Service information

Reference no.: GDA_114109

Symptom

Mandatory IRIS code for returns due to De-calc LED blinking

Cure

Background:
Define an IRIS code combination to clearly identify returns whereby product does not steam and amber De-calc LED is blinking.

GC70XX: De-Calc LED blinking Symptom

GC66XX_77XX_59XX: De-Calc LED blinking Symptom

Mandatory Action:

All service centers must log in below IRIS code combination when returned product does not steam and De-calc LED is blinking:
Section Code = G07 (Indicator Lamp/LED)
Defect Code   = A1   (Mis-operating)
Repair Code   = N   (Maintenance)

Affected Models (Pro Velocity product ranges):GC66XX, GC77XX, HI77XX, GC87XX, HI59XX

Repair Action:
1. Perform calc clean process as stated in user manual. Once the calc clean process is completed, the amber De-calc LED will stop blinking and the steam function will resume.

2. Inform consumer about the repair action which they can perform at home. Please check and print for consumers "MANDATORY ACTION: GCxxxx After service repair letter" if available.

De-calc Reminder Information:
To ensure regular calc clean in Pro Velocity product ranges, the appliance will give calc clean reminder in the form of blinking amber LED and beeping sound. The appliance will continue to steam for a short period upon calc clean reminder. Following which, steam function will be disabled to protect against calc build up in the appliance.