



Service information

Reference no.: SDA_110797

Symptom

Service Part Changes Notification

Cure

Info:

GC76xx Power Board PCBA software upgrade to address no steam due to choked flow restrictor issue

Products affected:

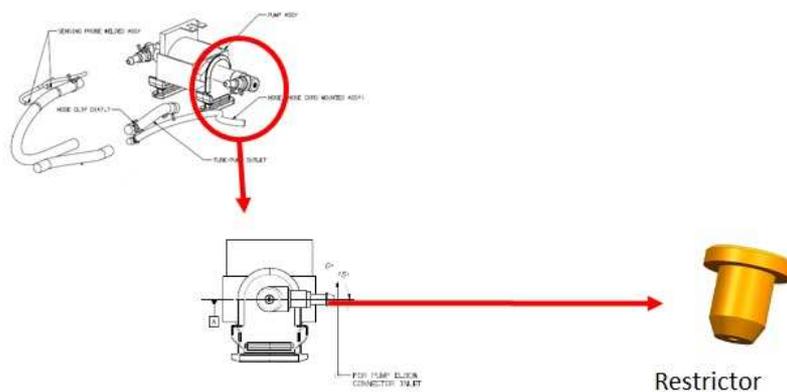
GC76xx

Countries affected:

All

Part definition:

Restrictor



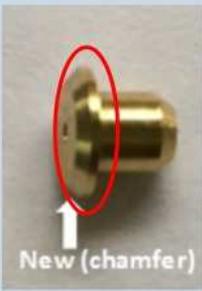
Summary table: After repair, please ensure that the combination of the service parts used matches one of the four combinations below. Please refer to below on how to identify the old and new Pump Assy, Restrictor and Power Board PCBA

CTN	Pump Assy (12NC)	Restrictor (12NC)	Power Board PCBA (12NC)
GC7610 (Pump Assy with Restrictor)	42390217621x	42390101329x	42390217758x
GC7610 (Pump Assy without Restrictor)	42390217621x	NA	42390219577x
GC76xx (except GC7610) (Pump Assy with Restrictor)	42390218134x	42390101329x	42390217757x
GC76xx (except GC7610) (Pump Assy without Restrictor)	42390218134x	NA	42390218958x

How to Identify Old and New Power Board LE and HE

Product Family	Old	New
Power board LE PCBA	423902177585 (Sticker on relay = pink, Top row 5 digit = 7758x) 	423902195771 (Sticker on relay = white, Top row 5 digit = 9577x) 
Order Power board HE PCBA	423902177579 (Sticker on relay = blue, Top row 5 digit = 7757x) 	423902189581 (Sticker on relay = blue, Top row 5 digit = 8958x) 

How to Identify Old and New Restrictor

Product Family	Old	New
GC76xx	n/a 	423901013294x 

Important notes:

For GC76xx market returns with date code < wk1514, service center teams must exchange the existing restrictor with new restrictor (12NC: 42390101329x) regardless of the complaint