

# **Troubleshooting**

## **My Philips iron or garment steamer causes a power failure on mains**

If your Philips iron or your garment steamer causes a power failure, find out here what you can do to solve the issue.

### **The iron/steamer is not properly plugged in**

Check if the connection to the household power is loose or not properly plugged in.

### **The power cord is damaged**

Check the power cord for visible signs of damage.

### **Too many appliances are plugged into the same socket**

The failure could be caused by over current in your mains power. Unplug the other appliances and switch on the iron or steamer again.

### **None of the above solved it**

If you checked all of the above and your iron or steamer still produces a power failure, then contact us.

## **Fabric sticks to my Philips Steam Iron's soleplate**

When fabric sticks to your Philips Steam Iron's soleplate, find out here what you can do.

### **The temperature setting is too high for the fabric**

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

### **The soleplate is damaged or scratched**

In this case, we recommend that you contact us.

## **The soleplate temperature becomes too hot**

If this happens, there might be an issue with your iron's heating function. We recommend that you contact us.

## **How to clean fabric that melted into the iron**

To remove fabric or any dirt from your iron's soleplate, you should use the Philips Cleaning Stick following these steps:

1. If your iron has a dial, set the temperature dial setting on the soleplate to between "1 dot" and "2 dot" (If your iron does not have a dial, skip this step)
2. Unplug the iron and let it rest on its heel with a piece of rag cotton cloth underneath
3. Apply the cleaning stick over the stained area once or twice
4. Wipe off the stain and liquid from the soleplate with the piece of rag cloth
5. Clean off the remaining wax in the steam vents with a cotton bud and by steam ironing over the rag cloth

## **My ironing board is wet and I see water stains on the floor**

You might experience wet stains on your ironing board cover or on the floor under the ironing board. There are a couple of things that are good to know.

### **Your ironing board cover has worn out**

When the foam or felt in your ironing board cover has worn out, this might cause condensation drips.

Replace your ironing board cover. You can also add an extra layer of material under the ironing board cover to prevent condensation on the ironing board. For the best solution, we recommend that you use the Philips Easy 8 ironing board with PerfectFlow cover (GC260) specially designed to avoid dripping on the board and floor.

### **Normal steam condensation causes drips of water**

Your iron is not defective.

Your Philips iron is equipped with high steam output (to produce powerful levels of steam). This helps to achieve great ironing results and easy crease removal but may cause condensation on the board cover, meaning the board or your clothes might get slightly damp. Also because of this, after a long ironing cycle, the floor under the ironing board might become a bit wet as well.

If your iron has an Eco mode available, using this can help you to lower the rate at which your iron will produce steam.

## **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.

## **My Philips Steam Iron is leaking from its soleplate**

In the unfortunate event that your Philips Steam Iron or Steam Generator Iron leaks from its soleplate, there may be a simple solution. Discover how to solve it yourself.

### **The Calc-Clean light is blinking and/or there is a beeping sound**

Your iron needs to be descaled (or descaling mode is activated).  
[Find all descaling information for your Philips iron here.](#)

## **Water has condensed into steam in the hose**

**This section applies to Steam Generator Irons only:**

When you use steam for the first time or if you have not used it for a long time, steam may condense into water in the hose.

To solve this, hold your Philips Iron away from the garment and press the steam trigger until steam comes out of the soleplate instead of water.

## **Perfumed water has been used in the iron**

If you notice dirty water leaking from the soleplate, it could be that odourised or perfumed water is used in the iron (we recommend not to use any of these water types in our irons, because they can cause damage).

We recommend first descaling the iron to find out whether the problem can be solved: [Find all descaling information for your Philips iron here.](#)

If your problem has not been not solved, please contact us for a solution.

## **Steam has condensed on the board**

Sometimes steam condenses on the ironing board cover, particularly when using irons that produce powerful levels of steam. This can look like your iron is leaking from the soleplate.

A worn-out ironing board cover may also cause this type of condensation.

To prevent this, you can do the following:

1. Select a lower steam setting or only use steam during the first ironing strokes and then finish up with dry-ironing strokes.
2. You can also put an extra layer of felt between the ironing board and the ironing board cover to minimise condensation on the ironing board.
3. Replace the ironing board cover if the sponge material has worn out.

## **You have used the steam boost function too frequently.**

When you use the steam boost function too often within a short period of time, water can accumulate on the soleplate and leak.

