homewardbath

Steam Planet Superior SteamPoint

Steam Generator

Installation & Operation Manual

(6kW, 9kW, 12kW, 18kW & 24kW)

ETL LISTED
CONFORMS TO
UL STD 499
CERTIFIED TO
CAN/CSA STD C22.2 NO. 64
Intertek
3191700

Rev. 03/2025

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Safety Notes

- ⚠ is a safety warning symbol that should be strictly observed. Failure to do so may cause bodily injury and financial loss.
- The power supply must be installed according to the local standard and with GFCI (Ground Fault Current Interrupter.) Test the GFCI before using to confirm its security and validity.
- The grounding for electrical appliance should be connected to a permanent ground.
- To avoid electric shock, replacing the power supply wire should be done by professional electrician.
- To avoid electric shock, no extra power supply should be used. Proper electrical standards apply. Broken electric wire should be changed.
- No modifications to the system are allowed, unless direction specifically given by Homeward Bath.
- Adjusting the low temperature to high temperature slowly to avoid scald.
- User should not be within 3 feet of the steam outlet to avoid burning.
- ***After use, the steam pipe, safety valve, drain valve, water pipe, steam outlet is still very hot.***
- Children should only use the product under adult supervision.

Warnings

⚠ *To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.*

⚠ *To reduce the risk of injury:*

a. The wet surfaces of steam enclosures may be slippery. Use care when entering or leaving.

b. The steam head is hot. Do not touch the steam head and avoid the steam near the steam head.

c. Prolonged use of the steam system can raise excessively the internal human body temperature and impair the body's ability to regulate its internal temperature (hyperthermia).

⚠ *Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6° F. The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include:*

a) Failure to perceive heat;
b) Failure to recognize the need to exit the steam bath;
c) Unawareness of impending risk;
d) Fetal damage in pregnant women;
e) Physical inability to exit the steam bath; and
f) Unconsciousness.

⚠ *The use of alcohol, drugs, or medication can greatly increase the risk of hyperthermia. Limit your use of steam to 10 – 15 minutes until you are certain of your body's reaction. Excessive temperatures have a high potential for causing fetal damage during the early months of pregnancy. Pregnant or possibly pregnant women should consult a physician regarding correct exposure.*

⚠ Caution: Do not place wiring in close proximity to hot water or steam pipes.

To prevent overheating, operate the controller as described in this manual only.

****Not for Space Heating Purposes**

Important

These are important updates for optimum performance of the Encore generator

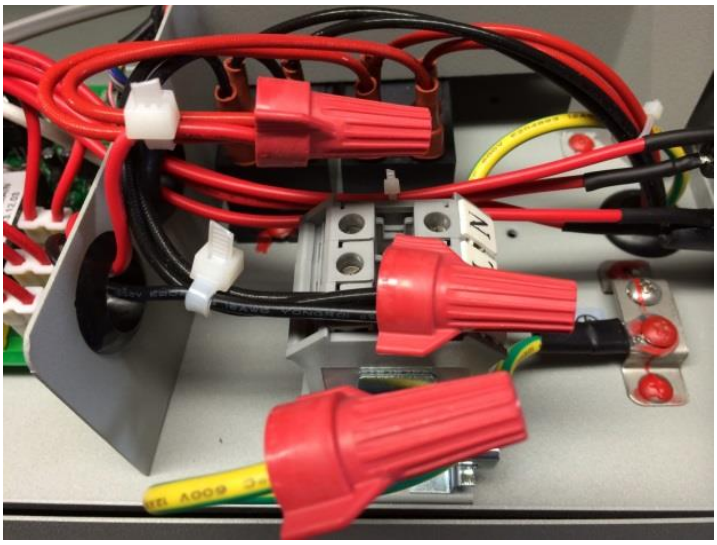
1. When connecting the keypad and the steam generator to the power box for the first time, the keypad and the generator must be set to the same temperature scale setting, Celsius or Fahrenheit.
    a. Check that the steam generator and the keypad are connected to the power box. The generator does not have to be on and running.
    b. To switch between Celsius and Fahrenheit, rotate the dial to the set icon. The display will then flash "dAN".
    c. Press and hold the dial for 7 seconds to change to the desired scale. Display will show "C" Celsius or "F" Fahrenheit.
    d. This syncs the temperature scale setting between the keypad and the steam generator.

2. Before first use, the keypad needs to be setup for internal or external use. The steam generator does not need to be running for this operation.
    a. To switch between inside mode and outside mode select the temperature icon.
    b. Press and hold the dial for at least 7 seconds, and the display will show "IN" or "OUT."
    c. Inside mode uses internal or external temperature sensor measurements. Outside mode turns the inside and outside temperature sensors off.
    d. The default mode is inside mode.

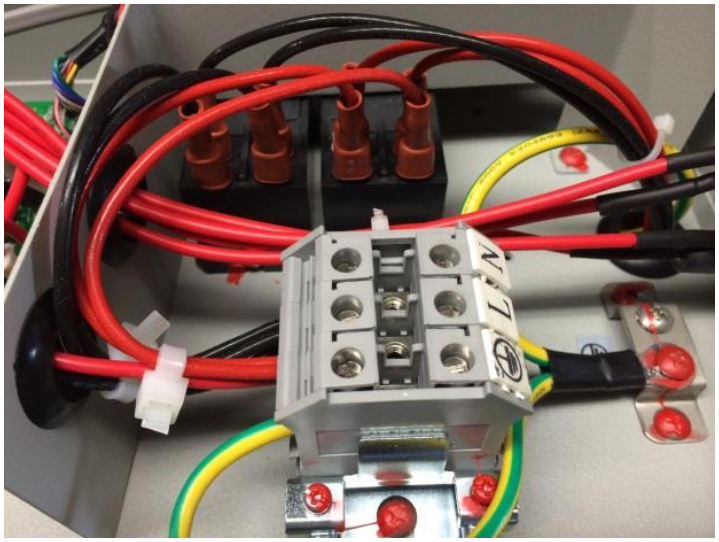
Installation of 6KW, 9KW, and 12KW steam generators.

When connecting the power supply for the 6KW, 9KW, and 12KW steam generators, there are 2 options:

- Use the terminal block.
    - **Note:** If the terminal block is used, it must be checked every 60 days to make sure the connections have not come loose.
- By-pass the terminal block. By-passing the terminal block makes the connections more stable and not loosen over time. To by-pass: wire nut the steam generator wires and power source wires together.



