DELTA
FAUCET COMPANY

Steamist® Residential Product
FAQs for Delta Faucet Company Agencies
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STEAMIST OVERVIEW

For more than 75 years, the Steamist® brand has been at the forefront of innovation within the residential and commercial steam industry. Known as an industry leader for both quality and incredible customer service, Steamist products bring the ultimate luxury steam shower experience to some of the most prestigious spas and resorts in the world. Now, with its state-of-the-art residential systems, users can enjoy that same experience in the comfort of their homes. Steamist generators produce consistent temperatures for an exceptional steam shower experience. Delta Faucet Company acquired the Steamist brand in 2021 – a luxurious complement to its industry-leading portfolio of kitchen and bath products.

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PRODUCT – DIGITAL SHOWER VALVE

What components are required for a Steamist® digital shower system?
Two components are required for a Steamist® digital shower system: 1) the electronic shower valve (TSSH), which is installed behind the wall, and 2) the touchscreen digital control (550 or 450 Digital Control), which is installed in the shower.

How many shower outlets can be used with the Steamist® digital shower valve (TSSH)?
The electronic shower valve (TSSH) supports up to three (3) outlets. If more than 3 outlets are needed, a separate TSSH and a separate control (550 or 450 Digital Control) must be purchased. The separate valves and controls will not work together.

If two or three shower valve outlets are operated at the same time, is there a noticeable flow or pressure drop from each outlet as compared to operating them independently?
The flow from each outlet is determined by the shower fixture. Due to national and local standards, the shower fixtures flow at a lower rate than the potential of the shower valve, so there shouldn't be any noticeable drop in performance.

In areas with shower restrictions, can the electronic shower valve be programmed to only run one outlet at a time to meet local code requirements?
The valve ships with only one outlet operable at a time. In areas where multiple outlets are allowed, the installer can contact Steamist® product customer service to find out how to change the code to run one or more outlets simultaneously.

Can you have multiple shower devices running at once?
The valve ships with only one outlet operable at a time due to code requirements in some locations. If this feature is turned off, then the user may operate multiple outlets simultaneously.

What is the PSI output for the shower valve?
The maximum pressure for the shower valve is 125 PSI. However, the outlet flow rates are based on 45 PSI.

Can the electronic shower valve be controlled remotely via an app?
The 550 Digital Control is Wi-Fi capable and may be remotely activated from the mySteamist app on a smart device. An add-on is available to add Wi-Fi functionality for the 450 Digital Control.

Can a control be placed outside the shower to turn it on and off?
The available controls (450 or 550) that work the shower valve must be placed inside the shower. There is no external control that works the shower valve.

Is the valve sold separately (i.e., without a steam shower)?
The digital shower valve and 450 or 550 Digital Control are available separately. No steam generator is required.

What Spa Options will work with the Digital Shower System (TSSH)?
The ChromaSense™ and AudioSense™ Spa Options will work with the digital shower only system.

What languages are available for the digital control?
The 550 Digital Control comes with 10 language options: English, Spanish, Dutch, Polish, French, Portuguese, German, Chinese, Russian, and Danish.

PRODUCT – STEAM SHOWER

Is a steam shower ecofriendly?
A 20-minute steam shower uses only one gallon of water. A jetted tub uses up to 75 gallons, and a 10-minute shower uses up to 25 gallons of water.

What is the SteadySteam™ feature?
SteadySteam™ technology ensures the steam shower maintains the preset temperature level for the duration of the steam shower, without uncomfortable temperature spikes.

What is the difference between the SH-450/SH-550 and the regular 450/550 controls?
The steamhead is included in the 450/550 controls but is not included in the controls with the SH prefix. The Transitional steamhead is included with all 550, 450 and 250 models, as well as the 450 Traditional Control. The Round steamhead comes with the 250R Round Control. 550 Modern models come with the Modern steamhead. A Bilateral steamhead is also available separately.

Can the touchscreen digital control be installed outside the shower? The digital control must be installed inside the shower. The 550 Digital Control is Wi-Fi capable, however, and may be operated from a smart device. Wi-Fi is an optional add-on for the 450 Digital Control. In addition, an exterior on/off control is available as an accessory. This allows users to turn on the shower for user A or B from outside the shower.

What is the difference between the three Steamist® digital controls?
- The **550 Digital Control** is a premium control that can operate any one or all four TotalSense™ Spa Options. With the AudioSense™ module, it connects to Spotify®, Pandora® or iHeartRadio. It also includes Wi-Fi to connect with the free mySteamist app, allowing the user to control the Steamist® shower remotely. This model is available in modern or transitional designs and can be installed vertically or horizontally.
- The **450 Digital Control** can operate only one or all four TotalSense™ Spa Options. It's available in transitional and traditional styles. The control does not ship Wi-Fi capable, but that functionality is available as an add-on. With the Wi-Fi add-on, it will also work with the mySteamist app.
- The **250 Digital Control** is capable of operating the steam shower only.

All of the above controls are available in a variety of finishes, come with one steamhead (model 3199) and provide separate settings for up to two users. Controls with the SH prefix does not include the steamhead.

Is a wireless steam control available for Steamist® steam showers?
We do not provide a wireless steam control option. Wired controls provide better functionality and display more features that would drain a battery-operated system. The 550 Digital Control, however, is Wi-Fi capable and can be operated by an app on the user's smart device. A Wi-Fi add-on is also available for the 450 Digital Control.

What accessories are available for Steamist® steam showers?
A variety of accessories are available to complement a Steamist® shower: 1) Exterior on/off control to activate the steam bath from outside the steam shower space, 2) Teakwood seats for inside the steam shower space, and 3) a Bilateral steamhead.

What's the difference between the SM Plus Generator (SMP) and the TotalSense™ Generator (TSG)?
The TotalSense™ Generator is a premium product that includes the InstaMist® and SteadySteam™ features. The InstaMist quick response steam feature reduces the time to heat up your steam shower by 2-4 minutes. The SteadySteam feature provides a more even flow of steam to ensure a consistent temperature for the duration of your steam shower. The SM Plus Generator provides steam without these premium features.