Please continue ironing in horizontal position and wait a while before you use the steam boost function

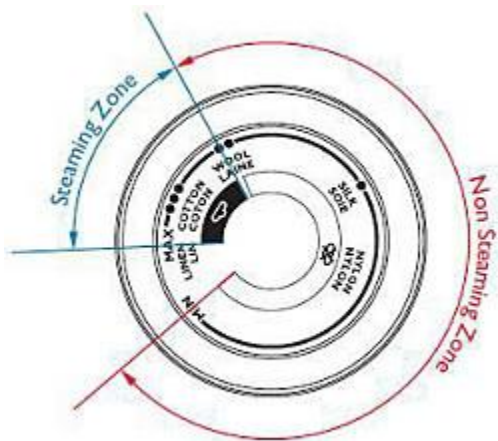
## **The temperature is set too low on the dial**

This only applies for irons with a temperature dial.

When the temperature on the dial is not set to the steam zone (2 dot or above), your iron will not be hot enough to steam. This can cause its soleplate to leak when you activate steam.

Please make sure that the temperature is set to the steaming zone on the dial (indicated in blue in the image) before activating steam. Then let the iron heat up in the heel-rest position for one minute before you resume ironing.

Note: The image is for illustration purposes only and may differ from the dial of specific models.



## **Remaining water after Calc-Clean**

After the Calc-Clean process, any remaining water may drip out of the soleplate. Do not worry; this is normal.

## **My Philips steam iron leaks brown water or white flakes**

When your Philips steam iron is leaking brown water or causes brown/white stains on your garment, it is time to descale it. Please find out here how this works.

## **Perfumed water was used in the iron**

Perfumed water causes lime scale and organic residues to remain in your iron and this will cause brown water leakage and white flakes/particles on your garment.

Please, descale your steam iron to remove limescale. [Find all descaling information for your Philips iron here.](#)

## **Scale can cause brown water or white flakes**

Your Philips Steam Iron needs to be descaled.

The Calc-Clean process for your Philips Iron removes most limescale and organic residues.

In some cases (such as when hard water is used) you may still experience the problem after descaling once. If descaling once doesn't solve the problem, please perform the descaling process again.

## **There is steam leaking from my Philips Steam Generator Iron**

When steam is released from any area of your Philips steam generator iron, please find out here what we recommended you to do.

### **There is steam leaking from any part of the iron (i.e. from the handle or a button)**

When there is steam leakage coming from any part of your steam iron, there might be a problem with the steaming function.

## **My Philips steam generator iron is leaking from its base**

In the unfortunate event that your Philips steam generator leaks water from its tank or body, there may be a simple solution. Find out how to resolve this.

### **The iron is frequently put back on the base station**

When your iron is put back on its base station often, steam condensation will occur. Due to this, water droplets may be noticed underneath the base station (Figure 1).

To avoid this, rest your iron vertically on its heel during ironing (Figure 2).

Note: If your steam generator iron belongs to the PerfectCare range with OptimalTemp, you can simply rest it on the ironing board.



Fig. 1



Fig. 2

## **The water container may be damaged or cracked**

We recommend you to contact Philips Consumer Care for a solution.

## **The EASY De-calc knob needs to be tightened**

If your Philips steam generator iron has an EASY De-calc knob and this is not tightened enough, water may leak from it.

## **My Philips iron is leaking from the Easy De-Calc knob**

If your steam generator iron is leaking from the Easy De-calc knob, there may be various possible causes. Find out how to resolve this here.

## **The rinsing knob is not tightened sufficiently or correctly**

If the rinsing knob is not properly tightened, water leakage could occur.

In order to solve this, please switch off the power and ensure that the steam generator has cooled down sufficiently.

Then, make sure the knob is correctly inserted and tightened.

If this can't be achieved (the knob is defective), then we recommend that you contact us.

## **Some water may have collected around the rinsing knob after filling**

This water is converted into steam when the steam generator is hot and this may cause some leaking when it cools down. The leaking will stop after a few minutes when the water has dried up.

# **The soleplate of my Philips steam iron becomes too hot**

When the soleplate of your Philips Steam Iron becomes too hot (and garments may tend to stick to it), find out here what you can do.

## **The temperature setting is too high for your fabric**

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

## **The temperature of the soleplate becomes too hot**

If this happens, then the heating function of your iron might not be working properly. We recommend that you contact us.

