



Service information

Symptom

Stains on iron soleplate.

Cure

INFO:

Stains on the soleplate can be due to mismatched temperature dial setting with respect to garment material or label printings on garments. For example, a 2-dot temperature will scorch nylon which requires a lower temperature setting of 1-dot. Figure 1 below shows an example of such a symptom.



CURE:

Use the soleplate cleaning stick to remove the stains from the soleplate.

1. Set the iron temperature between 'o' and 'oo'. Refer Figure 2.
2. Unplug the iron and put it on heel-rest position with a piece of rag below.
3. Apply the cleaning stick over the stain area once or twice. Refer Figure 3.
4. Wipe off the stain and liquid from the soleplate with a piece of cotton rag. Refer Figure 4.
5. Clean the remainder wax in the steam vents with a cotton bud by steam ironing over a piece of cotton rag.



REMARKS:

1. Consumers are informed that they can purchase the soleplate cleaning stick (CTN: GC012) from Authorized Service Centers.
2. The soleplate cleaning stick can be ordered via 12NC: 4239 022 63491 from Euroservice. Refer Figure 5.



Figure 5. Soleplate cleaning stick (CTN: GC012; Parts 12NC: 4239 022 63491)

PRECAUTION:

Be aware of hot soleplate, do not touch it with bare hands.

HISTORY:

27 Aug 2010: Add CTN number GC012 which is the consumer reference for the soleplate cleaning stick. Emphasize to Authorized Service Centers that consumers can purchase this part from them.
3 Mar 2016: Remove steamer models from CTN relation.