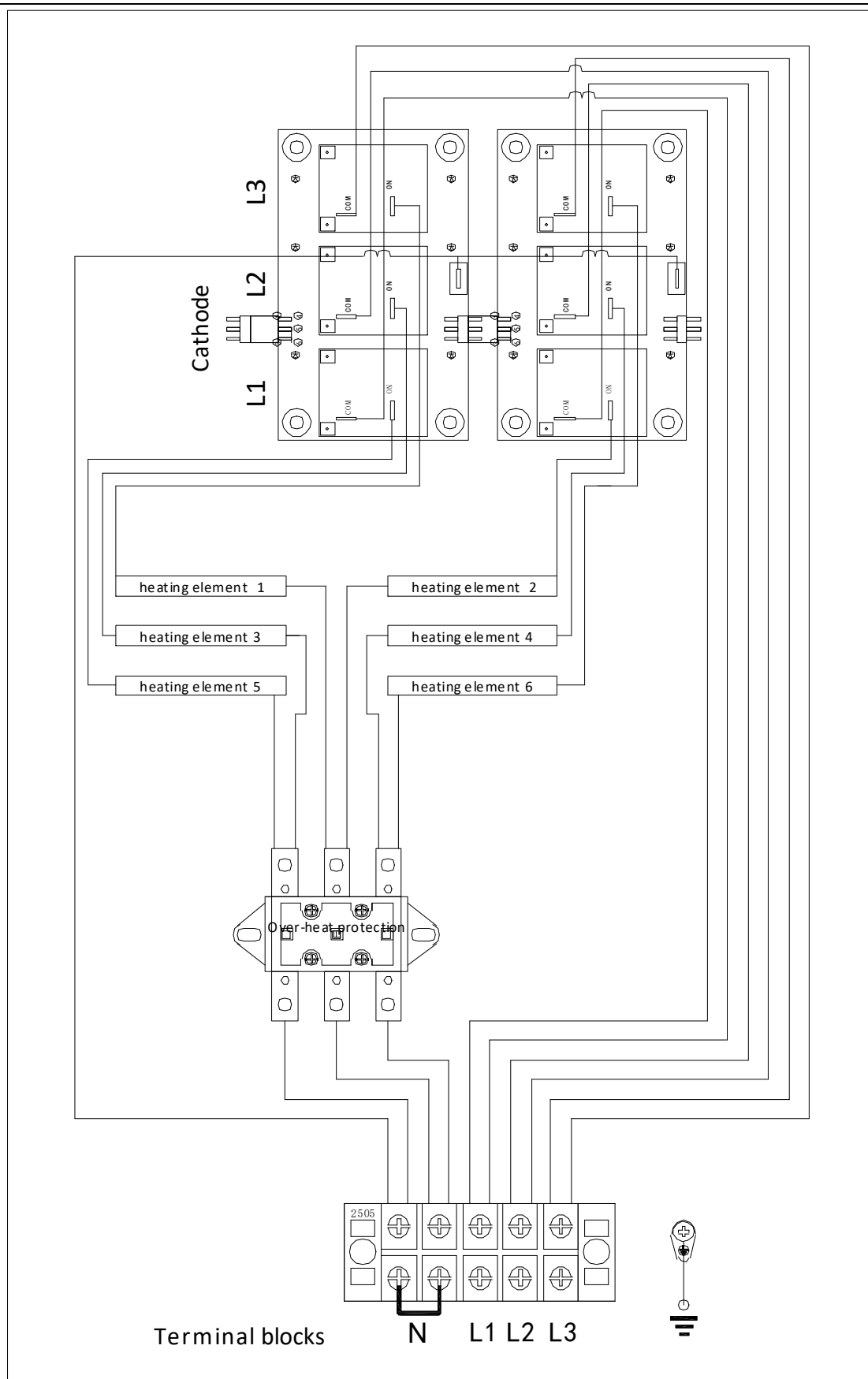


Figure 20 9KW 10.5KW 12KW 13.5KW European 380 ~ 415V 3 phase

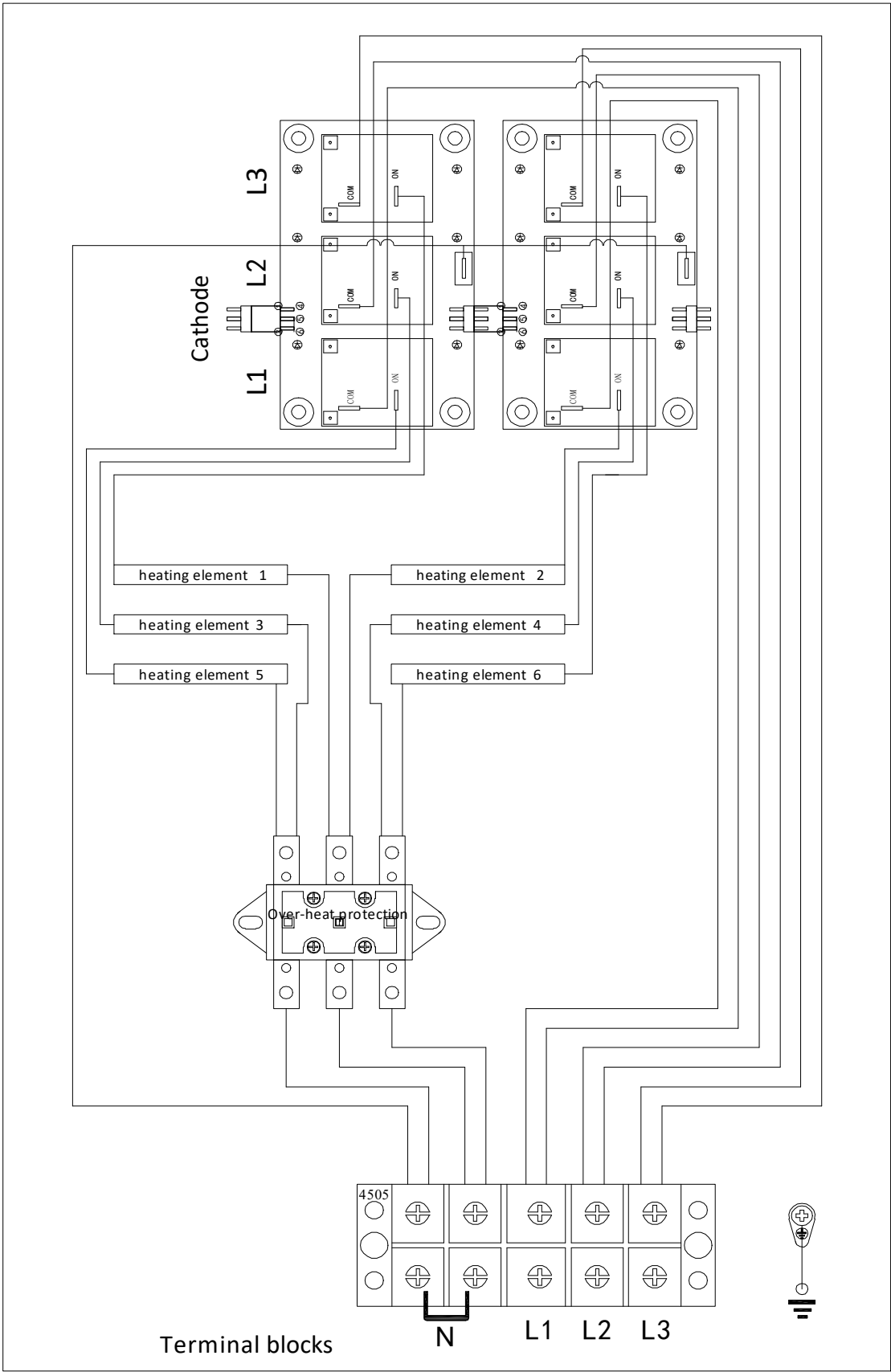