# **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.

## **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.

## **My Philips steam iron makes a noise**

Various types of noises (such as pumping, rattling, ticking) are produced during ironing with your Philips steam iron. [Learn more here](#).

### **Water is being pumped**

When water is being pumped, your Philips steam iron might be noisy.

This is perfectly normal and to be expected with steam irons and steam generator irons that use a pump to generate more steam.

If your iron is a steam generator iron, you can reduce the noise by placing a cloth (or similar soft material) under the base.

### **A whooshing sound can be heard when steam comes out of the soleplate**

High-pressure steam is causing this noise. This is normal for steam generator with high pressure steam.

You can reduce the steam by selecting the ECO setting (if available).

### **The steam iron makes a loud pumping noise**

The water tank is empty.

When the water tank is empty, the pump gets dry and this can cause noise coming from your steam iron.

Please check the water level in your iron.

If the water tank is empty, fill it with water. Then press and hold the steam trigger until steam comes out of the soleplate.

**If your iron is equipped with a water level magnet:** Please check if it got stuck in the water container. If it did, you can release it by carefully shaking the water tank or by tapping the side of the container with your fingers.

## **The iron makes a ticking or rattling noise**

Your iron needs to be descaled or the descaling mode is activated.

## **The iron makes a noise, has stopped steaming or not heat up**

If your iron has stopped steaming, is not heating up any more or makes a loud noise, there may be a problem with its pump or water system.

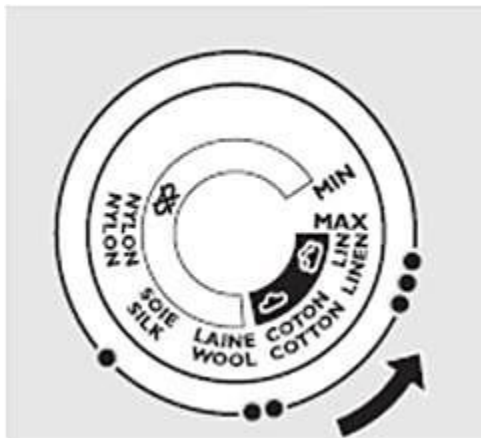
## **My Philips Steam iron does not produce any steam**

If your Philips steam iron has stopped steaming, there might be a simple solution. Discover how to mend it yourself below.

### **The steam control may have been set to the no steam position**

Set the steam control to a steam position. This can be found on the dial, the handle or on a button.



You can recognise the steam and no steam position by the following icons:



### **There is no water in the tank**

Please make sure there is water in the tank.

Your Philips steam iron will not be able to produce steam if the tank is empty.

Fabric type	Temperature setting	Steam setting	Steam boost
Linen	MAX	5-6	
Cotton	●●●	3-4	
Wool	●●	1-2	N.A.
Silk	●	0	N.A.
Synthetic fabrics (e.g. acrylic, nylon, polyamide, polyester)	●	0	N.A.

## The iron is not ready to steam

Your Philips Steam Iron needs up to two minutes (depending on what iron you have) before it is ready to produce steam.

Once it is ready, the heating light will stop flashing. Then your iron is ready to produce steam.

## Scale or impurities are blocking the vents

If the steam vents of the soleplate are blocked by impurities like scale, then your iron might not steam.

To solve this, please perform the recommended descaling process on your iron.

[Please find more information on descaling your Philips iron here](#)

## The sensor is not detecting movement

It can happen sometimes that irons equipped with Auto Steam Sensor do not detect some movements. If this is the case, please press the steam trigger to start steaming.

## My Philips Steam Iron produces too much steam

If your Philips steam iron produces too much steam, please read on to find out how this works.

## **The iron's steam setting is set to DynamIQ or Max**

If your Philips Steam Iron comes with DynamIQ, this is its default setting. This setting will produce the right amount of steam automatically during movement of your Philips Steam Iron. If you want less steam, please switch to the ECO mode. This will allow you to iron using less steam.

When your Philips Steam Iron is set to Max steam, a powerful constant flow of steam is produced continuously for stubborn creases. If you want less steam, please switch to the DynamIQ or ECO mode.

## **The ECO mode is off**

Your Philips Steam Iron comes with OptimalTemp technology. This technology enables your Philips Steam Iron to provide a high steam output.

Switching to the ECO mode will allow you to iron with a lower steam output.