Terminal block connected



Terminal block by-passed using wire nuts

THIS WILL NOT VOID THE WARRANTY

Choose your steam generator size

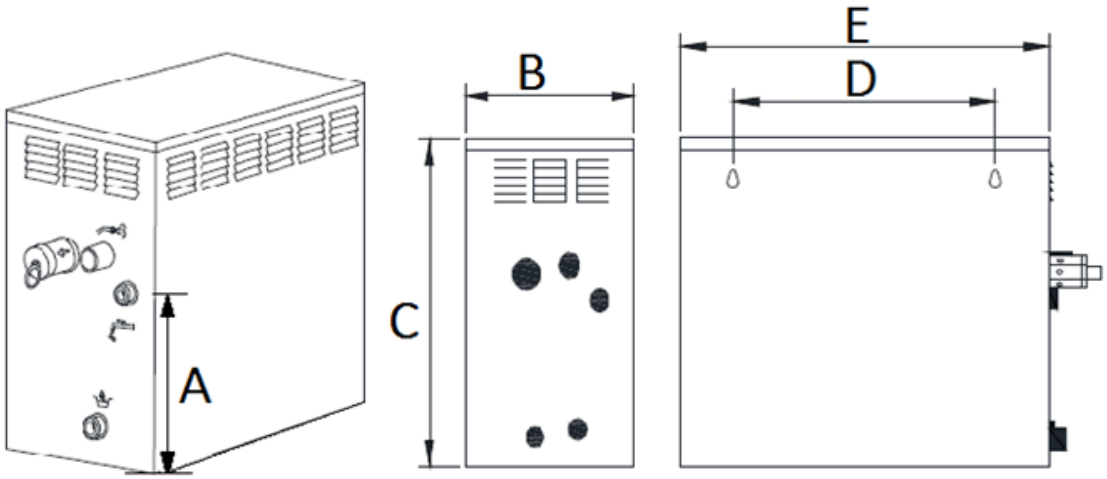
Measure the length, width, and height in feet of the current steam shower or bathtub room.
Example; L:7 x W:5 x H:8 = 280 Cubic feet x 2 to get complete cubic measurement
Note: Multiplying the cubic feet by two is done to account for heat loss due to the room having natural stone such as granite or marble, exterior walls, ceiling height exceeding 8 feet, ceramic tile, or glass walls.
Refer to the Parameter section to know if you have the correct size needed for your space.

Electrical Requirements

Power	Space	Voltage	Breaker Requirement	Wire DIA
6kW	140-320ft³	220-240V	30A	10# or 6MM²
9kW	320-460ft³	220-240V	50A	8# or 8MM²
12kW	460-700ft³	220-240V	60A	6# or 10MM²
18kW	700-920ft³	Two 220-240V Lines	Two 50A breakers	Two 8# or 6MM² lines
24kW	920-1400ft³	Two 220-240V Lines	Two 60A breakers	Two 6# or 10MM² lines

- 110-120V AC power supply for Power Box GH21-PB
- Single power box comes with every size of the generator. Additional keypads and/or generators can be added to the same power box. *Call for any clarification.*

Dimensions



Size	A	B	C	D	E
6/9kW	10 3/8in (263.5mm)	7 7/8in (200mm)	13 1/8in (333mm)	10 7/16in (264.5mm)	14 5/8in (372mm)
12kW	10 3/4in (260mm)	9 3/8in (238mm)	16 1/8in (409mm)	10 7/16in (264.5mm)	14 5/8in (372mm)

Recommendations

- Use a water filtration system. For hard and well water we strongly recommend a water softener.
- Accessibility for service.
- Clean unit every 3 or 4 months. If on **well water**, clean monthly. See pages 17 and 18.
- Use soapy water and a soft sponge to wipe. Do not use corrosive chemical solutions or abrasive tools for cleaning.
- Purchasing a drip pan is highly recommended.

Parts List

Standard Package
Steam Generator
Power box
Keypad with built-in temperature sensor, attached 11ft power cable and external temperature wire
External temperature sensor wire
External temperature sensor foundation
12ft power box extension cable
9.5ft cable for keypad or generator connection
1ft light cable attached to generator
25ft cable for single white light
1 ¾in Chrome steam head with aromatherapy (there are 2 with 12kw generator)

When ordering Bluetooth upgrade, these items will be included

Upgraded Package
Bluetooth box
11ft power cable, already attached to Bluetooth box
15in chroma therapy power wire for lights, already attached to Bluetooth box
2 – 15in speaker wires, already attached to Bluetooth box
2 speakers with attached 36in wires

Replacement Parts

Replacement parts can be ordered on hwbpro.com/parts/

System Introduction

Equipment Names	Description
GS08-HW	**Steam generator**
GH21EE	**Keypad**
GH21-BT	**Bluetooth box (optional)**
GH21-PB	**Power box**

- Steam generator: controls steam function, water filling and draining.
- Keypad controls the system
- Keypad can use internal temperature sensor or can be connected to the external temperature sensor. When the external sensor is connected, the internal sensor will not work.
- Then using the internal temperature sensor, there will be 30 to 60 second delay for temperature reading.
- Bluetooth box controls the Bluetooth connection, chromotherapy LED lights, and speakers.
- The power box provides 14V DC, and communication between steam generator/s, keypad/s, and Bluetooth box.
    - **There are 6 connectors. If the wire isn't long enough, user can extend it with extension wire. All equipment components should be connected to the power box.**

Wiring Introduction

The system consists of power box (GH21-PB), keypad (GH21EE), steam generator (GS08-HW) and Bluetooth box GH21-BT (optional).

