

FAQ – STEAM IRONS

The Soleplate of my iron is giving off a yellowish colour that is staining my clothes.

There could be several reasons for this:

- You are not using the right type of water (Refer to the FAQ "What water should I use for ironing?").
- You have used a starch type product on your laundry (Always spray to the reverse side of the fabric to be ironed and clean your iron afterwards.).
- Fibres from clothes have been trapped in the holes in the iron and have become carbonized.
- The clothes have not been rinsed enough and there is detergent left on them or you have ironed a new item of clothing before washing it.
- See the instructions for use to find out what type of water is appropriate and clean the soleplate from time to time with a damp sponge

What is the right temperature for my clothes?

It is essential to select the right ironing temperature.

Your iron has a built-in thermostat controlling the temperature very precisely over the entire surface of the soleplate. The thermostat dial contains international markers with dots corresponding to three ironing temperatures.

Make sure that you use the right temperature for your clothes:

- Marker with 1 dot for synthetic fabrics.
- Marker with 2 dots for wool and silk.
- Marker with 3 dots for cotton and linen

How do I prevent water drips on my fabrics?

- Don't use the Boost steam button intensively. Wait few seconds between each use.
- The temperature button must be placed on Steam area (between 2 dots and MAX).
- Use steam only when the iron is hot (the light must be off). Leave the iron in the standing position for a few minutes, while it heats up, according to manufacturer specifications. Stand arms length from the iron, away from the sole plate. Hold the handle with one hand. Carefully press the "Steam Blast" button with the other hand. If water vapor does not come out of the holes in the sole plate, then the iron is not yet hot enough to use the steam function. This can cause dripping if you use the iron too soon.
- Replace your use of regular tap water in the iron with distilled water, if you have extremely hard water -- water with high mineral content. In addition, don't use water from a whole-house water softener system because this can cause unwanted leaking and spitting

- One of the reasons for spits is that the iron is not hot enough to steam. For many models, the only heating element is the soleplate. Once the water flows from the chamber to the soleplate, it transforms into steam to help with your ironing. So, when the soleplate has not reached the temperature needed to steam, the water that flows through will end up leaking or spitting onto your garment.

- Allow your steam iron to heat fully in the upright position before ironing. Because your steam iron is designed to convert water into steam that will easily smooth out wrinkles on bulky fabrics, you can avoid leaks by ensuring your iron has time to get the water to the correct temperature. If you lay your steam iron in the horizontal position too quickly, water that is not hot enough to convert to steam will leak. Give the iron a chance to heat up, and then test your steam function on your ironing board cover

- Turn off the steam function on your iron when ironing at lower temperatures. Since your iron's steam function is designed to convert the water in your iron to steam at the right temperature, lower iron temperatures can cause water to leak if your steam setting is still activated. For ironing more delicate fabrics, turn off the steam to avoid water leaks.

Why Did My Iron Smoke On First Use?

- When heating your iron for the first time, you may notice a small amount of odour and smoke, this is simply the engineering residues from the manufacturing process burning off. These are harmless and will quickly disappear.

My Iron Is Producing No Or Little Steam.

- The tank is empty or almost empty; add more water,
- The selected temperature is too low and does not allow steam to be produced; set the thermostat to the steam zone (between 2 dots and MAX),

My Iron is Not Heating up

- No mains supply: Check that the mains plug is properly inserted or try plugging the iron into a different socket.
- Temperature control set too low: Set the temperature control to a higher temperature.

Why Is My Iron Leaking From The Soleplate When I Fill It?

Always set your iron to the 'No Steam' function before you start to fill.

Spitting and Sputtering Problems

Use the iron in the "steaming range" on a few more occasions, if it is new. The steam chamber may need these additional opportunities to become conditioned by the regular tap water from the faucet

What is the vertical steam function used for? How do I use it?

This function allows you to iron fabrics in situ or on a hanger.

To do this, set the iron temperature button to the maximum position.

- Leave the item on a hanger and gently pull the fabric with one hand.
- Press the steam control button intermittently and move the iron from top to bottom.

As the steam produced is very hot, it softens the fibres and removes creases.

Note: Never use the vertical steam function on an item being worn by anyone.

What waster should I use for ironing?

