



FAQ

Q. How is the Optima Steamer different from other steam cleaning machines?

A. The Optima Steamer is designed with environment and user safety in mind. After many years of trial, we have come to the current Optima Steamer model.

The Optima has the optimal operating preset steam pressure and temperature values based on our research. It also has multi-stage safety features to ensure that the Optima Steamer does not go out of control under any unexpected situation.

Moreover, SJE Corporation takes “being green” seriously. We are always looking for a way to “greenize” everything about using the Optima Steamer. We continue to research and develop products and accessories to fulfill our clients’ needs worldwide

Q. Is the Optima Steamer certified by any international standards (CE, UL, etc.)?

A. Yes, the Optima Steamer is currently CE (Conformité Européenne: European standard) certified (for Low-Voltage Directive and Electromagnetic Compatibility) by TÜV (Technischer Überwachungsverein: Technical Inspect Association of Germany), Gost (государственный стандарт: State Standard of Russia) certified, cTUVus (Canada & U.S.) certified by NRTL (Nationally Recognized Testing Laboratories). cTUVus denotes compliance to U.S. and Canadian National Standards.

The Optima Steamer is the only steam cleaning machine of the same industry in the world that holds all CE, Gost, cTUVus certifications. SJE Corporation is an ISO 9001 (International Organization for Standardization for quality management systems) certified manufacturer.

Q. What kind of water is recommended to use with Optima?

A. We recommend water that does not contain much of sodium, iron, calcium and other minerals. For most countries, tap water is sufficient. But if you know that tap water or subterranean water in your area has high mineral content, you should take special cautions.

Using water which contains minerals, requires frequent cleaning and scale removal.

To prevent severe scale problems, we recommend users to add the provided water treatment to the water tank. The water treatment we supply is a water conditioner/softener liquid that helps prevent hardened scale inside the boiler vessel. Using water above 5°C (40°F) is recommended.

Q. How much water is consumed to wash a car?

A. It takes about 2~5 liters (0.5~1.3 gallon) of water depending on the user's skill level and how big and dirty the car is. Also, the climate of the car wash site affects the water consumption rate. For example, a user in a very dry and hot climate should expect to consume more water because more water content of the steam is evaporated into the atmosphere before being in contact with the car surface.

Q. Is steam wash as effective as using water when cleaning a very dirty car?

A. The Optima Steamer effectively washes various surfaces using steam with high temperature (operational steam temperature : below 100°C / 212°F) and relatively low yet powerful enough amount of steam pressure. The heat of the steam helps break down dirt and mud on car surface very quickly and efficiently. Also, all Optima models are equipped with a moisture control valve that can add more moisture to the steam for a faster car wash. If you open up the moisture control valve, the Optima Steamer can spray up to 1200 cc/min per spray gun. This helps washing very muddy cars more quickly, but more water will be consumed.

Q. Do I need a wastewater facility or any special permits to use these machines?

A. Every country and every municipality has different regulations. The best way is to check with your local government. For most cases, however, a car wash operation using Optima Steamers does not require any water reclaim or wastewater filtration system. This will save you much money and time when setting up your own business in the beginning.

In addition, the Optima Steamer can be used for mobile car wash or cleaning businesses.

Q. Are these systems of steam cleaning and wash being used on a commercial basis?

A. Yes they are. Many of the systems are being used in car wash and detailing businesses, the food service industry, hospitality industry, and government institutions including military, schools and universities. The use of steam cleaning system improves indoor air quality, reduces the physical effort involved with cleaning and provides a more thorough approach to cleaning. Because the use of chemicals is reduced and because water does not involve the regulatory requirements that many cleaning chemicals require, the system requires less management time and reduces paperwork.

Q. Why haven't I heard more about steam cleaning or steam car wash?

A. If you reside in North America, the answer is very simple. In terms of domestic steam appliance, while having been available in Europe, Asia and the Middle East for many years, is just now being introduced into the North American market. Because the electrical power supply

in North America is different from the electrical system elsewhere in the world, the products had to be re-engineered for use in North America or countries with 115-120 Voltage. The late arrival of steam cleaning concept in North America naturally prevented North American residents from having exposures to various commercial and industrial use of steam cleaning such as car wash, sanitation, weed control and more

2. Price and Purchase Information

Q. Who is eligible to purchase directly from you (the manufacturer)?

A. Interested sub distributor(s) would apply by filling the sub distributor application form (<http://www.innocravesolutions.com/turbowashit.html>), scan it and send it by email to info@innocravesolutions.com