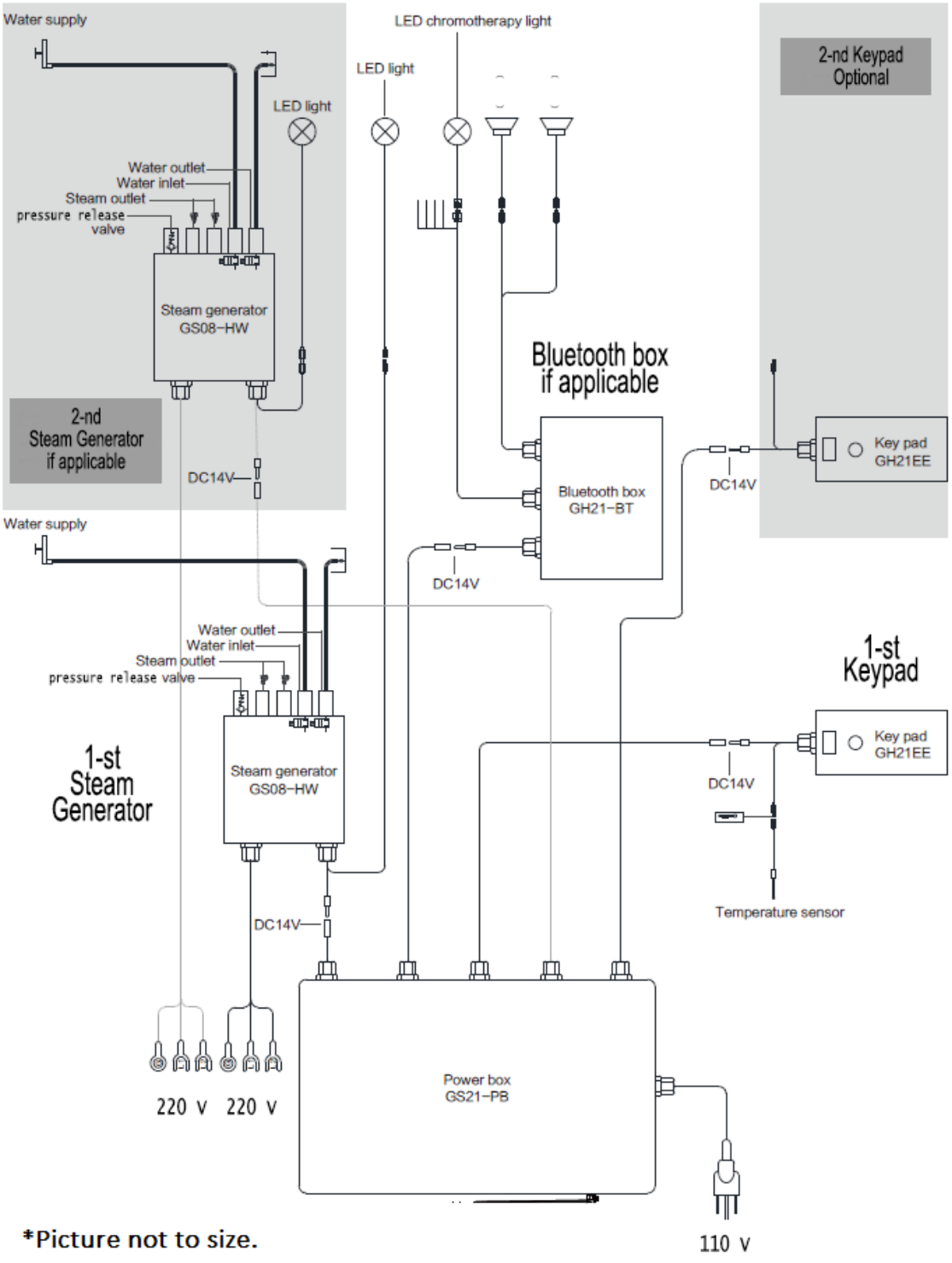
Power box (GH21-PB) provides 14v DC and there are 6 power output with DC5521 connectors. The input voltage is 110V-265V.

Keypad (GH21EE) has two connectors: 14V DC5521 connector to the power box and temp sensor connector with 2-pin SIM2.54 connector.

Steam generator (GH08-HW) has two connectors: 14V DC5521 connector to the power box and white light (Max 20W, 12V) with 2-pin SIM2.54 connector.

Bluetooth box (GH21-BT) has 3 connectors: 14V DC5521 connector to power box, chromotherapy lights, (Max 20W, 12V) with 4-pin SIM2.54 connector and 2 speaker cable with 2 wire 2-pin SIM2.54 connectors.

Optional Dual Keypad and Dual Generator Setup



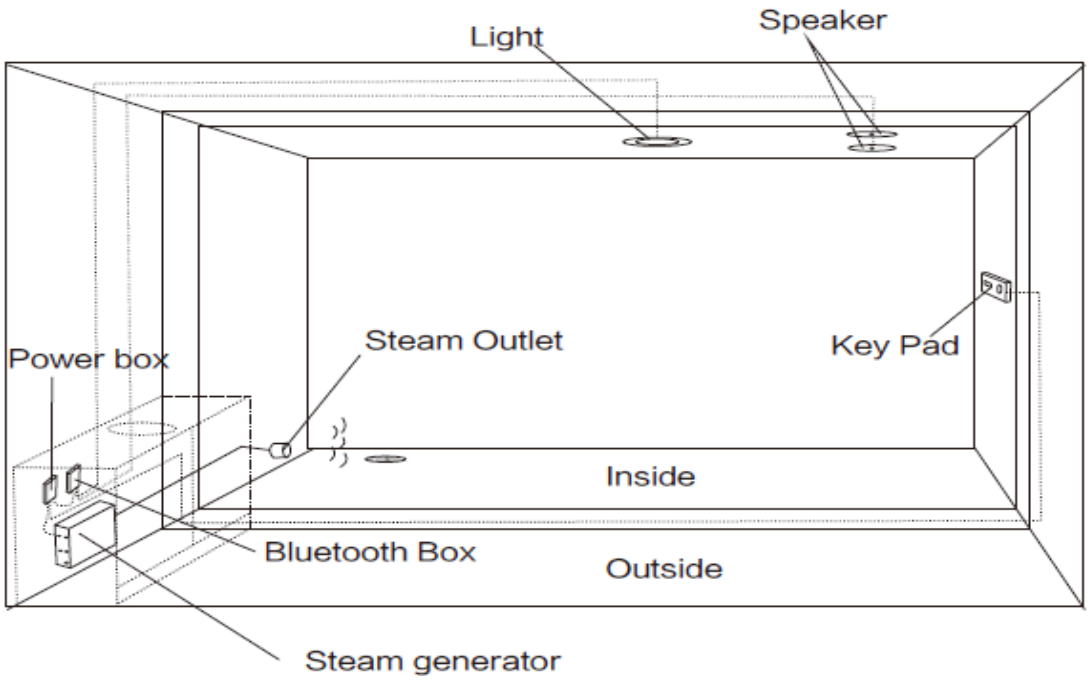
Reset Information

In order for the power box to “RECOGNIZE” the new accessory, you must unplug the power box plug for 30 seconds, then plug it back in.

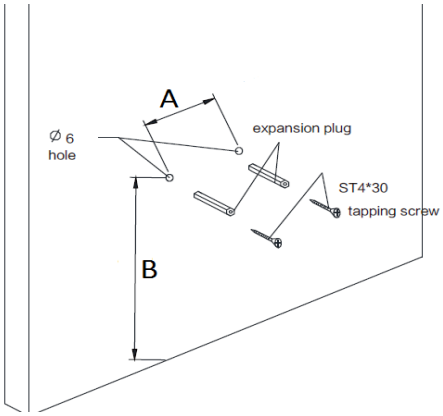
Proper Installation Location

1. Do not install near flammable objects or chemicals (coal, gas, etc.)
2. Do not install it in any places where the water might **freeze.**
3. The steam generator should not be installed inside the steam room.
4. The steam generator should not be installed outdoors or in any place that will influence the security of the steam generator.
5. The steam box should not be located further than 15 feet away from the steam room.
6. The shorter and straighter the steam lines, the more efficient they will be.
    a. If possible, avoid using 90-degree fitting, if possible. Use 45-degree bends to allow better steam flow.
7. The steam generator should be installed in a dry and ventilated place.
8. If mounting machine to the wall: Make sure it is secured and is leveled.
9. On the other three sides, there must be at least 6 inches of space between steam generator and surroundings**.**
10. Choose a location that allows access for service.
11. Place steam outlet minimum of 3ft away from users.
    Note: do not run bathroom exhaust fan when using steam room.
12. The steam generator should be higher than the steam outlet to allow condensation to drain out of the steam head.
13. The steam line must be insulated with high temperature rated insulation.
14. The 12kW generator **must** have 2 steam lines; use both steam outlets.

