

Frequently Asked Questions

Q: Why is my iron leaking water?

A: Your iron could be leaking for several reasons:

- The broiler has not been primed.
- The red light must go off the first time you turn on your iron.
- The tank may be overfilled.
- The steam dial may be set to "continuous steam."
- The iron screw cap may not be tight enough.
- The boiler may need to re-pressurize if using nonstop steam. Wait till the red indicator light comes off.

Q: Why do I have to empty my iron after every use?

A: You should empty your iron after every use so you don't overfill it the next time you use it. Remaining water could also calcify the iron which will result in more frequent cleaning requirements.

Q: How do I get continuous steam?

A: Turn your upper-steam dial all the way to the right (clockwise). This is a great feature for draining your tank. Or for very touch fabrics such as linen.

Q: How do I get bursts of steam as shown on air?

A: Turn your upper-steam dial all the way to the left (counter clockwise) then push the white steam button as needed

Q: Why does my iron run out of water quickly?

A: When you use the iron with continuous steam, your tank will only last 8 – 11 minutes. In order to preserve the water, we recommend that you only use the burst of steam. You'll get more ironing done on this setting. continuous steam.

Q: How do I clean my iron?

A: To clean your iron, fill the measuring cup with 1/2 water and 1/2 vinegar solution. Screw the cap on, plug the iron in when the red light goes out, press the white steam button a few times then allow it to continue heating for 3 – 5 more minutes. Unplug the iron and allow it to cool for 10 minutes. Shake vigorously, drain away from you and in a safe area., and rinse with clear water till vinegar odor dissipates. This process may be done up to three times if necessary. For minimal use, you should clean the iron every 2 – 3 months. For moderate use, you should clean the iron every 1 – 2 months.

Q: Why does the red light come on while I'm using the iron?

A: Once the water in the broiler reaches the appropriate temperature, the thermostat shuts the red light off. When the water inside the broiler begins to cool, the thermostat turns the red light back on again this is normal and you can continue ironing.

Q: Why does my iron lose pressure when it's steaming?

A: As you use the steam button, the pressure inside the broiler reduces. Give your iron a moment to rebuild pressure before using the steam button again. Your iron could also be losing pressure because it needs to be cleaned.

Q: Why is my iron heating up but not producing any steam?

A: Your iron may need to be cleaned. You should check to see if the steam button works by adjusting the steam dial to the off position and pressing the button. Also, make sure that there's water in the broiler.

Q: Why is steam leaking from the screw cap when I turn my iron on?

A: The O-ring may need to be replaced or the screw cap may not be tight enough.

Q: What is the gray dial for?

A: The gray dial, or upper-steam dial, produces continuous steam. To get continuous steam, make sure the dial is turned all the way to the right (clockwise). To stop continuous steam, make sure the dial is turned all the way to the left (counter clockwise).

Q: What comes with my iron?

A: The following items are included with the purchase of this iron:

- Safety cap
- Manual
- Measuring cup
- Teflon pad
- Funnel
- 3-pack of O-rings

Q: Why doesn't my iron steam like it did when I saw it on the show?

A: You need to prime your broiler. To do so, you must fill your iron up with the provided measuring cup, plug your iron in, allow it to heat up, and let the red light on your iron go off. Then turn the iron on to continuous steam and hold it away from you in a safe place. Once done, unplug iron, allow to cool for 10 minutes and fill the measuring cup below fill line and refill the iron. Once the red light goes off you are ready to go. Priming is only needed the very first time you use the iron.

Q: How do I replace the O-ring?

A: Start by unscrewing the screw cap. After you've located the black or brown rubber O-ring, remove it with a butter knife or another sharp, thin object. Once the old O-ring is off, you can put the new one on.

Q: Why do I have to replace the O-ring?

A: The O-ring gets worn out from the screwing and unscrewing of the plug.

Q: Why is steam leaking from the screw cap when I turn my iron on?

A: The O-ring could be worn out or your screw cap may not be screwed tightly enough.

Q: How do I remove marks from the sole plate?

A: Clean the sole plate with a damp cloth and a little bit of baking soda or with warm water and vinegar. Never use abrasives on the sole plate.

Information provided by RedFern Enterprises.