What is the maximum size of a shower for an SM Plus or TotalSense™ Generator?
Both the SM Plus and TotalSense™ Generators can accommodate a shower of up to 1350 adjusted cubic feet. For larger spaces, two or more TotalSense Generators may be ganged together. SM Plus Generators may not be ganged together.

Since the steam goes up and down with the bilateral steamhead, could that potentially be directly toward the user and be a safety issue?
To ensure safe use, placement for the bilateral steamhead is the same as the standard steamhead. Install it 12-18 inches from the floor. It should not be near the bather, beneath the control, or by the door where the bather may walk past it when entering or exiting the room.

Do Steamist® residential products have a high temperature alarm?
Only Steamist® commercial products have an optional high temperature alarm.

What does the Generator Accessory Package include?
The Generator Accessory Package includes a Generator Pan and an Auto Drain component. Both are strongly recommended for any Steamist® generator.

Is the Auto Drain required or recommended?
The Auto Drain is not required; however, it is recommended for areas with hard water concerns. The Auto Drain purges the system after each use.

Are Steamist® generators offered in different voltages?
240 volts is standard but 208-volt options are available. For 208-volt units, the current amps requirement will be higher and a larger breaker size will be needed.

Is a 120-volt Steamist® product available?
Due to the electrical power required for most steam rooms, it is not practical to operate a steambath generator on 120V. We do not provide one in the Steamist product portfolio.

PRODUCT – TOTALSENSE™ SPA OPTIONS

What TotalSense™ Spa Options are available?
There are four TotalSense™ modules:
- o AromaSense™ module holds two, 100 ml essential oil canisters. The essential oil options include: Energize, Relax, Renew, Restore, and Respiratory. A single canister should last approximately 6 months.
- o The ChromaSense™ ceiling-mounted fixture casts white light or one of six color effects. The white light is bright enough to also serve as a shower light.
- o The AudioSense™ module brings music into your steam shower from your computer, smartphone, or any Bluetooth source. Exposed surface-mount or hidden speakers that mount out of site are available separately.
- o The ShowerSense™ digital thermostatic shower valve allows up to three shower outlets with a single, digital control.

All TotalSense™ Spa Options are operated using the electronic digital control (550 or 450 Digital Control).

How many TotalSense™ Spa Options can be used with a Steamist® generator?
A single TotalSense™ Spa Option or a combination of any of the four options may be used to create the preferred spa experience. All TotalSense Spa Options are compatible with both the SM Plus and TotalSense Generators.

Which Steamist® controls work with the Spa Options?
The 450 and 550 Digital Controls operate everything – the steam generator and up to four Spa Options. The 250 Control will only operate Steamist steam generators.

Can more than one touchscreen control be combined in a shower?
The touchscreen is the "brain" for the system, and you can only have one per installation.

How many TotalSense™ Generators (TSG) can be ganged together for one control?
It is possible to gang up to four (4) generators together, but it is crucial to check with your electrician and make sure there is enough power in the home to handle the load.

If a user purchases two TotalSense™ Generators (TSG) for a single shower, do they need two controls—one for each generator?
Only one control is needed. One control can work with up to four (4) generators.

What is the difference between the Classic and Invisible Speakers? Do they sound good?
Classic speakers are marine quality and are installed in the shower with a visible speaker grill. Invisible speakers are sound transducers that are hidden behind the wall; there is no speaker grill visible in the shower. They transmit sound by vibrating the wall. Although showers are not ideal for sound replication, most listeners find the sound quality to be good.

Are there any issues with moisture in the speakers?
The Classic Speakers are marine grade, so they're designed for wet environments. The Invisible Speakers are behind the wall, so they are not exposed to water or steam in the shower.

How do the Invisible Speakers work?
The Invisible Speakers are installed behind the wall and vibrate the wall to transmit sound. In essence, the wall becomes the speaker.

Can a homeowner install four speakers with the AudioSense™ Spa Option (TSMU)?
It is possible to use four, 8-ohm speakers, but there is only a right and left control. Users will not be able to balance the speakers.

Can a homeowner use their own speakers with a Steamist® system?
Homeowners may use their own speakers; however, they must be 4-8ohm rating and a minimum of 35 watts.

Can a homeowner attach their audio system to the AudioSense™ Spa Option?
There are two auxiliary audio inputs on the AudioSense™ module that homeowners may use to connect their home audio system to the AudioSense Spa Option.

Will Amazon® Music be added to the list of streaming audio options?
We will consider adding Amazon Music as market demand dictates.

Can the AromaSense™, ChromaSense™ and AudioSense™ Spa Options operate without a steam generator?
The AromaSense™ module requires the steam generator to function. The ChromaSense™ and AudioSense™ modules can be operated without the steam generator using only the ShowerSense™ valve and either the 550 or 450 Digital Control.

Are AromaSense™ essential oils organic?
Steamist® pure essential oils do not contain any emulsifiers, alcohols, or other additives, but they do not come from organic-certified farms.

Do AromaSense™ essential oils expire?
Essential oils oxidize over time, which reduces their potency, but they do not spoil like food. The best way to extend the shelf life of essential oils is to keep them sealed in a cool, dark place. Steamist® essential oils are packaged in aluminum bottles, eliminating light exposure. If the cap remains on and the oils are kept away from heat, they should last for 3-5 years.

Is the AromaSense™ module necessary to use essential oils in a Steamist® steam shower?
Steamist® steamheads include a small well built into the top of the unit. Placing a small drop of oil in the well will help achieve the aromatherapy benefit, although the scent will not be as intense as the AromaSense™ module provides.

What is the benefit of using the AromaSense™ module compared to putting essential oils directly on the steamhead?
In a standard unit, the oil is placed in the steamhead well before the steamhead has heated up, and the drops can get absorbed quickly – even before the user enters the shower. When the oils are integrated with the steam in the AromaSense™ unit, the user can adjust the intensity for an enhanced experience.

