



OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

ELECTRIC ALL-PURPOSE STEAM CLEANER

15-AMP HEATING POWER | CLEAN + SANITIZE

Model STM30E-RM

Form No. SJ-STM30E-RM-880E-M-V1

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IMPORTANT!

Safety Instructions

All Operators Must Read These Instructions Before Use

Any electrical appliance can be dangerous if used incorrectly. Some of the safety precautions given in this manual apply generally to many appliances. Other warnings are specific to the use of this electric steam cleaner.

Always follow these safety guidelines. Failure to do so may result in personal injury or property damage.

⚠️ WARNING! This unit can be dangerous! Careless or improper use can cause serious injury.

General Safety

FOR HOUSEHOLD USE ONLY

Before using, be sure that everyone using this tool reads and understands all safety instructions and other information contained in this manual. Save this manual and review it frequently prior to using this tool and when instructing others on the proper operating procedures.

Before using the steam cleaner, take the time to familiarize yourself with the controls, especially how to stop the steam cleaner in an emergency. The only individuals who should use the steam cleaner are those who have a thorough understanding of the instructions and who know how to operate the machine. Children should never be allowed access to the steam cleaner.

Retain this manual for future reference.

1. **Do not immerse in water.**
2. **Household use only.**
3. **Indoor use only.**
4. **Not for space heating purposes.**
5. **Keep bystanders and children away** – All bystanders, including children and pets, should be kept a safe distance away from the work area.
6. **Disconnect tool** – Disconnect the steam cleaner from the power supply when not in use, before servicing, when transporting, or when changing accessories.

7. **Do not use in dangerous environments** – Do not use the steam cleaner in rain, damp or wet locations. Do not operate the steam cleaner in gaseous or explosive atmospheres.

8. **Check for damaged parts** – Before using the steam cleaner, repair or replace any part that is damaged. In addition, check for alignment of moving parts, binding of moving parts, breakage of parts, and any other conditions that may affect the tool's operation.

Inspect the appliance cord periodically. If damage is found, have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged.

9. **Avoid unintentional starting** – Make sure the switch is off before plugging in the appliance.

10. **Use the right tool** – Do not force the tool or any attachment on the tool to do a job for which they were not designed.

11. **Maintain tools with care** – Keep tools clean for best and safest performance. Follow instructions for changing accessories. If the appliance is not working as it should, or has been dropped, damaged, left outdoors, dropped into water, please call Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

12. **Use recommended accessories** – Consult the owner's manual for recommended accessories. The use of improper accessories may cause risk of injury.

13. **Do not abuse the cord** – Never carry the appliance by its cord or yank it to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.

14. **Do not force the appliance** – It will do the job better and with less likelihood of a risk of injury if it is used at the rate for which it was designed.

15. **Do not overreach** – Keep proper footing and balance at all times.

16. **Store idle tool indoors** – When not in use, the steam cleaner should be stored indoors in a dry and locked-up place out of the reach of children.

17. **Stay alert** – Watch what you are doing. Use common sense. Do not operate the steam cleaner when you are tired or under the influence of drugs, alcohol or other medication.

⚠CAUTION! To provide continued protection against risk of electric shock, connect to properly grounded outlets only.

Personal Safety

Do not steam clean, or use this steam cleaner near flammable liquids, gases, or explosive vapors like gasoline or other fuels, light fluids, cleaners, oil-based paints, natural gas, hydrogen, or explosive dusts like coal dust, magnesium dust, grain dust or gun power. Sparks generated by the unit can ignite flammable vapors or dust.

- This steam cleaner is only for indoor use. Do not use it outdoors.
- Children in the work area must be supervised to ensure that they do not play with the appliance. This appliance is NOT a toy and should never be used as such.
- Never leave a machine that is ready for operation unattended at the workplace.
- Do not use the tool with a damaged plug. If the tool is not working as it should or has been dropped, damaged, left outdoors or dropped into water, contact the Snow Joe® + Sun Joe® customer service department at 1-866-SNOWJOE (1-866-766-9563).
- Do not use without the nozzle in place.
- Carefully inspect your appliance prior to use and follow all label and marking instructions.
- Do not handle plug or the unit with wet hands.
- To reduce the risk of health hazard from vapors or dust, do not steam clean toxic material.
- Do not store near hazardous material.
- Do not leave the steam cleaner unattended when plugged in. Unplug from the power source when not in use.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings.
- Maintain proper footing and use extra care when using the appliance on stairs.
- Service on the product must be performed by qualified repair personnel only. Service or maintenance performed by unqualified personnel could result in injury to the user or damage to the product.
- This steam cleaner is intended for residential use only. Commercial use of this product is prohibited and will void the manufacturer's warranty.
- Never douse or squirt the unit with water or any other liquid. Clean the unit after use every time as described in the cleaning and storage section.
- Always operate the machine in an upright position. Do not operate it tilted to one side or even upside-down.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric steam cleaner. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.

2. Make sure that the mains voltage matches that listed on the unit's rating label. Using the improper voltage can damage the steam cleaner and injure the user.
3. To prevent electric shock, use only with an extension cord suitable for indoor use only, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

4. Use only a 3-wire extension cord that has a 3-blade grounding plug, and a 3-slot receptacle that will accept the plug on the product.



