

User Manual  
Falcon Plus / US2100 Steam Cleaner



**US STEAM®**

2440 Chamber Street, Ste A  
Venus, TX 76083

[www.ussteam.net](http://www.ussteam.net)

(817) 297-7745



Part	Order Number
(1) Extension Wands	FAL0019
(2) Floor Brush	FAL0112
(3) Large Triangle Brush	FAL0113
(4) 1-Hole Nozzle	FAL0114
(5) 3-Hole Nozzle	FAL0115
(6) 3" Triangle Nylon Brush	Sold as kits
(7) 3" Round Nylon Brush	Sold as kits
(8) 3" Round Nylon Brush	Sold as kits
(9) 1" Round Nylon Brush	Sold as kits
(10) 1" Round Brass Brush	Sold as kits
(11) Hose	FAL7941

Order accessories at [www.ussteam.net](http://www.ussteam.net). or call (817) 297-7745

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### **WARNING**

- DO NOT leave the steam cleaner unattended while plugged in
- Turn off all controls and unplug the electrical cord when not in use
- DO NOT use with a damaged cord or plug
- If the steam cleaner is not working as it should, has been dropped, damaged, left outdoors or dropped into water, call for service before using
- NEVER attempt to disassemble this steamer
- DO NOT handle the electrical plug with wet hands
- DO NOT use near children
- DO NOT pull or carry by power cord
- Keep cord away from heated surfaces
- ALWAYS set safety switch on hose handle into the locked position when not in use
- Not setting safety switch to locked position could result in an injury
- Keep body, hands, and feet away from accessories or nozzle when steam is in active use
- ALWAYS test a small area before cleaning a large area on any type of surface to make sure no damage will occur
- The steam cleaner should be the only appliance plugged into an outlet
- *Use only a 12 gauge / 15 AMP rated or higher rated extension cord with max length of 25ft*
- Any alteration of electrical cord supply on this steam cleaner will void all warranties

# Quick Start

## 1) FILL TANK WITH WATER

- Remove the safety cap by pressing down and turning counter-clockwise.
- Pour  $\frac{3}{4}$  gallon of tap water into the steamer
- **Do NOT put cleaning fluids in the steamer. This will VOID the warranty.**

## 2) CONNECT HOSE

- Lift the **socket cover** on the front of the steam cleaner.
- Insert the square end of the hose into the socket until you hear a “click”.

## 3) PLUG INTO ELECTRICAL OUTLET

- Plug the power cord into an outlet.
- The steam cleaner should be the only appliance plugged into the outlet.
- *Use only a 10-gauge 15AMP extension cord with maximum length of 25ft.*

## 4) POWER ON THE STEAM CLEANER

- Press the *Power* button.
- Do Not press the *Steam* button until ready to use.
- It will take 10 minutes before your steamer is ready to use.
- Pressure gauge will read greater than 4.



Power Steam Ready

During use, the **green Steam Ready** light will blink indicating the boiler is heating.

## 5) STEAM PRESSURE CONTROL



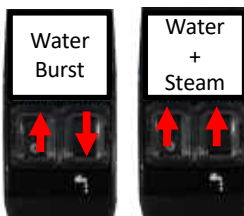
Steam



## 6) Hot Water Injection



Hot Water Injection



## 7) BLEED THE HOSE

- Purge excess water from the hose by using the low steam setting for about 10 seconds.

## 7) SHUT DOWN PROCEDURE

- Turn off *Power* and *Steam* buttons.

# Refilling

## When to refill your steamer:

- The **orange** low water indicator light turns on.
- The pressure gauge stays (below 2 bars).
- Amount of steam is very light and moisture content is low.

Low Water Light



## How to refill your steamer:

- 1) Press the *power button* to the “OFF” position.
- 2) Leave *Steam Release Button* “ON”
- 3) Pull the spray trigger handle until pressure gauge reads ”0” (zero).
- 4) Remove safety cap.
  - Cover the safety cap with a towel, press down on cap and turn cap very slowly, counter-clockwise.
  - You will hear some steam escaping.
  - Keep the towel over the cap.
  - Remove the safety cap.
- 5) Replace safety cap and hand tighten the cap turning by it clockwise until tight.
- 6) Plug the steam cleaner in and press the ON/OFF.

OFF



ON

**Remove Safety Cap ONLY after the steamer has cooled for at least 10 minutes and the pressure gauge reads “0”.**

## **WARNING**

***THE DIAL ON THE PRESSURE GAUGE MUST READ ZERO BEFORE REMOVING THE SAFETY CAP.  
REMOVING THE SAFETY CAP UNDER PRESSURE CAN RESULT IN SERIOUS INJURY***

# De-Scaling

## DESCALING

You will need to descale your steamer every 6 months. Mineral deposits from hard water will line the bottom of the boiler decreasing performance.

