

Service Manual

25 - Mar - 2016

Product information

Fast & powerful crease removal

- Soleplate: SteamGlide Plus
- OptimalTemp Technology
- Steam output
- Vertical steam
- Steam pressure
- Steam Pressure: Max 4.2 - 5.5 bar
- Steam tip
- Power: 2400 W
- Steam boost: 160 - 290 g
- Continuous steam output: 110 - 120 g/min

Easy to use

- Water tank capacity: 1700 ml
- Filling and emptying water: Extra large filling hole
- Refill any time
- Heat-up time: 2min
- Hose storage: Hose storage compartment
- Cord storage: Cord clip
- Hose length: 1.6m
- Safe for all fabrics: Even for delicate like silks
- Power cord length: 1.8m

Sustainability

- Energy saving: 10% energy reduction

Calc management

- Suitable for tap water
- Calc clean solution: Smart Calc Clean
- Calc clean reminder

Safety Information

- This product meets the requirements regarding interference suppression on radio and TV.
- After the product has been repaired, it should function properly and has to meet the safety requirements and legal regulations as officially laid down at this moment.

Technical information

- Voltage : 220 - 240 V
- Frequency : 50 - 60 Hz
- Power : 2400 W
- Product dimensions : 32.2 x 19.4 x 23.6 cm
- Packaging dimensions : 42.7 x 23.8 x 33.5 cm
- Weight of iron : 1.24 kg
- Weight of iron + base
 - with carry lock modes : 4.1 kg
 - without carry lock modes : 4 kg

Accessories

- Calc clean container

Product matrix

GC7011 - GC7040



Model Number	GC7011	GC7015	GC7031	GC7035	GC7036
Color	Petro Dusk	Blue	Blue	Petro Dusk	Petro Dusk
Power	2400 W	2400 W	2400 W	2400 W	2400 W
Heat-up time	2 min	2 min	2 min	2 minw	2 min
Steam pressure	4.2 bar	4.5 bar	4.8 bar	5 bar	5 bar
Continuous Steam	110 g/min	110 g/min	120 g/min	120 g/min	120 g/min
Steam boost	160 g	170 g	190 g	210 g	260 g
Soleplate	SteamGlide	SteamGlide	SteamGlide Plus	SteamGlide Plus	SteamGlide Plus
Calc clean solution	Smart Calc Clean	Smart Calc Clean	Smart Calc Clean	Smart Calc Clean	Smart Calc Clean
Safety auto off	No	No	No	Yes	Yes
Storage solution	No	No	Carry lock	Carry lock	Carry lock
Water tank	1700 ml	1700 ml	1700 ml	1700 ml	1700 ml
Power cord length	1.8 m (IEC)	1.8 m (IEC)	1.8 m (IEC)	1.8 m (IEC)	1.8 m (IEC)
Hose length	1.6 m	1.6 m	1.6 m	1.6 m	1.6 m



Model Number	GC7037	GC7038	GC7039	GC7040
Color	Petro Dusk	Blue	Blue	Petro Dusk
Power	2400 W	2400 W	2400 W	2400 W
Heat-up time	2 min	2 min	2 min	2 minw
Steam pressure	5.3 bar	5.5 bar	5.5 bar	5.5 bar
Continuous Steam	120 g/min	120 g/min	120 g/min	120 g/min
Steam boost	260 g	270 g	280 g	290 g
Soleplate	SteamGlide Plus	SteamGlide Plus	SteamGlide Plus	SteamGlide Plus
Calc clean solution	Smart Calc Clean	Smart Calc Clean	Smart Calc Clean	Smart Calc Clean
Safety auto off	Yes	Yes	Yes	Yes
Storage solution	Carry lock	Carry lock	Carry lock	Carry lock
Water tank	1700 ml	1700 ml	1700 ml	1700 ml
Power cord length	1.8 m (IEC)	1.8 m (IEC)	1.8 m (IEC)	1.8 m (IEC)
Hose length	1.6 m	1.6 m	1.6 m	1.6 m

INLAY 10
IRON PCBA 6
TRIGGER SPRING SCREW & CAP 27
TRIGGER 9
IRON BOTTOM CAP 28
RUBBER CAP 29
DECO PLATE 11
HOUSING 4
DOSING HEAD 2

- Remove **Screw A1**
- Remove **INLAY 10**
- Remove **Screw B1**
- Remove **IRON PCBA 6**
- Remove **Screw C1, C2 & C3**
- Remove **TRIGGER SPRING SCREW & CAP 27**
- Remove **TRIGGER 9**
- Remove **Screw D1**
- Remove **IRON BOTTOM CAP 28**
- Remove **RUBBER CAP 29**
- Remove **DECO PLATE ASSY 11**
- Remove **Screw E1 & E2**
- Remove **HOUSING 4**
- Remove **DOSING HEAD 2**

