

# Steam Generator Iron

# Troubleshooting Tips

**ANY QUESTIONS? Call 1-800-231-9786**



<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>	<b>SOLUTION</b>
Water leaking from the soleplate.	Condensation has built up in the Steam Hose because of a long pause (greater than 5 mins.) in ironing.	Hold the iron away from your ironing board and press the steam button until it produces steam.
	Temperature is too low.	Move the Dial to the "Steam Band" between blend and linen.
	Boiler Water Tank is too full.	Don't fill the Tank to the top.
Boiler Water Tank won't heat.	The Power is not on.	Press the ON/OFF button.
	The outlet is activated by a wall switch or is not working.	Plug a lamp into the outlet and see if it lights. Or, flip the wall switch.
Iron won't start steaming.	The Boiler didn't preheat long enough.	Allow it to preheat for 10 minutes. Wait until the Temperature Light goes out. On some models, a Steam Ready Indicator light will come on.
	There may not be enough water in the Tank.	Check the water level and fill, if necessary.
	You may not have held the Surge of Steam button long enough.	Press and hold the Surge of Steam button 5-10 seconds. This is important for each new ironing session.
Steam or hissing from the Safety Fill Cap.	Safety Fill Cap may not be on tight.	After filling, be sure to tighten the Safety Fill Cap closed.
	You may have tried to open the Safety Fill Cap before using up all the steam.	Continue ironing with full Steam before opening the Safety Fill Cap. It's normal to get a little hissing when you first open the Cap.
Brown streaks coming from the holes in the soleplate.	You are using a chemical descaling agent.	Never use this type of product; it can damage the steam generator iron.
	Tap water may be high in iron or rust.	Try distilled water. Never use additives in the water for ironing (lavender water, etc.).
	There are small charred bits of fabric built up in the soleplate holes or in the space between the iron cover and the soleplate.	Clean the soleplate.
The iron soleplate looks dirty or brown; it may stain your fabric.	You may be using too high a temperature.	Use the fabric guide on the iron to choose the right setting for your fabric.
	You may be using starch incorrectly.	Always spray starch on the underside of the fabric to be ironed.