**You must descale every 6 months or when you notice a decrease in steam pressure.**

Directions:

- 1) Unplug the steamer from the electrical outlet.
- 2) Wait at least 30 minutes or until steamer has cooled before starting the descaling process.
- 3) Lift the steamer until you have access to the drain plug located on the bottom of the steamer.
- 4) Locate the black rubber drain cap (figure 1).
- 5) Remove by the hand, the drain plug allowing water to drain completely from the boiler (figure 2).
  - Use a catch container (figure 3)
- 5) Replace the drain plug and tighten by hand.
- 6) Remove safety cap by pressing and turning counter-clockwise.
- 7) Add descaling solution:
  - Descaling Solution: 2 cups of vinegar and 2 cups of water
- 8) Let the descaling solution sit in the boiler for at least 60 minutes.
- 9) Lift steamer and remove drain plug allowing descaling solution to drain from the boiler.
- 10) Replace the drain plug and tighten.

Rinse:

- 1) Remove safety cap and fill steamer with tap water.
- 2) Remove drain plug allowing water to drain from the boiler.
- 3) The water should be clear and no mineral deposits.
  - Repeat the rinse cycle until the exiting water from the boiler is clear
- 4) Replace drain plug and tighten.
- 5) Steamer is ready for use.

Black Drain Cap  
(figure 1)



Remove Drain Plug  
(figure 2)



Use Catch Container  
(figure 3)



# Troubleshooting

Problem	Possible Solution
No Power.	<ol style="list-style-type: none"> <li>1) Check the circuit breaker for tripped breaker.</li> <li>2) The steamer should be the only appliance plugged into the electrical outlet.</li> <li>3) Are you using an extension cord? If so, Use only a 10 or 12-gauge 15AMP extension cord with maximum length of 25ft.</li> </ol>
Steamer is ready but steam does NOT release from the hose.	<ol style="list-style-type: none"> <li>1) Check hose connection.                             <ul style="list-style-type: none"> <li>➤ You will hear a “click” when the hose connects correctly to the steamer</li> </ul> </li> <li>2) Is the Steam Release button ON</li> <li>3) Is the pressure greater than 3?                             <ul style="list-style-type: none"> <li>➤ It takes 10 minutes for the steamer to reach temperature</li> </ul> </li> <li>2) Is the <b>orange</b> low water light on?                             <ul style="list-style-type: none"> <li>➤ Add water and restart. See page 5 for instructions</li> </ul> </li> </ol>
Water is exiting the hose while the steamer is heating.	<p>Is either <i>the Steam Release</i> or <i>HOT Water</i> buttons in the ON position?</p> <ul style="list-style-type: none"> <li>➤ Turn both to the OFF position and continue heating.</li> </ul>
Steamer takes longer than 15 minutes to heat  Step # 1	<p>The steamer may have too much water in the boiler not allowing it to heat properly.</p> <ol style="list-style-type: none"> <li>1) Make sure the steamer is cool to the touch.</li> <li>2) Remove safety cap.</li> <li>3) Turn over steamer and drain 1 cup of water from the boiler.</li> <li>4) Replace and tighten safety cap.</li> <li>5) Turn ON.</li> </ol>
Steamer takes longer than 15 minutes to heat  Step # 2	<p>Have you descaled the boiler? Your steamer needs to be descaled every 6 months or when you notice a reduction in steam pressure.</p> <ul style="list-style-type: none"> <li>➤ See De-scaling Page</li> </ul>

If you are still having problems, contact our service team at (817) 888-8313

## Work Techniques

### Bed Bugs & Dust Mites

Steam will kill bed bugs on contact.

To eliminate, you must kill the bugs and their larva.

- Use large triangle brush with bonnet
- Steam mattresses, areas around bed, and all base boards
- Bugs will die on contact so you will need to vacuum over treated areas
- Mattress will be damp so let it air dry before putting on linens
- It may take more than one cleaning to kill all bugs and larva

### Floors

- **Tile** – Vacuum or pre-sweep, then use a large floor or triangle brush at low or medium steam
- **Tile Grout** – Use the 1” nylon round brush on low or medium steam
- **Marble Floors** - Use the same techniques as used for wood floors, keeping heat and moisture off the surface as much as possible.
- Always use Marble conditioner after cleaning
- ***SOME MARBLE SURFACES CAN DISCOLOR***
- **Vinyl or Wood** – Use the large floor brush with a bonnet at low steam volume.

