



Service information

Symptom

GC65xx Stand housing plastic degraded

Cure

Issues and Symptoms

- Steam generator stand top housing degradation.



Affected product and date code:

- CompactCare GC65xx
- All date codes before wk1225

How to check

- Discoloration on iron tray.
- Unpleasant smell inside the steam generator.

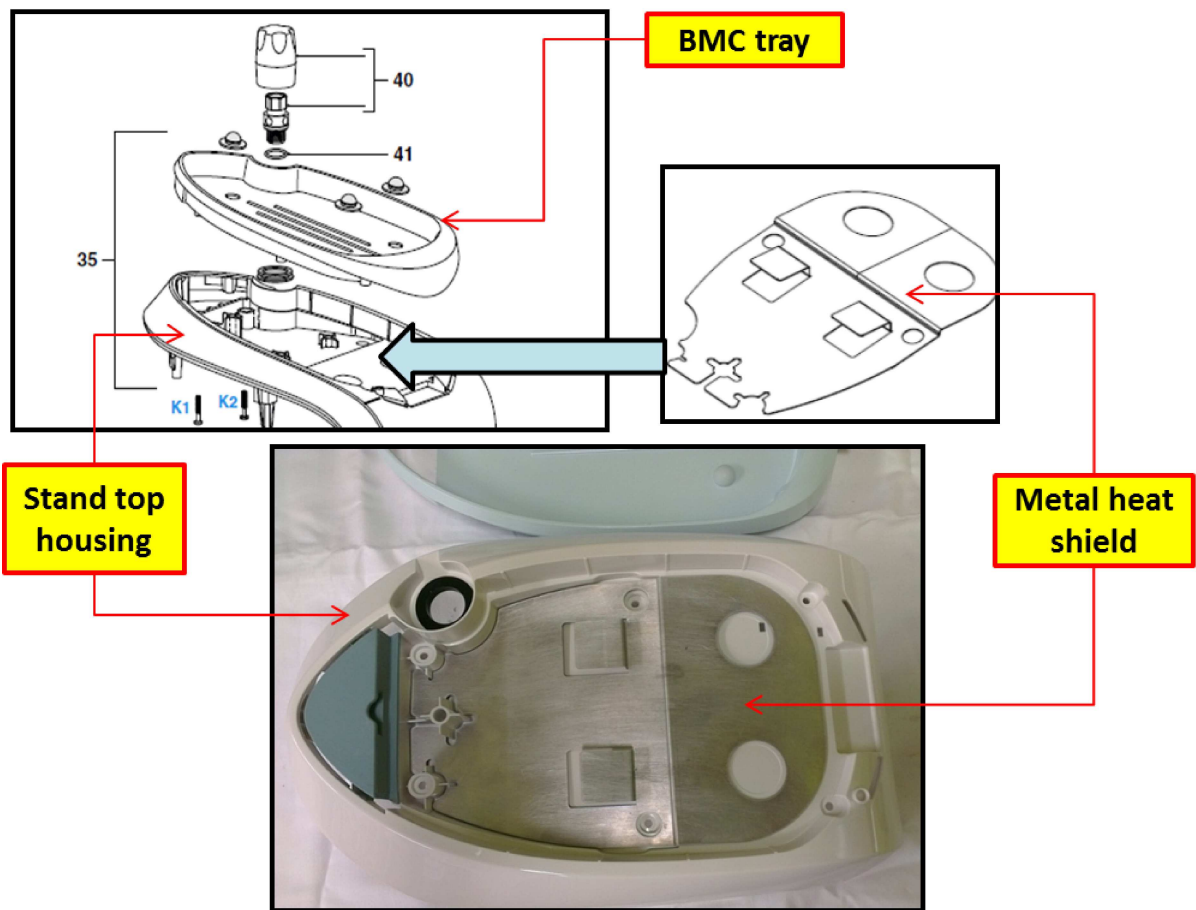
Root causes

- Overtime, the stand top housing cannot withstand the heat dissipated from the boiler and iron.

Symptom Cure:

- Replace damaged stand top assy (Pos35 in service parts list)
- Add metal heat shield (Pos 57 in service parts list: 4239 010 12941) on stand top housing to reduce the temperature stress via better heat dissipation.

Refer



Remark:

- Preventive action from ASC: To install metal heat shield for all GC65xx return to service (date code < wk1225), regardless of fault symptom.
- Product corrective action: All GC65xx products with date code > wk1224 will have the metal heat shield installed during production.