COVER RUBBER CAP 30
RUBBER BUNG 31
COVER 3
CHASSIS 8
IRON BOTTOM CAP 28
SOLEPLATE ASSY 1

- Remove **COVER RUBBER CAP 30**
- Remove **RUBBER BUNG 31**
- Remove **Screws F1, F2 & G1**
- Remove **COVER 3**
- Remove **Screw H1 & H2**
- Remove **CHASSIS 8**
- Remove **Screw J1 & J2**
- Remove **IRON BOTTOM CAP 28**
- Remove **SOLEPLATE ASSY 1**

TRAY CAP 20
TRAY RUBBER 19
TRAY 18
LOCK ASSY 31
HOSE GUIDE 33
STAND BOTTOM CAP 13
STAND BOTTOM 12
WATERTANK ASSY 21

- Remove **TRAY CAP 20**
- Remove **Screw A1, A2**
- Remove **TRAY RUBBER 19**
- Remove **Screw B1 & B2**
- Remove **TRAY 18**
- Remove **Screw C1 & C2**
- Remove **LOCK ASSY 31**
- Remove **Screw D1 - D10**
- Remove **HOSE GUIDE 33**
- Remove **STAND BOTTOM CAP 13**
- Remove **STAND BOTTOM 12**
- Remove **WATERTANK ASSY 21**

FILLING DOOR 22
POWER BUTTON 24
HOSECORD CLAMP 32
HOSECORD 7
PCBA 25
PUMP ASSY 14

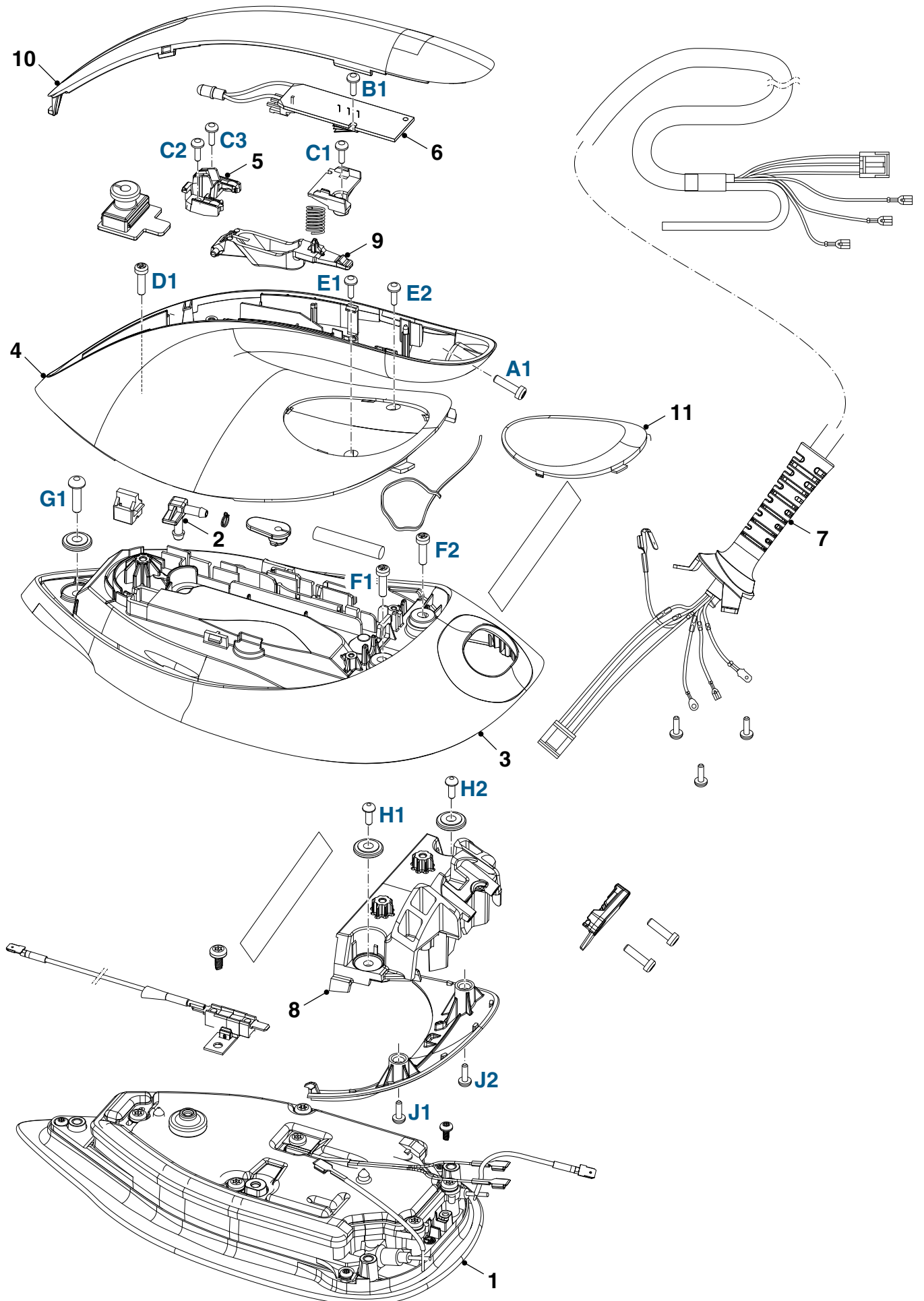
- Remove **FILLING DOOR 22**
- Remove **Screw E1 & E2**
- Remove **POWER BUTTON 24**
- Remove **Screw F1 & F2**
- Remove **HOSECORD CLAMP 32**
- Remove **DE-AIR TUBE 34**
- Remove **HOSECORD 7**
- Remove **Screw G1**
- Remove **PCBA 25**
- Remove **PUMP ASSY 14**