Suggested Steam Room Layout

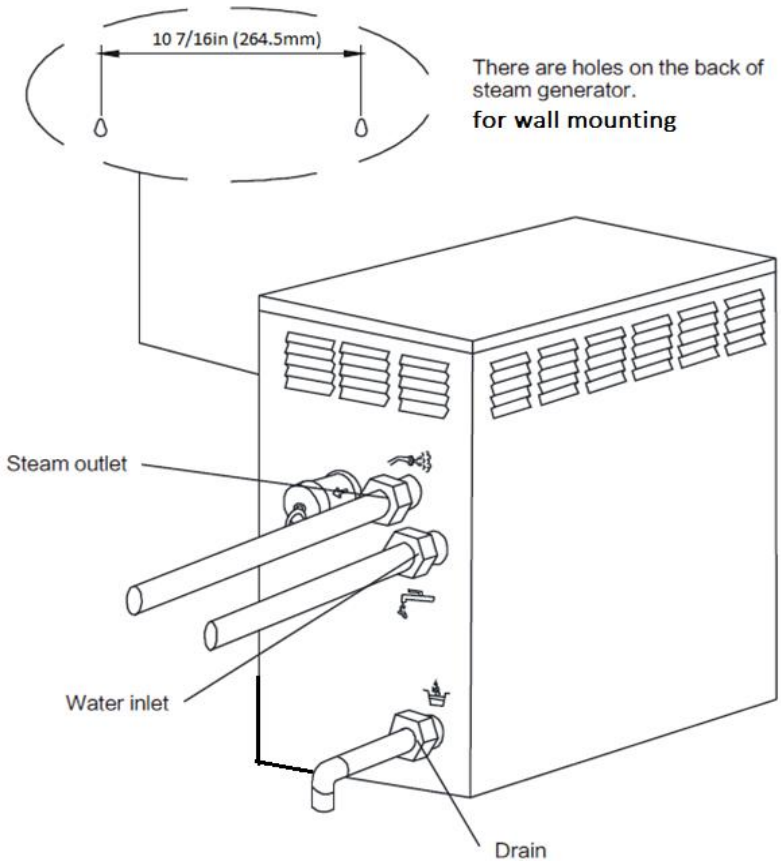


Installation



A	10 7/16in (264.5mm)
B	19 11/16in (500mm)

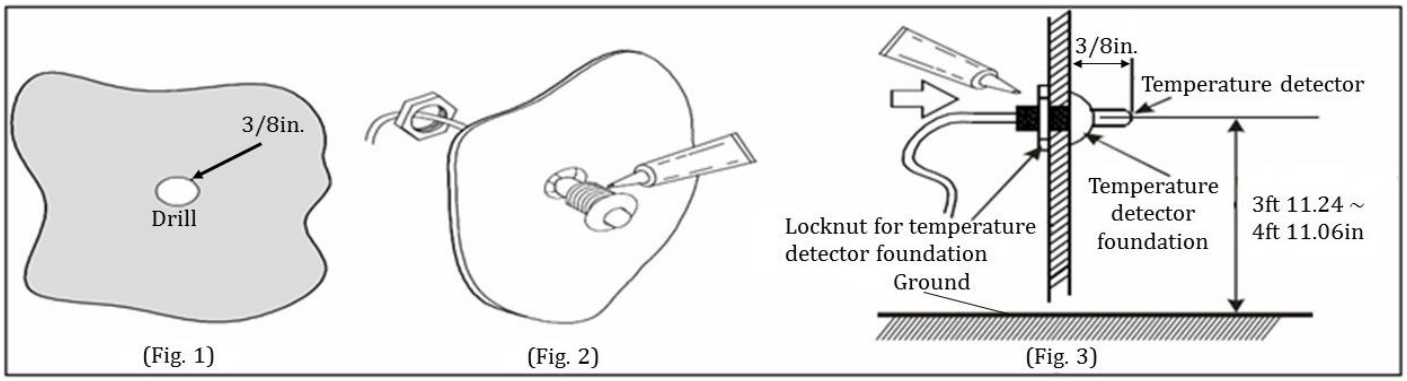
1. **For wall mounting:** Steam generator is installed outside the steam enclosure as per the diagram. Mark the position and drill the holes according to the marks. Insert expansion plug and tapping screws. Keep the screw head 3/8in (10mm) outside the wall.
2. Connect the steam generator according to the drawing.



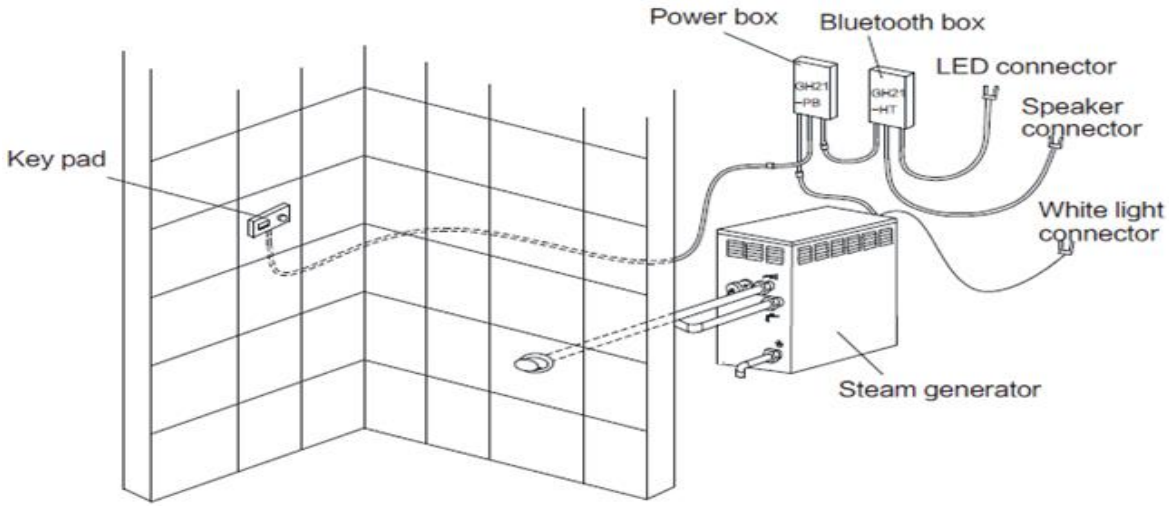
- Water inlet: 1/2in thread connector.
- Drain: 1/2in thread connector. Must be copper for at least first 3ft from the generator.
- Steam outlet: 3/4in thread connector
- Steam line: Must use 3/4in copper. Insulate the line with high temp 212 plus temp rating insulation.
- Install a brass union on the steam line for easy disassembly.