Figure 21 15KW 16.5KW European 380 ~ 415V 3 phase

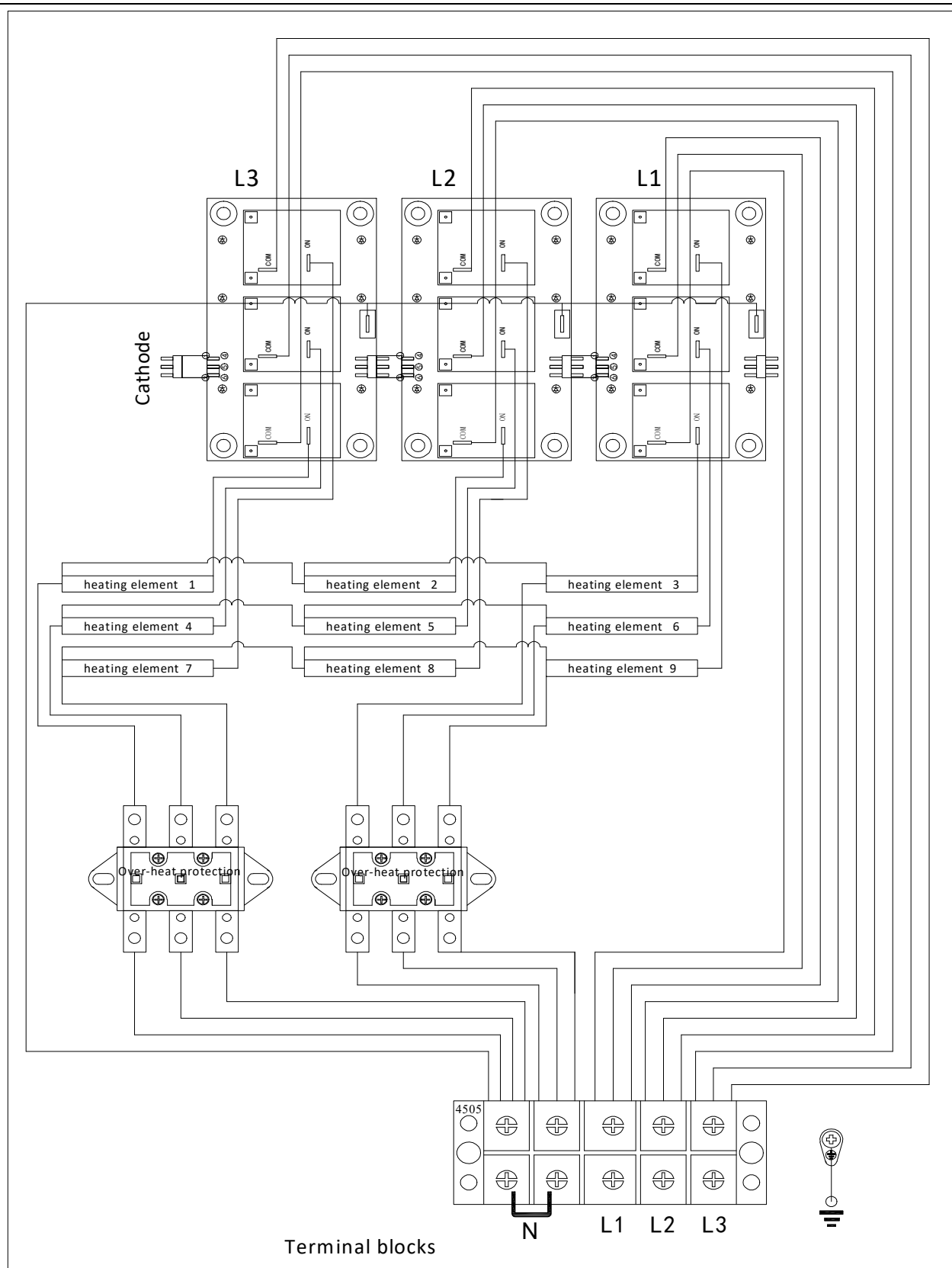


Figure 22 18KW 19.5KW 22.5KW 24KW European 380 ~ 415V 3 phase

6. Function and Operation

6.1 Display panel

i. Display temperature

The LCD will display the temperature measured by the temperature sensor, different controllers will have different range, ref to table 3.