How large are the AromaSense™ essential oil containers?
Steamist® essential oil blends are available in 100 ml canisters and 10 ml bottles.

Are Steamist® essential oil canisters pressurized?
The essential oil canisters are not pressured; however, they may only be shipped by ground transportation.

How often do essential oils need to be put back into the canister using dials on the system?
The ability of put oils back into the canister is a unique feature of our AromaSense™ module. If users want to change the canister, they can pull the oils in the line back into the bottle.

Are plumbing fixture finishes impacted by the use of Steamist® aromatherapy products?
Painted finishes can be an issue with essential oils, but Steamist® essential oils will not impact fixture finishes.

Can TotalSense™ Spa Options be added later to a steam shower?
With the SM Plus or TotalSense Generator and a 550 or 450 Digital Control, any of the Spa Options may be added at any time in the future.

How should homeowners choose which TotalSense™ Spa Options to include in their shower?
The options selected will vary by users, depending on the type of experience they'd like in their shower.

INSTALLATION – DESIGN AND COMPONENT PLACEMENT
Is there a minimum required shower size for a steam shower?
The shower needs to be large enough to ensure the distance between the bather and the steamhead is far enough for a safe steambath experience.

What is the maximum shower size for a steam room?
The maximum size for a shower with one residential steam generator should not exceed 1,350 adjusted cubic feet.

Can the steam generator be installed in a basement?
It is possible to install the steam generator in a basement, although it should be installed as close as possible to the steam room. With longer pipes, there's greater potential for creating a trap in the line that could collect condensation, which can block the steam and create noise. In any installation, make sure the water can drain back to the generator or into the steam room.

Where should the installer run the drain for the generator pan?
The drain for the generator pan should be plumbed according to local plumbing codes. If local plumbing codes do not specify the location, the drain for the generator pan should be plumbed into indirect waste.

Where should installers run the Auto Drain?
The Auto Drain should be plumbed according to local plumbing codes. If local plumbing codes do not specify the location, the Auto Drain should be plumbed into indirect waste.

Where should installers run the pipe from the safety valve?
The safety valve may be piped in a similar manner as a water heater. Check local codes for proper installation. If local plumbing codes do not specify the location, the safety valve may be piped to the floor in a garage or near a floor drain, to indirect waste, or to the exterior of the house.

Is a 3/4" line to the steamhead required or would 1/2" work?
For new installations, use a ¾" line since both the outlet and steamhead are ¾". Older generators used ½" connections, so the only reason to use a ½" line is in a retrofit with existing ½" connections.

Do users need a generator pan?
The generator is designed for years of trouble-free operation. However, like any water appliance, leaking is possible. If a generator leak would cause damage to the home, then a drain pan should be used to protect the home.

Where is the best location to install the steam generator?
The best location for the steam generator is in a closet adjacent to the steam shower.

What ventilation is needed for the steam generator?
If the generator is placed in a cabinet, it's best to include some ventilation (e.g., louvers on the door). Please refer to the instruction guide for clearance recommendations.

Can the steam generator be installed in the attic?
The steam generators must not be installed in an area where temperatures can potentially exceed 104°F (40°C) and potentially drop below 40°F (4.5°C), causing freeze damage and flooding.

Can the steam generator be mounted under the bench in the shower?
Installing the generator below the shower bench is not recommended. Access in this location is limited, and it has been found to be problematic when previously tried.

How far can the generator be from the steam room?
Placing the generator as close as possible to the steam shower is always best. We recommend keeping the distance between the generator and steam room under 25 feet, but up to 50 feet is possible. The longer the distance, the greater the likelihood for condensate issues.

Can the steam shower be turned on from another room in the home?
With the 550 Digital Control (or the 450 Digital Control with Wi-Fi option) and the mySteamist app on a smart device, users could start the steam shower from another location in the home.

Can one generator supply steam to two steam rooms?
Residential generators cannot supply steam to two separate steam rooms.

Can Steamist® products be installed outdoors?
Steamist products must be installed indoors.

Does Steamist® customer service provide assistance with steam room sizing?
Resources are available online to assist with proper sizing: the Steam Generator Sizing Guide and the Custom Configuration Tool. You may also contact Steamist customer service for assistance.

What materials can steam room walls be made of?
Tile is ideal for steam shower walls. Natural stone requires more power from the steam generator but will work for steam shower walls. Plastic walls should be avoided. The steam temperature near the steamhead is 212°F, and most plastics are not rated for temperatures this high. Additionally, some plastic and man-made materials have a very high rate of expansion and may require extra expansion joints in a steam shower. Always consult the manufacturer of the wall material when uncertain about its suitability for a steam shower.

Can the steam unit be used inside an acrylic shower?
We defer to the manufacturer on the suitability of the material for a steam shower. The steam temperature near the steamhead is 212°F, and most plastics are not rated for temperatures this high.

It looks like the AromaSense™ module has a plastic connection into the 212°F steam line. Is that an issue?
The fittings and tubing provided are rated at the appropriate temperature level.

Can steam room walls include different materials (e.g., natural stone and tile)?
It is possible to use mixed materials in steam rooms. When sizing a room with mixed materials, size the room for each material and take the largest number to be certain you have enough power from the generator.

Some steam companies recommend a vapor barrier behind the tile to keep moisture from penetrating into the walls. Is that necessary with a Steamist® shower?
Installing a vapor barrier behind the wall material is good construction practice for any shower. In a steam shower, the vapor barrier should also be installed beneath the ceiling material.

Should the ceiling in the steam room be pitched?
It is not necessary to pitch the ceiling. The intended benefit of a sloped ceiling is to reduce the condensate from dripping on the bather. The practical benefit is minimal, if any, and the architectural consequences usually make a pitched ceiling difficult to construct.

Would pitching or sloping the ceiling help to keep condensation droplets from falling on the user and prevent mildew buildup?
A slope of two inches per foot is not very effective. Water usually runs down the tile and drips off the grout line. Leaving the shower door open or adding a transom are effective ways to dry out the shower and prevent mildew.

Should the steam room ceiling be tiled?
Steam will condense on the ceiling, so the ceiling must be constructed in the same manner as the walls.