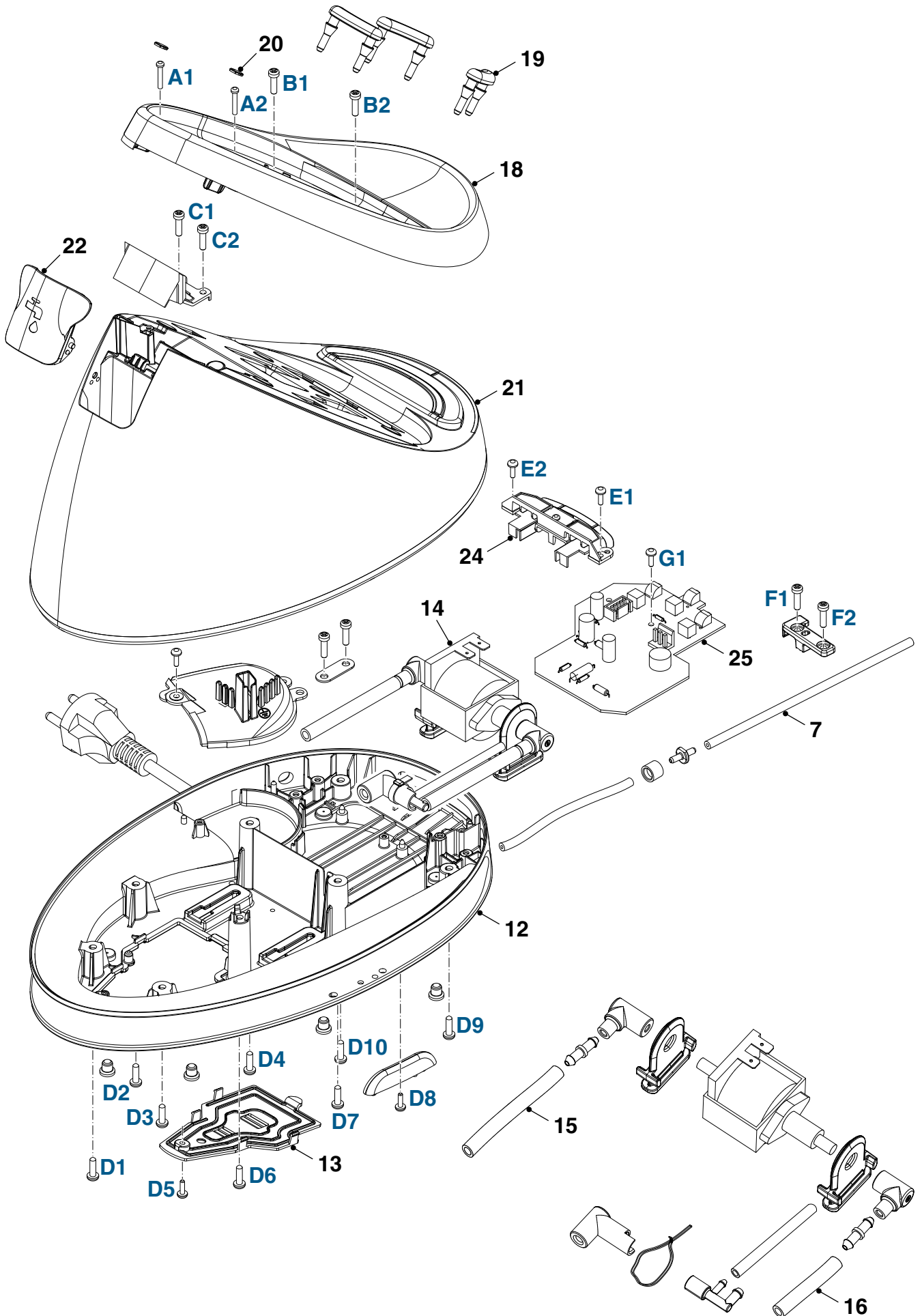
Pos	Description	GC7011/20	GC7015/21	GC7031/20	GC7035/20
		889701120531 Service code	889701521261 Service code	889703120411 Service code	889703520151 Service code
1	Soleplate Assy	4239 021 85241	4239 021 85241	4239 021 83452	4239 021 83452
2	Dosing head	4239 026 53722	4239 026 53722	4239 026 53722	4239 026 53722
3	Cover	4239 026 58862	4239 026 58862	4239 026 58862	4239 026 58862
4	Housing	4239 021 83642	4239 021 83642	4239 021 83642	4239 021 83642
5	LED holder	4239 026 58921	4239 026 58921	4239 026 58921	4239 026 58921
6	Iron PCBA	4239 021 83111	4239 021 83111	4239 021 83111	4239 021 83111
7	Hose cord	4239 021 83653	4239 021 85373	4239 021 85373	4239 021 83653
8	Chassis	4239 026 58853	4239 026 58853	4239 026 58853	4239 026 58853
9	Trigger	4239 026 60951	4239 026 60191	4239 026 60191	4239 026 58901
10	Inlay	4239 021 83672	4239 021 85393	4239 021 85393	4239 021 83673
11	Deco plate Assy	4239 021 83682	4239 021 85402	4239 021 85402	4239 021 83682
12	Stand bottom	4239 021 86382	4239 021 86382	4239 021 86382	4239 021 86382
13	Stand bottom cap	4239 026 58982	4239 026 58982	4239 026 58982	4239 026 58982
14	Pump Assy	4239 021 83081	4239 021 83081	4239 021 83081	4239 021 83081
15	Tube pump inlet	4239 015 61103	4239 015 61103	4239 015 61103	4239 015 61103
16	Tube pump outlet	4239 015 61092	4239 015 61092	4239 015 61092	4239 015 61092
17	Hose clip	4239 010 13341	4239 010 13341	4239 010 13341	4239 010 13341
18	Tray LE/HE	4239 021 83982	4239 021 85653	4239 021 85643	4239 021 83693
19	Tray rubber	4239 015 60431	4239 015 60431	4239 015 60431	4239 015 60431
20	Tray cap	4239 026 59021	4239 026 59021	4239 026 59021	4239 026 59021
21	Water tank Assy	4239 021 86662	4239 021 85412	4239 021 85412	4239 021 83702
22	Filling door	4239 026 60981	4239 026 60241	4239 026 60241	4239 026 59101
23a	Power cord EU	2422 070 98582	2422 070 98587	2422 070 98656	2422 070 98585
23b	Power cord CN	N/A	N/A	N/A	N/A
24	Power button	4239 021 83101	4239 021 83101	4239 021 83101	4239 021 83101
25	Power board PCBA	4239 021 83093	4239 021 83093	4239 021 83093	4239 021 83093
26	Calc Clean container Assy	4239 021 85092	4239 021 85092	4239 021 85092	4239 021 85092