Q. Where can I purchase a machine?

A. Innocrave Solutions Limited is the sole distributor of the equipment contact – Info@innocravesolutions.com Cell: 08187907700 or +14163898479

Q. How much does each unit cost?

A. Depends on the number of units client would be buying, contact Innocrave customer services.

Q. Do I get a discount if I buy in bulk?

A. There would be discount for more than two unit purchase

Q. What are payment options?

A. Bank deposits and Online fund transfer (No cheques No credit Cards)

Q. Do you accept credit cards?

A. No

Q. Do you sell used units?

A. No

Q. Do you offer leasing or financing options?

A. Currently there is NO financing options but we are working on it.

3. Product Information

Q. How is the Optima different from other steam cleaning machines?

A. Our Optima is an unrivalled Product in function and performances because of its world class quality.

- Optima was made out of the parts with world class quality to prevent troubles and get thereby customer's satisfaction. Each part of the Optima was handpicked by our engineers from the best manufacturers around the world. We use the best parts for optimal performance of the machine, not the cheapest.

- Only our Optima is CE(EU), GOST(Russia), cTUVus (Canada & U.S.) certified.

- Our Optima is light designed for portable use. Our competitors insist that their machines have only the weight of 65 kg despite of its steel structure which we absolutely couldn't understand.

The Optima Steamer uses the most heat-efficient and safest steam boiler. Our boiler has double-layer system so that keeps heat inside and maintains steam at a constant temperature and humidity. The boiler's unique design maintains the machine cool even during continuous operation. Also, the moisture control valve lets you choose the sufficient moisture content of steam jet.

Multi-Stage Safety Features - The Optima Steamer was designed with user and machine's safety in mind. Our safety features includes thermostat and pressure switches, probe sensors, float switches, check valves, pressure release valve, and much more.

- A good machine "makes sense" for easy maintenance and durability. Our Optima's inner structure has most efficient Arrangement for easy and speedy maintenance.

- We are the best company in the Steam Washer Market and supply our machine at very low price in order to get huge market share in a short time. Simultaneously we look for a solution for cost reduction to keep our selling price constantly. The best way to recognize our Optima's unbeatable performance and quality is to compare it with our competitor's machines by using them and inspect their inner structure.

Q. What safety features does the Optima Steamer have?

A. The Optima Steamer was designed with operator safety in mind. There are multiple safety features that protect both the operator(s) and the machine. Pressure control and temperature

control switch ensure that the boiler never goes over a preset value of pressure and temperature. Water level sensors ensure that the boiler does not activate without minimum required water amount in the boiler vessel to prevent overheating. Mechanically, there are non-return check valves and pressure release valves. Important parts are set for a maximum running time to protect expensive parts in case of malfunctions.

Q. What are differences among Optima, Mirage and Comby models?

A. The Optima Steamers are literally powerful steamers. However, they do not have a vacuum function. Mirage models are powerful dry/wet vacuum cleaners. Mirage Max and Mirage Plus models are equipped with water jet injection function as well. Comby models have steam spray and vacuum suction. However, Comby's steam amount is not sufficient enough for exterior car wash. It is an excellent model for car interior, indoor cleaning, and sanitizing equipment.

<http://www.sjecorp.com/system/usSupportFAQ#198>

Q. What are the differences among all Optima models?

A. Depending on the boiler heating sources, there are two main Optima Steamer types: fuel-run type (DM Series) and electric type (EST Series). All DM series models are equipped with 2 sets of steam hoses and spray guns whereas EST series models are equipped with only 1 set. There are Optima Steamer DM, DMF, and DS under the Optima Steamer DM Series. For more information, please see the Products page.

<http://www.sjecorp.com/system/usSupportFAQ#199>

Q. Which Optima Steamer model is best for me?

A. To find out which model best suits your needs, please see Which Model Do I Need?

Q. What is the lifetime of the machine?

A. The Optima Steamer is built to last long. It is the water quality that shortens the lifetime of the machine. But we expect that the machine will last for a decade if used and maintained as instructed.