WARNING



Electric shock may cause SEVERE INJURY or DEATH. Heed these warnings:

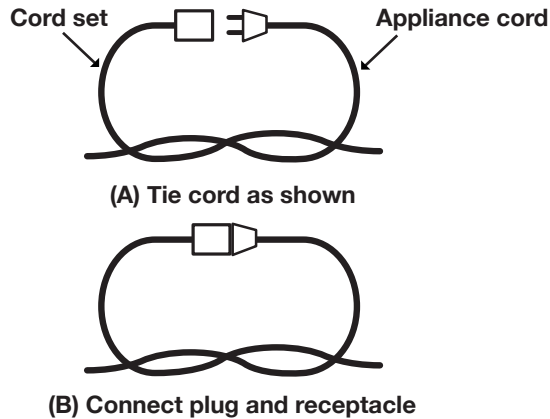
- Do not allow any part of the electric steam cleaner to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Do not use an extension cord over 10 ft. The steam cleaner comes equipped with a 6 ft power cable. Combined cord length must not exceed 16 ft. Any extension cord must be 14-gauge (or heavier) to safely power the steam cleaner.
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

EXTENSION CORD CHART

Cord Length:	10 ft (3 m)
Min. Wire Gauge (A.W.G.):	14

5. To prevent the appliance cord from disconnecting from the extension cord during operation, make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



6. Do not abuse the cord. Never pull the steam cleaner by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges.
7. To provide continued protection against risk of electric shock, connect to properly grounded outlets only.

- Do not operate the unit without water in the tank.
- Do not overfill the water tank. The unit can hold a maximum of 33.8 oz (1 L) of water. Over filling the water tank may cause damage to the machine and injury to the operator.
- Do not fill the water tank with any fluid other than water. Other cleaning agents could damage unit or cause injury. Distilled or de-mineralized water is **HIGHLY RECOMMENDED** in order to minimize build-up of mineral deposits.
- Do not run the unit for more than 1 hour at a time.
- Do not direct steam at people, animals or electrical devices.
- Do not touch the nozzle or try to connect any attachments while the unit is in use. Do not touch attachments or attempt to attach the cotton cloth while unit is in use.
- NEVER tilt or turn the machine over when it is switched on or producing steam.
- Do not unplug by pulling on the cord. Always grasp the plug to disconnect from power.
- Do not expose machine to freezing temperatures.
- Do not place steam unit on a wet surface or operate near a water source.
- Do not place unit on towel, blanket or other insulating pad.
- Do not immerse in water.
- Not for space heating purposes.

Specific Safety Rules for Steam Cleaner

The manufacturer will not be held responsible for injuries resulting from incorrect use of the device or from use that does not comply with the directions.

NOTE: This steam cleaner is intended for indoor household use only.

⚠ WARNING! To reduce the risk of electric shock, do not use outdoors or in damp or wet environments. Do not expose to rain. Store indoors in a dry place.

⚠ WARNING! For your own safety, read and understand the operator's manual. Do not run the unit unattended.







⚠ DANGER! This steam cleaner is not for use on electronic devices.

⚠ CAUTION! To reduce the risk of injury, unplug the unit before servicing.

⚠ CAUTION! Never leave the brushes or nozzles in one spot on any surface for more than a few seconds. Prolonged exposure to heat and moisture may damage surfaces.