ii. Temperature setting

The temperature setting range is 35°C to 55°C (95°F to 131°F).

The default setting temperature is 43°C (109°F).

iii. Time setting

The maximum time setting is 60 minutes. The default working time is 45 minutes. If the system is programmed to the Continuous Heating mode, the LCD will display CH.

6.2 Function buttons and operation

i. ON/OFF



Press  to switch ON and OFF the system. This is a Toggle switch.

Pressing the button from the OFF state to the ON state will power up the generator and it will fill water automatically. When the water level reaches the required middle water level, the system will begin to heat up (if current temperature is lower than setting temperature). When the water level reaches the maximum level, the water inlet valve will close and the system will enter the automatic operating mode.

The system has a memory function, it will remember the last programmed Time and Temperature settings. However, if the system loses power due to a power outage or switching off the circuit breakers, it will lose all of its memory and will revert to the factory default Temperature (43°C) and Time (45 minutes). The machine automatically goes through a power down sequence when the set time lapses OR when the ON/OFF button is toggled to the OFF state.

ii. Temperature setting



Press  to adjust the temperature.

The LCD and the white LED on the left will blink and display the previous set temperature or the default temperature. If power to the system was interrupted before being powered ON again, the LCD displays the default temperature 43°C (109°F). Press the “▲” or “▼” button to adjust.

iii. Time setting



Press  to adjust the working time.

Press “▲” or “▼” button to adjust the operating time to the desired time. Pressing “▲”

button continuously until the LCD displays “CH” results in the system entering the Continuous Heating/Running mode.

iv. Light



This button can be used as the switch for the external light (under 5A).

The light must connect to an **appropriate power supply**.

The LED is on when the light is turned on.

CAUTION

DO Not directly connect the light to the PCB, neither 12V nor 220V, which will lead to short circuit on PCB. If you need to connect a light, a converted module must be installed (which can be ordered from us).

