

J-1, J-2, J-200 and J-2000 Models

PROBLEM	POSSIBLE CAUSE	SOLUTION
Steamer works poorly or cycles ON and OFF while steaming.	The unit probably needs a thorough cleaning. Possible thermostat trouble.	Jiffy® Liquid Cleaner may solve the problem, but manual cleaning is the best solution at this point. The heating element must be disassembled and cleaned out manually.
The green indicator light does not illuminate when turned to ON position.	The fuse wire is bad. The cordset is bad. Wires may be disconnected. The switch is bad. The unit is not plugged in. The outlet may be defective or inoperable..	Check the unit's current flow and replace defective part.* Try to plug the unit into another outlet.
On units purchased in 1986 and before, the red indicator light illuminates but the unit never heats or steams.	The heating element may be bad.	Replace the heating element and control kit. This may be done by you, an authorized repair center, or by a Jiffy® Steamer Company technician.
The steamer spits water from the steam head.	The steam head may be cracked or damaged. The unit has been overfilled (4 quarts maximum). The rod set is not fully assembled (three sections for most models and four sections for drapery steamers).	Replace head once signs of excess wear are apparent. Never fill the steamer with more than 4 quarts. Make sure the hose is straight and that it has no kinks which may trap condensation in the hose.
Unit does not produce steam when green indicator light is on.	Check water level to make sure unit is not out of water. Heating element may be bad. Wire may be disconnected.	Turn unit off, allow cool down period and refill water container. Check unit with a voltage meter (if qualified).

Esteam®

PROBLEM	POSSIBLE CAUSE	SOLUTION
Steamer works poorly or cycles ON and OFF while steaming.	The unit has sediment build-up and needs a thorough cleaning. Possible thermostat trouble.	Use Jiffy® Liquid Cleaner to clean off element. A small brush may be needed to help scrub unit. Replace thermostat on unit.
The red indicator light illuminates but the unit never heats or steams.	Possible blown fusible link wire. Possible blown element.	Replace fusible link wire or replace element in unit. This may be done by you, an authorized repair center, or by a Jiffy® Steamer Company technician.
The unit spits water from steam cap.	The unit is being over-filled. The unit needs to be cleaned out inside tank and cap.	For best results from your steamer, use Jiffy Liquid Cleaner periodically to remove sediment deposits from your water (every 3 to 4 months) depending on how much the unit is used. Do not over-fill unit above max water mark indicated on side of unit.

J-4000 Model

PROBLEM	POSSIBLE CAUSE	SOLUTION
The red indicator light remains ON for over 20 minutes, but no steam is produced from the unit at the STEAM setting.	The heating element may be bad. Control may be bad. Check water level.	Replace the heating element and reseal the tank assembly with high temperature silicone.
The red indicator light does not illuminate when the switch is turned to the PREHEAT or STEAM setting.	The fuse wire is bad. The cordset is bad. Wires may be disconnected. The switch is bad. The unit is not plugged in.	Check the unit's current flow and replace defective part.*
The red indicator light works on the PREHEAT or STEAM setting, but not on both.	Wires may be disconnected. The switch is bad. The L170 control thermostat is bad.	Replace the heating element and control kit. This may be done by you, an authorized repair center, or by a Jiffy® Steamer Company technician.
The steamer spits water from the steam head.	The steam head has a crack or blemish. Hard water sediment has built up in the head. The unit has been overfilled (4 quarts maximum). The rod set is not fully assembled (three sections for most models and four sections for drapery steamers).	Replace head once signs of excess wear are apparent. Never fill the steamer with more than 4 quarts. Make sure the hose is straight and that it has no kinks which may trap condensation in the hose.
The steamer leaks water at the base of the unit.	There may be a hole in the tank (most common with older model units using aluminum tanks). The brass couple between the hose and unit may be loose. The silicone sealant around the tank assembly is leaking.	The faulty tank must be replaced with a new stainless steel tank. This involves replacing the tank, lid, and housing. This task is best serviced by a Jiffy® Steamer Company technician. Tighten hose couple with a wrench. Reseal the tank and lid with a high heat silicone.

PLEASE NOTE: Each of these items serve as simple suggestions and hints when repairing your Jiffy® Steamer. To insure professional service, please send your unit to the plant for authorized personnel to repair the steamer.