



Service information

Reference no.: SDA_110567

Symptom

MANDATORY ACTION: GC96xx Soleplate leaking water

Cure

Symptom:

User experiences leaking from soleplate during ironing. Refer photo below.

This is likely to happen upon the second ironing session whereby the earlier session ended with appliance being stored with water left in the water tank. This would not happen if the appliance was stored with an empty tank.



Cause of Symptom:

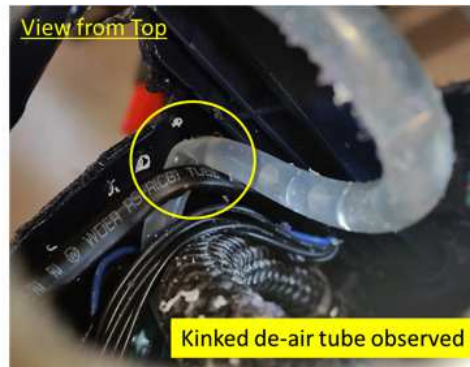
Pump assy de-air tube inside the appliance was folded during assembly.

When the appliance cooled down, the boiler inside the appliance would suck water from the water tank instead of air since de-air path was blocked by the folded tube.

Boiler would be overfilled with water which resulted in water running out of the soleplate during steaming.



View from Side



View from Top

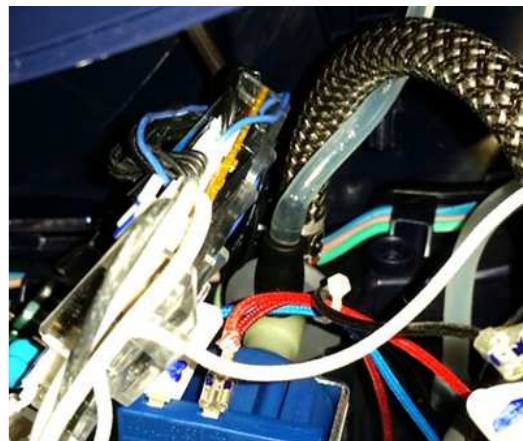
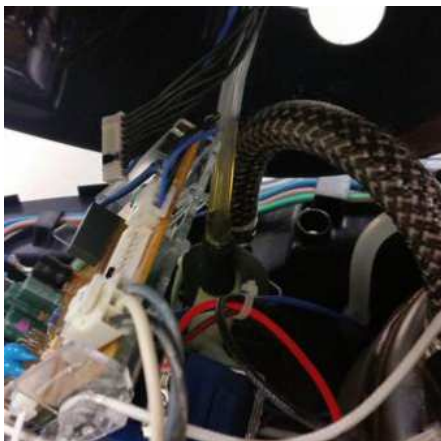
Kinked de-air tube observed

Cure:

Empty the water in the boiler via the Easy Rinse knob. Caution: Ensure to cool down the appliance completely, at least 2 hours, before opening the Easy Rinse knob.

De-kink the folded de-air tube.

Re-dress the de-air tube as follows. Ensure tube goes under the braided hose.



Mandatory Vacuum Test during functional check after repair for product date code 1. Start with a full water tank.

2. Power on the appliance for functional check. Product is heated up.

3. Power off and unplug.

4. Make a marking of the water level in the water tank.
5. Leave the appliance to cool down.
6. Check for any change in the water level in the tank.
7. The set is OK if there is no change in water level.
8. The set is REJECT if there is any drop in the water level - Replace the de-air valve.

Mandatory actions for product date code Every set that comes in for repair, regardless of complaint symptom, perform the following 2 actions:

1. Re-dress the de-air tube as shown in previous slide.
2. Conduct the Vacuum Test for OK or REJECT.