- Tap water:

Your appliance has been designed to work with tap water. If the water in your area is very hard, mix 50% tap water and 50% distilled water.

In some regions near the sea, the salt content in your water may be high. In this case, use distilled water only.

- Softener:

There are several types of softeners and the water of most of them can be used in your appliance. However, some softeners, and particularly those that use chemical products such as salt, may cause white or brown stains, this is particularly the case with filter jugs. If you encounter this type of problem, we recommend trying to use untreated tap water or bottled water. Once the water has been changed, several uses will be necessary to solve the problem. We recommend trying the steam function for the first time on an old item that can be thrown away in order to avoid damaging your clothes.

Remember:

Do not use rain water or water containing additives (such as starch or perfume) or water from clothes dryers, water from refrigerators, air conditioners etc,

Can I use my steam iron for dry ironing?

Yes and you do not need to fill the tank with water. Set the variable steam control to Dry and set the temperature to suit the type of material (care points •, ••, •••).

At the end of your ironing session, we would suggest that once your iron has cooled down, you should wipe over the soleplate and around the steam holes to remove any burned fibres that may have started collecting around the steam holes.

What should I do if my iron has not been used for a long time?

If it has not been used for a long time (for example several weeks), use it over the sink for a few minutes to remove any residue that could stain your laundry.

Can I fill the iron with water when it is plugged in?

No, you must always unplug the iron before filling it.

How can I avoid scratching the soleplate of my iron?

To avoid damaging the soleplate, follow this advice:

- Always place your iron on its heel rest or its base (depending on model),
- Avoid ironing over abrasive items (buttons, zip fastenings, etc.),
- Never clean your iron's soleplate with abrasive or metallic pads.

If your iron has an anti-calc system, you should clean the anti-calc valve once a month. To do this, unplug the iron and leave it to cool for 30-45 minutes. Empty the water and remove the valve, holding it by the top. Let the anti-calc valve soak for 4 hours in a glass of commercially available white vinegar or natural lemon juice, then thoroughly rinse the anti-calc valve under tap water. Reposition the anti-calc valve into your iron. Warning! Never touch the end of the anti-calc valve. the iron does not work without the anti-calc valve.

How can I avoid shiny marks on fabric?

Shiny marks can appear on some fabrics, especially on dark coloured fabrics. We would advise ironing dark clothes inside out and using the correct temperature.

If ironing mixed-fibre fabrics, set the temperature for the most fragile fibre.

Important: The iron takes longer to cool down than to heat up. We recommend that you start with fabrics to be ironed at a low temperature.

How do I clean the anti-calc valve on my iron?

If your iron has an anti-calc system, you should clean the anti-calc valve once a month. To do this, unplug the iron and leave it to cool for 30-45 minutes. Empty the water and remove the valve, holding it by the top. Let the anti-calc valve soak for 4 hours in a glass of commercially available white vinegar or natural lemon juice, then thoroughly rinse the anti-calc valve under

tap water. Reposition the anti-calc valve into your iron. Warning! Never touch the end of the anti-calc valve. the iron does not work without the anti-calc valve.

How do I prevent the steam holes of my iron from clogging up?

Firstly, fill the iron tank to MAX with water.

Set the thermostat control to Max and the steam control on DRY and switch on.

Place the iron on its heel and leave to heat up for around 5 minutes.

Unplug the iron then hold your iron horizontally above the sink.

Remove the anti-scale valve (or set the control to self-clean/autoclean depending on the model). Steam, water and scale deposits will leave the steam chamber through the steam holes and the iron will be clean.

At the end of the operation, push the anti-calc valve back into position. When your iron is cold, you will also be able to use your vacuum to gently suction limescale and dirt that may have clogged the holes in the soleplate.

What should I do to maintain my iron correctly?

Four good tips:

After use, empty the tank, close the steam control, set the thermostat to minimum and stand the iron upright or place it on the base (depending on model).

Cleaning:

Use a damp soft cloth to wipe your iron and never use cleaners or solvents.

If your iron has an auto-clean function, refer to the instruction manual before using it.

Tips:

- Always use untreated water in your iron. If your water is very hard, we recommend you use a mix of 50% untreated tap water and 50% distilled water.
- Avoid placing your iron on sharp objects such as zip fasteners and metal buttons.
- Do not put your iron down flat on rough surfaces.