 Service information

Reference no.: SDA_101639

Symptom

Appliance no power due to thermostat contacts dirty

Cure

Symptom
The appliance does not power up (temperature dial set to MAX) when plugged in.
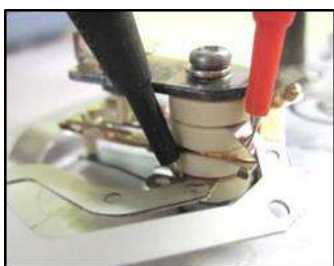
Affected product
All irons using thermostat for soleplate temperature control.

Checking method to confirm thermostat contact is dirty:
Steps
1. Turn the thermostat anti-clockwise until it stops. This is the thermostat "MIN" position. Using multi-meter, place the probes on the thermostat as shown below.

2. Check the thermostat continuity. You should confirm the contacts are open-circuit.

3. Turn the thermostat clockwise until it stops. This is the thermostat 'MAX' position. Check the thermostat continuity:

Outcome 1 --> The issue is NOT dirty thermostat contacts
If the contacts are close-circuit, thermostat is good. Root cause of the appliance does not heat up could be due to other failures. Reject the soleplate and replace with new soleplate.

Outcome 2 --> The issue is dirty thermostat contacts
If the contacts are open-circuit, the thermostat contacts are dirty. Proceed to thermostat contacts cleaning process.
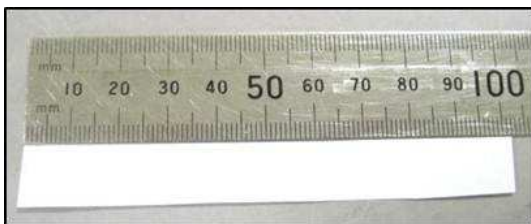
Material required and Preparation
Material required
A4 size paper
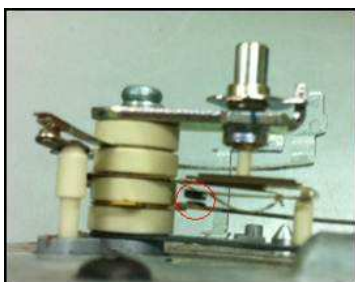Ruler
Scissor

Preparation
Using a scissor, cut the A4 size paper into a paper strip (Dimension: Length 10cm & width 1cm)
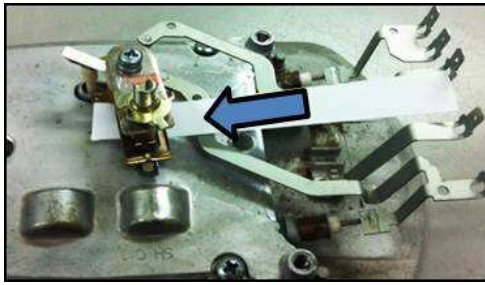

**Symptom cure – Cleaning Dirty Thermostat Contacts**
Steps
1. Turn the thermostat to 'MIN' position and ensure thermostat contacts are 'OPEN' position (circle in red).

2. Insert the paper strip in-between the thermostat contacts and turn thermostat to "MAX" position to close the contacts.

3. Pull the paper strip to clean the thermostat contacts. Repeat Step 1 to Step 3 for total of 5x times.
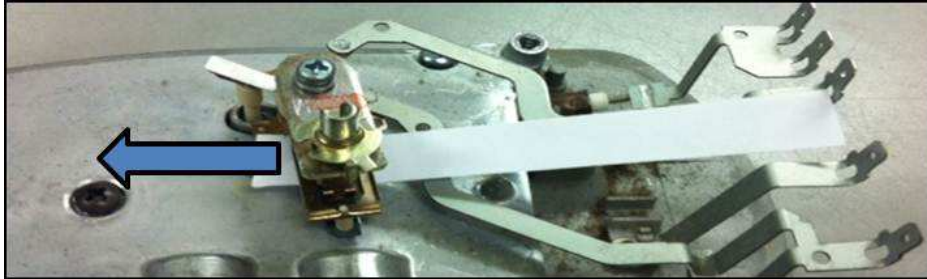
Checking after thermostat contacts cleaning
<u>Steps</u>
1. Using multi-meter to check for continuity of the thermostat contacts:
     - Thermostat at 'MAX' position : Contacts must be close-circuit.
     - Thermostat at 'MIN' position : Contacts must be open-circuit.

2. If the thermostat meet the conditions for step 1 , the soleplate is OK.

3. If the thermostat does not meet the conditions for step 1, rejects the soleplate. Replace with new soleplate.