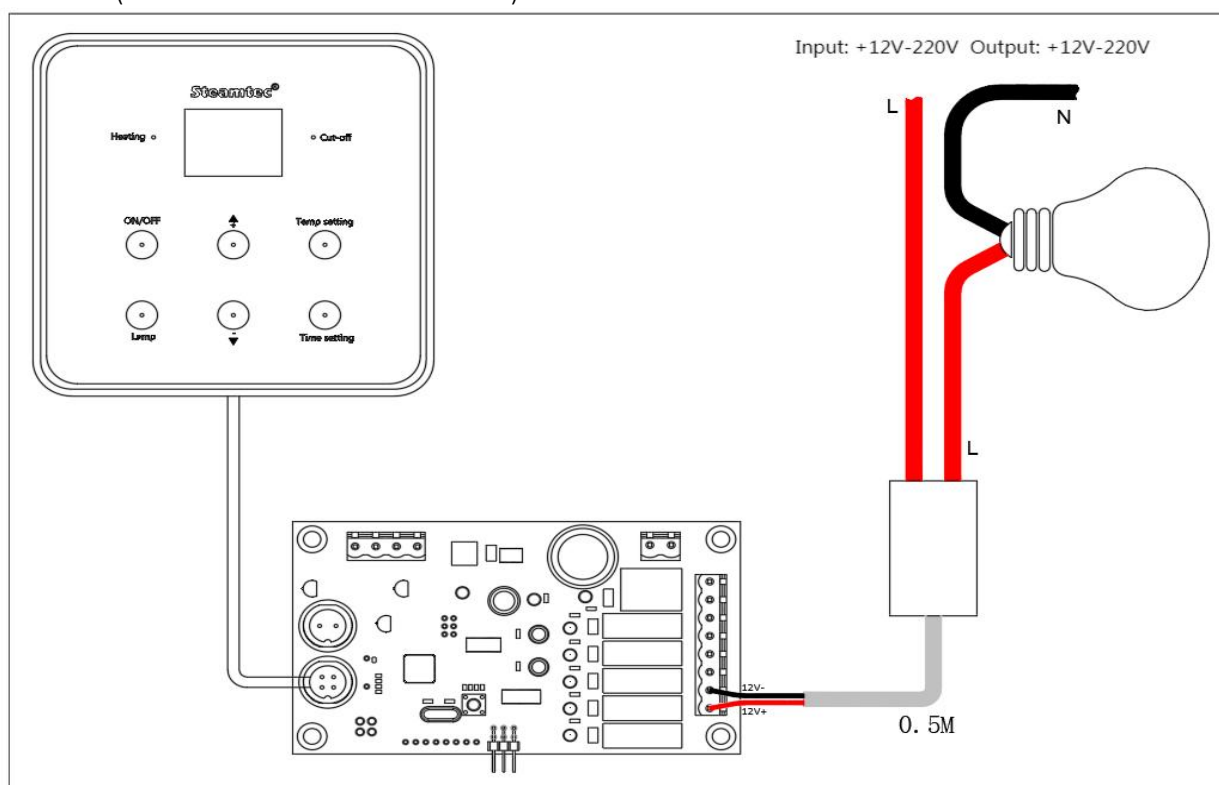


Figure 23

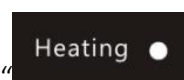
v. ▲ Button

Increase the temperature or time.

vi. ▼ Button

Decrease the temperature or time.

vii. Heating



Indicated by the white LED on the left of the panel with label “Heating”.

viii. Cut-off

This is a Surveillance Mode: indicated by the white LED on the right of the panel with label



“”. If all heating elements stop working and the system is under a Surveillance Mode, where all functions are monitored, the machine will resume heating automatically once the temperature falls below the set level.

6.3 Auto functions

i. Auto filling

Water inlet valve will open automatically once the system is started and fills water automatically until the water level reaches the maximum level. If water level is still lower than the minimum water level for ten minutes after the machine is switched ON, a fault “-E” will be displayed on the LCD panel. All heating elements will stop working.

ii. Auto heating by section/s

The Generator continuously compares the measured room temperature with the set temperature and decides on the number of heating elements that should work.

iii. Auto water supplementing

If the water level is lower than the desired level when operating, auto water supplementing function will be switched on. Once the water level reaches the desired level, auto water supplementing function will be switched off. If the water level is lower than the desired level for three minutes after the water supplementing order is given, a fault “-E” will be displayed and all heating elements will stop working.

iv. Auto drainage and auto wash

When the programmed time has lapsed OR when the **ON/OFF** button is pressed to the OFF state, the system will drain automatically and display “dd” on the LCD panel. The drain valve will be turned on to drain. After a short while the system will open the inlet valve to fill in water in order to wash and cool down the inner tank and heating elements. The whole process takes about 2.5 minutes and the system will shut off automatically after drainage.

v. Auto boot-up

The Elegance touch and EA controller are with auto boot-up function. If you need it, please set it manually.

1. Press  to switch on the system.
2. Press  twice to enter the countdown setting. When display shows“-0”, press“▼” button to adjust the countdown value (-1 ~ -8). For example, if you want to automatically boot up after 3 hours, please set the time value to “-3”. The “-3” will flash on the screen for 5 seconds, then the machine will automatically shut down and enter countdown mode. When the countdown ends, the machine will automatically boot up, with a preset working time of 45 minutes.
3. After 45 minutes, the steam generator will shut down automatically. You can adjust the working time according to your needs.