*WHEN STEAMING A WOOD FLOOR, NEVER LET BRUSH STAND IN ONE PLACE WHILE STEAM TRIGGER IS ON. ALWAYS KEEP BRUSH MOVING. GO OVER AREA TWO OR THREE TIMES AS NEEDED.*

### Carpets

We do not recommend this steam cleaner for cleaning large carpeted areas but rather for spot cleaning.

**Carpet fibers melt at temperatures 300°F and above.**

### Carpet Stains

If the stain is only on the surface of the carpet, it can be removed by shooting the steam against the spot from the side, 1" above surface. Hold a towel on the other side to catch the residue. This prevents driving the particles deeper into the fibers.

### Kitchen

- **Sink:** Use the 3” nylon round brush or small triangular brush with the 3-hole nozzle on medium steam
- **Stovetop:** Use the 3” round brush or small triangular brush with the 3-hole nozzle at low/medium steam
- **Burners:** Use the 1” round brush attached to the 1-hole nozzle for cleaning burners.
- **Oven Interior:** Use the 1” brass round brush attached to the 1-hole nozzle



# Cleaning

## Countertops

**Method 1** - Use 3” round brush with 3-hole nozzle in slow, back and forth movements to cover area being cleaned

- Use low to medium steam pressure
- Wipe with clean cotton towel.

**Method 2** - Use the large triangular brush with a bonnet.

- Pre-heat towel 3 to 5 seconds
- Clean surface using back and forth movements.

**Refrigerator:** Please remove food, bins and shelves from the refrigerator before cleaning.

- **Exterior Surfaces** – Use the large triangular brush with a bonnet on low or medium steam
- **Interior Surfaces** – Use the 3” round brush or small triangular brush with the 1-hole nozzle on low or medium steam
- Use separate towel to wipe up loosened dirt.
- **Never use hot steam on cold glass**
- **Door Moldings** – Use the 1” nylon round brush with the 1-hole nozzle

## Dishwasher

- Use the 1-hole nozzle on low or medium steam to clean out corners and edges

## Bathroom: Mirrors/Glass/Windows

- Use the squeegee tool on the **LOW** steam setting.

## Toilets - ***DO NOT PUT THE BRUSH OR HOSE HANDLE UNDER WATER***

- **Exterior** cleaning uses the small triangular brush with the 3-hole nozzle on low or medium steam.
- **Interior** cleaning use the 1” nylon round brush with the 1-hole nozzle for cleaning
- Start from the top of the toilet and work down to the base
- Use low to medium steam pressure

## Bathtub/Shower

### Fiberglass

- For crevices use the 1” nylon brush with the 1-hole nozzle
- Use large triangle brush with bonnet on walls

### Ceramic

- Use the large triangular brush with a bonnet on low steam setting to avoid scratching surface

### Shower door

- Use the large triangle brush with a bonnet on the low steam setting

## Notices

**Read all instructions before using this steam cleaner.**

**WARNING: STEAM GENERATED BY THE STEAM CLEANER IS EXTREMELY HOT AND WILL CAUSE INJURY IF IT COMES IN CONTACT WITH THE SKIN OR EYES. USE AS DIRECTED BY THE MANUAL AND ONLY AIM THE STEAM HANDLE AT THE CLEANING AREA.**



- DO NOT leave the steam cleaner plugged in while unattended
- Turn off all controls and unplug the electrical cord when not in use
- DO NOT use with a damaged cord or plug
- NEVER attempt to disassemble this product in a way not instructed in this manual
- DO NOT handle the electrical plug with wet hands
- DO NOT use near children
- DO NOT pull or carry by cord
- Keep body, hands, and feet away from nozzle or brush steam / Steam can cause burns
- ALWAYS set safety switch on hose handle into the locked position when not in use
- Not setting safety switch to locked position could result in an injury
- ALWAYS test a small area before cleaning a large area on any type of surface to make sure no damage will occur
- DO NOT expose machine to freezing temperatures while not in use
- DO NOT store gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance

### **ELECTRICAL CONNECTIONS**

**The steam cleaner uses 110 Volts and will pull 13.1 Amps.** It should be the only appliance plugged into an outlet.

- *Use only a 12 gauge / 15AMP rated or higher extension cord*
- Any alteration of electrical cord supply on this steam cleaner will void all warranties
- Make sure all switches on front of unit are in the off position before plugging unit into electrical outlet
- For circuit breaker protection, plug the unit into an outlet isolated from other equipment or turn the other equipment off while using the steam cleaner
- The combined electrical amperage of other equipment and the steam cleaner together may cause a circuit breaker to trip.
- Always press the power button to OFF before you unplug the unit
- Removing the ground prongs from the power cord will void any and all warranties and can cause risk of shock or injury

In order to reduce the risk of fire, electric shock, personal injury or damage to property, follow these instructions carefully. When using electrical appliances, basic safety precautions should be followed.