Can wood be used inside the steam room?
Wood is typically used as a primary material in a sauna room, not a steam room. However, wood that may be used in wet environments, such as teak, may be used for a steam room bench.

Can a window be placed inside the steam room?
It is possible to have a window in a steam room. However, we recommend checking the online sizing calculator because the space may require a larger steam generator.

Where should the steam control be installed?
The steam control should be installed in a location that is convenient to the bather, preferably near the seating area. It should not be installed on the same wall as the steamhead. The recommended height for the steam control is 48-54" above the floor.

Can the main user control be installed outside the steam room?
The main steam control has a built-in temperature sensor and must be installed inside the steam room. To turn the system on/off from outside the shower, a separate Steamist® 220 On/Off Control may be installed. This control works with the 550, 450 or 250 Controls.

Can you have 2 controls for a steam shower – one inside and one outside the steam room?
The Steamist® 220 On/Off Control may be installed outside the steam shower to turn the steam on/off. This control works with the 550, 450 or 250 Controls, which must be installed inside the steam shower.

Can two controls be used inside the steam room?
It is not necessary to have two controls. Up to four TotalSense™ Generators can be ganged together and operated from one control.

Where should the steamhead be placed?
The steamhead should be placed 12-18" above the finished floor—away from the user's feet. It should NOT be placed below the steam control or near the door where users may pass by.

How far from a corner should the steamhead be installed?
We recommend a minimum distance of at least 6 inches from the corner to the steamhead.

How far from glass should the steamhead be installed?
We recommend a minimum distance of at least 6 inches from any glass components to the steamhead.

Can the steamhead be installed under a bench?
Installing the steamhead under a bench is a burn hazard and should always be avoided. The steamhead should be as far from the bench as possible.

Is more than one steamhead recommended?
Steam is hot and will exit the steamhead at 212°F. Using multiple steamheads would create multiple hot spots. It is best to have only one and keep that one steamhead as far from the bathing/sitting area as possible. When ganging steam generators, each generator must have its own steamhead.

Should an exhaust fan/vent be installed inside the steam shower?
An exhaust fan or vent should never be installed inside a steam room. At the end of a normal steambath, most people take a shower to rinse off and the shower will condense the steam. If a bath vent is used, place it outside the steam shower.

When steam is installed in a bathroom, is there a minimum CFM (cubic feet per minute) fan that is recommended?
There is no specific recommendation for bathroom fans used with Steamist® products. Most users take a shower when they're finished taking a steambath, so the need for a fan is similar to a typical shower.

How long can the steam pipe be?
For optimum performance, we recommend the steam pipe length to be under 25 feet but up to 50 feet is acceptable. If the pipe is longer than 10 feet, it should be insulated. It is important to never create a water trap in the steam pipe. Therefore, do not go down and back up with the steam pipe.

Can the steam pipe go up and over the steam room?
Running the pipe up and over the steam room is acceptable.

Can the steam pipe go under the steam room?
The pipe cannot go under the steam room. The steam pipe will fill with condensate and trap the flow of steam. Do not go down and back up with the steam pipe.

How long are the control cables for the generator?
The control cable supplied with the generator is 35 feet, and accessories come with a 10-foot cable. 50-foot cables and extensions are available.

Is hard water a concern with steam showers?
Our product maintains the same warranty under all water conditions, but an auto drain can help reduce problems due to poor water conditions.

Do the steam room walls need to be insulated?
Exterior walls definitely need to be insulated. For intermittent home use, there may not be a practical benefit to insulating interior walls. Although interior walls do not need to be insulated, it may save some energy on longer steambath cycles.

Can the steam generator be mounted above or below the steam room?
The generator may be mounted either above or below the steam room.

Where should the Spa Option modules be installed?
The installation location varies based on the house layout.

INSTALLATION – PLUMBING AND DRAINAGE

Is a specialist installer needed for a complete steam shower system, including Spa Options?
A plumber and an electrician are needed for installation.

Should the generator be supplied with hot or cold water?
Hot or cold water will work equally well. Generally, a steambath does not use enough water to get the hot water flowing.

Can PEX be used for the steam pipe?
The steam running through the pipe is 212°F (100°F), which exceeds the operating temperature of PEX.

Can high-temperature flex line be used for the steam pipe?
A high-temperature flex line may be used for the steam pipe, but it must be flexible metal – either copper or stainless steel. When using a flex pipe, be careful not to create a P-Trap where condensate can collect in the pipe.

What type of pipe should be used for the steam pipe?
Copper tube is commonly used, but brass pipe may also be used.

Can a 1/2" steam pipe be used?
A 1/2" pipe is not recommended, but it will work with steam generators less than 15kW.

Can a 1" steam pipe be used?
For residential applications, a 3/4" pipe is recommended. A larger pipe will collect condensate.

Can flex line be use for the water line?
Flex line may be used for the water line.

How many elbows can be used in the steam pipe?
To minimize condensation and loss of heat, elbows should be as few as possible. Avoid creating a trap for condensation that can block the flow of steam.

Should the steam pipe be insulated?
Insulating the steam pipe is not required, but we recommend it for pipes over 10-feet long.

What type of Insulation is needed for the steam line?
Fiberglass wrap is required for the steam pipe. Do not use foam insulation as it is generally not rated for 212°F (100°C) applications.

INSTALLATION – ELECTRICAL

Is an electrician needed to install a Steamist® shower?
An electrician is needed for installation.

How many amps are required to run a Steamist® shower?
The size of the generator determines the required amperage, which ranges from 21 to 125 for a 240-volt unit. The Spa Options are 110 volts each and can be run on a single 15-amp circuit.

Do Steamist® shower systems have an energy rating?
Steamist® showers are not Energy Star® rated.

Do the steam generators require a neutral wire?
A neutral wire is not required.

Where do installers find the proper breaker/wire size or amperage requirements?
After sizing the room and selecting the proper steam generator, check the electrical installation instructions for that generator to find the proper breaker/wire size.

