



Service information

Reference no.: SDA_99751

Symptom

DE-CALC light always blinking after descaled

Cure

Typical symptoms or complaints:

- De-calc light blinking even after scaling.
- De-calc light always blinking.

Products affected:

PerfectCare Aqua GC86xx (Production week code before 1315).

Root causes:

User interface phenomenon.

EASY DE-CALC light will not reset if user unplugged or switched off power button while the light was still blinking. Hence, EASY DE-CALC light will continue to blink.

Symptom Cure:

Inform user to wait till the blinking stopped (after 30 seconds) before unplug or switch off power button.

Note:

- New software enables the blinking EASY DE-CALC light to be reset as long as user unplug or switch off power button.
- New software has been implemented in production with production week code 1315 onwards