



Service information

Reference no.: SDA_108449

Symptom

GC86xx, GC92xx, GC95xx soleplate leaking due to boiler overfill >400ml

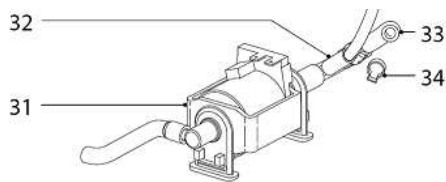
Cure

INFO:

The soleplate leaking symptom (heavy leaking) could be related to too much water inside the boiler. We call this phenomenon "Boiler overfill".
In such cases, It is likely that there would be >400ml of water inside the boiler.
Potential root causes could be a faulty pump de-air valve or old software in the power board.
Please do not replace boiler assy as this does not contribute to the boiler overfill phenomenon.

CURE:

1. Please replace the de-air valve.



2. [32 | 4239 026 42083 | De-air valve](#)
re-flash the power board to following SW.

GC92XX & GC95XX = 0x5013 checksum

GC86Xx = 0xba3b checksum

For board re-flash, please refer attached programming instruction and the hex file for re-flash.

HISTORY:

5 Jan 2015: To offer 2 solutions for the power board. Either swap the board or re-flash the board.

9th Dec 2015: Remove De-Air valve Retrieve Action & update all returns units with boiler overfill issue need to re-flash 0x5013 / 0xba3b sw