Which modular jack in the steam generator should the control be connected to?
It does not matter which jack is used. All the modular jacks are interchangeable.

If a user only has some, not all Spa Options, how should they be connected?
Use the wire diagram provided in the spec sheet for the digital control but skip the Spa Options not in use.

Is a GFI required?
A GFI is not necessary.

Can aluminum wire be used?
90°C copper wire is required.

How long can the electrical wire be?
There is no limit on the length for the electrical wire. However, the longer the wire, the more the voltage will drop, and the output of the generator will also drop. Check with an electrician to determine the appropriate length.

Which type of control cable should be used?
The cable provided should be used for all Steamist® products.

Are the cable ends the same on both ends?
The cable ends are the same, so it doesn't matter which way they're pulled. Steamist® cables have been the same for 20 years. If a user is upgrading a prior product, the wire in the wall may be reused.

Can the Steamist® cable be extended?
Extension cables are available.

Can a Cat5 control cable be used?
The Steamist® cable provided should be used.

Can Steamist® products be connected to home automation?
The 550 Digital Control can work with home automation. Installers should contact Steamist® technical support for instructions.

OPERATION AND MAINTENANCE

How long does it take to heat up a typical steam room?
The Steamist® generator sizing guideline is intended to get the steam room hot in 10-20 minutes. The actual heat-up time can be longer and is dependent on multiple factors, including the kW of the steam generator and how the room absorbs the heat.

Is InstaMist® recommended?
The Steamist® generator sizing guideline is intended to get the steam room hot in 10-20 minutes. The actual heat-up time can be longer and is dependent on multiple factors, including the kW of the steam generator and how the room absorbs the heat. The InstaMist® feature will start heating up the space in about a minute and reduce the overall heat-up time by 2-4 minutes.

How long should the user run the shower after a steambath?
It's up to the user to determine their normal shower length. There's no recommended minimum.

Is it possible to activate a Steamist® steam shower when the user is driving home?
Although the 550 Digital Control is Wi-Fi capable, the app on the user's personal device and the control must be on the same Wi-Fi network to function.

Should a Steamist® shower be winterized in a vacation home?
To prevent freeze damage, the Steamist® shower in a vacation home should be winterized as follows:
1) Turn off the circuit breaker.
2) Turn off the water supply and disconnect the water supply line.
3) Remove the drain cap or open the drain valve and empty the generator.

COMPLEMENTARY PRODUCTS

What type of doors should be used in a steam shower? Are there any special requirements?
Use vapor-proof doors designed for a steambath. Most manufacturers produce doors specifically for steam rooms. The doors need to be sealed on the top, right side, and left side. The bottom seal is optional.

Is special grout or silicon needed for shower doors, lighting, etc. in a steam shower?
Construction of the steam shower should follow good construction practices for any shower.

What type of light should be used in a steam shower?
Use the ChromaSense™ Spa Option (TSCH), or any UL recognized light that is designed for shower use.

WARRANTY, MAINTENANCE AND SERVICE

What is the warranty for Steamist® residential products?
The warranty varies based on the model/serial #. The warranties for Steamist® residential products include:
- Steam Generators: 2-year labor and limited lifetime parts warranty
- Controls and Spa Options: 2-year labor and parts warranty
- Digital Shower Valve: 5-year parts and labor warranty

Are the heater elements in the steam generators replaceable?
We offer a limited lifetime warranty on the steam generator. The elements themselves aren't replaceable, however. The tank and element would be replaced if required.

How do customers check warranty status?
Contact Steamist® customer service with the model/serial# and date of purchase, and they can check the warranty status.

How do customers get warranty work done?
Contact Steamist® customer service and they will either troubleshoot the issue or recommend a local service agent if available.

Do Steamist® steam generators require any maintenance?
Steamist® residential products are maintenance free.

Does the steam generator need to be drained? Or should users get the optional Auto Drain?
Unlike other manufacturers, maintenance is not required to maintain a Steamist® product warranty. If a user has concerns about poor water quality, an Auto Drain may help. We recommend an Auto Drain for hard water conditions. For day spa and commercial applications where the generator is used for multiple hours in a day, draining is needed.

Can the steam generator drain into the steam room?
The water temperature may be very hot in, so draining it directly into the steam room is NOT recommended.

Where is Steamist® product service available?
There are some Steamist® service agents in the field but locations vary. Contact Steamist® technical support to find the nearest service provider.

Are in-field service technicians available, or does a service plumber do warranty work?

Service agents are located throughout the country and generally handle in-field service. Depending on the situation, however, the plumber might also provide service in conjunction with Steamist® customer service.

ELITESTEAM™

What are the benefits of the Steamist® residential products over EliteSteam™?
Steamist® TotalSense™ and SM Plus generators have proportional steam delivery for a quieter, steadier, and more energy-efficient delivery. TotalSense™ generators can be ganged together for larger steam room applications. EliteSteam™ generators do not have proportional steam and cannot be ganged together.

Steamist® 250, 450, and 550 controls can be programmed for two user profiles. These controls also feature Dual-Sensor Technology to deliver a more consistent steam temperature.

Steamist® TotalSense™ Spa Options (AromaSense™, ChromaSense™, AudioSense™ and ShowerSense™ modules) can be used with TotalSense™ and SM Plus generators. The 550 Digital Control can be connected to Wi-Fi and used with the mySteamist app to start the steam or shower systems from outside of the shower. This capability is available on the 450 Digital Control as an add-on. The Spa Options cannot be used with EliteSteam™ generators, and EliteSteam controls cannot connect to Wi-Fi for use with the mySteamist app.

Steamist® controls and steamheads are available in a wide variety of designs, shapes, and finishes. EliteSteam™ controls and steamheads are only available in one style and three finishes: Polished Nickel, Polished Chrome, and Brushed Nickel.