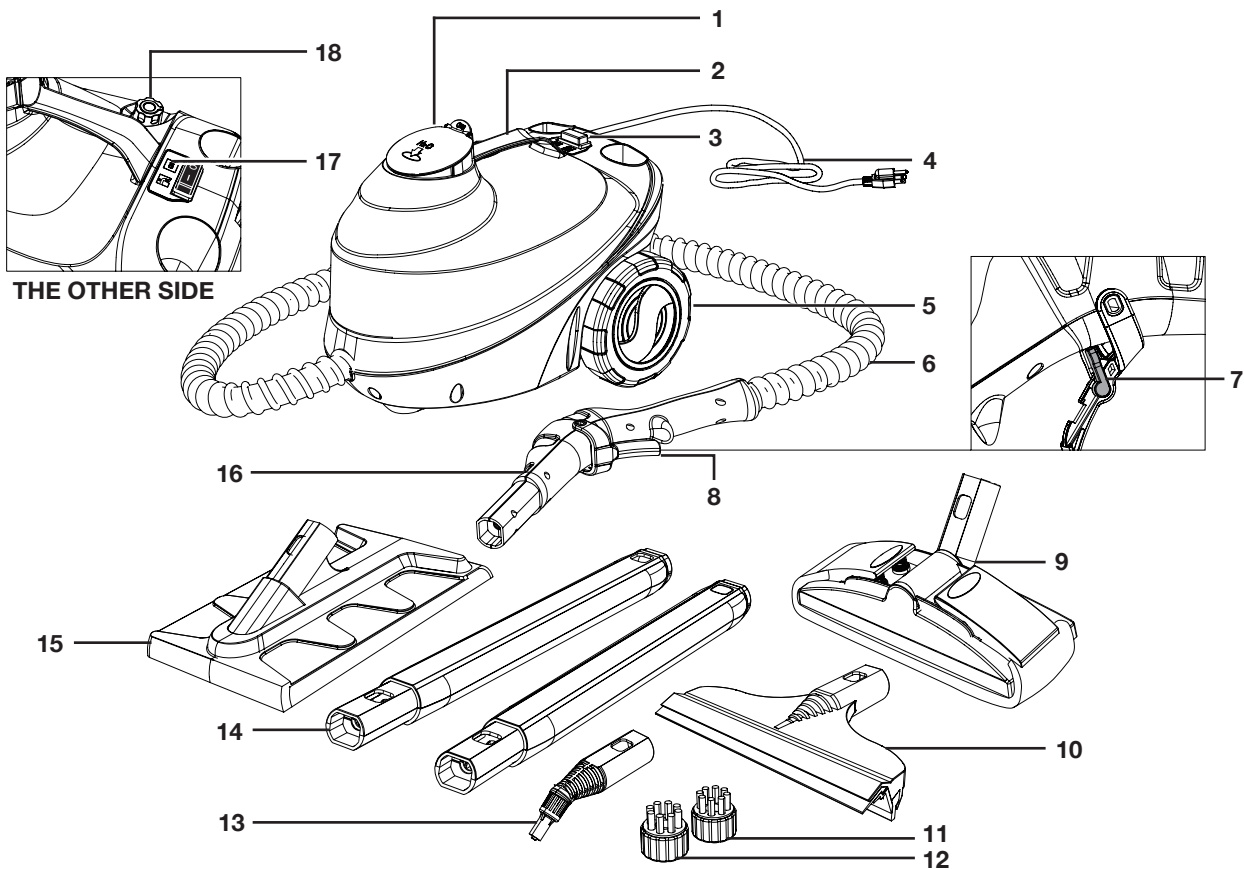
Safety Symbols

The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	Safety alert. Exercise caution.		To reduce the risk of injury, user must read the instruction manual.
	To reduce the risk of electric shock, do not use outdoors or in damp or wet environments. Do not expose to rain. Store indoors in a dry place.		WARNING! Always turn the machine OFF and disconnect the electrical power before conducting inspection, cleaning and maintenance. Remove the plug from the outlet immediately if the cord is damaged or cut.
	Immediately remove the plug from the mains if the power cable is damaged, frayed or entangled. Always keep the power cable away from heat, oil and sharp edges.		Risk of burns, surface of appliance becomes hot during operation. Not for space heating purposes.

Know Your Electric Steam Cleaner

Read the owner's manual and safety instructions carefully before operating the electric steam cleaner. Compare the illustration below to the electric steam cleaner in order to familiarize yourself with the location of the various controls and adjustments. Save this manual for future reference.



- | | | |
|-----------------------|--|---------------------------|
| 1. Water tank opening | 7. Safety lock | 13. Jet nozzle |
| 2. Carrying handle | 8. Trigger | 14. Extension tubes (2) |
| 3. On/Off switch | 9. Large cleaning brush + cotton cloth | 15. Wallpaper steam plate |
| 4. Power cord | 10. Window/Tile squeegee | 16. Trigger gun |
| 5. Rear wheels (2) | 11. Nylon utility brush | 17. Indicator lights (2) |
| 6. Steam hose | 12. Copper utility brush | 18. Flow adjustment knob |

Technical Data

Heating Power.....	15A	Adjustable Steam Rate	20 g/min – 40 g/min
Rated Voltage	120V ~ 60 Hz	Heat Exchanger Material	Aluminum
Tank Capacity.....	33.8 fl oz (1 L)	Heating Time	35 seconds
Max Steam Time (Full Tank)	40 min	Steam Hose Length	8 ft (2.4 m)
Steam Temperature Max	212°F (100°C)	Power Cord Length	6 ft (1.8 m)
Max Pressure	50 PSI	Weight	7.1 lbs (3.2 kg)
Rated Pressure	30.5 PSI		

Unpacking

Carton Contents

- Electric steam cleaner
- Large cleaning brush + cotton cloth
- Window/Tile squeegee
- Nylon utility brush
- Copper utility brush
- Jet nozzle
- Extension tubes (2)
- Wallpaper steam plate
- Trigger gun
- Manuals + Registration card

1. Carefully remove the electric steam cleaner and check to see that all of the above items are supplied.
2. Inspect the product carefully to make sure no breakage or damage occurred during shipping. If you find damaged or missing parts, DO NOT return the unit to the store. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the steam cleaner. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

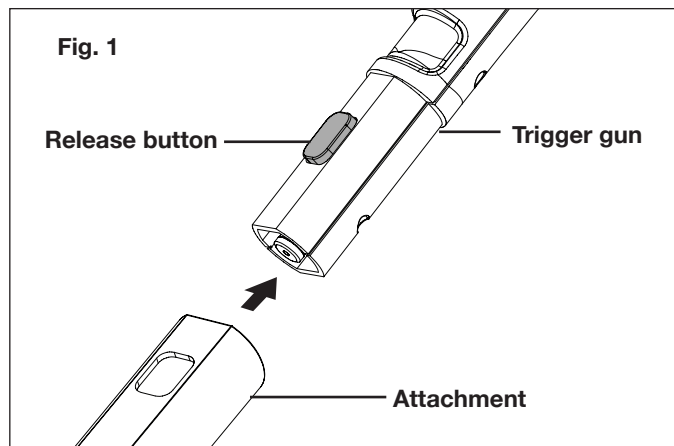
⚠ WARNING! To avoid serious personal injury, read and understand all safety instructions provided.

⚠ WARNING! Before performing any maintenance, make sure the tool is unplugged from the power supply. Failure to heed this warning could result in serious personal injury.

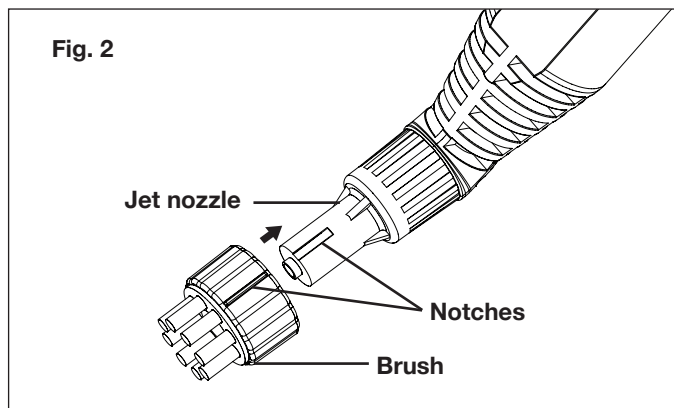
⚠ WARNING! To prevent personal injury, make sure the switch is in the OFF position before attaching or removing any attachments.

