



Service information

Reference no.: SDA_81290

Symptom

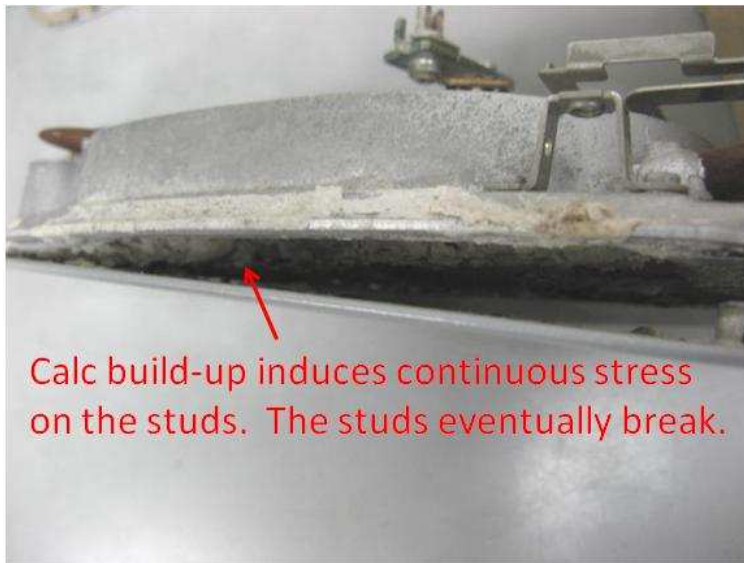
Ironing plate detached from soleplate.

Cure

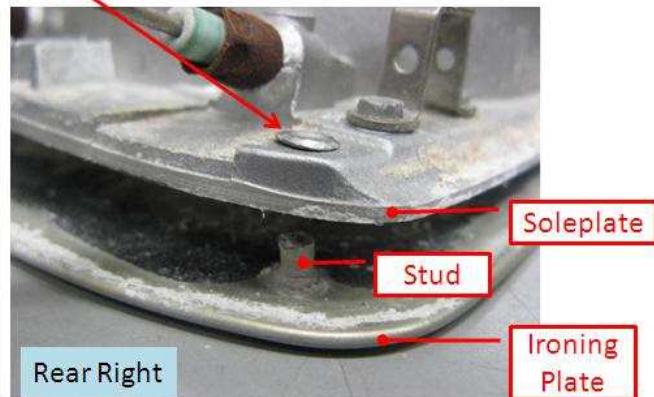
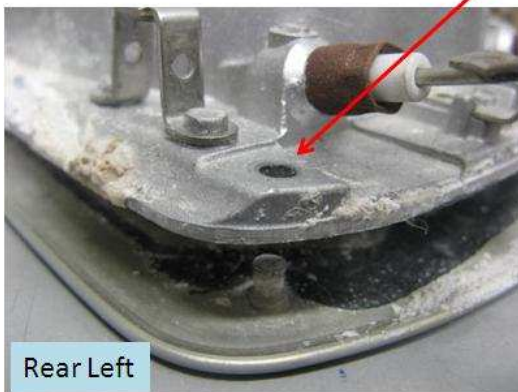
INFO:

Absence of regular calc cleaning can lead to calc accumulation within the soleplate. Continuous calc build-up induces increasing stress on the ironing plate studs which eventually give way. Once the studs are broken, the ironing plate is detached from the soleplate.

Refer below pictures:



Stud rivet head broken



CURE:

1. Service center to advise consumers for regular calc cleaning to prevent calc build-up. Users can refer to user manual or Philips support website regarding how to carry out calc cleaning.
2. Service centers to carry out soleplate calc cleaning before returning the product to users, regardless of the complaint.
3. If service centers detect visible gap at the ironing plate, to replace the soleplate assy preemptively.