

1. My Philips Steam Generator Iron has gone off/stopped working

If your steam generator iron stopped working or switched off by itself, find out here what you can do to solve the issue.

Auto-off function activated

This only applies if your steam generator comes with Auto-off function.

The auto-off function automatically activates when your steam generator has not been used for more than 10 minutes.

Press the power on/off button to switch it on again.

The steam iron switches off or stops working when the steam hose is moved

The electronics could have been damaged during use.

2. My Philips Steam Iron does not heat up anymore

If your Philips Steam Iron stops heating up, there can be several reasons. Please find out here how we can help you.

Auto Shut-off mode

A light is blinking blue on your Philips Steam Generator Iron:

If your steam generator iron is switched on and the blue power light or the LED light on the handle is blinking but the soleplate stays cold, your steam generator iron might be in auto shut-off mode.

When your iron has not been used for 5 to 10 minutes, it enters in auto shut-off mode. To use it again, please press the on/off button.

The heating-up light is flashing on your Philips Steam Iron

If your iron is left unused horizontally for more than 30 seconds, or vertically (heel rest) for more than 8 minutes, it switches off automatically for safety reasons.

When this happens, the heating-up light flashes. Move the iron to turn the iron on and it will start heating.

The temperature is not set correctly

Please make sure you set the temperature to the desired temperature.

After 2 to 3 minutes, the soleplate should be hot.

If wrinkles are not easy to remove, the garment may not be moist enough. Wet the garment slightly and increase the temperature of the iron using the temperature dial.

There is a connection problem

Please check the mains cord, the plug and the wall socket. Make sure everything is properly connected.

Incorrect dual voltage setting

If your iron comes with dual voltage setting, make sure that this is set according to your location (e.g. 120 V or 240 V).

The iron no longer switches on

If this is the case, there might be an internal electric problem with your iron.

In this case, we recommend that you contact us.




3. My Philips steam iron does not remove creases

If your Philips steam iron is not removing wrinkles, we are here to help. Find out here how to resolve this.

The temperature is set too low

For irons with a temperature dial, please set the temperature according to the fabric that you are ironing. You can use the following table as reference:

Please note that for some fabrics, steam would be needed to remove creases more efficiently.

Temperature setting	Automatic steam setting	Fabric type
SYNTH to ●		Synthetic fabrics (e.g., acetate, acrylic, nylon, viscose, polyamide, polyester)
●●		Silk, wool
●●● to LINEN		Cotton, linen

Steam is not used

For steam generators: press and hold the steam button/trigger continuously to generate steam. When you release the button, your iron will stop steaming.

For steam irons: you can get more steam by using the shot of steam (a boost of steam) to help remove tough wrinkles.

4. My Philips Steam generator iron does not glide smoothly

If your Philips iron does not slide smoothly over fabric or clothing, please read on to find out what you can do.

The temperature setting is too high for that fabric

Please check the label of your garment or read the instructions of your Philips iron to learn what temperature setting is advised.

Steam is not being used

When you iron without using steam, your Philips steam iron may not glide as smoothly as it could.

For optimal results and good gliding, please use steam while ironing.

The soleplate of the iron is damaged or scratched

Your iron's soleplate should be replaced with a new one. We recommend that you contact us.

Steam is not being used

When you iron without using steam, your Philips steam iron may not glide as smoothly as it could.

For optimal results and good gliding, please use steam while ironing.

5. My Philips Steam Iron's Calc-Clean will not start

If your Philips steam generator iron will not start the Calc-Clean process, we are here to help. Follow these tips and tricks.

The steam generator won't start the Calc-Clean process

If the Calc-Clean process won't start in your Philips steam generator iron, one of the Calc-Clean steps was followed incorrectly or was not followed.

Please follow these steps:

For SpeedCare or FastCare/FastCare Compact irons (with a dial):

1. Prepare the Iron for Calc-Clean: Fill the water tank halfway and ensure that your steam generator iron is turned on. Place the Calc-Clean tray under the iron. If your iron has a temperature dial with a Calc Clean setting, set the dial to Calc Clean
2. Press the Calc-Clean button: Press the Calc-Clean button for 2 seconds until the appliance starts beeping. The iron will start the Calc-Clean process (and it will continue beeping during this process).
3. Wait until Calc-Clean has finished: The Calc-Cleaning will take around 2 minutes; do not interrupt it. When the Calc-Cleaning has finished the iron will stop beeping.
4. Empty the Calc-Clean tray: After the Calc-Clean process has finished, there is hot water in the Calc-Clean tray. You can let the water in the Calc-Clean tray cool down or carefully empty the tray in the sink.

For PerfectCare Viva, PerfectCare Compact, PerfectCare Compact Essential or PerfectCare Performer irons (without a dial):

1. Prepare the iron for Calc-Clean: Fill the water tank halfway and ensure that your steam generator iron is turned on. Place the Calc-Clean tray under the iron.
2. Press the Calc-Clean button: Press the Calc-Clean button for 2 seconds until the iron starts beeping. Then the iron will start the Calc-Clean process. Please note that it will continue beeping during the Calc-Clean process.
3. Wait until Calc-Clean has finished: The Calc-Cleaning will take around 2 minutes; do not interrupt it. When the Calc-Cleaning has finished the iron will stop beeping.
4. Empty the Calc-Clean tray: After the Calc-Clean process has finished, there is hot water in the Calc-Clean tray. You can let the water in the Calc-Clean tray cool down or carefully empty the tray in the sink.