



Service information

Reference no.: SDA_76318

Symptom

Intermittent power while using the product.

Cure

INFO: Root cause is poor contact reliability due to corroded or loose quick-connector of the cord set (See Figure 1a, 1b) AND/OR corroded wire frame terminals of the soleplate (See Figure 2).

CURE:

Step 1: Exchange cord set once cord set has been disassembled in the course of repair.

See respective service manual for part service code.

Step 2: Exchange soleplate if detect corroded wire frame terminals of the soleplate. See Figure 2.

See respective service manual for part service code.

Step 3: Upon re-assembly, apply heat sink paste at the connections. See Figure 3.

See attachment for step-by-step guide to heat sink paste application.

The heat sink paste is Dow Corning 340 heat sink compound. This is a general obtainable part that can be purchased outside Philips. See Figure 4. Service code of Dow Corning 340 heat sink compound: 423902262940.

MANDATORY: As a preventive measure, it is required to apply this symptom cure activity to all relevant CTN's returned to service, regardless of complaint reason.

REMARK: Heat sink paste implemented in production effective wk0942.





Figure 3: Heat sink paste at L & N connections



Figure 4: Dow Corning 340 heat sink compound (General obtainable part)