

## **TROUBLE SHOOTING GUIDE**

Philips Avent SCF276/29 Digital Steam Steriliser 888041

Supplier: Philips Avent  
Product: Digital STEAM STERILISER  
SKU: 888041 (Philips SKU - SCF276/29)  
Style No: K5612



1. Q: Steriliser will not work.

A: Check that the mains lead is connected to the steriliser as well as plugged into the mains. Check fuse in plug.

2. Q: Excessive steam escaping from under the lid.

A: Parts incorrectly loaded. Load as per guidelines in instruction manual.

3. Q: Sterilising cycle takes too long.

A: The steriliser is loaded with only a few items – light loads will take longer to cycle.

4. Q: Flashing lower and side bars, and beep.

A: Insufficient water has been placed in the steriliser. Switch off, remove water (take care if the steriliser body is hot) and replace with 90ml of water for use with Mode 1 OR 200ml of water for use with Mode 2. Restart the unit.



5. Q: Flashing top and side bars, and beep.

A: An excessive amount of water has been placed in the steriliser. Switch off, remove water (take care if the steriliser body is hot) and replace with 90ml of water for use with Mode 1 OR 200ml of water for use with Mode 2. Restart the unit.



6. Q Sometimes a brown residue builds up in the bottom of my electric steam steriliser. What is it?

A: The build-up is limescale or iron deposits, which are easily removed by de-scaling using either of the following methods: EITHER: 1. Mix one of the enclosed sachets of citric acid (10 g) with 200 ml of water. Pour into the empty steriliser. Do not put lid on. Switch on for 1-2 minutes. Switch off at mains and leave to stand for 30 minutes. Drain and rinse out the steriliser. Run a full cycle empty with the lid on, using exactly 90 ml of water. Wipe out the steriliser. (Citric acid is available from most chemists - avoid contact with eyes as this may cause irritation. Keep out of reach of children.) OR: 2. Pour 100 ml vinegar mixed with 200 ml cold water into steriliser. Allow to stand in the unit until any limescale has dissolved. Empty the unit and rinse thoroughly.

**Customer Care Number**

0800 289 064

**Customer Care opening times**

Weekdays: Mon – Fri 9:00 am – 4:30 pm

Website: [www.philips.co.uk](http://www.philips.co.uk)