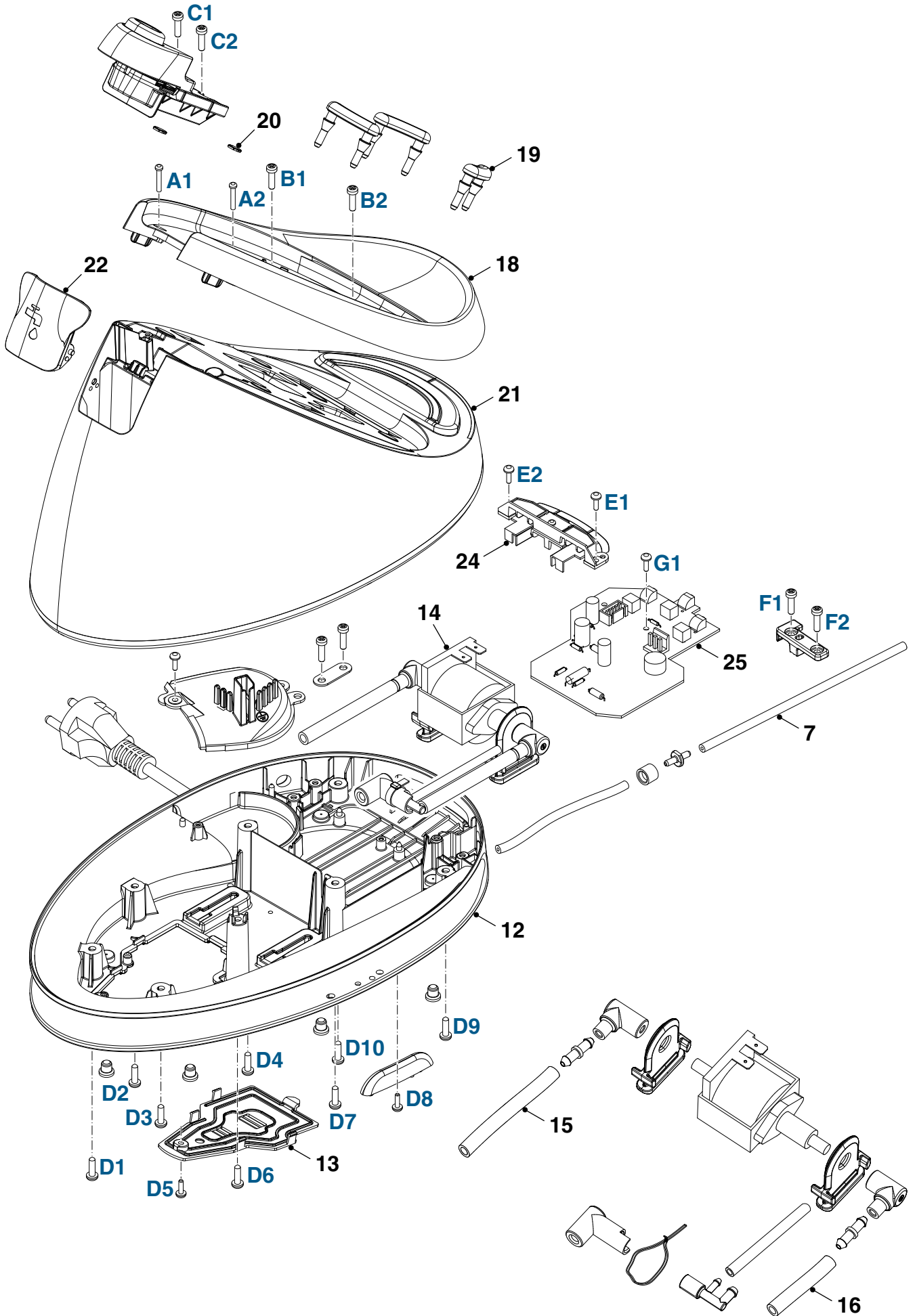
Pos	Description	GC7035/20 889703520531 Service code	GC7035/26 889703526601 Service code	GC7035/28 889703528471 Service code	GC7035/29 889703529051 Service code
1	Soleplate Assy	4239 021 83452	4239 021 83452	4239 021 83452	4239 021 83452
2	Dosing head	4239 026 53722	4239 026 53722	4239 026 53722	4239 026 53722
3	Cover	4239 026 58862	4239 026 58862	4239 026 58862	4239 026 58862
4	Housing	4239 021 83642	4239 021 83642	4239 021 83642	4239 021 83642
5	LED holder	4239 026 58921	4239 026 58921	4239 026 58921	4239 026 58921
6	Iron PCBA	4239 021 83111	4239 021 83111	4239 021 83111	4239 021 83111
7	Hose cord	4239 021 83653	4239 021 83653	4239 021 83653	4239 021 83653
8	Chassis	4239 026 58853	4239 026 58853	4239 026 58853	4239 026 58853
9	Trigger	4239 026 58901	4239 026 58901	4239 026 58901	4239 026 58901
10	Inlay	4239 021 83673	4239 021 83672	4239 021 83673	4239 021 83673
11	Deco plate Assy	4239 021 83682	4239 021 83682	4239 021 83682	4239 021 83682
12	Stand bottom	4239 021 86382	4239 021 86382	4239 021 86382	4239 021 86382
13	Stand bottom cap	4239 026 58982	4239 026 58982	4239 026 58982	4239 026 58982
14	Pump Assy	4239 021 83081	4239 021 83081	4239 021 83081	4239 021 83081
15	Tube pump inlet	4239 015 61103	4239 015 61103	4239 015 61103	4239 015 61103
16	Tube pump outlet	4239 015 61092	4239 015 61092	4239 015 61092	4239 015 61092
17	Hose clip	4239 010 13341	4239 010 13341	4239 010 13341	4239 010 13341
18	Tray LE/HE	4239 021 83693	4239 021 83982	4239 021 83693	4239 021 83693
19	Tray rubber	4239 015 60431	4239 015 60431	4239 015 60431	4239 015 60431
20	Tray cap	4239 026 59021	4239 026 59021	4239 026 59021	4239 026 59021
21	Water tank Assy	4239 021 83693	4239 021 83702	4239 021 83702	4239 021 83702
22	Filling door	4239 026 59101	4239 026 59101	4239 026 59101	4239 026 59101
23a	Power cord EU	2422 070 98582	2422 070 98585	2422 070 98559	2422 070 98559
23b	Power cord CN	N/A	N/A	2422 070 98587	2422 070 98587
24	Power button	4239 021 83101	4239 021 83101	4239 021 83101	4239 021 83101
25	Power board PCBA	4239 021 83093	4239 021 83093	4239 021 83093	4239 021 83093
26	Calc Clean container Assy	4239 021 85092	4239 021 85092	4239 021 85092	4239 021 85092