4. Schedule a boot time only runs once, not in cycle.
5. If a power outage occurs during the countdown process, the automatic boot-up function will be rendered ineffective.

7. Maintenance

- **Disconnect all in-coming power to the machine before carrying out any maintenance.**
- Check if all pipes using are in correct size, please refer to 5.3 Installation of pipeline.
- Since plumbing leaks or clogged steam pipes and diffusers can be both damaging and dangerous, please check for and rectify leaks and clogged pipes when carrying out routine preventative maintenance of the machine.
- Clean the solenoid valve, magnetizer and all the pertinent components in the water supply pipeline regularly - commensurate with local water quality and frequency of usage of the steam generator.
- Use soft towel to clean the controller. Please pay attention to keep the press button controller dry.
- Use soft towel to clean the steam generator body.
- Use soft towel to clean the temperature sensor and box.
- The steam nozzles can be cleaned with mild soap solution.
- When operating, check the equipment for signs of over-heating and check for corrosion of critical electrical and mechanical components.
- **Test the equipment for proper operation after maintenance procedures are completed.**
- **Equipment maintenance must be performed by professionals.**
- Do descaling (there are heating elements and water level sensor inside) regularly.

How often to do descaling?

Hardness	PPM	dH	Mg/l
Very soft	0 to 60 ppm	0 to 4 dH	
Soft	60 to 119 ppm	4 to 8 dH	0-19 mg/l
Medium hard	120 to 179 ppm	8 to 12 dH	20-50 mg/l
Hard	180 to 239 ppm	12 to 18 dH	51-120 mg/l
Very hard	240 to 500 ppm	18 to 30 dH	121-174 mg/l
Extremely hard	over 500 ppm	over 30 dH	>175 mg/l

< 4° dH, very soft water, descaling after 500 hours of use.

> 4° dH, soft water, descaling after 100 hours of use.

> 8° dH, medium hard water, descaling after 50 hours of use.

>12° dH, hard water, descaling after 30 hours of use, installation of a water-softener is recommended.

> 18°dH, very hard and extremely hard water, must install a water purify system. Otherwise, the heating elements will no longer be eligible for warranty service.

NOTICE

Please test your water TDS before installation and keep the data for your future descaling reference.

What can be used for descaling?

Disincrustant (Citric Acid) for coffee or water dispensers can be used.

NOTICE

Pictures/drawings for illustrative purposes only

How to operate machine for descaling?