Will EliteSteam™ products take sales away from showroom associates?
EliteSteam™ products may actually provide showroom associates with an opportunity to capture additional sales. Most consumers who shop online at EliteSteam.com are looking for "no frills" features at the lowest possible price. It's possible they may never visit a showroom. However, if a showroom customer says, "I can get this cheaper online," EliteSteam.com allows showroom associates the opportunity to place the order for them. The product will be shipped directly from Steamist®, and Steamist® will handle all customer service and technical support. It would be an extra sale without the hassle of maintaining inventory or providing post-sales service.

Additionally, if a consumer visits EliteSteam.com and wants features, finishes, or options not available in an EliteSteam™ package, the website directs them to steamist.com. They can shop the full range of Steamist® products and options, and when they are ready to purchase a Steamist® system, they'll need to go to their nearest Steamist® distributor. It's possible the elitesteam.com site could bring an online shopper into the showroom.

Why is EliteSteam™ priced lower than a Steamist® residential steambath?
EliteSteam™ does not have many of the features, options, and performance characteristics of the Steamist® line (see the comparison in the previous answer).

Where are EliteSteam™ products sold?
EliteSteam™ products are sold online at www.elitesteam.com; however, distributors may also purchase EliteSteam™ product from Steamist®.

What is the EliteSteam™ warranty?
EliteSteam™ residential steambath generators, controls and accessories are warranted to be free from defects in materials and workmanship for a period of one (1) year. After one (1) year, the residential steam generator will have an extended limited ten (10) year warranty on parts only.

Is EliteSteam™ sold direct to consumers?
EliteSteam™ products are sold directly to consumers.

Is there a multiple quantity discount available for EliteSteam™ products?
There is no quantity discount for EliteSteam™ products.

How long will it take to ship the EliteSteam™ product from time of order?
When an order is received, the product is typically shipped within 3 to 5 business days.

Where can EliteSteam™ products be shipped?
EliteSteam™ products can be shipped to customers in the U.S. and Canada.

What is the shipping cost for EliteSteam™ packages?
Ground (GND) shipping is free.

Can EliteSteam™ products be shipped worldwide?
Worldwide shipping is available but requires an additional cost.

Is sales tax charged on EliteSteam™ products?
Sales tax is charged in states where it's required.

Who provides customer service and technical support for EliteSteam™ products?
Steamist® provides sales, customer service and technical support for EliteSteam™ products. Customers can contact Steamist® at sales@elitesteam.com.

CODES AND STANDARDS
Are Steamist® products UL approved?
Steamist® products are UL approved for both Canada and the U.S.

Are Steamist® products ASME certified?
Steamist® commercial products are ASME certified. Steamist® residential products do not need to apply for ASME certification.

Are Steamist® products MA approved?
Steamist® products are UL listed. Massachusetts no longer requires Steamist® products to have MA approval.

Do Steamist® products have an MEA# or NYC approval?
An MEA# is no longer needed since Steamist® products are UL approved.

Are Steamist® products approved for Los Angeles?
Steamist® products are approved for Los Angeles.

CUSTOMER SERVICE

How do I place a Steamist® product order?
Orders may be placed via any of the following methods:
- Email sales@steamist.com
- Fax 201-933-0746
- Call 201-933-0700 and ask for customer service

What is the typical process for placing Steamist® product orders?
1) Customers call/email/fax to place the order
2) The selections, finishes, etc. are verified
3) An order acknowledgement is sent
4) Product ships, typically in 3 to 5 business days
5) An invoice is sent, which includes the tracking number for the shipment

Is it possible to check inventory online?
It's not feasible to check inventory online, but you may contact Steamist® customer service for availability.

What are the primary contact methods for Steamist® product support?
- Call: 201-933-0700
- Email for sales help: sales@steamist.com
- Email for technical help: techsupport@steamist.com

Who should I call if I have questions about a Steamist® order or potential order?
Call 201-933-0700 and ask for customer service or email sales@steamist.com.

Who should I contact for order changes, cancellations, shipping errors, pricing issues, etc.?
Call 201-933-0700 and ask for customer service or email sales@steamist.com.

What hours is Steamist® customer service available?
Customer service hours are 8:30 AM to 8:00 PM EST, Monday through Friday.

How quickly does the Steamist® customer service team respond via email?
The customer service team typically responds within 24 hours.

Who should I call if I need technical support on a Steamist® product?
Call 201-933-0700 and ask for technical support or email techsupport@steamist.com.

What information should I have available when calling technical support?
Please be prepared to share the following information when calling for tech support: model #, serial #, and installation date.

What should be included on a Steamist® product order?
Please include the following information on any Steamist® product orders: product numbers, quantities, shipping location, PO #, customer email and phone number.

How quickly will a Steamist® product order ship?
Product orders typically ship within 3 to 5 business days.

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Has the 3 to 5 business day lead time been maintained throughout the COVID-19 pandemic?
We were able to maintain lead times of under 1 week throughout COVID.

Is there a minimum order quantity for Steamist® products?
There is no minimum order quantity. For residential product orders below $10,000 net, the customer pays freight costs, which are added to the invoice. Orders above $10,000 net are shipped full freight allowed (FFA) via UPS ground or LTL.

What happens if one or more items on an order is on backorder?
The customer service team will follow up on timing with the customer to see if they would prefer to split the order to receive available items faster.

How will the order ship?
Steamist® products ship via pre-paid LTL carriers or UPS based on the order size.

How can we track a shipment?
For UPS, customers will receive an email from UPS with the tracking number (one email per customer). For LTL, please email sales@steamist.com for tracking information. The tracking number is also included on the invoice.

Who pays for the freight?
Freight cost will be added to the customer's invoice.

Do any orders qualify for full freight allowed (FFA)?
Orders larger than $10,000 net for residential units are FFA.

Are wholesalers allowed to pick up their order at the factory?
Due to covid restrictions, customer pickup at the factory is restricted.

How do I process a return?
For returns, request an RGA from sales@steamist.com with the PO#, customer name, and reason.

Where is pricing listed for Steamist® products?
Pricing is available in the Steamist® online price book (Steamist.com/Documents/2021 Residential Price Book).

What is the customer discount for Steamist® products?
Existing Steamist® customers will use their current pricing and programs through the end of 2021. New customers should reference the Steamist® Trade Customer Program Matrix.