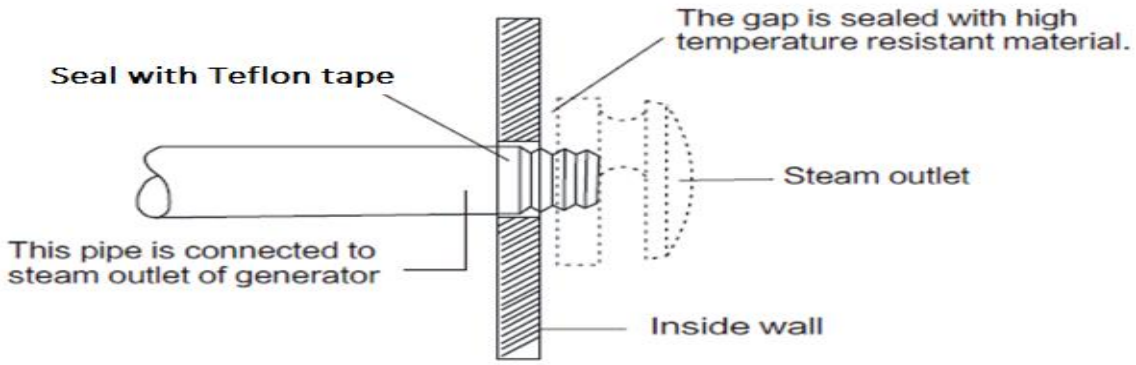
- Install a brass union on water inlet for easy disassembly.
- Install a brass union on drain valve for easy disassembly.

3. Keypad and steam outlet are installed according to the drawing below. Steam generator must be installed out of the steam shower.
4. The keypad can be installed according to the situation on site. Drill at least a ϕ20mm hole for the wires. Tear the sticker off keypad and stick it on the wall.
    a. When using the internal temperature sensor of the keypad:
        i. The keypad should be placed shoulder high when occupant will be sitting. The sensor **must** be as far away from the steam outlet as possible.
    b. When installing the external temperature sensor:
        i. The sensor should be placed shoulder high when occupant will be sitting. The sensor **must** be as far away from the steam outlet as possible. (fig 1, fig 2, and fig 3)
        ii. The position of the temperature sensor should be about shoulder high where occupant will be sitting. Avoid installing near the steam outlet.
        iii. As shown in Fig.1, drill a small hole (3/8") in the selected position.
        iv. Apply silicone along the edge of the back of the detector foundation (as shown in Fig.2).
        v. Use a locknut to lock the detector foundation. (As shown in Fig.2)
        vi. Push the temperature detector and go through the back of the detector foundation (As shown in Fig.3)
        vii. The temperature detector should be installed by extending about 3/8" from the front of the room for accurate temperature.
        viii. Apply silicone to the back and set the detector. (As shown in Fig.3)



5. Install the steam outlet on the wall.
    a. The steam outlet is 3/4in thread. Leave 1/2^{in} (13mm) outside the wall.
    b. Seal the connector with Teflon tape and connect the steam outlet like drawing below shows. The gap is sealed with high temperature resistant material.
    c. Outlet should be 10in to 15in from the floor.
    d. The steam outlet should be installed face down (3 holes facing down, and indentation facing up)
        i. Wrap a few circles Teflon tape around the threads of the steam pipe.
        ii. Install the steam nozzle and tighten with hands.
        iii. Do not over tighten the steam head to prevent blocking the steam holes.





Warning: The steam outlet will get **very hot!** User should not be near the steam outlet.

Note: Indentation at the top of the steam nozzle is for aromatherapy oils.

Attention: To avoid scratching the steam nozzle, do not use any tools to tighten it.

Attention: Please consult your distributors of building materials like acrylic, fiberglass or other heat-resistant material around the installation and position of steam nozzle.

SteamPoint Operation

SteamPoint Keypad Diagram

	Time & Temp Up/Down
	Steam On/Off
	Light
	Settings
	Manual Drain
	Power On/Off

SteamPoint Plus Keypad Diagram

	Time & Temp Up/Down
	Steam On/Off
	Volume Up/Down
	Light
	Channel Up/Down
	Bluetooth On/Off
	Settings
	Manual Drain
	Power On/Off

Keypad Manual

Steam Time & Settings

Press power to engage the generator and keypad. Before starting the steam generator make sure the current time and temperature settings are the desired settings if read below on changing the time and temp settings. *Note*: display will show current room temperature until you hit up and down arrows to change the temperature setting.

Changing Time and Temp Settings

The current time and temp settings will display and a small red light will be light up next to the numbers. To change the time, press the settings button and the red light will flash near the time window, press the up or down button to set the desired time. *Note:* the minimum time is 20 minutes and the maximum time is 119 minutes. Once the desired time is reached press the settings button to set the time.

To set the temperature, press the settings button until either the Celsius or Fahrenheit numbers have the flashing red light next to the temperature numbers. Press the up or down button until the desired temp is reached, then press the settings button to set the temp. *Note*: the min temp setting is 68 and the maximum is 140. It is recommended to not go below 100 Fahrenheit.

The desired time and temp should be displayed and the red light should be on.

Press the steam button to engage the steam generator.

Drain

The unit has an automatic drain setting that will drain the unit automatically 20 minutes after the keypad is turned off. There is also a manual drain button that will override the automatic drain system that can be used if desired. To use the manual drain button, the steam button MUST be off, press the drain button and the drain will start to release the water and will shut off automatically when finished.

Light Control

The light button turns on or off the optional white light.

Optional Bluetooth Box

Note: The time, temperature and drain function the same as described above.

Connecting the Bluetooth Box

The Bluetooth box (GH21-BT) has 3 wires coming out from the side. One wire is the power wire, one wire is the Chroma-therapy light wire and the last wire is the speaker wires left (L) and right (R).

1. Connect the Bluetooth Box to the Power Box (GH21-PB) with power wire.
   NOTE: In order for the power box to "RECOGNIZE" the new accessory, you must unplug the power box plug for 30 seconds, then plug it back in.
2. Connect the speakers to the speaker wire coming from the Bluetooth box.