## **The Ironing Board absorbs too much steam**

If you are using your Philips Steam Iron with a Philips Ironing Board, you might also find that your Philips Ironing Board absorbs too much steam. This happens due to the unique technology of your Philips Ironing Board, which prevents condensed steam from dripping onto the floor.

If you have long ironing sessions, your Philips Ironing Board may absorb too much steam. In this case, you can break your ironing session into short intervals to prevent your Philips Ironing Board absorbing too much steam.

Note: You can use the protective glove, if provided with your Philips Steam Iron, in order to protect your hand from the hot steam.

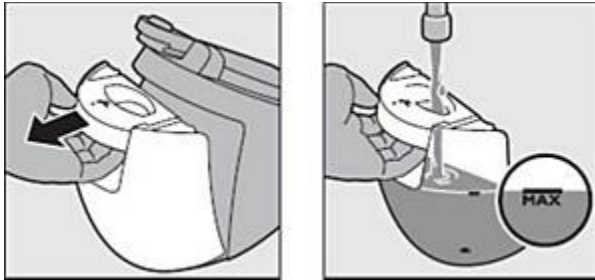
## **My Philips steam generator iron does not produce steam**

If your Philips steam generator iron has stopped steaming, there can be several reasons. Find out how to solve it yourself [here](#).

## **The steam button is not pressed**

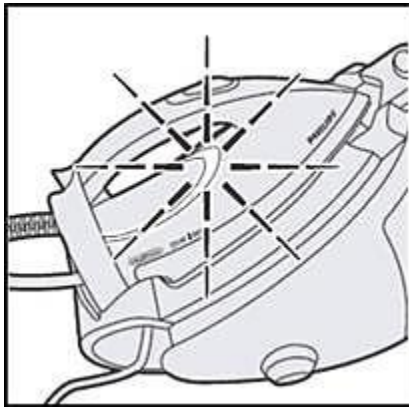
Your steam generator iron does not produce steam when this button is not pressed.

Please press and hold the steam button continuously to generate steam. When you release the button, the iron stops steaming.



## **The steam generator is not hot enough to produce steam**

Please wait until the “iron ready” light on the iron lights up continuously. If steam is still not generated, we recommend that you contact us.



## **The Calc-Clean or Decalc light is blinking and/or there is a beeping sound**

Your iron needs to be descaled (or descaling mode is activated).

[Find all descaling information for your Philips iron here.](#)



## **During first use, a short steam delay can be expected**

After filling the appliance with water, when you press your iron's steam button for the first time, you will experience a steam delay of 30 seconds. During these 30 seconds, you will hear a pumping sound (which you will also hear during normal use).

After this start-up cycle, the iron will generate steam when you press the steam button.

Please note: For PerfectCare AquaPro steam generator irons this delay could be up to a few minutes. This may happen when the iron has been stored for a long time.



## **There is not enough water in the water tank**

When the water level in your Philips steam iron is below the MIN level, your iron cannot generate steam. Please refill the water tank with water. Your iron should work again.

## **\*\*Only for irons with a dial\*\*: The temperature dial is set in the wrong position**

The iron does not produce steam when the temperature dial is in the Calc-Clean or 1 dot position. Please set the temperature dial to the 2 or 3 dot position.

## **The automatic steam mode is turned off**

If your steam generator iron has an intelligent automatic steam mode and this is turned off, the iron will not produce steam unless you press the steam trigger.

Please turn the automatic steam mode on or press the steam trigger to produce steam as needed.

## **The automatic steam mode is turned on and the iron is still or tilted in the air**

If your steam generator has an automatic steam mode and this is turned on, it will stop producing steam when the iron is not moving or when the iron is lifted in the air and tilted.

## **The steam in my Philips steam generator iron gets weaker**

If the steam rate of your Philips steam generator iron is not as good as expected, please check here to find out what could be causing the problem.

### **Lime scale may have built up in the iron, preventing it from steaming as it should**

Your iron needs to be descaled.

[Find all descaling information for your Philips iron here.](#)

### **ECO mode is activated**

If your iron is equipped with ECO mode:

When you are using the ECO mode (the green light is on), the steam will be weaker.

For more steam, switch off ECO mode by pressing the ECO button. The green ECO light will go off.

### **There is a problem with the steam function**

If your steam generator iron is having other steam-related issues, there may be a problem with the steam function.

In this case, we recommend that you contact us.

### **ECO mode is activated**

If you are using ECO mode (the green light is on), the steam will be weaker.

