



**Service information**

**Reference no.: SDA\_88902**

**Symptom**

Water leaks from Easy De-calc (Perfectcare) knob

**Cure**

**Symptom:** Water leaks from Easy De-Calc knob



**Products Affected:** Perfectcare GC9200 series with production code Wk1120 to Wk1135

**Cause:** Water is leaking from the Easy De-Calc due to insufficient or improper sealing of the knob.

Two possible scenario:

- 1) Easy De-calc knob not aligned properly. From picture below, if aligned properly, there will be no spacing between Knob and stand body.
- 2) Easy De-calc knob is not tighten sufficiently



**Cure:**

If knob shows no gap, it is likely Easy De-calc knob is insufficiently tighten, to seal, further tighten by another quarter turn.

Otherwise, Easy De-calc knob sealing is improper and requires re-assembly (steps 1 to 5).

As the boiler contains hot water & steam, it is recommended to cool down boiler (2 hours) before taking remedy steps.

- 1) Unplug the power cord
- 2) Cool down the steam generator (approx 2h if the system is heated up)
- 3) Open the knob by turning it anti-clockwise till fully remove
- 4) Drain all the water
- 5) Ensure Knob is aligned with stand body and tighten the knob by turning clockwise. It would take about 3-4 complete turns to reach the sealing position

In the event that a sealing position is reached within 1 to 1.5 turns, it is likely the knob is not aligned properly or the screw thread on knob is damaged, a replacement part needs to be ordered.

GC9220: Rinse knob assy -dark blue (4239 021 63612)

GC9230, GC9235, GC9240, GC9245: Rinse knob assy - White (4239 021 61672)