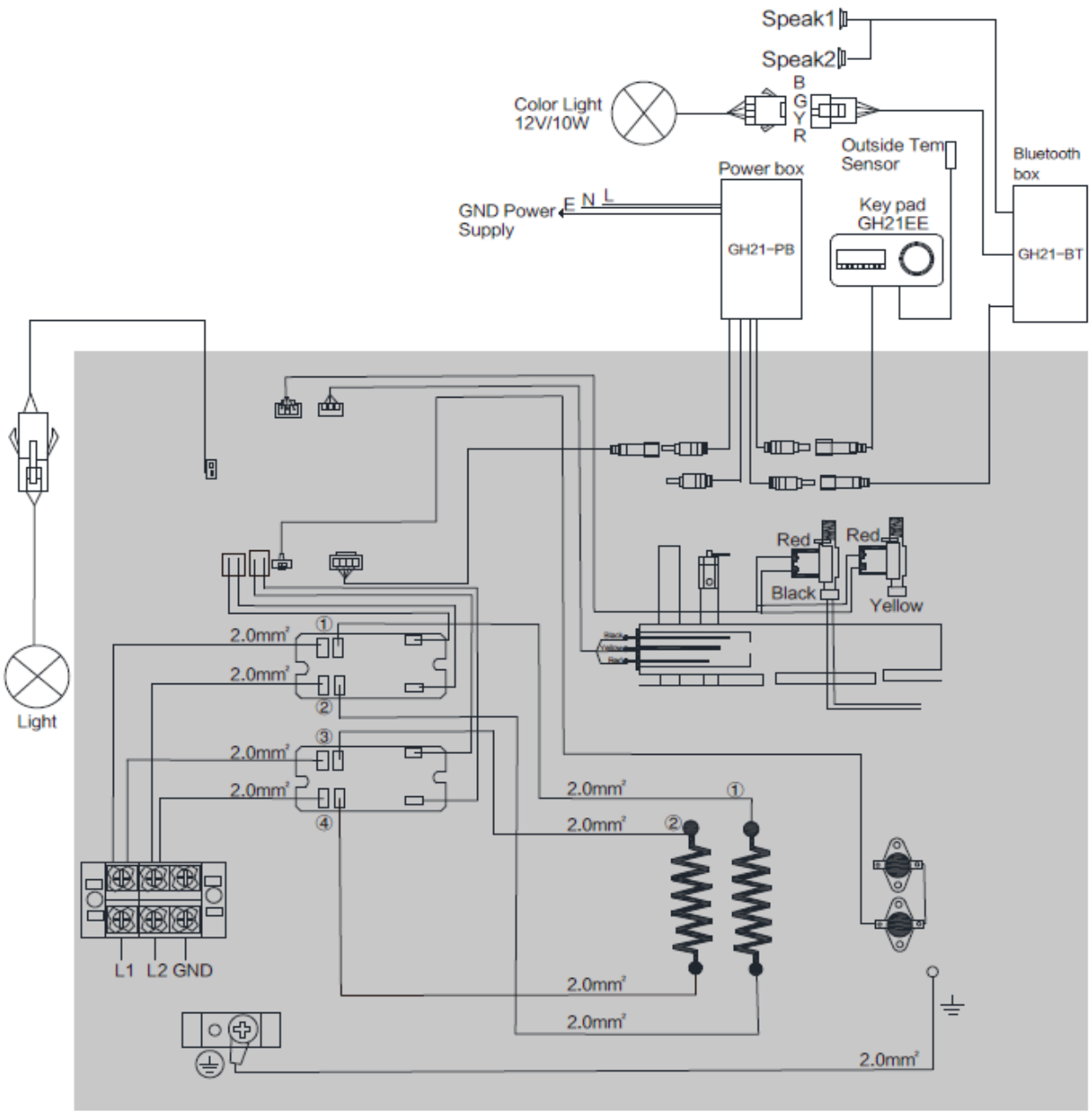
Controlling the Bluetooth Option

To start Bluetooth connection, press the Bluetooth icon, it will turn red. Go to the device you wish to connect with and search for a new Bluetooth device, the device you are looking for is MH-M18. Once connected you can control the music through the device or the keypad. You can change channels or skip songs.

Optional Chromotherapy Light

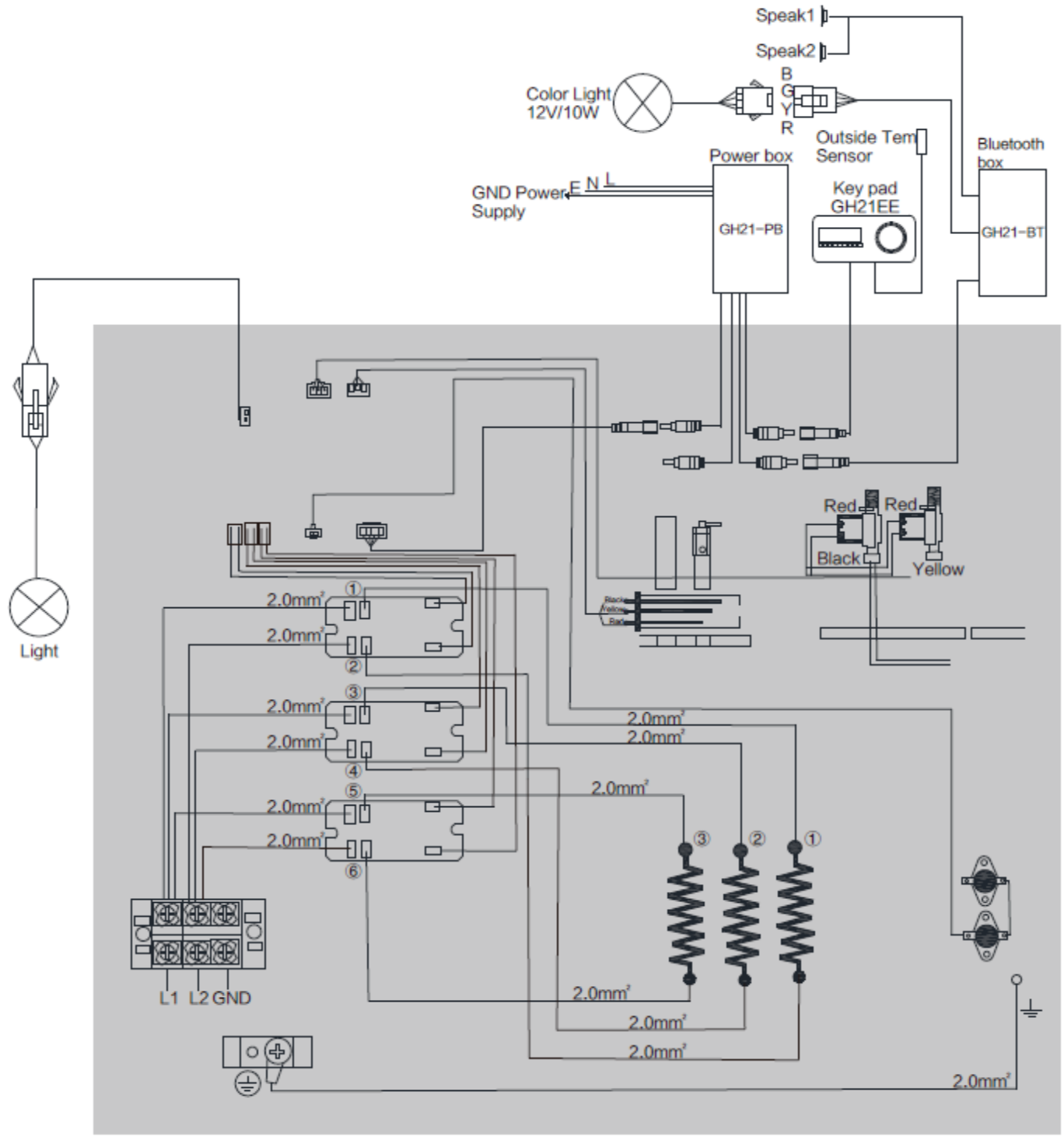
Chromotherapy lights can only be used with the optional Bluetooth box.
To use the chroma therapy lights, you must press the light button 11 times while the keypad is off, turn on the keypad, make sure the Bluetooth is connected, press the light button and the light will come on the colors will be in the following order, press the light button to change the colors: White, Blue, Red, Green, Magenta, Yellow & Cyan.
If you cycle through all the lights and stop on the white again the lights will automatically change colors. Hold the light button down to turn off the lights only. *Note: The lights will reset when the unit is turned off each time.*