Changing Brush Attachments

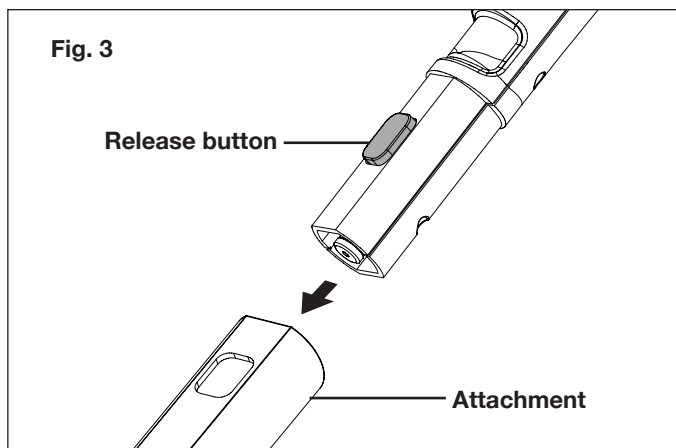
1. Press and hold the release button on the trigger gun to attach: the large cleaning brush, squeegee, jet nozzle, extension tubes, or wallpaper steam plate. Press the release button on the trigger gun while sliding on the attachment until it clicks into place (Fig. 1).



2. To attach either of the brush attachments, align the notches on both the brush and the jet nozzle and snap together (Fig. 2).



3. To detach the accessories, push the release button on the trigger gun and slide the attachment off the trigger gun (Fig. 3).



Using the Accessory Kit

NOTE: All accessories use different amounts of steam. For example, cleaning with the trigger gun uses less water than removing wallpaper with the steam plate. Using less water will provide a longer steam time.

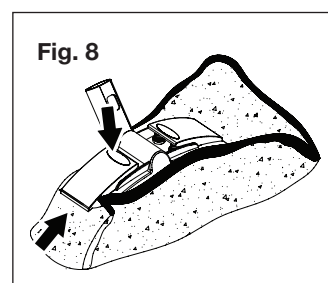
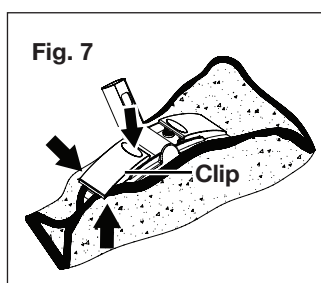
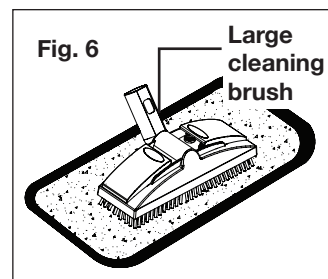
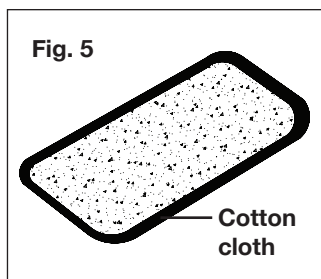
1. The large cleaning brush can be used with or without the cotton cloth. It can be used to clean large areas of surfaces such as upholstery, ceramic, stone, parquet, marble, granite, linoleum and carpet (Fig. 4).



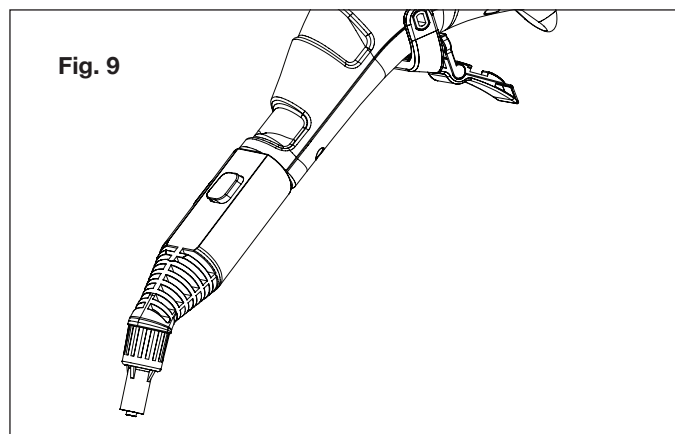
2. To attach the cotton cloth to the unit, lay it on a flat surface and place the large cleaning brush over it. Press and hold down on one of the brush's clips and fold an end of the cloth under the clip. Release the clip to secure the cloth in place. Repeat on the other side. To detach, hold each clip open to release the cloth (Figs. 5 - 8).

NOTE: Do not remove the cotton cloth while the machine is in operation or warm to the touch.

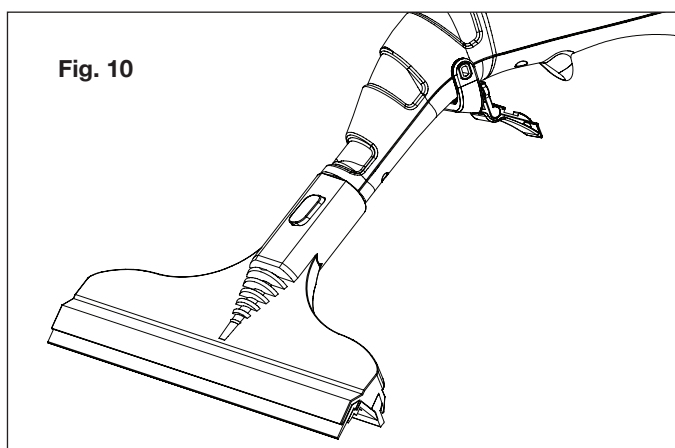
NOTE: The cotton cloth is machine washable and dryer safe. Wash with warm water after each use.



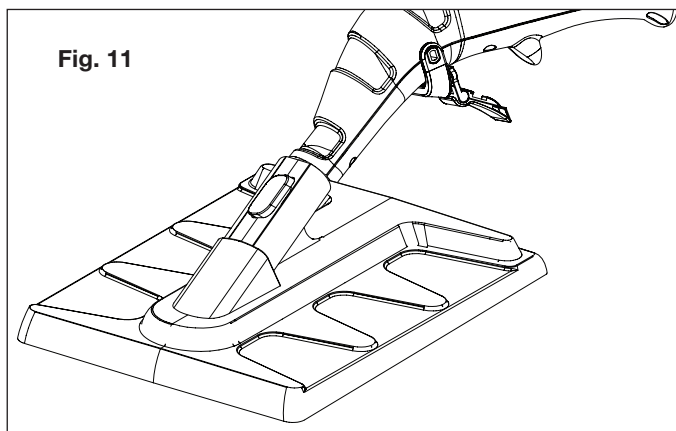
3. Use the jet nozzle to disinfect bathroom and kitchen fixtures and small areas (Fig. 9).



