



Service information

Reference no.: SDA_93067

Symptom

No steam or weak steam (GC92xx and GC95xx)

Cure

Issues or Symptoms:

- No steam or steam drops after ironing for some time
- Produces no steam or Sometimes no steam
- Does not steam well
- Intermittent steaming

Root causes:

The appliance's Optimal Temp technology controls the steam generator pressure by regulating the pumping sequences. Due to variance in usage patterns, there is a random chances the pumping cycles are not at the right timing which results in weak or no steam due to insufficient pressure built inside the generator. However, the generator pressure will restore immediately upon the next pumping.

Products affected:

- PerfectCare Expert GC92xx from date code wk1117 to wk1211
- PerfectCare Silence GC95xx from date code wk1201 to wk1237

Affected PCBA:

- PerfectCare Expert GC92xx – 4239 021 61652
- PerfectCare Silence GC95xx – 4239 021 68572

Symptom cure:

PerfectCare Expert GC92xx

Dismantle the old Power Board PCB Assy and replace with an improved Power Board PCB Assy for all sets with production date code before wk1212.
Repair Options

Return set PerfectCare Expert GC92xx	Repair Options	Service Code to order
If Power Board PCB Assy is 7 pins connector version	<u>Option 1 *</u> Replace Power Board PCB Assy	<u>Pos 60:</u> 423902175591 Power Board PCB Assy (7-pin connector)
	<u>Option 2</u> Replace Power Board PCB Assy and Button Panel Assy	<u>Pos 60:</u> 423902177331 Power Board PCB Assy (8-pin connector) <u>Pos 51:</u> 423902170311 Button Panel Assy (8-pin connector)
If Power Board PCB Assy is 8 pins connector version	<u>Option 3</u> Replace Power Board PCB Assy	<u>Pos 60:</u> 423902177331 Power Board PCB Assy (8-pin connector)

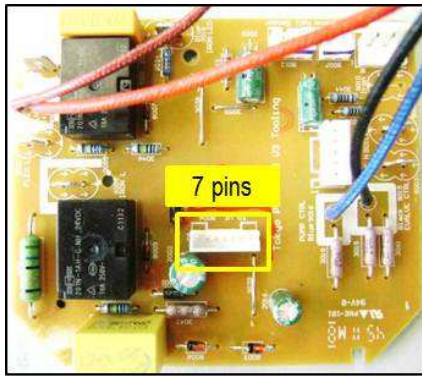
* If Repair Option 1 Power Board PCB Assy (423902175591) is not available, please use Repair Option 2.

PerfectCare Silence GC95xx

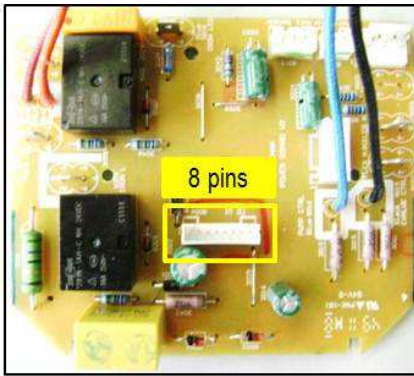
Dismantle the old Power Board PCB Assy and replace with an improved Power Board PCB Assy for all sets with production date code before wk1238.

Highlights:

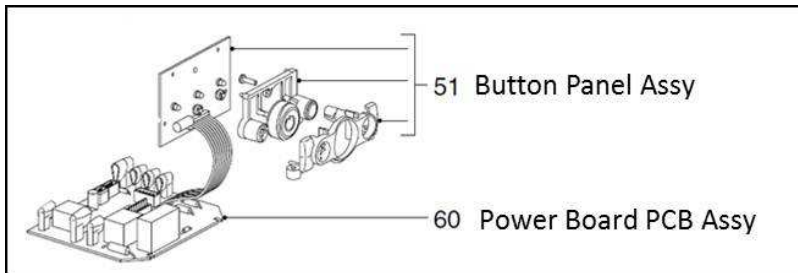
- PerfectCare Expert GC92xx, due to additional commercial requirements, there is a running change on the Power Board PCB Assy: PCB with 7-pin connector --> PCB with 8-pin connector (ECO version)



Old Power board PCB Assy with 7 pins connector



Improved Power board PCB Assy with 8 pins connector



- Production has implemented improved Power Board PCB Assy in GC92xx and GC95xx since wk1212 and wk1238 respectively.

For ASC ordering spare parts:

PerfectCare Expert : GC92xx – 4239 021 77331 (Pos 60)
 PerfectCare Silence : GC95xx – 4239 021 68572 (Pos 60)

Note:

Due to GC95xx warehouse rework activity, it is possible that some of the affected GC95xx products (date code wk1201 – wk1237) may have been reprogrammed to the improved PCBA firmware. This can be identified by the blue dot marking on the PCBA shown below:



Revision History:

5Feb2013: PerfectCare Expert GC92xx Power Board PCB Assy Service Code changed from 423902175591 to 423902177331.
 5Feb2013: Repair Options Table for PerfectCare Expert GC92xx returns with 7 pins or 8 pins connector Power Board PCB Assy.
 21Nov2012: GC95xx affected date code revised to wk1201 - wk1237. Add information on identification of reworked PCBA due to GC95xx warehouse rework.