



FREQUENTLY ASKED QUESTIONS

DIGITAL VELOCITY V100 COMPACT VAPOR GENERATOR IRON

How does the Digital Velocity V100 compare with my current iron?

Almost all other irons on the market work the same way (regardless of their features) as they have for over 50 years. You set the thermostat on the iron to your required temperature, press a button for steam, the water from the reservoir is released to the soleplate, and steam is produced.

The shortcomings of this method of creating steam are experienced when the temperature you require is too low for the water to be converted into steam. The results are typically spitting water/steam, and in some cases you can ruin a garment.

The Digital Velocity V100 compact vapor generator iron works differently.

How is steam created on the Digital Velocity V100?

Almost all home irons have one heating element. The V100 has two. The first of these two elements is mounted inside the iron, and is used to pre-heat the water to steam temperature. The second heating element is built right into the soleplate, and is controlled by the digital buttons on the irons handle. Because we pre-heat the water using the first heating element, no matter what temperature setting you choose for your soleplate, you only get dry, even steam.... without spitting.

Okay, I understand the digital part of the product name, what about Velocity?

This is the really cool part. Built inside the V100 is a micro-pump system that pumps the water from the water tank into the pre-heating element. When you push the steam activation button, the steam comes out with force or "Velocity".

Why do I want steam with Velocity?

Professionals know this secret, the best and fastest way to get ironing done, is to get as much steam into the fabric as you can. With more steam in the fabric, it is much easier to lay the wrinkles flat, and put a sharp crease in if required.

Why does the Digital Velocity V100 have so few steam holes on the soleplate?

Another secret that professionals know, is that steam holes only need to be at the tip of an iron. With fewer steam holes, you get more steam pressure and your ironing is done faster. Plus, less steam holes mean fewer holes to get plugged up.

Shouldn't an iron have a coated soleplate?

Our policy at Reliable is to not put any spray coating on our irons. The coatings on irons will eventually scratch off, and may become airborne. This is not good for your health, and that's why we use the highest quality stainless steel as our soleplate material.

How easy is the Digital Velocity to use?

The use of our iron couldn't be simpler. The digital readout on the iron tells you everything you need to know. The temperature icon for example, flashes while the iron is reaching the required temperature, and stops flashing when it is ready (it even beeps to tell you it is now safe to use for the fabric setting you have chosen).



I noticed the Digital Velocity has a anti-scale cartridge, how long will it last?

With all that great performance, you will want your new iron to last a long time. Water quality varies from region to region, but with our replaceable anti-scale cartridge, if you are using hard water (well water for example) the filter will remove a great deal of the minerals that can harm an iron. We recommend the cartridge be changed (subject to use of course) every 6-12 months.

Will I notice a difference ironing with the Digital Velocity V100?

Yes you will. Our customer's claim that it saves them up to a 3rd of the time they spend ironing. With so much steam entering the fabric, there is no longer a need to go back and forth so many times. Plus, because of the accuracy in the temperature control, you will find that garments that you would never trust to be ironed on your old iron, you are now comfortable to use.

What are the temperature settings on the V100?

The digital display on the V100 shows 3 dots, and a MAX setting for the temperature. Because we use an electronic sensor on the V100, there is very little fluctuation compared to conventional irons.

Dot 1 = 100° C / 212° F

Dot 2 = 130° C / 266° F

Dot 3 = 170° C / 388° F

MAX = 200° C / 392° F

I see that the Digital Velocity V100 has the Woolmark approval seal, what does that mean?

The Digital Velocity V100 is the only iron on the market that has the coveted Woolmark seal of approval. The Wool bureau has bestowed this honor on us, because they have decided that our iron, when used correctly, is safe to use on wool. Considering that most irons won't even produce steam on the wool setting, we are very proud of this achievement.

What is the Steam Ready™ feature?

If you are one of the millions of people that sew or quilt, you will love our new Steam Ready™ feature on the V100. If you are doing a project, the last thing you want to do is wait for your iron to heat up. With Steam Ready™ you don't have to. When activated, the standard 8-minute auto shut-off is bypassed allowing the iron to stay on indefinitely – or until the iron is unplugged or turned off. For safety reasons, this feature needs to be manually reset each time it is used.

How does the Eco-Intelligent™ feature work?

Water is a precious resource so why waste it! With our new Eco-Intelligent feature, three seconds after you place the iron down, the steam will automatically stop. When the iron is picked up, the steam will start again. This saves water and energy, as the internal pump will also stop. If you wish, you can still control the steam manually by turning the steam activation button on and off.

What is the warranty on the Digital Velocity V100?

The V100 is covered by a one-year limited warranty. Should your iron require service, please contact Reliable directly at:

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