Q. Is the Optima Steamer CE certified?

A. Yes, the Optima Steamer is currently CE (Conformité Européenne: European standard) certified (for Low-Voltage Directive and Electromagnetic Compatibility) by TÜV (Technischer Überwachungsverein: Technical Inspect Association of Germany), Gost (государственный стандарт: State Standard of Russia) certified, cTUVus (Canada & U.S.) certified by NRTL (Nationally Recognized Testing Laboratories). cTUVus denotes compliance to U.S. and Canadian National Standards. The Optima Steamer is the only steam cleaning machine of the same industry in the world that holds all CE, Gost, cTUVus certifications.

SJE Corporation is an ISO 9001 (International Organization for Standardization for quality management systems) certified manufacturer.

Q. Will Optima be compatible with voltage and current standards in my country?

A. Yes, your orders will be prepared in one of the following standards: 115V 60Hz; 230 V 60Hz; 230V 50Hz; 380V 60 Hz, and other customized standards are also available upon request. Please be sure to double check with us when ordering.

Q. Do I need a wastewater facility or special permits to use these machines?

A. Every country and every municipality has different regulations. The best way is to check with your local government. For most cases, however, a car wash operation using the Optima Steamer does not require any water reclaim or wastewater filtration system. This will save you much money and time when setting up your own business in the beginning. In addition, the Optima Steamer lets you run a mobile car wash or cleaning business.

Q. How noisy are the machines in operation?

A. Compared to conventional pressure washers, Optima Steamer has very low noise level. The noise occurred from spraying steam is usually about 95dB. Fuel run models such as DM and DMF have 70dB of noise when the boiler is activated. However the machine is programmed not to idle, which means the boiler is activated only intermittently.

Q. Based on what your competitors claim, your machine uses more water than their machines. Is this true?

A. If you are looking for a professional washing machine, you need to take a good look at how much washing power a machine has.

Washing Power = Pressure x Flow rate

In other words (in a steam wash machine),

Washing Power = steam pressure x steam flow rate (=water consumption rate)

Considering that the steam pressure typically range around 8 bars in many steam car wash machines, steam flow rate is what determines the washing power. Many competitors claim that you can wash a car with a glass of water with their machines. We insist that is simply impossible if you are talking about a real car wash. The reality is that the more powerful wash, the more water you consume. We have studied and tested different water consumption levels, and we believe that 8 bar of pressure with steam flow rate of 600cc is the most adequate water consumption level for commercial car wash while maintaining the operation green (minimal water usage).

We inform our clients that they will need 2L of water to wash a car if the operator is skilled and the car is moderately dirty. But if the operator is untrained or if the car is very dirty/muddy, then you will need much more water (up to 3 or 4 L).

Q. Some of your competitors are offering the steam machine equipped with a vacuum cleaner. How does the Optima Steamer measure against those machines?

A. A machine equipped with both interior and exterior cleaning will show you its limits. To be an effective exterior car wash equipment, the machine needs to have a certain pressure and volume (flow rate)) and we assure that you will not find a model for both interior and exterior car cleaning with sufficient steam pressure and volume. We offer different models which have both steam injection and extraction, but we do not recommend those for exterior cleaning. They are specifically designed for interior cleaning and indoor cleaning tasks. For professional cleaning services, we recommend that you use two machines in order to achieve sufficient cleaning result and satisfaction of clients. We do care about feedbacks and demands from our clients and (potential) customers, and we continuously research and develop to meet those expectations

Q. Is it possible and is it recommended to add waxing detergent to the machine system ?

A. Actually we do not use wax in order to help old painting to have a better shining. It is usually used to protect the gloss of car surfaces (usually polished or new cars are treated with wax). Wax treatment is usually to do after washing car (it is same for steam or water car wash).If you use wax during a car wash, you will play a role in environmental pollution moreover you won't be satisfied with the result. In fact when you boil water, pure water will evaporate and other substances in water will settle at the bottom of the Boiler. This chalky deposit caused by water evaporation is called the lime scale. The lime scale in the boiler is the main cause of sensor mal function and life span reduction of the boiler. So in principle we do not recommend adding wax.

We are currently working with a chemical company to come up with a solution to put an end to this scale problem.

4. Applications and Operations

Q. What are applications of the Optima Steamer?

A. The Optima Steamer is the future of environment-friendly car wash and general cleaning solutions. It needs fractions of water to do any type of cleaning. It eliminates the need for harsh chemicals. It has no waste-water run-off. Thanks to its different power source options (fuel or electricity), the Optima Steamer can be used in a stationary location or on a mobile location.

