



Service information

Reference no.: SDA_103336

Symptom

Steam only comes from the front of the soleplate

Cure

The steam is concentrated at the tip for better steam penetration into the fabric. This removes wrinkles more effectively. When the soleplate is pressing on the garment during gliding, there is back pressure that will distribute steam to the soleplate rear as well.

Change history:

1. 15 Jan 2014: Add attachment of FAQ translation in key languages for service center to provide printed document towards consumer for explanation.