



### Service information

Reference no.: SDA\_81288

### Symptom

Soleplate does not heat up.

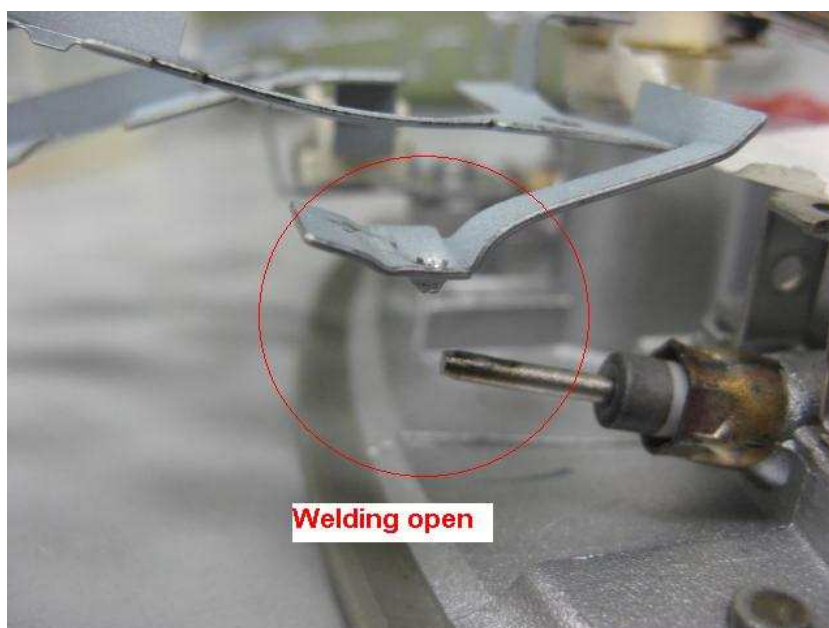
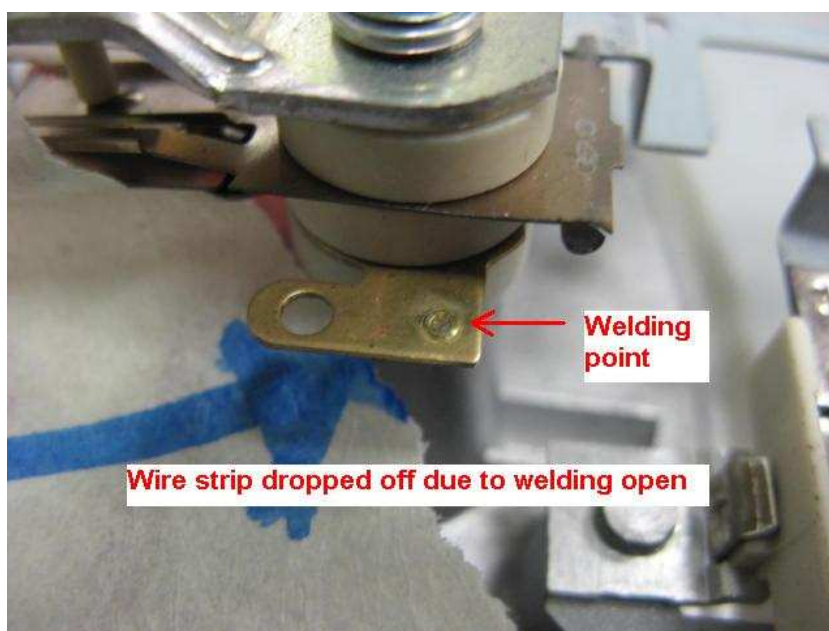
### Cure

#### INFO:

One possible root cause is detached spot welding points on the wire frame connectors. The welding point can open due to product drop or poor welding.

Open welding point can happen at the thermostat assy or at the heater pin. Refer below pictures.

Welding open at thermostat assy:



**CURE:**For service repair, please replace the complete soleplate assy.

It is not possible to do the welding at service center because specialized equipment & process control is required for the spot welding process.

**REMARKS:**From the factory side, the following activities are in place & closely monitored.

1. Ensure welding process parameters are within optimized settings.

2. Process checks in place to ensure welding quality.

- End of line check (100%)

Operator will conduct a 100% check on every soleplate after soleplate assembly line.

- Semi product check (Sampling check)

To check the welding condition of thermostat assy. Sample Size 13 out of 98. AQL = 1.0%, Level-S4.

History:

3 Mar 2016: Remove steamer models from CTN relations.