

FAQ

What type of water can I use in my Philips steam iron or steamer?

Using the right type of water helps prolong your Philips garment steamer or steam iron's lifespan. Please read on to learn some tips and tricks.

Water type to use

Your Philips steam iron or garment steamer has been designed to be used with tap water. However, if you live in an area with hard water, fast scale build-up may occur.

Therefore, to prolong the lifespan of your iron or steamer it is recommended to use distilled or demineralised water (50% demineralised water mixed with tap water could be used too).

Please do not use perfumed water, water from the tumble dryer, vinegar, starch, descaling agents, ironing aids, chemically descaled water or other chemicals as they may cause water spitting, brown staining or damage to your steam iron.

To perfume your clothes we recommend you choosing one of the following options:

- Using perfumed washing softener
- Using essential oils (aromas) during washing
- Spraying perfumed water after ironing

When should I empty my Philips Steam Iron's water tank?

If you would like to know how often the water tank of your Philips Steam Iron should be emptied, please read on.

Emptying the tank after each use

Keeping water in the tank all the time could result in the formation of algae. To prevent this, we recommend emptying the tank after each use.

Why does clear water come out of my Philips iron during descaling?

If no scale has accumulated inside your Philips steam iron, the water that comes out of it during the Calc-Clean process may be clear and free of impurities.

Do not worry, this is OK (it means that your iron is clean).

Why are there water marks in my Philips steam iron?

Your Philips Steam Iron was tested in the factory using water to guarantee its optimal performance.

If you spot water droplets in the water tank, do not worry; this is normal and your iron has not been used before.

How can I prevent green algae in my Philips Steam Generator's tank?

It is very easy to prevent green residue or algae in your steam generator iron's water tank. Please see here for more information on what you need to do.

Empty the water container regularly

Emptying your steam generator's water container regularly will prevent the formation of algae or residues.

Algae can form when water remains in your iron's tank for a long time. By emptying the water tank after each usage, algae can't be formed and your water tank will remain clean.

Clean your steam generator's water tank

If green algae has built in your Philips steam generator iron's tank, you can try the following:

- 1) Fill the water tank half way with hot water and shake it carefully.
- 2) Empty it and rinse well with fresh water (do not use detergent).

Please do not worry if the algae remains: it will not affect the quality of the steam produced by the iron.

Note that emptying the water tank after each use will help prevent further algae build up.

How can I fit my Philips Steam Generator Iron on my ironing board?

Your Philips Steam Generator Iron should be placed on a suitable ironing board.

When you try to place your steam generator on your regular steam iron board, you may find that it is not suitable as it does not have the proper side tray for your steam generator's base.

In this situation, we recommend the following options:

- Change to an ironing board suitable for a steam generator
- Place your steam generator's base on the side of the board, not on the side tray

- Place your steam generator's base on the floor or on a table.

Can I fill the tank of my Philips Steam Generator during use?

Whether you can refill your Philips steam generator iron's water tank during use depends on the series. Read more about this [here](#).

Refilling the tank during use

You can refill your Philips steam generator iron's tank any time, even during ironing, except for the following series:

- GC6300
- GC6400
- GC6500

Can my Philips Iron stay on the board during intervals?

As your Philips Steam Iron is equipped with OptimalTemp technology, then it is ok for it to stay on the board all the time. It will not damage the ironing board cover.

I cannot press my Philips Iron Decalc indicator button

The Decalc indicator on your Philips Iron is not a button. It is a light indicator that reminds you to descale your iron.

Descaling your iron helps maintain it so that calcification particles do not build up inside the boiler. It is highly recommended that you descale your iron every time the Decalc light blinks. When the iron is cold (usually 2 hours after ironing), open the EasyDecalc knob and let the water flow out into a cup or into the sink.

Please note that if the light indicator is on, it will go off once you descale the iron as recommended