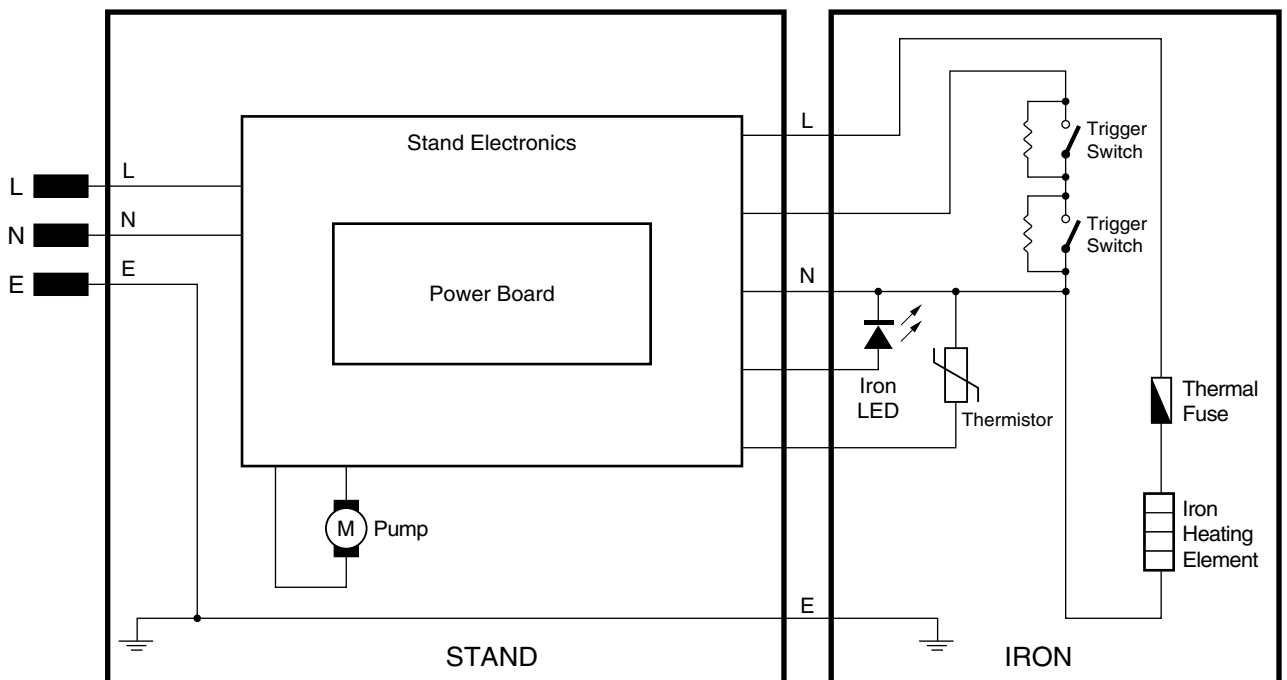
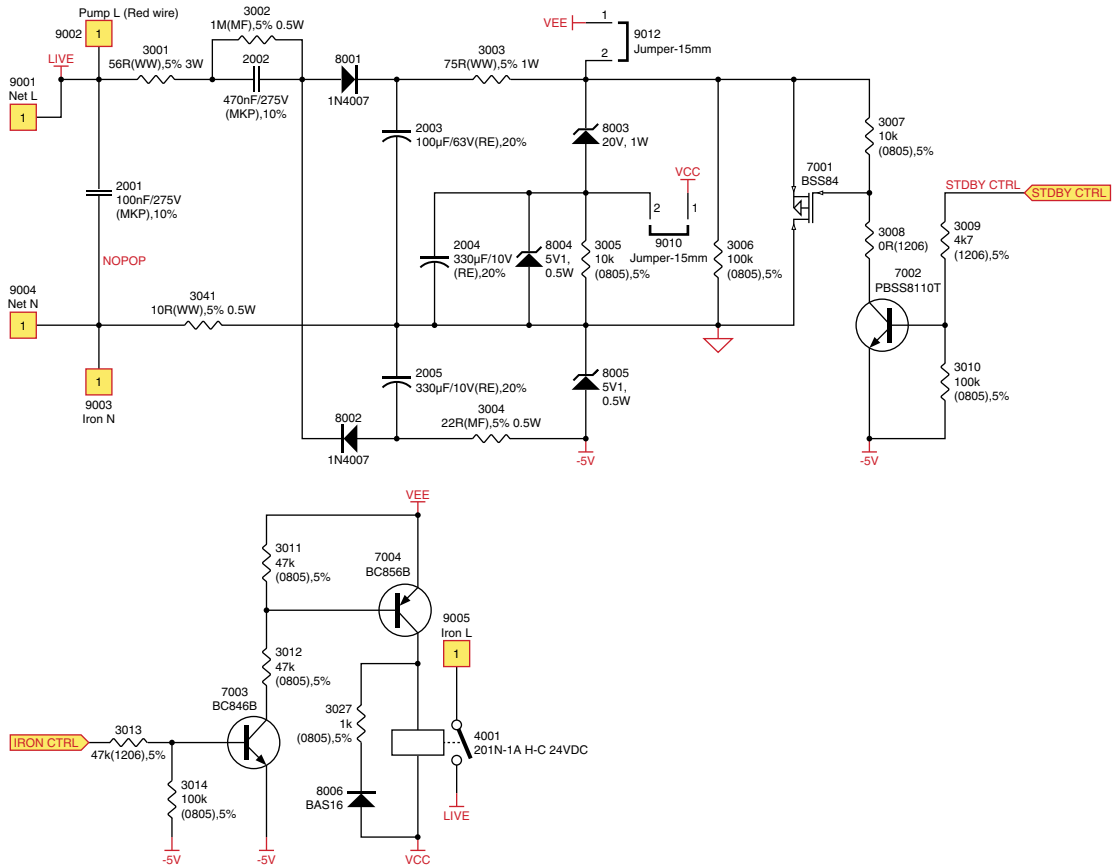
Pos	Description	GC7036/27	GC7037/27	GC7038/20	GC7039/20
		889703627011 Service code	889703727011 Service code	889703820011 Service code	889703920291 Service code
1	Soleplate Assy	4239 021 83452	4239 021 83452	4239 021 83452	4239 021 83452
2	Dosing head	4239 026 53722	4239 026 53722	4239 026 53722	4239 026 53722
3	Cover	4239 026 58862	4239 026 58862	4239 026 58862	4239 026 58862
4	Housing	4239 021 83642	4239 021 83642	4239 021 83642	4239 021 83642
5	LED holder	4239 026 58921	4239 026 58921	4239 026 58921	4239 026 58921
6	Iron PCBA	4239 021 83111	4239 021 83111	4239 021 83111	4239 021 83111
7	Hose cord	4239 021 83653	4239 021 83653	4239 021 85373	4239 021 85373
8	Chassis	4239 026 58853	4239 026 58853	4239 026 58853	4239 026 58853
9	Trigger	4239 026 58901	4239 026 58901	4239 026 60191	4239 026 60191
10	Inlay	4239 021 83673	4239 021 83672	4239 021 85393	4239 021 85393
11	Deco plate Assy	4239 021 83682	4239 021 83682	4239 021 85402	4239 021 85402
12	Stand bottom	4239 021 86382	4239 021 86382	4239 021 86382	4239 021 86382