General applications of the Optima Steamer includes the following, but not limited to- automobiles (cars and motorcycles) wash/detailing shops, mobile car wash business, car dealers, rental car locations, fleet vehicles, parking lots and garages, government / military, marinas, golf courses, car maintenance service shops, weeds killing system, ski resorts,

RV parks, machinery cleaning, food processing plants or factories, miscellaneous janitorial purposes and more.

Q. Can I use the Optima Steamer where there is no electricity access?

A. All Optima DM series (diesel-run) models are virtually mobile. Diesel-run models require electric power of 350 watts. You can either accompany batteries and an inverter (i.e. connect to a vehicle battery) or a portable generator.

Q. Can I use the Optima Steamer for interior (car) cleaning?

A. Yes, you can utilize it for many interior cleaning tasks such as carpet cleaning, sterilizing, deodorizing, air duct cleaning, removing stains of seats and upholsteries, and more.

Q. What other accessories do I need to optimize the results?

A. For car wash, we recommend our customers to purchase super absorption mops and micro-fabric polishing towels along with the Optima Steamer purchase. However, your accessory purchase decisions should be based on the application. Please see the Accessories page for more information

Q. Can I use detergent, wax, degreaser, etc. with the Optima Steamer?

A. Although the Optima Steamer is an efficient chemical-free cleaning equipment, there is a way to integrate detergent into the steam wash. The Optima Steamer comes with one sample spray bottle. You can simply connect it to the gun's nozzle. See how a spray bottle works in the Videos page.

Q. What kind of water is recommended to use with Optima?

A. We recommend water that does not contain much of sodium, iron, calcium and other minerals. For most countries, tap water is sufficient. But if you know that tap water or subterranean water in your area contains high mineral content, you should take special caution. Using water which contains minerals, requires frequent cleaning and scale removal.

To prevent severe scale problems, we recommend users to add provided water treatment to the water tank. The water treatment we supply is a water conditioner/softener liquid helps prevent hardened scale inside the boiler. Using water above 5°C (40°F) is recommended.

Q. How long does it take to wash a car with Optima?

A. Using one(1) Optima DM series, two(2) people (two steam guns) can work on one car at the same time. In this scenario, two skilled steam car washers can effectively wash the exterior in 10 minutes. Of course, the time may vary depending on the vehicle size and how dirty it is. If a single person is working on each vehicle, it will take about 20-30 minutes per vehicle depending on the person's skill level and the size of the vehicle.

Q. How often is refilling the water tank required?

A. The water tank holds 20 liters of water. However, the low level sensor in the water tank will go off before being able to use up all 20 liters. You should expect to refill the water tank after every 4-6 washes by average.

Q. How much of fuel does it take to wash one car (DM Series)?

A. The fuel efficiency is at its highest when used continuously. The fuel tank holds 20 liters (5.28 gal.) of diesel. It takes about 0.3 - 0.5 liters [0.07-0.13 gal.] of diesel to wash each car depending on the user's experience level and the size of car. With a full tank, you should be able to wash up to 40 cars, however you will have to refill the tank after washing 30 cars(after 15-16 liters of consumption), because of the low level sensor in the fuel tank.

Q. How long do I have to wait to wash the next car after one wash?

A. There is absolutely no waiting period between washes. The machine is designed to activate the pump automatically to have enough steam ready for wash at any given time. In fact, the machine's fuel-efficiency is at its highest when used continuously. There is two minutes of preheating time in the very beginning of a day.

Q. Is steam wash as effective as using water when cleaning a very dirty car?

A. The Optima Steamer effectively washes various surfaces using the high temperature and relatively low, but effective amount of steam pressure. The heat of steam helps to break down dirt and muds on car surface very quickly and efficiently. Along with that, all Optima models are equipped with a moisture control valve that lets users increase the water flow rate for a quicker wash. If you open up the moisture control valve, the Optima Steamer can spray up to 1200~1500 cc/min per spray gun. This helps washing very muddy cars more quickly, but more water will be consumed.

Q. How many hours per day can I use Optima?

A. Optima can be used without stopping for hours 24 hours or longer. In fact, it is more cost-effective if operated continuously without stopping.

Q. How many cars can it wash per day?

A. With one Optima DM series model, a two-person team can expect to wash about 40-50 cars in 12 hours. What is the operational cost for washing 1 car with an Optima DM Series model?

