**Iron Box Customer Service Booklet**

**Welcome to Iron Box Customer Care**

Thank you for choosing our iron box. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure smooth performance and longevity of your appliance.

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**1. Getting Started**

* **Types of Iron Boxes:** Dry Iron, Steam Iron, Cordless Iron
* **Key Features:** Adjustable temperature, steam burst, non-stick soleplate, auto shut-off
* **Common Brands:** Philips, Bajaj, Havells, Usha, Morphy Richards, Panasonic

**2. Usage Instructions**

* **Plug into a proper power socket** and set the required temperature.
* Wait for the indicator light to turn off before ironing.
* For steam irons, **fill the water tank** and use distilled water to prevent scaling.
* Use the correct temperature setting based on fabric type.
* Do not leave the iron unattended while plugged in.

**3. Maintenance & Safety Tips**

* **Clean the soleplate** with a damp cloth after every use.
* Empty the **water tank after use** to prevent clogging in steam irons.
* Store the iron **upright** to avoid damage.
* Ensure the power cord is **not twisted or damaged**.
* Avoid using iron on delicate fabrics without checking the label instructions.

**4. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Iron not heating | Power issue | Check power supply, reset circuit breaker |
| Steam function not working | Clogged vents | Clean vents with vinegar solution |
| Iron sticking to fabric | Temperature too high | Adjust to the correct fabric setting |
| Water leaking | Overfilled tank | Reduce water level and avoid over-tilting |
| Indicator light not working | Faulty thermostat | Contact customer service |

**5. Energy Efficiency & Safety**

* Use the **correct heat setting** to prevent unnecessary power consumption.
* Unplug the iron when not in use.
* Store in a **dry place** to prevent rust and electrical hazards.
* Avoid overfilling the water tank in steam irons.
* Do not use a damaged power cord to prevent electric shocks.

**6. Warranty & Support**

* **Warranty Period:** Typically 1-2 years (varies by brand).
* Covers **manufacturing defects** but excludes physical damage or unauthorized repairs.
* Keep the original invoice for warranty claims.

**7. Customer Care Contact Details**

For brand-specific support, contact your iron box manufacturer:

* **Philips:** 1800-102-2929
* **Bajaj:** 1800-102-9144
* **Havells:** 1800-103-1313
* **Usha:** 1800-103-1111
* **Morphy Richards:** 1800-103-5963
* **Panasonic:** 1800-103-1333

For additional assistance, visit the official website of your iron box brand.