

FAQ and Troubleshooting Guide for B078GQPS1Q.

Title: Swan, Handheld Garment Steamer, Lightweight and Compact, 1100W, Iron, Pink, SI12020N.

Vendor SKU: SI12020N

FAQ.

- [How long is the warranty or guarantee?](#)
The product is covered by a two-year warranty which you can extend via the manufacturing website, swan-brand.co.uk. If the customer is within their first year of purchase with Amazon EU then legally it is Amazon's responsibility to either replace or refund the item at his or her own discretion. When it is the second term of ownership then the responsibility is taken over by the manufacturer. You can extend your warranty via our website, swan-brand.co.uk.
- [I have lost the instruction manual, where can I find a replacement?](#)
If you have lost, damaged or need a replacement for your instruction manual then please visit our website, swan-brand.co.uk. Simply search the item using the Vendor SKU and this will bring up the product page. From there, you have the ability to download the manual for safekeeping.
- [Is It BPA Free?](#)
Yes, all of our devices are lead and BPA
- [How heavy is the steamer?](#)
The product weight for this steamer is 0.86kg
- [How long does it take to heat up?](#)
It takes approximately 3-5 minutes to heat up.
- [What are the item dimensions?](#)
The item dimensions are the following; Height 26.5cm, Width 9.5cm and Depth 15cm.
- [How long is the power cable?](#)
The power cable is 1.9m long.
- [Where can I buy spare parts?](#)
This information is found in the instruction manual, which displays the needed product codes for the spare parts. Please visit the manufacturing website at **www.swan-brand.com**.

Troubleshooting B078GQPS1Q

1. Not producing Steam

Cause: Possible Airlock,
Limescale build-up.
Not allowed to heat up to maximum temperature.

Solution:

When using the garment steamer for the first time, test it on an old piece of fabric to ensure that the steam plate and water tank are completely clean. During first use, some vapour may emit from the steam holes. This is due to the initial heating of the materials. It will not harm the material or performance of the product.

Airlocks often occur in areas of hard water. To troubleshoot an airlock, please hold the steam facing towards the floor and press the steam button for 5 seconds, this should release any airlocks.

We would suggest using bottled or distilled water with this device and following the instructions in the manual to descale/decal the product. To clean the exterior, please wait until the device is cold, unplug and wipe it with a damp soft cloth and then wipe dry. An additional method is to gently use a cotton bud to help clear the steam vents if clogged. Do not use vinegar, starch or chemically de-scaled water in the water tank.

If heating issues continue to persist, please contact our support line at 0333 220 6050.

2. Leaking water tank

Cause: Damage to the water tank
Overfilling the water tank.
Limescale corrosion

Solution:

Please follow the instruction manual and do not fill the water tank past the maximum line, the maximum water capacity is 250ml.

Before each use, please use new water. We recommend using bottled or filtered water to limit the build-up of limescale. To help descale the water tank we would suggest adding a drop of lemon juice to the water, it is a natural substitute for chemical products.

Should you experience damage to the water tank please contact our support line on 0333 220 6050.

3. Overheating

Cause: Overusing on a high setting

Solution:

Please set the thermostat to a lower temperature, when in use please wait for the indicator light on the hand unit to cycle on and off twice, please ensure the sole plate has an even temperature.

Should the problem persist, please turn off the device and contact our support helpline on 0333 220 6050.

4. Flakes going into Laundry

Cause: Limescale build-up.

The end user adding a water softener to the tank or other detergents.

Solution:

The likely cause is due to excessive build-up of limescale, we recommend using bottled, filtered or distilled water. Please empty the water tank after each use, old stagnant water will increase the build-up of limescale. Please only use water and do not use other chemical substances such as water softeners or other detergents.

Additional Information.

Spares:

Please view your instruction manual for codes. Spares are available via our website at www.swan-brand.co.uk.