Where can customers find the installation manuals, technical documents, specification sheets, replacement parts, etc.?
Technical documents are available online at Steamist.com/Documents.

What is the Steamist® MAP policy?
The MAP policy for Steamist® products is 30% off list price. Customers must follow Delta Faucet Company approvals for online selling.

Which buying groups have access to Steamist® residential products?
Steamist® is a member of the AD buying group.

TRANSITION TO DFC

Will Steamist® products be sold under the Brizo® or Delta® brands?
The intention is to sell Steamist® products under the DFC brands. The integration plan is still in development and will be shared in more detail with the Trade Agencies at a later date.

Where do agencies find information on multipliers, programs, how to order, sales numbers, ordering literature, etc.?
For details about multipliers, etc., please refer to the Steamist® Trade Customer Program Matrix [Appendix A]. Literature is being transferred to the Jackson Group for distribution. Because quantities are limited, we encourage you to use the documents on the Steamist® website.

Where can customers purchase Steamist® products and/or see a sample or working product?
Steamist® products are only available in showrooms, not big box stores. On the Steamist® website, the Find a Dealer tab will help users locate a showroom with displays.

How do we place orders for Steamist® product literature?
You can order Steamist® literature the same way you order literature for other DFC products and brands. Because quantities are limited, we encourage you to use the electronic documents on the Steamist® website.

What marketing materials are available for use in showrooms?
We have limited quantities of Steamist® product marketing materials to use for showrooms. No new materials are available at this point. However, we encourage you to use the documents on the Steamist® website.

Is there a demo version of the mySteamist app that agencies can use?
A mySteamist demo is not currently available. The app can be downloaded from the typical app stores.

Will the DFC customer service team handle Steamist® shower questions?
In the near term, please contact Steamist® customer service directly for support as the DFC team undergoes training and becomes familiar with the product line. Eventually, the DFC customer service team will also be able to answer Steamist® product calls.

Is there a cross-reference chart to know which Steamist® finishes match current Brizo® and Delta® finishes?
A finish cross-reference chart is in development and will be shared with agencies when available. The finishes are only on the steamhead, the trim ring for the light, and the trim for the control.

Will Steamist® showers eventually be available in all Brizo® and Delta® product finishes, including *Brilliance*® Black Onyx?
The intention is to provide Steamist® showers in our finishes. Details are still in development and will be shared with DFC agencies when finalized.

Will steam shower finishes be available in the Lumicoat™ finish?
Steamist® products will not initially be available in Lumicoat™ finishes, but we are considering it for the future.

How can agencies get finish samples?
DFC agencies can order finish samples (once available) by contacting Steamist® customer service. Call: 201-933-0700 or Email sales@steamist.com.

Will VoiceIQ™ Technology be integrated into Steamist® showers at some point?
The 550 Digital Control can be connected to Amazon® Alexa® and Google® Home for voice activation. Users can turn the steam or shower on/off for user 1 or user 2 using voice commands. This connection does not fall under the VoiceIQ™ Technology at this time.

Why does adding a steam shower to the portfolio make sense for DFC?
Adding a steam shower fills a gap in our high-end product line. It's also a good fit for the growing wellness category.

What are the biggest selling advantages for Steamist® steam showers?
Key advantages of Steamist® residential steam showers include:
- **Dual-sensor technology**: Steamist® showers maintain the temperature at a constant rate for a better experience.
- **AromaSense™ module**: The AromaSense™ dual-pump system is unique in the industry, so users can enjoy more than one essential oil at a time. Users can also create their own oils and put them in Steamist® canisters for use in their steam shower.
- **550 Digital Control**: This premium control can operate any one or all four TotalSense™ Spa Options. It also includes Wi-Fi to connect with the free mySteamist app, allowing the user to control the Steamist® shower remotely.

From a pricing standpoint, how do Steamist® products compare to the competition.
Steamist® products are priced slightly below the competition. We believe we offer the best value/price relationship in the industry.

Where are Steamist® products sourced?
Parts are sourced around the world. Manufacturing of all controls and generators is in New Jersey.

What is the target market for Steamist® showers besides residential (e.g., spas, hotels, luxurious gyms)?
Our primary focus is the residential market at this time.

Is there much penetration into light commercial projects (e.g., upscale hotel suites, luxury apartments and condos)?
We have had some success in these commercial applications.

Can Steamist® residential products be specified for a commercial steam room application at a spa or gym where the showers are "stalls" and would be located outside of the steam room area?
In a residential use, the shower and steam shower location are one and the same. In a Commercial application, the steam room is typically a multi-user room and the shower stalls are separate individual use areas.

Are any case studies available for multifamily or hospitality applications?
There are no case studies available at this point, but we will consider developing case studies for future use.

How are job quotes handled?
Information about quoting will be shared by your Regional Sales Directors.

If we need to quote based on a spec for a competitor's product, what info is needed?
The model number and any electrical information is needed for comparison.

Are Steamist® products geared more toward the Brizo® customer or the Delta® customer, or is there a good mix based on the different product variations?
There is a good mix of product available to meet the needs of all consumers looking for a steam shower.

Will Steamist® products be part of DFC's Showroom Rewards program?
Steamist® rewards will be separate from the DFC showroom rewards program in 2022 thru the transition time period. We are still evaluating long term opportunities to add this product to the SPP program.

Will Steamist® products be added to SPP program?
We are currently developing our plans; however, Steamist® products will not likely be included in our SPP program for 2022.

Are Steamist® product displays available for showrooms in our territory?
Some of DFC's showroom partners already have Steamist® products on display. At this time, we are evaluating expansion opportunities of Steamist® displays.

Is signage available for wholesale and showroom locations?
At this time, we are evaluating expansion opportunities of Steamist® signage.

When will agencies receive existing customer lists?
Customer sales data has been provided to the agencies (October 2021).

If a current Steamist® customer is not a DFC account, can we set them up as a DFC account?
We are developing guidance for setting up customers, etc. and will distribute that information as soon as possible. Please contact your regional sales representative for more information.