13	Stand bottom cap	4239 026 58982	4239 026 58982	4239 026 58982	4239 026 58982
14	Pump Assy	4239 021 83081	4239 021 83081	4239 021 83081	4239 021 83081
15	Tube pump inlet	4239 015 61103	4239 015 61103	4239 015 61103	4239 015 61103
16	Tube pump outlet	4239 015 61092	4239 015 61092	4239 015 61092	4239 015 61092
17	Hose clip	4239 010 13341	4239 010 13341	4239 010 13341	4239 010 13341
18	Tray LE/HE	4239 021 95371	4239 021 95371	4239 021 95381	4239 021 95391
19	Tray rubber	4239 015 60431	4239 015 60431	4239 015 60431	4239 015 60431
20	Tray cap	4239 026 59021	4239 026 59021	4239 026 59021	4239 026 59021
21	Water tank Assy	4239 021 83702	4239 021 83702	4239 021 85412	4239 021 85412
22	Filling door	4239 026 59101	4239 026 59101	4239 026 60241	4239 026 60241
23a	Power cord EU	2422 070 98559	2422 070 98559	2422 070 98559	2422 070 98559
23b	Power cord CN	2422 070 98587	2422 070 98587	2422 070 98587	2422 070 98587
24	Power button	4239 021 83101	4239 021 83101	4239 021 83101	4239 021 83101
25	Power board PCBA	4239 021 83093	4239 021 83093	4239 021 83093	4239 021 83093
26	Calc Clean container Assy	4239 021 85092	4239 021 85092	4239 021 85092	4239 021 85092