Circuit Diagram for 6kW & 9kW with Optional Bluetooth



Internal wiring diagram of steam generator

Circuit Diagram for 12kW with Optional Bluetooth



Internal wiring diagram of steam generator

Maintenance

The unit will drain automatically 20 minutes after use.
Clean the steam generator every 60 uses, and 30 if on well water.

1. Wait for the completion of automatic water discharge after each use of the steam engine to make sure the water in the tank is discharged completely before cutting off power supply.
2. There should not be any leaking or damage to the steam engine, steam nozzle, components and pipes. They should be checked monthly.
3. Clean the water supply pipes of the steam engine once a year.
4. Check all the connections, water, and electric, to see if they have become loose or are damaged due to overheating.

Steam Generator Cleaning

1. The 6 and 9Kw units have a 1.5-gal tank, the 12Kw has a 3.2-gal tank.
2. To clean the tank, we recommend using a citric acid powder.
    a. Mix 1 ½ cup of citric acid powder with about 20 oz of warm water.
3. Two ways to fill the tank with the solution.
    a. Through the steam line.
        i. Disconnect the steam line and use a funnel to pour the solution into the tank.
    b. Through the pressure relief valve.
        i. Remove the valve and use a funnel to pour the solution into the tank.
4. Reconnect the steam line or the pressure relief valve.
5. Turn on the steam generator.
6. Start the steam cycle. Let it produce steam for about one minute, then shut it off at the circuit breaker.
7. Let sit for 2hr to 24hr for a thorough cleaning (24hr recommended).
8. Turn the circuit breaker back on.
9. Start the steam cycle. Let it steam for about 5 minutes and turn the key pad off.
    a. Wait about 20 minutes until the steam generator automatically drains the solution.
    b. OR use the manual drain button on the key pad.
10. Start the steam cycle again. Listen for water going into the tank. This indicates the tank was empty, meaning the drain is not clogged.
11. Once again, it is important to verify the solution has been drained out from the unit. If the tank drains, it is not clogged.
12. This procedure will also clean the water level sensor probe.
13. If the tank is clogged and not draining, it will lead to heating element failure and other issues. Refer to “Unclogging the drain line

Unclogging the drain line

It is important to have the tank filled with the cleaning solution, so when the line is blown clean the solution can flow into the drain line and dissolve any deposits there.

1. Shut off the power at the breaker
2. Shut off the water supply
3. Disconnect the drain line from the steam generator drain valve
4. Reconnect the water line to the drain valve, gently turn on the water supply, you should hear water rushing into the tank. You only need to run it for a few seconds.
5. Once completed return to the “Steam Generator Cleaning” section.

Drain line, valve and tank cleaning manually

1. Shut off the power at the breaker
2. Shut off the water supply
3. Disconnect the steam line/s, water supply line, drain line, and electric line from the steam generator.
4. Remove the generator and turn it upside-down to drain it of any remaining water.
5. Remove the small rear access panel.
6. Access to the tank is covered by a panel secured by 8-10 nuts.
    a. Spray the nuts with WD-40 or a similar solution.
    b. Disconnect the wires from the heating elements.
    c. Remove the nuts from the unit.
    d. Remove the plate with heating elements from the unit.
    e. Inspect the heating elements to make sure they are in good shape. Otherwise they may need to be replaced.
7. **Clean the tank from debris as needed**
8. If you were able to flush the drain line, disregard the following and go to **step 9.**
9. Remove the large side access panel.
10. Remove the drain solenoid.
11. Rinse some water inside the tank and make sure the water runs out the drain line coming from the tank.
12. Reinstall the drain valve
13. **Reverse everything else you did.**

Water Level Sensor Probe Removal for Direct Cleaning

1. Power off the unit at the circuit breaker.
2. Remove the top access panel from the steam generator.
3. The water level sensor probe is located on top of the steam generator tank.
    a. Locate the large transformer. Near it should be a hole with three wires going into it and attached to tabs. That is the water level sensor.
4. Note the color of the attached wires and the polarity of the tab they are attached to.
5. Unplug the wires and unscrew the sensor. Two-piece sensor requires you to unscrew the ring then pull the red plug up to expose the sensor probes.
6. Inspect all three probes for scale or debris.
    a. Replace the sensor, if there is any discoloration or blemishes.
7. Reverse the above procedure to reinstall the sensor.
8. If needed the probe connections are as follows:
    a. Red wire connects to the shortest probe and is the positive wire (+)
    b. Yellow wire connects to the middle length probe and is the negative wire (-)
    c. Black wire connects to the longest probe and is the Ground wire.

Common Installation Problems

- Steam generator is not receiving 220V – Check troubleshooting section
- Communication issue – Inspect the wires for damage and reference the troubleshooting section

Trouble Shooting Guide

Keypad does not light up

1. Check that the power box (GH21-PB) is connected to a 110V outlet
    a. Check that the power outlet is getting 110V
2. Check that the keypad is connected to the power box
3. If problem persists, replace the keypad.

