



Service information

Reference no.: SDA_97567

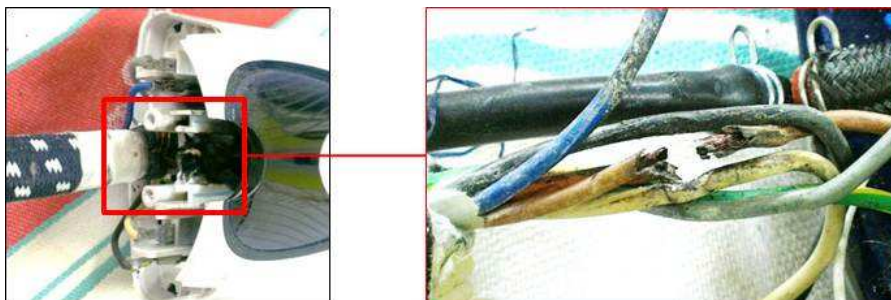
Symptom

No power due to hose cord wires broken at swivel

Cure

Issues and Symptoms:

- Appliance is not working / Appliance has no power
- Iron Hose Cord wires broken at the swivel area.



Product affected: - GC92xx and GC95xx (All date codes before wk1314)

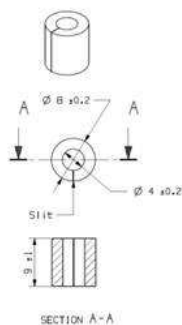
Root cause of failure:

- Wear and tear of hose cord wires due to mechanical stress from swivel movement.

Symptom Cure:

1. Replace hose cord mounted assy (Refer to service manual for specific type number) for hose cord wires broken.
2. MANDATORY Preventive Measure - Regardless of complaint symptom, please add rubber pad (service code: 423901560731) for all GC92xx, GC95xx appliances returned for servicing.

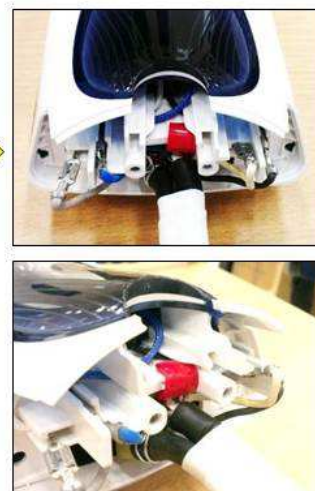
Rubber pad
Service code:
423901560731



Before



After



Caution:

The hose cord assy consists of steam hose and power cord wrapped in cotton braiding. Always place rubber pad against the power cord side of the hose cord assy. Do not place it against the steam hose side of the hose cord assy because it will affect the steam rate.

Note:

Production will implement rubber pad on the iron hose cord assy from wk1314 onwards.

Revision history:

22 Mar 2013: Add term "MANDATORY" to Symptom Cure step 2.