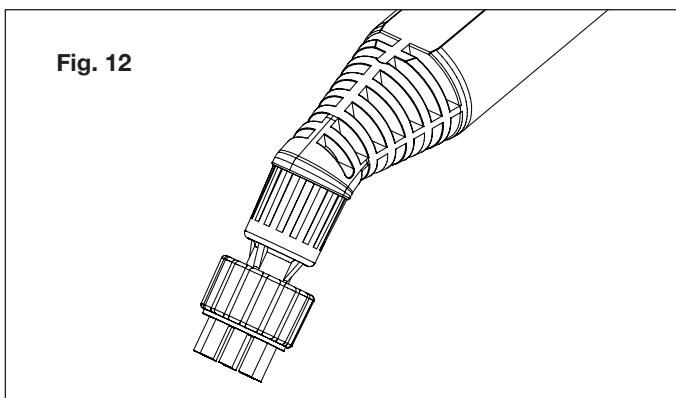
4. Use the squeegee to clean bathroom shower doors, walls, fireplace doors, windows and tiles. The rubber blade on the squeegee can be used to scrape away the dirt and grime that the steam has loosened. Do not use on glass when temperature is below 32° F (0° C), glass may crack in cold temperatures (Fig. 10).



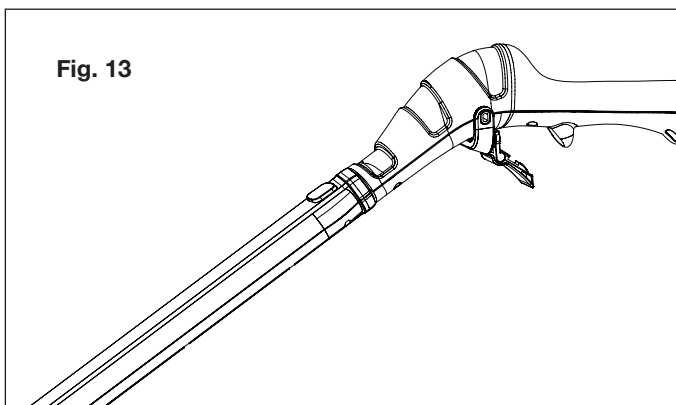
5. Use the steam plate only to remove wallpaper. For best results, use a putty knife or scoring tool to lightly score the wallpaper in a crisscross pattern before steaming. The perforations will help steam to penetrate the wallpaper. To remove, hold the steam plate flat against the scored wallpaper. Hold down the trigger for 15-20 seconds. Repeat this process in sections and remove the steamed section with a scraper blade. (Fig. 11).



6. Use the nylon brush in hard-to-reach areas like grout and around sink and bathroom faucets. Use the copper brush to remove grease and grime from on grills and ovens (Fig. 12).



7. Use the extensions to help with floor cleaning and to reach into higher or narrower areas (Fig. 13).



NOTE: This steam cleaner may be used with or without accessories. Visit page 7 for attachment assembly directions.

Operation

⚠ WARNING! DO NOT FILL THE STEAMER WITH ANY LIQUIDS EXCEPT CLEAN WATER. Do not use household cleaners, bleach or any other chemicals with this steamer.

⚠ WARNING! NEVER use more than two extensions when using the steamer.

⚠ WARNING! NEVER attach extensions or accessories while unit is emitting steam.

NOTE: Distilled water is recommended for use. Mineral build-up from tap water can shorten the life of the steamer.

Starting + Stopping

Before using the trigger gun on the surface you wish to clean, spray into a sink or empty bucket to purge any remaining cold water.

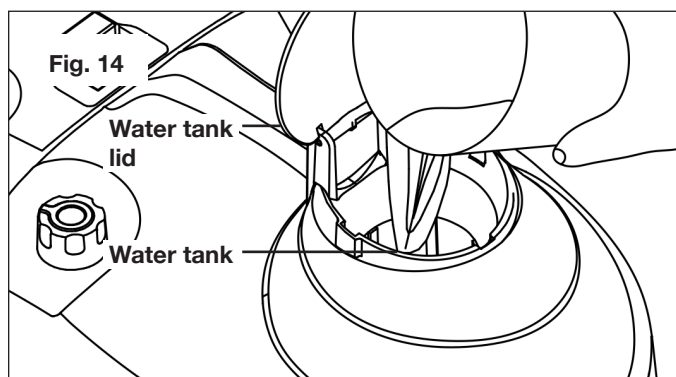
Before turning the unit on, always check the power cord for signs of damage. Use only intact cords.

⚠ WARNING! Damaged cords pose a severe risk of injury. Replace damaged cords immediately.

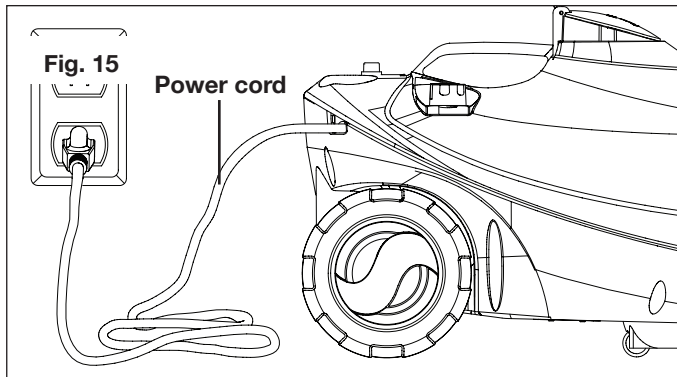
⚠ WARNING! Before switching on the steam cleaner, make sure that it is not in contact with any foreign objects.