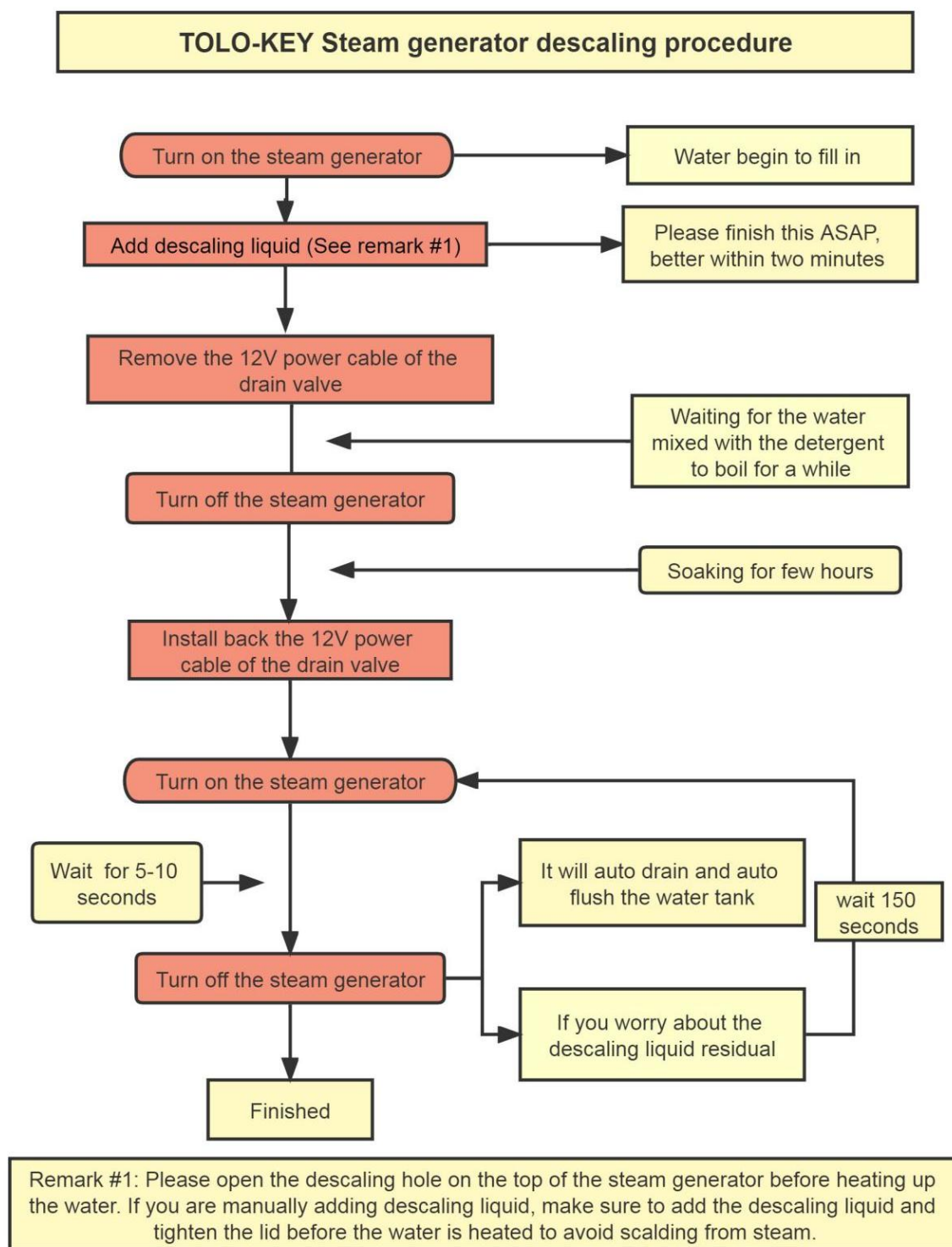


Figure 24

8. Troubleshooting

Repair can only be performed by qualified professionals. For technical assistance please contact your TOLO-KEY dealer.

The TOLO-KEY steam generator has self-diagnose functionality built in and some common fault codes will be displayed on the LCD panel if they occur.

Code	Meaning	Diagnose and Solution
-L	Temperature measured by the temperature sensor is below 6 °C	Check whether the room temperature is below 6 °C, the code should disappear after the room temperature reaches 6 °C. Otherwise check the connection of the sensor.
-H	Temperature measured by the temperature sensor is higher than the controller's temperature display range	Check if the room temperature exceeds the maximum temperature displayed on the controller, the -H icon will disappear once the room temperature returns to match the controller's display (Ref to table 3). If not, please check the connection of the temperature sensor.
-E	Fault on the water supply, heating elements stop working	Check the connection and status of solenoid valve, water supply, magnetizer and water level sensor. After cleaning or replacement, restart the system and you should hear the flow of incoming water.
EE	Connection error between controller and main board	Check the connection wire and connectors between the controller and the main board.
dd	Automatically draining when programmed time has lapsed OR the ON/OFF button has been pressed. Machine will automatically shut down after draining for a few minutes	Normal functionality.

Table 4

If above methods cannot solve your problem, please contact your dealer or us and provide below information:

- 1) Detailed description of the problem: if there is water filling into the tank? If there is steam produced etc.
- 2) Pictures or videos of the relay board when powered on.