Pos	Description	GC7040/20 889704020291 Service code
1	Soleplate Assy	4239 021 83452
2	Dosing head	4239 026 53722
3	Cover	4239 026 58862
4	Housing	4239 021 83642
5	LED holder	4239 026 58921
6	Iron PCBA	4239 021 83111
7	Hose cord	4239 021 83653
8	Chassis	4239 026 58853
9	Trigger	4239 026 58901
10	Inlay	4239 021 83672
11	Deco plate Assy	4239 021 83682
12	Stand bottom	4239 021 86382
13	Stand bottom cap	4239 026 58982
14	Pump Assy	4239 021 83081
15	Tube pump inlet	4239 015 61103
16	Tube pump outlet	4239 015 61092
17	Hose clip	4239 010 13341
18	Tray LE/HE	4239 021 95401
19	Tray rubber	4239 015 60431
20	Tray cap	4239 026 59021
21	Water tank Assy	4239 021 83702
22	Filling door	4239 026 59101
23a	Power cord EU	2422 070 98559
23b	Power cord CN	2422 070 98587
24	Power button	4239 021 83101
25	Power board PCBA	4239 021 83093
26	Calc Clean container Assy	4239 021 85092









- Due to the high wattage of the iron, only the specified cord set must be used.
- Should damage be observed on the **POWER CORD 23**, it must be replaced. Continued usage is not allowed.
- If **STAND BOTTOM 12** is provided without type plate information eg. Type number, voltage etc. When replacing the cover, engrave the type number & voltage on the type plate with a sharp object.
- After the product has been repaired, it should function properly and has to meet the safety requirements & legal regulation as laid down & officially established at this moment.
- The following tests are common checks that are conducted on a repaired product before it is returned to the consumer.

1. Soleplate temperature

Check the soleplate temperature is within IEC requirement.

Soleplate temperature (Deg C)		Materials, for example	
Minimum	Maximum		
120	143	All fabric types	

2. Leakage current

Check that leakage current is within IEC requirement.