1. Open the water tank lid, fill the tank with 1L of clean tap water (distilled water recommended). DO NOT OVERFILL. A full tank will provide 20-40 minutes of continuous steam depending on the attachment used (Fig. 14).

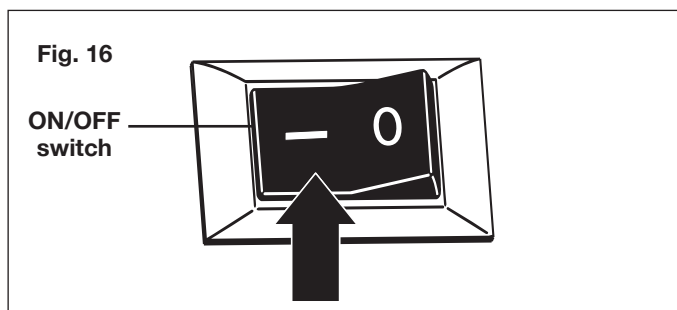
NOTE: It is recommended to use a funnel or other container (not provided) to help fill the tank.



2. Make sure that any attachments are properly secured onto the unit.
3. Check that the electrical supply voltage and frequency (Volt/Hz) correspond to those specified on the rating plate. Plug the power cord into the outlet (Fig. 15). If an extension cord is used, make a knot with the two cords as shown in Table 1 on page 4.



4. To start the unit, turn the ON/OFF switch to the ON position (Fig. 16), as indicated.



5. Before using the steamer, wait for the unit to heat for 35 seconds. If the green light is flashing, the unit is still warming up. If the green light is on steadily and not flashing, the steamer is ready for use (Fig. 20). Look at the light indicator section on page 11 for more information about the light indicators.
6. Point the steam nozzle (and any connected accessories) towards the surface you would like to steam, then press and hold the steam trigger.

⚠ CAUTION! Never point the steam nozzle or any accessories at yourself, other people, children, pets, and plants.

7. Hold the trigger down for a steady flow of steam. It is recommended to use a slight back-and-forth motion over the area you are steaming. Wipe steamed areas with a clean cloth to remove loosened dirt and grime. It is recommended to wipe the area while it is still wet. However, use caution when wiping surfaces such as metal that may still be hot.

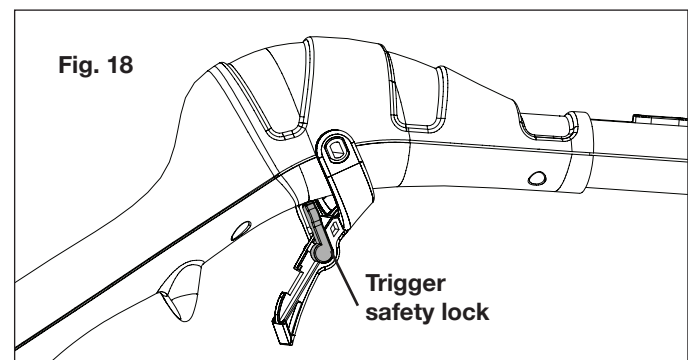
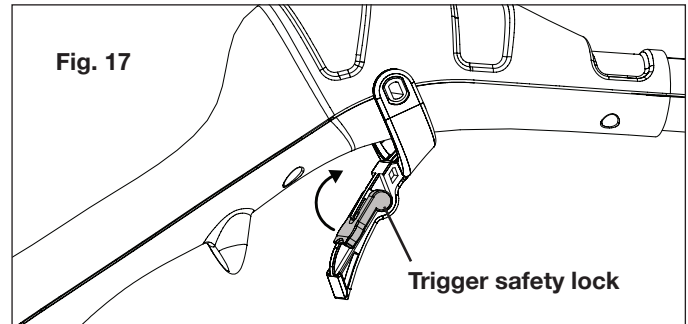
NOTE: The green light may start flashing during use. This is normal, the unit is simply heating. If you notice a drop in steam pressure, release the trigger until the green light has stopped flashing.

8. To kill bacteria and other microorganisms effectively, hold the nozzle (and any connected accessories) approximately 1/2 inch from surface you are steaming. Hold the trigger in the same spot for at least 5 seconds.
9. When you are finished steaming, turn the ON/OFF switch to the OFF position (O), as indicated (Fig. 16) and unplug the power cord from electrical outlet. Follow steps in the Storage section on page 12 of this manual.

Using the Trigger Safety Lock

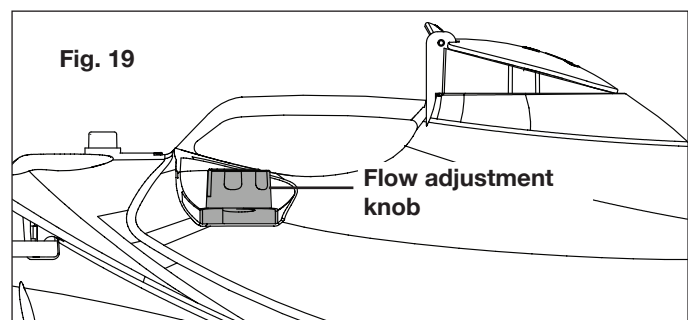
The nozzle has both a trigger and safety lock. The trigger controls the steam that comes from the nozzle.

1. Use the safety lock to prevent the trigger from being pulled. While the trigger is not in use, lift up the safety lock and push it into place (Figs. 17 - 18).



