



**Service information**

**Reference no.: SDA\_110775**

**Symptom**

No Steam ! Pump is working, but no water extracted from water tank

**Cure**

**INFO:**

Pump motor is pumping but there is no water extracted from Tank and NO STEAM produced after more than 1 minute. Based on analysis of defective pumps, the root cause is related to pump inner valve becoming "sticky". The valve is unable to move during pump activation, hence the pump cannot suck water.

**CURE:**

Replace pump assy (12NC is 996510070245, Blue color pump housing). The improved pump assy is implemented in factory from date code  $\geq$  wk1503.

Please see below identification between old pump assy and new pump assy. Please do not use the old pump. The spare part stocks in Flextronics and Asia Parts Center are already the new pump.



**Old Pump  
(Supplier : TL)**



**New Pump  
(Supplier : jiayin)**