**KEEP FOR YOUR RECORDS. THIS MANUAL MUST BE RETAINED FOR FUTURE REFERENCE. PLEASE READ, UNDERSTAND AND FOLLOW THE INSTRUCTIONS AND WARNINGS CONTAINED IN THIS MANUAL BEFORE USING THIS VAPOR STEAM CLEANER.**

# Warranty & Repair

## **SERVICE AND SUPPORT**

Many issues can be resolved by calling our service center at **(817) 888-8313** / Monday-Thursday 9-5 p.m. CST, and Friday 8-12 p.m.

All repairs must have an RMA.

RMA's can be requested from the website: <https://ussteam.net/repair>

Steps for Repair:

1. Request RMA.
2. RMA number will be emailed along with a shipping label.
3. Box up your steamer and include Repair Form.
4. Go to FedEx for drop off.
5. DO NOT SEND IN A REPAIR WITHOUT AN RMA.

## **WARRANTY**

Your steamer comes with a warranty which becomes effective on the date of purchase from US STEAM and is granted to the initial customer and is nontransferable. Any claims under this warranty must be made before the end of the applicable warranty period.

Your steamer is warrantied for a period of 1-year from original date of purchase for defective material, parts, and workmanship. The warranty EXCLUDES accessories, attachments and normal wear parts, when used in accordance with operating instructions under normal and reasonable use.

During the term of the warranty, all labor and parts to place your product in proper operating condition will be a covered service. You have an EXTENDED warranty covering 2 additional years for defective boiler or heating element. Extended warranty does not include labor cost and return shipping. US STEAM's responsibility is limited to repair, replacement, credit or refund, any of which may be selected by US STEAM at its sole discretion.

The limited warranty covers only defects arising from normal use and does not include malfunctions or failures arising from: misuse, abuse, neglect, alteration, usage not in accordance with user manual and instructions, depletion of consumables, acts of nature, or damage caused by repairs where such repairs were made without US STEAM's express approval.

### **Warranty is Void:**

- Damage due to misuse, abuse, negligence, and normal wear related to the product usage
- Any repair or attempted repairs outside of the US STEAM Service Center will void all warranties
- Lack of proper maintenance or use not in accordance with the provided instructions and/or owner's manual
- Disassembly or attempted disassembly of your steamer
- If the steamer is designated for residential but utilized in a commercial application
- Using an improper electrical source such as using an extension cord that is not at least *12 gauge / 15AMP rated or higher extension cord*
- Adding chemicals or cleaning solution to the boiler or reservoir tank
- Parts subject to wear and tear not determined defective or items such as O-rings, brushes, hoses, accessories

## **GOVERNING LAW, JURISDICTION AND COSTS**

All disputes arising out of or related to the warranty shall be governed by the laws of the State of Texas. In the event the customer and US STEAM® LLC are unable to resolve any customer dispute, and any collection action, suit, or other judicial proceeding is commenced, the prevailing party in any such action, suit, or proceeding shall be entitled to recover any cost and attorney fees incurred.

<b>Restaurant</b>	<b>Floors, Kitchen, Grills &amp; Bathrooms</b> Chemical free cleaning in all food prep and storage areas.
<b>Hospital</b>	<b>Patient Beds, Wheelchairs &amp; Curtains</b> Steam is a proven killer of virus and infection causing germs
<b>Grocery</b>	<b>Delis, Freezers &amp; Butcher</b> Chemical free cleaning in areas of food storage and preparation.
<b>Office</b>	<b>Desk, Tables &amp; Partitions</b> Cleaning with steam guarantees a clean, germ-free work environment increasing productivity, employee retention and reducing sick days.
<b>School</b>	<b>High Touch Areas, Bathrooms, Locker Rooms &amp; Gym Mats</b> Steam kills on contact, no dwell time.
<b>Gym</b>	<b>Equipment, Lockers &amp; Saunas</b> Kill viruses and germs found on workout equipment and gym floors.
<b>Day Care</b>	<b>Toys, Playgrounds &amp; Beds</b> Steam clean high touch areas where kids pass germs. Extreme cleaning with steam can reduce sick days for kids and employees.
<b>Automotive</b>	<b>Seats &amp; Floors</b> Combine steam and extraction into one system for more efficient detailing.

## *A Better Way to Clean*



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