

# Steamfast™

MODEL: VIRTUOSO



HANDHELD GARMENT STEAMER  
OWNER'S GUIDE

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# READ ALL INSTRUCTIONS BEFORE USING

## IMPORTANT SAFETY INSTRUCTIONS

This owner's guide and any additional inserts are considered part of the product. They contain important information about safety, use, and disposal. Before using the product, please familiarize yourself with all operating and safety instructions. Please keep all documents for future reference and pass these documents on, together with the product, to any future owner. See [steamfast.com](http://steamfast.com) to view, download, and print the most current version of this owner's guide.

**INTENDED USE:** This product is intended to be used indoors for garment steaming in the United States. This product is not intended for commercial or industrial use. The manufacturer assumes no responsibility for damage or injury due to unauthorized use or product modification. Failure to follow these directions will void the product warranty.

### **WARNING: Risk to Children and Impaired Persons**

Supervision is required during the installation, operation, cleaning and maintenance of this product by children 12 years of age and younger and anyone with reduced physical, sensory or mental capabilities. Children should be supervised to ensure that they do not play with the appliance, its parts and packaging material.

### **Directions to reduce risk of fire, electrical shock, and injury:**

#### **INSTALLATION WARNING – To reduce risk of fire, electrical shock and injury to persons, observe the following:**

When using your appliance, basic precautions should always be followed, including the following:

- Read all instructions before use.
- Use appliance only for its intended use.
- To reduce the risk of electric shock, do not immerse the appliance in water or other liquids.
- Never yank cord to disconnect from outlet; instead, grasp plug and pull to disconnect.
- Do not allow cord to touch hot surfaces. Let appliance cool completely before putting away.
- Always disconnect appliance from electrical outlet when filling with water or emptying, and when not in use.

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- Do not operate appliance with a damaged cord, or if the appliance has been dropped or damaged. To reduce the risk of electric shock, do not disassemble or attempt to repair the appliance, take it to a qualified service person for examination and repair. Incorrect reassembly or repair could cause a risk of fire, electric shock, or injury to persons when the appliance is used.
  - To reduce the likelihood of circuit overload, do not operate another high wattage appliance on the same circuit.
  - If an extension cord is absolutely necessary, a 15 ampere rated cord should be used. Cords rated for less amperage may overheat. Care should be taken to arrange the cord so that the cord cannot be pulled or tripped over.
  - This appliance has a polarized plug (one blade is wider than the other.) To reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.
  - A loose fit between wall outlet (receptacle) and plug may cause overheating and distortion of the plug. Discontinue use of the product in this outlet. Contact a qualified electrician to replace loose or worn outlets.
  - Wrap cord with supplied "hook and loop" fastener when storing.

**SAFE USE WARNING – To reduce risk of fire, electrical shock and injury to persons, observe the following:**

- Close supervision is required for any appliance used by or near children. Do not leave the appliance unattended while it is connected.
- Use caution when handling this steam unit. Burns could occur from touching hot metal parts, hot water, or steam. Use special care to avoid contact with hot water when turning the product upside down to empty the reservoir.
- To reduce the risk of contact with hot water emitting from steam vents, check appliance before each use by holding it away from body and operating Steam Button. Do not operate unit if steam vents are blocked.
- When filling unit, only distilled water should be used - other cleaning agents could damage unit or cause injury.
- Do not attempt to use unit without properly filling Water Tank. To avoid burns from escaping steam when refilling tank: Press and hold Steam Button to release all remaining steam pressure and always allow unit to cool before refilling.
- Use caution when carrying unit up stairs or over obstacles, or when using unit on or near an uneven surface.
- Burns can occur from touching hot plastic parts, hot water, or steam. Do not touch Steam Nozzle. Use caution when you turn unit upside-down - there may be hot water inside.
- When steaming any fabric for the first time, it is recommended that you consult the

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manufacturer's guidelines for the material being steamed. For items in question, test on an inconspicuous area before proceeding.

- Synthetic materials (such as 100% nylon or polyester) are sensitive to heat, and may be damaged by exposure to hot steam. Steam is recommended for use only on natural fibers such as cotton, linen or wool, as well as nylon or polyester blends.
- Do not use unit where aerosol-based products are being used, or where oxygen is being administered.

**SERVICING WARNING – To reduce risk of fire, electrical shock and injury to persons, observe the following:**

- If Steam Status Light does not illuminate when unit is plugged in and Button is set to "ON" position, unit is not operating normally. Immediately disconnect cord from power supply, then refer to troubleshooting guide on Page 9 of this manual for assistance.
- Always allow unit to cool (30 minutes for complete cooling) and empty Water Tank before storing.
- Clean your product regularly, only as is instructed in this manual. Prior to cleaning, turn off the power on your product and unplug. Do not use gasoline, thinners, solvents, ammonias or other chemicals for cleaning. Refer to the cleaning instructions provided.

