



Service information

Reference no.: SDA_76872

Symptom

Steam not coming out from one side of soleplate

Cure

Applicable for : GC2810, GC2820, GC2830, GC2840, GC2860

Symptom: Consumers claim that no steam is coming from the left side holes at the soleplate; steam is only coming from the holes on the right side.

Info:

As shown in path (see red line), steam is directed from one side of the soleplate. This maximizes the steam amount boost in shortest amount of time. However, in vertical refreshing, steam is seen visually coming more from one side of the soleplate.



Cure:
Not applicable. Design feature

Remark:

To prevent future negative perception, it is advise that in demonstrations, it is advise to demonstrate vertical steaming with the iron always pressed against the garment.