How do we set up a current DFC account to sell Steamist® products as well?
Please discuss with your Sales Manager/Director. Credit application is the only document needed to establish a Steamist® account.

Will customers eventually be able to order Steamist® showers on a DFC PO and ship with DFC faucets?
Combining systems is our goal, but that won't happen until Steamist® is fully integrated within DFC in 2023.

When will Steamist® products be integrated into DFC's systems?
We estimate that it will take 12-18 months to fully integrate the Steamist® portfolio into DFC, including the transition to our ordering/data systems.

Will DFC showcase Steamist® products in the Brizo® and/or Delta® product booths at KBIS?
We are working on plans to show steam showers at KBIS and other trade shows in 2023.

Will EliteSteam™ products continue to be sold online only?
EliteSteam™ products are currently sold online.

Do all Steamist® products ship from the east coast or is there west coast distribution as well?
West coast distribution is from Mega Western's facility.

Will DFC be stocking and shipping from DFC facilities in the future?
We are still developing our full integration plans and do not know how shipping/stocking might change at this point.

Is the 250-mile drop-ship policy only for job quotes or is that any drop-ship order?
DFC's 250-mile drop-ship policy is for any order.

How do we order Steamist® showers for personal use or models home?
Contact your sales manager for approval on those items.

Are customers able to use third-party billing or collect account numbers?
We charge a $20 handling fee for this service. Our preferred carrier is UPS ground. We have daily pickups with them.

Is the $20 handling fee a flat fee?
Yes, it's the fee for the order, not per item.

Do you offer next-day and second-day air shipping?
These options are available. Please note, however, that the essential oil canisters cannot be shipped by air.

Is shipping a flat rate like Priority Access based on quantity?
We have flat rate handling fees but do not have flat rate shipping charges. Residential steam product orders of $10,000 net or greater receive full freight allowed (FFA) via UPS ground or LTL.

Is the $10,000 minimum for free freight based on net or list price?
The $10,000 minimum is based on the net price.

If ordering 5+ generators, does the .405 multiplier apply to the entire order or only the generators?
When the multiplier changes to .405, all of the steam-related items on the order also change to .405. If they're ordering additional parts or saunas, then those items have a separate multiplier.

Will existing Steamist® customers remain at their current multiplier until the end of the year?
Existing customer will remain at their current multiplier through December 31, 2021. In 2022, they will transition to the program outlined in the Steamist® Trade Customer Program Matrix.

Will agencies be notified of existing customers' multipliers?
If you're planning to visit an existing customer, you may call Steamist® customer service in advance of your visit to confirm the multiplier.

Are there any sourcing issues on any particular Steamist® products?
We are having difficulty sourcing some components at the moment, but it is not impacting our primary residential products. We have remained open and shipping throughout the pandemic, and our order delivery times were only delayed slightly.

Are current DFC customers with under $50K in annual sales allowed to purchase Steamist® products?
Please see your Regional Sales Director for permission to sell Steamist® showers to these customers.

For returns, will customers be charged 35% if they fall under the $150K annual sales level?
The percentage charged is the same for all customers at the same sales level.

What marketing assets (digital and/or printed) can be shared with designers/builders/realtors?
Literature has been transferred to the Jackson Group for distribution. A variety of digital assets are available on the Steamist® website under Documents. Because literature quantities are limited, we encourage you to use the documents on the Steamist® website to market Steamist® products to customers and influencers in your territory.

What training tools are available to agencies?
In addition to these FAQs, multiple resources are available to educate you about Steamist® residential products:
- Training webinar videos are available on the eLearning portal to re-watch as needed.
- A 550 Digital Control instruction video is also available on the eLearning portal along with this 550 control Demo website.
- A variety of resources are available on the Steamist® website, including documents and the Custom Configuration Tool.

Is it possible to watch the video of the training session again?
The webinar videos have been posted on the eLearning portal to re-watch as needed.

Is the training presentation available as a PDF for quick reference?
The training presentation is posted on the eLearning portal for future reference.

Is a Steamist® presentation available to agencies for use in trainings?
A Steamist® Residential product presentation is under review and will be available soon on the elearning portal along with the DFC Sales Presentation Library on training.biz.

Revised 11-10-2021

APPENDIX A

STEAMIST®
RELAX. RESTORE. RENEW.

Steamist Trade Customer Program Matrix (CPM)
Effective 11/1/2021

Minimum Order	No minimum required
Freight Guidelines and Handling Fee	Customer pays all freight, which will be added to invoice
Handling Fee - UPS	$8.00 on UPS Shipments
Handling Fee - Small Parcel and LTL	$20.00
Pricing:	
1-4 Units Residential Generators (TS, SMP)	0.425
5+ Units Residential Generators (TS, SMP)	0.405
Spa Options & Accessories (pg 28, 29 in price boo	Same multiplier as generator
Repair/Replacement Parts	0.5
HC Generators and Accessories/Parts	0.5
Saunas	0.5
Freight Commercial and Saunas	Customer pays for all freight from Manufacturer's Site
Freight Residential	
Less Than $10,000	Customer pays freight cost and freight charges will be added to the invoice. Customer can call Steamist for actual freight rates if needed.
$10,000 or Greater	Full freight allowed for ground transportation, no additional freight charges
Non-Defective Returns: Cap Eligibility	Yes-1% of prior year purchases/prior approval from Sales Manager/Inventory no older than 18 months. No returns allowed on obsolete or discontinued product.
Non-Defective Returns: Restocking Fee	25% once cap is met
Steamist Payment Terms	2% 10th prox net 30
Standard Lead Times	3-5 days
Map Policy	30% off list
Online Sales	Online consumer sales prohibited without prior authorization from Steamist
Displays	Limited to existing inventory on hand. New displays will be a part of new branding in 2023.

Steamist may, in its sole discretion, amend or terminate this program in whole or in part at any time, and may adjust or terminate this program with respect to any customer who misuses, abuses or otherwise demonstrates its unwillingness or inability to comply with Steamist's programs or policies

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