## **READ AND SAVE THESE INSTRUCTIONS**

# FEATURES

- 1 STEAM NOZZLE**  
Emits the flow of hot, penetrating steam.
- 2 HANDLE**  
Stays cool while providing maximum grip and comfort.
- 3 WATER TANK**  
Holds 10 oz (295 ml) of water.
- 4 ON / OFF BUTTON**
- 5 STEAM STATUS LIGHT**  
Illuminates red while steamer is heating and will illuminate green when ready to use.
- 6 STEAM BUTTON**  
Produces steam with initial press of Steam Button. To stop product from emitting steam, press the Steam Button a second time.
- 7 AUTO SHUT-OFF (not shown)**  
Release of the Steam Trigger Button starts a 20 minute timer so that product automatically shuts off after 20 minutes unless Steam Trigger Button is pressed again.



 **CAUTION: BURN HAZARD.** Do NOT touch the Steam Nozzle or surrounding area. Use CAUTION to avoid touching the heated plate when refilling the unit.

# HOW TO USE

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## FILLING TANK WITH WATER

1. Turn OFF (⏻) and unplug unit from power source.
2. Place steamer on a flat, level surface.

**CAUTION: If unit has been in use, allow to cool (5 minutes for minimum cooling before removing Water Tank and adding water).**

3. Remove Water Tank by grabbing onto the sides and pulling outwards, see Figure 1.

FIGURE 1



4. Remove rubber cap from top of Water Tank and fill with distilled water from a bottle or cup. Replace rubber cap on top of the Water Tank. Do not overfill Water Tank.

**NOTE: In order to minimize potential mineral build-up and prolong the life of your steamer, distilled or de-mineralized water is recommended when filling Reservoir.**

5. Replace Water Tank by pushing firmly into the unit.

**⚠ WARNING** - Take care to not pinch your fingers or hand when replacing water tank into unit.

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## FABRIC STEAMING

**CAUTION: When steaming any material for the first time, it is recommended that you test on a small inconspicuous area before proceeding. Do not use on synthetic fabrics such as 100% nylon or polyester, or other steam-sensitive materials.**

**NOTE: Be sure the Water Tank has already been filled before following these steps.**

1. Plug power cord into a standard electrical outlet.
2. Power on and wait approximately 30 seconds until the Steam Status Light turns from red to green, indicating the unit is ready to use.
3. Direct Steam Nozzle towards fabric material you wish to steam. See below for additional tips and procedures.

**CAUTION: Always be sure that Steam Nozzle is pointed in a safe direction (away from yourself, other people, pets and plants) when steaming.**

### STEAMING GARMENTS:

- Hang garment from a clean, rust-free hanger.
- Direct Steam Nozzle towards bottom of garment. Steam will rise along inside and outside of material, removing wrinkles. Slowly slide Steam Nozzle upward from bottom to top of garment.
- Direct Steam Nozzle away from garment and smooth material with your free hand.
- Repeat as necessary until garment is fresh and wrinkle-free.

### GENERAL STEAMING TIPS:

- For most effective results, hold Steam Nozzle within 1/2" of fabrics, or press it directly against surfaces.
- Curtains and draperies can be steamed while still hanging.
- To remove wrinkles from towels, handkerchiefs and napkins, drape them over a rod or towel rack and gently steam them.
- Heavier fabrics may require repeated steaming to achieve desired results.
- To remove exceptionally stubborn wrinkles, steam both sides of fabric.
- Be especially careful when steaming any delicate fabrics that may be damaged by heat or water spotting.

When you are finished using your steamer, immediately turn off and unplug power cord from electrical outlet. Refer to STORAGE & CARE for proper storage and maintenance procedures.

# STORAGE & CARE

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## PROPER STORAGE

Preparing your steamer for storage is quick and simple. When you have completed your tasks, follow the steps listed below.

1. Push the Power ON/OFF Button (Steam Status Light will turn off) and unplug power cord.
2. Allow unit time to cool (at least 30 minutes).
3. Remove Water Tank and drain any remaining water into a sink or tub to minimize potential mineral build-up. Replace Water Tank when done.
4. Wrap cord with supplied "hook and loop" strap when storing. Do not wrap cord around the product.
5. Store steamer in a cool, dry location.

## MINERAL BUILD-UP

A common maintenance need for steam appliances is the removal of build-up caused by high mineral content in many municipal water supplies. This mineral build-up may cause the unit to spit water, limit the effectiveness and reduce the life of your steamer.

