

TROUBLE SHOOTING GUIDE TEMPLATE

Supplier: BABYTEC INTERNATIONAL PRODUCTS LTD
Product: MC NO FILL STERILISER
SKU: 891845
Style No: A3210

Picture of product



1. Q: Is there a water measuring cup included with the steriliser?
A: No there is no measuring cup included, it is advised to use one of the bottles being sterilised to measure the correct amount of water to add (80 ml of water).
2. Q: The steriliser cycle does not run for a full 10 minutes and shuts off too early?
A: Too little water is being added to the steriliser before starting please add exactly 80ml.
3. Q: The steriliser cycle does not run for a full 10 minutes it continues to run for longer?
A: Too much water is being added to the steriliser before starting please add exactly 80ml.
4. Q: The metal tray inside the steriliser has discoloured and looks dirty or rusty?
A: This is quite normal and is caused by the hardness of the tap water used please de-scale.
5. Q: I have lost or broken a piece of my steriliser, can I get a replacement?
A: Yes it maybe possible, contact the customer care number below.
6. Q: The light on my steriliser will not come on and there is no sign of power?
A: Check and if necessary replace the 13A fuse in the plug.
7. Q: There is water on my worktop and it appears that the steriliser is leaking?
A: It is most likely that the water is cooled steam that's escaped from the lid and not leaking.
8. Q: On the bottom of the steriliser is a small tray what is this used for?
A: The tray is used to catch used water and debris and can be removed to aid cleaning.
9. Q: There is water left inside the steriliser after the sterilising cycle is complete?
A: This is quite normal and is just cooled steam, just wipe clean after every use.
10. Q: There is condensation on the bottles when the steriliser cycle is complete?
A: This is quite normal and is cooled steam, the bottles are completely sterilised.

Customer Care Number

01935 812732

Website: www.babytec.co.uk

Customer Care opening times

Weekday: 0800-1700 hours

Saturday: Closed

Sunday: Closed