Adjusting the Flow

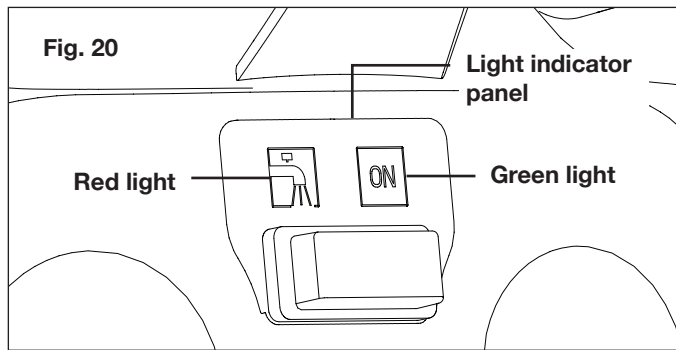
The flow adjustment knob allows you to control the amount of steam at any time during use (Fig. 19).



Adding More Water

Water can be added at any time during use. Please be sure that there is enough water in the steamer. Use the indicator lights to help determine when to add more water.

Light Indicator Panel



- **Green light is flashing:** The unit is heating.
- **Green light is illuminated:** The steamer is heated and ready to use.
- **Red light is flashing:** Low-water indicator. More water is needed.
- **Red light and Green light flash alternately:** Low-energy mode is on.
- **Red light and Green light flash at the same time:** The water tank temperature is too high. Add water, then either turn off the unit or pull the trigger once to wake the system from standby mode.
- **Red light is illuminated:** The unit may need repair. contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Automatic Shut-off

Automatic shut-off prevents the system from overheating.

The heater and pump will automatically shut off if the water gets too low or if the tank overheats. After making sure there is enough water in the tank, turn the ON/OFF switch to OFF, and back ON. Wait until the green indicator is illuminated and indicates that the steamer is ready to use.

Low-water Indicator

The low-water Indicator prevents the system from overheating.

When the unit is low on water, the red light will flash. Refill the tank with water and wait for the red light to turn off, and then wait for the green light to go from flashing to completely lit (Fig. 20). Your steam cleaner will then be ready for use.

Low-energy Mode

Low-energy mode efficiently turns on a sleep mode when not in use for more than 5 minutes.

When the unit is in low-energy mode, the red light and the green light will flash alternately (Fig. 20). Pull the trigger once to wake up the system from standby mode, and wait until the green light is illuminated.

Operating Tips

Before steaming, always make sure the material is suitable for steam cleaning. Do not use on any surfaces that cannot withstand 212°F (100°C) or higher.

⚠ WARNING! DO NOT attempt to use the included steam plate with this unit for cleaning purposes. The steam plate is designed for wallpaper removal only. This unit is not recommended to be used on self-adhesive vinyl tiles.

⚠ WARNING! Pressurized steam may deflect back off cleaning surface.

⚠ CAUTION! Hot steam and parts may cause injury. This includes skin burns or property damage. Temperatures exceed 212°F (100°C).

- Press and hold the trigger as needed. Use the soft bristles on either the nylon brush or the large cleaning tool to brush away dirt, grease, unwanted dried paint, etc. Do not over-scrub the surface unless you are cleaning tiles or stone.
- Fill the tank with either clean tap water or distilled water when using the steamer. Never use any detergents or any other additives.
- When steaming a material for the first time, clean a small, hidden, inconspicuous area and wait 24 hours before checking if the material has been negatively affected. When cleaning upholstery or clothing, DO NOT apply so much steam that it soaks the material. Too much steam can leave water marks or other damage. If any material has been adversely affected, DO NOT CONTINUE USE!
- This unit is intended for indoor use only. Do not use this unit outdoors.
- Be extremely careful when working on slopes and stairs.
- Always move forward by walking. Never run.
- Always use the carrying handle for transporting the equipment.

Flooring and Carpeting

- This steamer is not recommended for use on surfaces that can be damaged by heat or water. This includes self-adhesive vinyl tiling or unsealed wood flooring, as the steam may cause the floor boards to swell. Steam may also remove the shine from floors that have been treated with wax. Always check with the manufacturer before using the steamer.
- Carpets can contain stain resistant treatments which may be affected by steam cleaning. Try cleaning a small, hidden area of carpet, and allow 24 hours to check any unusual effects on the carpet. If this happens, do not continue to use. Check with your carpet supplier for more information.
- When steam mopping floors, Work your way from the furthest point backwards over the floor, in order to avoid walking over freshly cleaned areas. The cotton cloth will absorb dirt and moisture during mopping. However, when you are finished you might notice that the floors are still wet. In that case, let the floor air-dry. You may use a fan to facilitate drying.

Windows and Tiles

- While using the squeegee on glass, be careful not to pick up dirt or grit particles with the rubber blade. This could scratch the glass.
- Antique and stained glass may be brittle and can crack under the extreme temperatures emitted by this steamer.
- Do not use on glass when the temperature is below 32°F (0°C). Glass may crack in cold temperatures.
- If your window has been treated or coated in any way, check with the manufacturer before using this steamer.

Upholstery and Fabrics

- Upholstery and fabrics can contain stain resistant treatments which may be affected by steam cleaning. Try cleaning a small, inconspicuous area and allow 24 hours to verify any unusual effects. If this occurs, do not continue to use. Check with the material supplier for more information.
- Always check the garment label or check with the clothing retailer before steam cleaning clothes.

Maintenance

To order genuine replacement parts or accessories for the Sun Joe® STM30E-RM electric steam cleaner, please visit sunjoe.com or contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

⚠ WARNING! Disconnect the power cord before performing any maintenance task.

If the power is still connected, the unit could be accidentally turned on while you are performing maintenance on it, which could result in personal injury.

1. Examine the electric steam cleaner thoroughly for worn, loose or damaged parts. Should you need to repair or replace a part, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
2. Examine the appliance cord thoroughly for signs of excess wear or damage. If it is worn or damaged, replace it immediately.