The best way to minimize mineral build-up is to use distilled or de-mineralized water when using your steamer. In addition, it is recommended that the cleaning procedure below be followed at least once a month in order to remove any deposits that form. This mineral build-up may cause the unit to spit water, limit the effectiveness and reduce the life of your steamer.

## TO REMOVE MINERAL BUILD-UP:

1. Follow STEPS 1-3 under Proper Storage section above. However, do not replace Water Tank at the end of STEP 3.
2. Fill Measuring Cup (not included) with 1 oz. (29.6 ml.) distilled water and 1 oz. (29.6 ml.) vinegar.
3. Slowly pour water-vinegar solution into Water Tank through Fill Hole, then replace Water Tank Cap.
4. Plug in power cord and press ON/OFF Button to turn unit on. Once heated, press the Steam Button to allow unit to produce steam for 1 minute, then turn unit off.
5. Allow unit to sit for approximately 30 minutes, then press ON/OFF Button to turn unit on again and repeat Step 4 above. Repeat until the remainder of the Water Tank's content are steamed out.
6. Once Water Tank is drained, turn unit off and refill Tank with 10 oz (295 ml) of fresh distilled water. Allow unit to steam until Water Tank is empty. Repeat as necessary until vinegar odor dissipates.
7. Turn unit OFF, unplug power cord and store steamer in a cool, dry location.

**IMPORTANT: On average, it is recommended that you follow the mineral build-up removal procedure once per month (if unit is used once every week). More frequent use may require following the procedure more often in order to keep your steamer operating at full potential. Do not exceed 1 hour of use without cleaning out mineral build-up.**



# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE & SOLUTION
Unit fails to heat up. Steam Status Light <b>DOES NOT</b> illuminate.	Unit is not plugged in. Plug power cord into electrical outlet.
	The ON / OFF Button is pressed Off. Make sure the ON / OFF Button is pressed to turn the unit On and Steam Status Light is illuminated.
	Household circuit breaker / ground fault interrupter has tripped or blown a fuse. Reset circuit breaker / ground fault interrupter, or replace fuse. For assistance, contact a licensed electrician.
	Unit is damaged or otherwise in need of repair. Immediately cease usage and unplug. Contact Consumer Service for assistance.
Unit heats up, but fails to steam. Steam Status Light <b>DOES</b> illuminate.  NOTE: Always allow sufficient time for unit to heat up before pressing Steam Button.	Water tank is empty. Refer to FILLING WATER TANK procedure.
	Mineral build-up in unit. Refer to STORAGE & CARE section for details.
	Unit is still heating up. Wait to use the Steam Button until the Steam Status Light has turned green.
Steam output is weak or intermittent.	Mineral build-up in unit. Refer to STORAGE & CARE section for details.
Unit is spitting water with residue.	Use only with distilled water.
	Mineral build-up in unit. Refer to STORAGE & CARE section for details.

# WARRANTY

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Steamfast, a division of Vornado Air, LLC. Steamfast warrants to the original consumer or purchaser this Steamfast ("Product") is free from defects in material or workmanship for a period of one (1) year from the date of purchase. If any such defect is discovered within the warranty period, Vornado, at its discretion, will repair or replace the Product at no cost.

For warranty service: Call 1-800-711-6617 or email [consumerservice@steamfast.com](mailto:consumerservice@steamfast.com) to obtain a Return Authorization ("RA"). Please have or include your Product's model number and serial number, as well as your name, address, city, state, Zip code, email, and phone number when contacting Vornado for warranty service. To file a contactless warranty claim, visit [www.steamfast.com/contact](http://www.steamfast.com/contact)

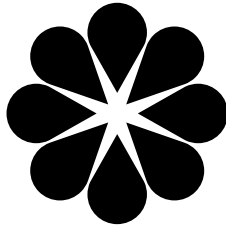
After receiving the RA, ship your Product to: Vornado Air LLC Attn: Warranty & Repair 415 East 13th Street, Andover, KS 67002. For your convenience, please have your model number and serial number when contacting Vornado with service inquiries. To ensure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock. Please allow 2–3 weeks for warranty service and return of your Product after the Product is received.

This warranty does not apply to defects resulting from abuse of the Product, modification, alteration, mishandling, improper maintenance, commercial use or repair or service of the Product by anyone other than Vornado; damages which occur in shipment or are attributed to acts of God. Improper product use, which includes using an external device that alters or converts the voltage or frequency of electricity, or shipping a Vornado product to a country not intended for use will void all warranties. Any unauthorized product modification, repair by unauthorized repair center or use of non-approved replacement parts is not recommended and any consequences will not be covered by support services or product warranties.

The product warranty will be honored only on models that are being used in the country intended. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VORNADO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state. The manufacturer assumes no responsibility for damage or injury caused by failure to follow these instructions, improper product use or unauthorized product modifications. Any such actions will invalidate the product warranty.

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