



Service information

Reference no.: SDA_108288

Symptom

MANDATORY ACTION: GC86xx, GC92xx, GC95xx "hot" handle with water leakage on the side of soleplate

Cure

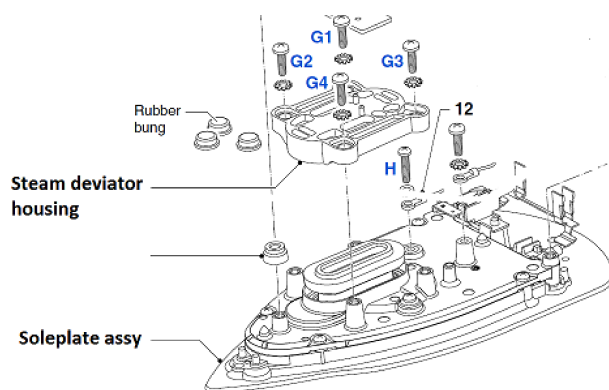
INFO:

The "hot" handle and water leakage from the side of soleplate could be related to steam leakage within the iron. One potential root cause could be steam deviator housing degradation.

This is only applicable for GC86xx, GC92xx, GC95xx.

CURE:

Please replace the soleplate assy together with the steam deviator housing.
Please send back the exchanged parts to your local Philips Consumer Care team / Service Network Manager so that they can forward the parts to Singapore Innovation Site.



MANDATORY:

Please perform set exchange and return the defective sets to Singapore Innovation Site when the return set fulfils below 2 criteria:
1. Origin of return: Germany, Austria, Switzerland, Belgium, Netherlands, Luxemburg, UK.
AND
2. The product date code is wk1438 or wk1439.

REMARK:

Country Consumer Care and Service Network Manager please help to send the parts to Singapore Garment Care Innovation Site, attention: Tang Teck Kiat.

REVISION HISTORY:

5 Dec 2014: Add mandatory set exchange requirements per criteria stated above.