Storage

1. Make sure the unit is OFF (O) and press and hold the trigger until all pressure is released.
2. Make sure the power cord is unplugged. Allow steam cleaner to cool for at least 20 minutes before storing.
3. Remove all accessories from the trigger gun.
4. Empty any remaining water in the reservoir. NEVER store the unit with water in the container.

5. Wipe the cooled unit with a cloth and store the steam cleaner indoors in a clean, dry and locked location out of reach of children and animals.

Transportation

- Switch the product off.
- Always carry the product by its handle.
- Secure the product to prevent it from falling over or slipping.

Recycling + Disposal

The product comes in a package that protects it against damage during shipping. Keep the package until you are sure that all parts have been delivered and the product is functioning properly. Recycle the package afterwards or keep it for long-term storage.



WEEE symbol. Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or local store for recycling regulations.

Service and Support

If your Sun Joe® STM30E-RM electric steam cleaner requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Model and Serial Numbers

When contacting the company, reordering parts or arranging service from an authorized dealer, you will need to provide the model and serial numbers, which can be found on the decal located on the housing of the unit. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:	
Model #:	
S T M 3 0 E - R M	
Serial #:	

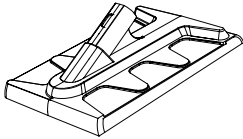
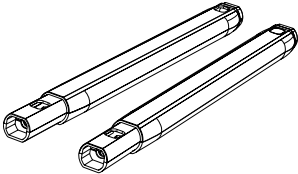
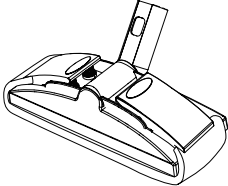
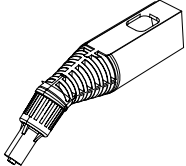
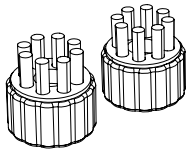
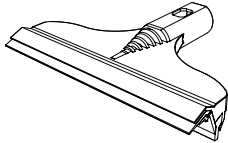
Troubleshooting

⚠ WARNING! Always unplug the power cord before performing any adjustments, maintenance or repairs to your electric steam cleaner.

Problem	Possible Cause	Possible Solution
Unit fails to heat up. Indicator lights do not flash or illuminate when set to “I” (on) position.	Unit is not plugged in.	Check power supply – cord, breakers, fuses. If damage is found, contact a qualified electrician to repair
	Household circuit breaker / ground fault interrupter has tripped or blown a fuse.	Reset circuit breaker / ground fault interrupter, or replace fuse. If you need assistance, contact a licensed electrician.
	Unit is damaged or in need of repair	Discontinue use and contact Snow Joe® customer service at 1-866-SNOWJOE (1-866-766-9563) to repair
	Loose electrical connection.	
Unit fails to heat up. Indicator lights do flash or illuminate when set to “I” (on) position. <small>NOTE: Always allow sufficient time for unit to heat up before pressing Steam Trigger.</small>	The tank is empty.	Refer to Filling Tank procedure on page 9.
	Unit is damaged or otherwise in need of repair.	Discontinue use and contact Snow Joe® customer service at 1-866-SNOWJOE (1-866-766-9563) to repair
Accessories do not stay firmly connected.	Accessories are not properly installed.	Refer to accessory installation on page 7.
Floor surfaces appear to have streaks after cleaning	Cotton cloth is dirty.	Wash the cotton cloth according to instructions on page 8.
	Hard water residue on the floor.	Switch to distilled or de-mineralized water.

Optional Accessories

⚠ WARNING! ALWAYS use only authorized Snow Joe® + Sun Joe® replacement parts and accessories. NEVER use replacement parts or accessories that are not intended for use with this tool. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your tool. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
	Wallpaper Steam Plate	STM30E-SP
	Extension Tubes (2)	STM30E-TUBES
	Large Cleaning Brush and Cotton Cloth	STM30E-CTT
	Jet Nozzle	STM30E-JN
	Nylon and Copper Utility Brushes	STM30E-BRUSHES
	Squeegee	STM30E-SQUEEGEE

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe® to provide notice of such changes. Accessories can be ordered online at sunjoe.com or via phone by contacting the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).



SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this refurbished product to the original purchaser for 90 days against defects in material or workmanship when used for normal residential purposes. If a replacement part or product is needed, it will be sent free of charge to the original purchaser except as noted below.

The duration of this warranty applies only if the product is put to personal use around the household. It is the owner's responsibility to correctly perform all maintenance and minor adjustments explained in the owner's manual.

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit snowjoe.com/help or email us at help@snowjoe.com for instructions. Please be sure to register your unit beforehand to speed up this process. Certain products may require a serial number, typically found on the decal affixed to the housing or guard of your product. All products require a valid proof of purchase.

EXCLUSIONS:

- Wearing parts like belts, augers, chains and tines are not covered under this warranty. Wearing parts can be purchased at snowjoe.com or by calling 1-866-SNOWJOE (1-866-766-9563).
- Batteries are covered in full for 90-days from the date of purchase.

Snow Joe® + Sun Joe® may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe® + Sun Joe® to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe®, LLC is not liable for indirect, incidental or consequential damages in connection with the use or misuse of the Snow Joe® + Sun Joe® products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product while waiting for a replacement part or unit under this warranty. Some states do not allow exclusions of incidental or consequential damages so the above exclusions may not apply in all states. This warranty may give you specific legal rights in your state.

HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 7PM EST and Saturday and Sunday 9AM to 4PM. You can reach us at 1-866-SNOWJOE (1 866-766-9563), online at snowjoe.com, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

Customers who have purchased Snow Joe® + Sun Joe® products exported from the United States and Canada should contact their Snow Joe® + Sun Joe® distributor (dealer) to obtain information applicable to your country, province or state. If for any reason, you are not satisfied with the distributor's service, or if you have difficulty obtaining warranty information, contact your Snow Joe® + Sun Joe® seller. If in the event your efforts are unsatisfactory, please reach out to us directly.



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