



## FREQUENTLY ASKED QUESTIONS G4 SERIES PROFESSIONAL FABRIC STEAMERS

### **Why should I buy a Reliable fabric steamer? There are many that I've seen that have more features and sell for less?**

The G4 series was made primarily for use in retail clothing stores. What you can't see when you look at the G4 steamer, is what is inside it. Unlike steamers that are made specifically for the consumer (and TV) market, we use an exclusive heavy-duty brass-heating element in our G4 series steamers. The brass is made to withstand the rigor of day-to-day use, and is much more durable and resistant to scale build-up than aluminum.

Another quality feature in our G4 steamer is the PVC material used in our steam head. The steam head on our G4 is 2x the thickness of our closest competitor. Why do we spend the extra money on this? In a retail store environment, the steam head is the #1 replacement part (because of the frequency it is dropped). By using a better quality PVC, we dramatically reduce breakage and the need to spend money on replacements.

### **What about those fancy accessories that come with other models?**

While some of those accessories might be useful in a household environment, they would never be used in a retail store setting. We do include a removable brush on the G4 model that is handy for fabrics with a nap such as corduroy or velvet.

### **Plastic or metal head, which should I buy?**

For most applications, the plastic steam head (G4) will be sufficient. However, since the metal head does get hotter than the plastic head, it has the ability to replicate an iron in some manner. For putting a bit of a crease into a sleeve for example, the metal head might be preferable.

### **What kind of water should I use in the G4 steamer?**

Regular tap water is recommended.

### **How long does the steamer take to produce steam?**

It takes approximately 1 minute.

### **How long does the water last in the 1-gallon water container?**

If you left the steamer on non-stop, you will get approximately 60 minutes of continuous steam before the container runs out.

### **Is the G4 steamer safe to use on delicate fabrics?**

Yes, the steam is a low enough temperature, and gentle enough that you will not damage any fabric.

### **Will a fabric steamer replace a steam iron?**

Yes and no. For getting surface wrinkles out of many fabrics, a fabric steamer is an ideal solution. This is why tens of thousands of them are sold every year to retail clothing stores. However, a fabric steamer will not put a sharp crease in fabric, nor will it get the wrinkles out of some heavier material, including certain cottons and linens. For these fabrics, a quality hand iron may be preferred.

### **How often do I need to clean the steamer?**

We recommend that you flush the steamer with water at least once a month (for more details, please refer the instruction manual).

Note: Do not store the steamer for a long period of time with water in it, as it will escalate scale build-up.