



Model VE02



Frequently Asked Question (FAQ)

When and how can I refill:

You should refill the iron only when empty. Do not fill the iron when water is already in the iron, as overfilling will cause the iron to spit water.

Remove the cap. Fill the measuring cup with pure water. You may partially fill the measure cup, if you have a small amount of ironing. You should empty the iron when finished using the iron.

What water should I use:

All iron should only use Pure Water. We recommend 'Nobles Pureau Ultra pure water' as the preferred water. This can be purchased from any major supermarket from the drinking water area.

Rain water, water filtered with a KDF filter, and least of all distilled water can also be used, if Nobles pure water is not available.

If you are interested in purchasing a KDF BenchTop Filters we have some available on our website.

Using Iron as projection steamer.

You must hold the iron in a vertical position when using the iron as a projection steamer. This allows you to aim the steam directly at the point you wish to apply the steam. Hold the iron gently on the material and push the steam button. Projection Ironing normally works best on light and delicate fabrics.

Ironing Multiple layers.

When Ironing Multiple layers then use the iron a little slower over the material.

What settings should I use.

The iron has two main settings. Maximum (max) and wet steam (cloud), we normally use the max setting on all material however you may use the wet steam on extremely dry material. The iron may be used on very delicate material on a lesser setting however steam production will be diminished.

When do I use the steam button.

We normally recommend using the steam button on difficult materials to iron normally only on the outward stroke, then return the iron without steam over the same path. The return stroke dries the material.

How do I use the steam button.

Make sure the iron Steam dial is in the 'off' position. Now push the white button in the middle of the dial, this will active a burst of steam. Steam lasts the longest using the steam button, and in bursts it is a lot more powerful for ironing multiple layers of material.

How to clean the iron.

Unplug the iron, remove the cap and empty the iron. Fill the iron with ½ a measure of water and ½ a measure with household white vinegar. Replace and tighten the cap, then plug the iron in for approx 1 to 2 minutes to warm the liquid. Now shake the iron, swishing the water around for at least 1 minute. Now remove the cap and empty the iron into the sink. Refill the iron with pure water. Shake the iron swishing the water around for at least 1 minute. Now remove the cap and empty the iron into the sink. Repeat the rinse of the iron 2 -3 times. To flush the outlet push the steam button until liquid is exhausted from the outlet.

Depending on use, you should clean the iron every 3-4 months.

Leakage from the top:

This can be caused by two reasons:

1. Loose Cap. Solution tighten the Cap until completely tight.
2. The 'O' ring on the Cap needs to be replaced. The 'O' ring is a small rubber seal on the cap. When you purchased the iron you should have three spares. Replace the seal.

Iron Leakage or Spitting from the bottom.

This can be caused by overfilling the iron. Don't over fill the iron. Make sure the iron has the steam button in the 'off' position when turned off and when plugging in.

The iron may require cleaning, please see the cleaning instructions.

Iron seems to be slipping off the mat.

Make sure the iron is located on the centre of the mat and that the steam dial is located in the off position

Iron has a smell on the first use.

The Iron may have a slight smell for the first couple of hours of use. This is normal.

Iron does not heat up and has no steam.

Check that the iron temperature control is on maximum and that you have water in the iron.

Cautions.

DO NOT turn iron upside down.

Always lay the iron flat on the silicon pad.

Always test on small material first.

Definitions

What does “dry steam” mean?

Dry steam is the hottest steam you can generate that it does not contain any water. i.e pure steam

What does “wet steam” mean?

Wet steam is a “colder” steam than Dry steam and contains moisture. This setting is normally better for extremely dry material however this setting will use the water faster.

What is a projection Iron?

An Iron that directs steam under pressure which can be used as a steamer.

Where can I find updates.

You can find updates at www.myvalore.com

Power Supply

The Valoré Euro Iron is design for Australian and New Zealand 240 volt power supply. If you live in an area with poor power supply please use a surge protector as warranty does not cover power surges.

Warranty

The Iron has a 12 month, return to base warranty however we have found that most problems can be solved by reading the instructions and FAQ. If you believe you have a warranty issue please email us for a warranty number and your local service centre.