

FAQ's

What if my appliance is faulty?

For faulty appliances, firstly ensure you have referred to your owner's manual and performed any troubleshooting following the steps further down this page. If this hasn't resolved the problem and the fault remains, check that your product is within the warranty period and return it to the place of purchase along with your receipt.

What is the guarantee on my Morphy Richards Appliance?

The details of your guarantee can be found in your owner's manual or alternatively on the product page on the website. We recommend registering your product after purchase to help reduce time if there is any issues.

How do I descale my Morphy Richards product?

Regular maintenance of products that hold water is recommended, helping to remove the build up left from minerals in the water. With many commercial products readily available to purchase in supermarkets and hardware shops, we also recommend a natural method of equal part vinegar and water brought to the boil and allowed to sit in the unit for a minimum of 30 minutes. Pour out the vinegar solution and rinse product thoroughly with clean water before use.

Are my Morphy Richards products BPA free?

Where possible, Morphy Richards products are made from BPA free materials and this information can be found on our product pages. Explore our products.

Has my product been registered?

Once you have registered your product you will receive an email confirming your registration for the extended guarantee period. If you purchased your product directly from our website, then we will automatically register your product for the extended guarantee period and then add another year in addition to this, as a thank you for shopping directly with us.

How do I claim my guarantee?

In the unlikely event that you have an issue with your product, simply contact our Consumer Engagement Centre via the Web Chat or Contact Us form on our website, or alternatively please call us on 0344 871 0944. You will need to retain your purchase receipt, if you have not uploaded it or bought the product directly from our website, as our team will ask for this along with the model and serial number, which can usually be found on the base of your product.

Our guarantee does not confer any rights other than those expressly set out in the terms and condition and does not cover any claims for consequential loss or damage. This guarantee is offered as an additional benefit and does not affect your statutory rights as a consumer.

Are there any exclusions?

Yes, there are some exclusions to your guarantee. Please refer to the instruction book that came with your product.

Why my iron has no power & not heating?

Check the fuse. Try a new fuse with the same rating. Try a different appliance in the socket as it may be the socket that is at fault. Check that the auto shut off has not operated. Check the temperature control has not been set to MIN.

Why my iron overheating or not getting hot enough?

Adjust the temperature control to ensure the setting matches that recommended on the garment or refer to the "Temperature guide" section. Allow the iron to reach temperature and stabilise for 1-2 minutes if it has just been plugged in, or has just been woken up from auto shut off. Can also try to reset the thermostat by turning the temp dial all the way to minimum then back to maximum 10 times.

My iron is not steaming or has poor steam performance

Ensure the temperature is set within the steam band and that the steam level is set to the correct level (refer to the "Temperature guide" section). Check that there is enough water in the tank. If the auto shut off feature has activated, wake up the iron and allow it to reach temperature before using steam. Perform a self clean to clear away limescale inside the iron (refer to "Self Clean" section)

Why my iron tripping the electrics?

Try using a different socket. Ensure there are no other appliances being used on the same set of sockets as the iron.

My iron emits some white powder from the soleplate

If the iron is new, this is residue from manufacturing materials and will diminish after the first couple of uses. If the iron has been used many times, this could be a sign of limescale build-up and a self clean should be performed. Please see “Maintaining your iron” section.

What type of water should I use?

Your iron has been designed to be used with tap water. If you live in a hard water area it is recommended to mix 50% distilled water and 50% tap water, or to use only distilled water to prevent scale building up and to prolong the lifetime of your iron. Do not put perfume, vinegar, starch, descaling agents, ironing aids or other chemicals in the water tank.