For more steam, switch off ECO mode by pressing the ECO button. The green ECO light will go off.

### **There is a problem with the steam function**



If your iron is having other steam-related issues, there may be a problem with the steam function.

## **My Philips steam generator iron is steaming continuously**

There may be a few reasons why your Philips steam generator iron steams continuously. Read more [here](#).

### **The steam button was pressed twice quickly**

Pressing the steam button twice quickly makes your iron switch to steam boost.

When this happens, your steam generator iron will steam continuously until you press the button again.

If your iron is a PerfectCare Pure (GC76XX): After pushing the button twice quickly it will steam continuously for five seconds. After five seconds this iron should stop steaming continuously.

### **The steam button or function is defect.**

In this case, it could be that you are no longer able to switch off the steam function by pressing the steam trigger.

We recommend that you contact us.

### **The intelligent automatic steam mode is on and movement is detected**

If your steam generator iron comes with an intelligent automatic steam mode feature and this is turned on, the iron will steam continuously while you move it.

To stop this, please stop moving the iron or turn the intelligent automatic steam mode off by pressing the “Auto” button on the iron handle.

## **The red/orange Calc-Clean light is blinking on my Philips iron**

When the Calc-Clean light of your Philips steam iron is blinking, it is time to descale it. Please find information [here](#).

## **The red (or orange) Calc-Clean light is blinking on your Philips iron**

Your Philips iron or steam generator needs to be descaled. [Find all descaling information for your Philips iron here.](#)



## **A light is blinking blue in my Philips Steam Generator Iron**

When the power light indicator in your Philips Steam Generator Iron is blinking blue, please find out here what you need to do.

### **The power light indicator (on the handle) is blinking blue**

This indicates that your iron is heating up. When the blue light stays on, your iron will be ready to use.

### **The blue light (on the base or the handle) is blinking blue during use**

Your iron is set to Auto shut-off. Please press the steam button again to switch it back on.

### **For PerfectCare Aqua and AquaPro irons: A blue light is blinking quickly on the handle**

When the blue power light indicator is flashing quickly on your PerfectCare Aqua or AquaPro steam generator, the water container is empty and needs to be refilled.

Once you have refilled the water container, please press the steam trigger. By doing this, the power light will turn steady blue and this will indicate that the iron is ready to be used.

## **The blue light (on the handle) blinks continuously**

This indicates a problem with the heating function. If this happens, and none of the above mentioned situations apply, we recommend that you contact us.

## **A blue light is moving back and forth**

**Note:** This applies only to irons equipped with intelligent automatic steam mode.

A blue light moving back and forth means that your steam generator iron's intelligent automatic steam mode is on.

Your iron has a blue iron-ready light that moves back and forth during movement when you are using the intelligent automatic steam mode.

## **The water light is blinking on my Philips steam iron**

If the orange or blue water refill light is blinking on your Philips steam generator iron even though there is water in the tank, read on to find out how to solve this yourself.

## **The water refill light (blue or orange) is blinking**

The magnetic sensor in the tank that detects the water level may be stuck.

Try to gently shake the water tank to release the sensor (please note that the sensor is not visible from outside the tank). If you have a detachable water tank, when you reinsert the tank the light should turn off.




## **My Philips steam iron does not remove creases**

If your Philips Steam Iron is not removing creases, we are here to help. Find out how to solve this below.

## **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 a 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 of your Philips Steam Generator 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 creases.

## The steam boost in my Philips Steam Iron is not working

Find out below why the steam boost in your Philips Steam Iron is not working and how to activate it.

### Steam irons: The steam boost trigger has not been pressed and released

To activate the steam boost in your Philips Steam Iron, press and release the steam boost trigger.

#### Note:

Steam boost is not available at the 1 dot and 2 dot temperature settings.

### Steam irons: The steam boost function has been used too often

When you use the steam boost function of your Philips Steam Iron too often within a short period of time, the steam boost function will stop working for a while.

In this case, please wait a couple of minutes until the steam boost can be used again.

## **Steam generator irons: The steam trigger was not pressed twice quickly**

To activate the steam boost in your Philips Steam Generator Iron, press the steam trigger twice in quick succession.

To deactivate it, just press the trigger again once.

### **Note:**

Depending on the model you have, once you press the steam trigger twice in quick succession, you might get a burst of steam for 3 seconds, continuous steam or pulsating steam.

## **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.