NOTE -

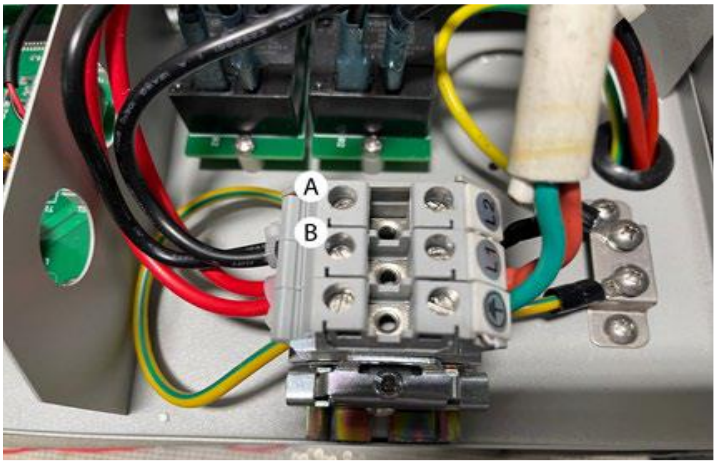
- The power box must be turned off for at least 30 seconds anytime devices are added, disconnected, or connectors are changed at the power box.
- The two-prong wire from the keypad should only be used to connect to the external temperature sensor probe.

Bluetooth/color lights not working (if applicable)

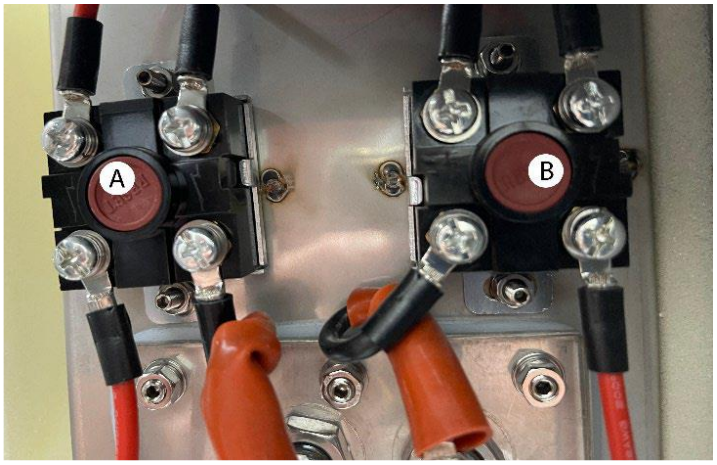
1. Check that the power box (GH21-PB) is connected to a 110V outlet
    a. Check that the power outlet is getting 110V
2. Check that the keypad is connected to the power box
3. Check that the Bluetooth box is connected to the power box
    a. Check that the color lights are connected to the Bluetooth box
4. Select the BLUETOOTH icon “AUDO” will flash. It will stop flashing and show current temperature after 20 seconds of non-use.
5. Press the dial. It will display “ON”. Press the dial again. It will display “OFF”
6. Select the power icon and press it. The display will turn off.
7. Select the BLUETOOTH icon “AUDO” will flash. It will stop flashing and show current temperature after 20 seconds of non-use.
8. Press the dial, you will hear a brief note from the speakers, indicating the setup is complete.
9. If you don’t hear the note from the speaker, repeat step 8.

No Steam

1. Check keypad settings. Make sure you set the temperature and time on the keypad.
2. No water is going into the steam generator when the steam cycle is on. Check troubleshooting section **No Water Going into the Tank**.
3. Check the power to the steam generator. The unit requires 220 – 240 volts for proper operation.
    a. Test the two power lines L1 and L2 (A & B) at the SAME time. (See picture 1) You should get the 220 – 240 volts. Testing the lines separately can give you a false reading.
4. Check the manual hi-limit switches (see picture 2).
    a. **Shut the power off before proceeding.**
    b. There is a small access panel on the side, close to the bottom of the steam generator. Remove the four bolts to take the panel off.
    c. You will see the heating element terminals and some wires going upward and connected to a square device. In the center of the square device, you will see a button that has RESET on it (See picture 2).
    d. Firmly press each **reset** button for the manual hi-limit switches. If you hear a click, the switch was tripped and you just reset it. Check ALL the hi-Limit switches.
    e. Turn power back on.
    f. Start the steam cycle.
    g. Wait 5 to 10 minutes. If steam is still not working, contact Homeward Bath.



Picture 1

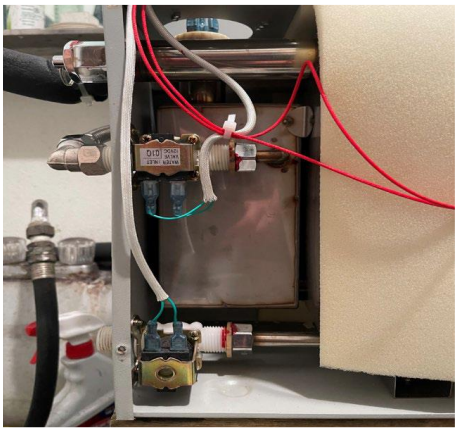


Picture 2

No Water Going into The Tank

1. Make sure the water supply is on.
2. Check the water inlet
    a. Remove the large side panel to access the steam generator (Picture 3).
    b. Locate the water inlet valve (picture 4.)
    c. Set the voltage meter to 20 volts DC. The plastic terminal covers need to be moved in order to measure the voltage.
    d. Turn on the generator. As the unit is filling with water measure the voltage. It should read 11.88 volts or so (see picture 5.)
        i. As the water inlet valve opens and closes you will see the voltage change from 0 to 11.88. This is normal.
        ii. When the tank is full the inlet valve should have 0 voltage.
        iii. The inlet valve will receive 11.88 volts when the tank requires more water.
    e. Check the electrical connections at the water inlet valve terminals and the connection on the circuit board at the plug labeled WATER IN to make sure they are tight.
    f. Getting 11.88 volts and NO water flowing into the generator, indicates the water inlet valve is stuck closed and needs to be replaced.

For further assistance contact us at 216-587-6790 and have the model info available.


Picture 3

Picture 4

Picture 5

Parts Requests

Replacement parts can be ordered on hwbpro.com/parts/
If you don't see the part to order visit homewardbath.com/support to submit a request.
If you require additional assistance, call 866-783-2661.

Warranty Information & Registration

Please visit our website: homewardbath.com/warranty-registration

Note serial number on the generator: _____

Registration must be completed within 45 days of receipt to be valid.
A full description of the warranty is available on the Homeward Bath website.