

Service information

Reference no.: SDA_104540

Symptom

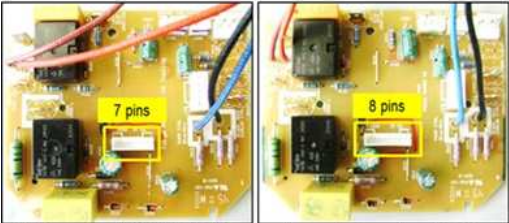
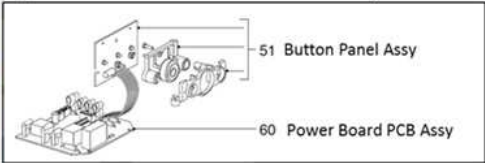
GC92xx Power PCBA and Button Panel Assy compatibility issue

Cure

Symptom: It was found that the new service parts do not fit into current market returns during repair activity

Products affected: GC9220, GC9230, GC9235, GC9240, GC9245

Return set PerfectCare Expert GC92xx	Repair Options	Service Code to order
If Power Board PCBA is 7-pin connector version	<u>Option 1</u> Replace Power Board PCBA and Button Panel Assy	Pos 60: 423902177331 Power Board PCBA (8-pin connector) Pos 51: 423902170311 Button Panel Assy (8-pin connector)

Old Power board PCBA with 7-pin connector

Improved Power board PCBA with 8-pin connector

Root causes: Old power board PCBA and button panel assy have 7-pin connectors. The new parts have 8-pin connectors. It is not possible to mix old and new parts due to the different pin connectors.

Symptom Cure: When replacing either power board PCBA or button panel assy, both parts must be replaced together if needed, for connector compatibility.