



**Service information**

**Reference no.: SDA\_96406**

**Symptom**

Auto Calc Clean process does not activate after anti-calc cartridge is replaced.

**Cure**

**Issues and Symptoms**

Auto Calc Clean process does not activate after anti-calc cartridge is replaced.

**Product affected**

GC9940

**Root cause**

If user immediately replaces the anti-calc cartridge when red REPLACE CARTRIDGE light flashes, the product will not activate Auto Calc Clean upon the next start up. This is the intended behavior because the product detects minimal amount of hard water going into the system and therefore Auto Calc Clean is not necessary.



**Symptom cure**

When the red REPLACE CARTRIDGE light starts flashing and beeping, it is necessary to continue steaming for at least 10 minutes, ignoring the flashing and beeping. This will allow the system to register the hard water. Then, replaces the anti-calc cartridge and continues to steam for at least 10 minutes to allow the system to register soft water. Once the system successfully registers hard water and soft water in sequence, ACC will activate upon the next start up.