Costs of fuel, water and labor vary from place to place. To wash an average sized vehicle, it takes about 3~4 liters (<1gallon) of water, 350mL (0.09 gallon) of diesel, and 20 minutes of manpower.

Q. Will steam damage paint on cars?

A. No, it will not if used correctly. Paints made for automobiles are highly weather resistant and supposed to endure extreme cold and heat. Steam is a form of gas. The very second steam is exposed to the atmosphere, the temperature of steam drops exponentially. In general, the

temperature of the steam on the washing surface is well below 100°C (212°F), but the temperature largely depends on the distance between the steam gun's nozzle tip and the surface. The Optima Steamer's steam pressure is preset at 8 bars (116 psi). This is a relatively low pressure rate, but powerful and sufficient enough to wash various surfaces clean and efficiently. Indication of Electric Power Supply - Indoor and Mobile (Portable Electric Generator, Car Battery with Inverter) Optima Steamer is controlled by fully automated system and every automatic control system requires Electric Power Supply. If any problem occurs the system will recognize it automatically and give users signal (via alarm or blinking) or even stop the machine with arising safety concerns.

Electricity is to be gained through the following three channels (methods).

<http://www.sjecorp.com/system/usSupportFAQ#5249>

4. Maintenance (Optima Steamer Series)

Q. What is Watercon, and do I need it if I want a chemical-free wash?

A. Using water which contains minerals, requires frequent cleaning and scale removal. To prevent severe scale problems, we recommend users to add the provided water treatment (Watercon) to the water tank. Watercon is a water conditioner/softener liquid that helps prevent hardened scale inside the boiler. It helps boiler generate pure steam, and thus safe on the car surface.

Q. How often do parts need to be replaced?

A. Some consumable parts such as water, fuel filters, water level sensors, fuses, etc. must be checked frequently and should be replaced if needed. Water and fuel quality (for fuel-run models) can greatly affect the lifetime of boiler and other important parts of the machine. Maintaining the boiler free of scale and soot problems will prevent frequent part replacement. Can I use chemicals (i.e. wax, degreaser, cleaner,,) with the Optima Steamer?

Although the Optima Steamer is an efficient chemical-free cleaning equipment, there is a way to integrate detergent into the steam wash. The Optima Steamer comes with one sample spray bottle. You can simply connect it to the gun's nozzle. See how a spray bottle works in the Videos page.

Q. If there is no distributor around me, what should I do when I need service?

A. Please contact our technical support team at tech@sjecorp.com If you are not able to figure out a problem on your own by reading the manual, please give detailed descriptions of your problem in your writing. Photos and videos always help. From our experience, we can usually assess your problem remotely over 98% of the times.

Q. Can I replace parts with ones I can get in my local market?

A. Yes, but it is always recommended to use the original parts or consult with the manufacturer or your distributor if replaced by generic parts. We may inform you a specific brand or a product you can obtain yourself in your local market. Using unapproved parts or accessories may damage the machine

Q. How often is maintenance required for the Optima Steamers?

A. Daily maintenance items include adding water treatment to the water tank and releasing remaining steam after use. Monthly maintenance items include checking water and fuel filters, draining water and fuel tanks, and checking water probe sensors. Once in every 3 to 6 months, we recommend a boiler combustion cleaning and scale removal of the boiler. All of the maintenance items are listed in the user's manual with step-by-step instructions.

Q. What are the precautions to take if used in cold weather?

A. Freeze prevention is one thing you should take care of when using the Optima Steamer in cold regions. A freeze can result in rupture and damage important parts of the machine. Thus, it is very important to remove remaining water from the machine system after daily use. Room temperature is perfect for storage. If machine is left in low temperature unexpectedly, and a freeze is suspect, let it defrost itself before operating again. Detailed information is included in the product manual.

Q. What are the precautions to take if used in hot weather?

A. There is no safety related issue when used in hot weather as the machine generates heat itself. However, it may be necessary to adjust moisture amount of the steam by using the humidifier valve for more effective car wash. Detailed information is included in the product manual.

5. General Information

Q. How can I contact you?

A. The best way to reach us is to submit an online inquiry form at our website. Please fill out an online inquiry form. You may also call us (see our contact information), but please be aware of the time difference. Our headquarters office is in the GMT+9:00 time zone.

Q. Do you sell used units?

A. No, we do not buy back or sell used units.

Q. Do you offer leasing or financing options?

A. No, the company does not lease products or have financing options currently.