- 3) Pictures or videos of the main board when powered on.
- 4) Pictures or videos of the control display when powered on.
- Please refer to the figure 1 and figure 7 for the location of the parts.
- **WARNING** Switch off the Power Isolator before disassembling the machine.
- A manual resetting 110°C temperature control switch is installed in the steam generator for over-heat protection. If temperature of inner tank exceeds 110°C, the switch will automatically disconnect power supply to heating elements. In the event this occurs, it is necessary to disconnect all power supplied to the steam generator and wait for the generator to completely cool down. Then carefully check all heating elements, water level sensors, relays on the sub-board and the water supply pipeline. The temperature switch should only be manually reset after the fault has been located and cleared.

9. Warranty Policy

- (1) The steam generator (except heating elements) carries a 36-month warranty when installed for home use. For steam generators intended for home use but installed in public or commercial venues such as communal saunas in apartment complexes, hotels, leisure centers, gyms etc. has its warranty period reduced to 12 months.
- (2) The heating element carries a 12-month warranty when installed for home use and a 6-month warranty when installed for public or commercial use under water purification system and timely maintenance.
- (3) The touch screen controller carries a 24-month warranty when installed outside the steam room and carries a 12-month warranty when installed inside the steam room.
- (4) The press button controller carries a 24-month warranty when used in a home and carries a 12-month warranty when used in a commercial application.
- (5) Warranty period will count from the ex-factory date of the steam generator.
- (6) If the after sales problems are found to be caused by the user's failure to perform regular maintenance on the machine, the warranty will be null and void.
- (7) Limited free warranty only includes us providing free spare parts and our remote services; and does not include any other direct or indirect costs / losses.
- (8) Limited warranty is offered to all customers. Please provide the maintenance record (Regular descaling records) when you request for warranty services.
- (9) Our company has the right to decide whether to repair or to replace a part. Approval must be obtained from our company before shipping back a product. The customer bears transportation fees and any parts fee (when applicable) in advance.
- (10) This warranty does not cover any damages, malfunction or failures caused by, or resulting from unauthorized installation, maintenance and repair, improper power supply etc.
- (11) Damage caused by accident, misuse of chemical products, or any other reasons which are beyond our company's control will not be covered. Any product whose label, nameplate has been removed, altered, damaged is not covered either.
- (12) Use in a high salinity or any other extreme corrosive environment is not covered by the warranty.
- (13) After the warranty period lapses, support services are still available to our customers when all costs are covered by the customer.
- (14) The buyer must report any faults and malfunction of the product immediately or within 14 days of their appearance. The report can be made to the manufacturer, the supplier, or an

installation company authorized by the manufacturer. Warranty claims must be made no later than 14 days after the warranty period for the product has expired.

- (15) The buyer must take good care of the product. **When receiving the product, the buyer must inspect it for damage caused during transport and storage.** Any damage must be reported to the supplier or the delivery company immediately. The manufacturer is not responsible for any issues, malfunction or defect that are the result of transportation or incorrect storage, installation or use not in accordance with the manufacturer's recommendations, neglect of maintenance, or the placement of product in conditions that do not meet the manufacturer's recommendations.
- (16) Please contact our company if you need additional information. Thank you.

Appendix: Specifications of our Special Models

Model	Power KW	Voltage V/current A	Power wire size N*mm ²	Fuse or breaker A
TOLO-90	9.0	215-240/41	3*10.0	60
TOLO-105	10.5	215-240/48	3*10.0	60
TOLO-120	12.0	215-240/55	3*10.0	100

Table 5

NOTICE

We do not recommend customers to choose special models. However, we can support customized services or any other requirements - should they have special needs due to space or power-supply constrain.

For more information, please contact us at info@tolosauna.com

MAINTENANCE RECORD (Regular descaling records)

[illegible]