Measure leakage current between LIVE/NEUTRAL & EARTH.

IEC requirement is that at 230 V supply, the EARTH leakage current must be less than 0.75 mA.

3. Water leakage / Functionality

Check that there is no water leakage from any part of product during operation.

Check that the functionality of the product (product dependent) eg. Steaming, steam trigger, variable steam, SOS, PCBA etc is working properly.

4. Loose part

Check that there are no loose parts eg. Extra screws in the product that can cause short-circuit or product malfunctions.

5. Fuse open circuit

When replacing fuse, to also service the water tubes which is probably choked with calc.

6. PCBAs ESD control

All failed PCBAs including to be packed with ESD bags for shipment.

7. Screws

Screws should be the defined screws in terms of length and material used.

8. Self-Check mode

8.1. Introduction of Self-Check mode

Self-Check mode is facilitated by a built-in diagnosis program, which tests and activates all hardware inputs and outputs sequentially, with the aid of testing personnel's interaction and observation.

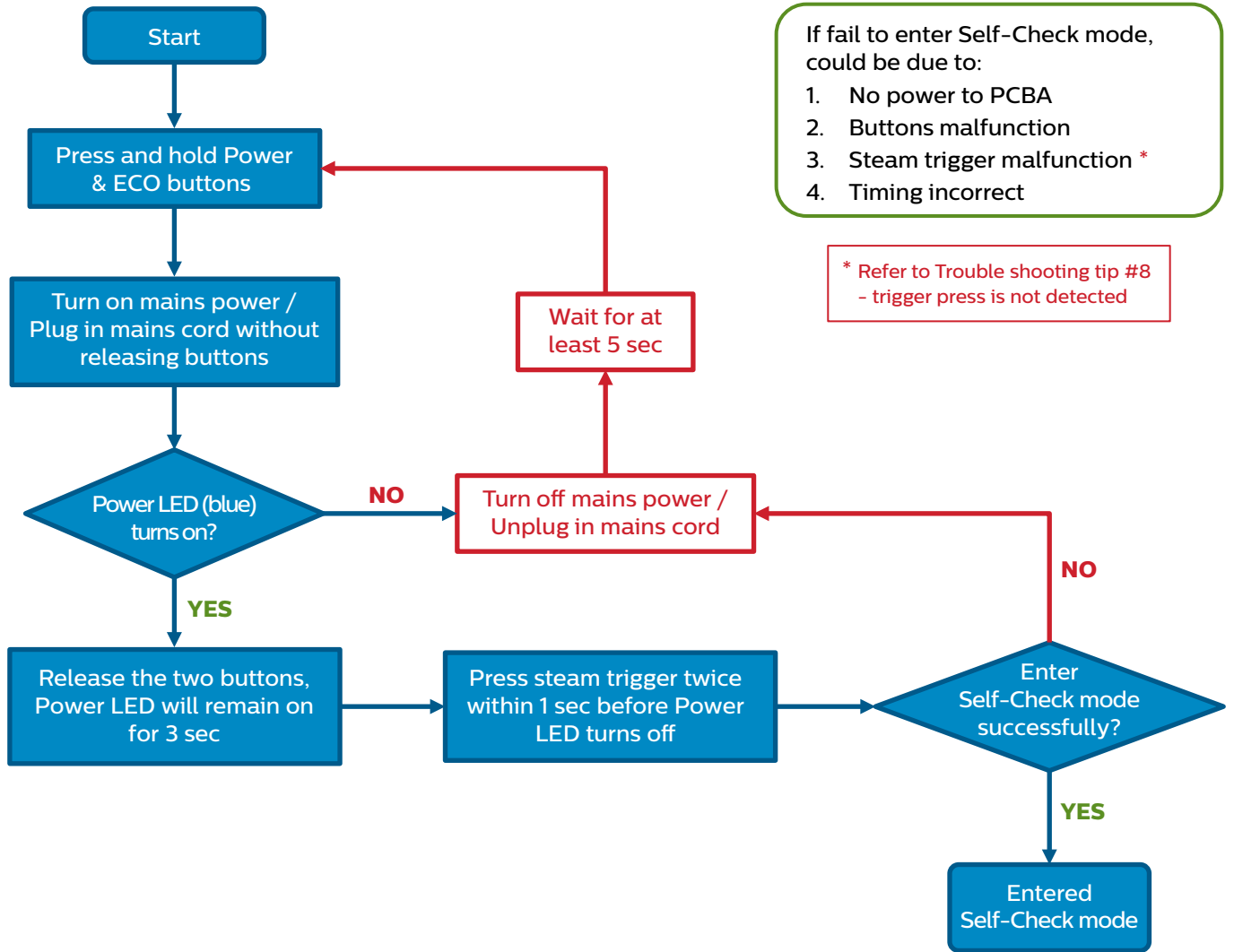
Self-Check mode is **NOT** an exhaustive diagnosis, but a quick preliminary check on all the hardware function.

Further test and troubleshooting may still be required to identify the root cause.

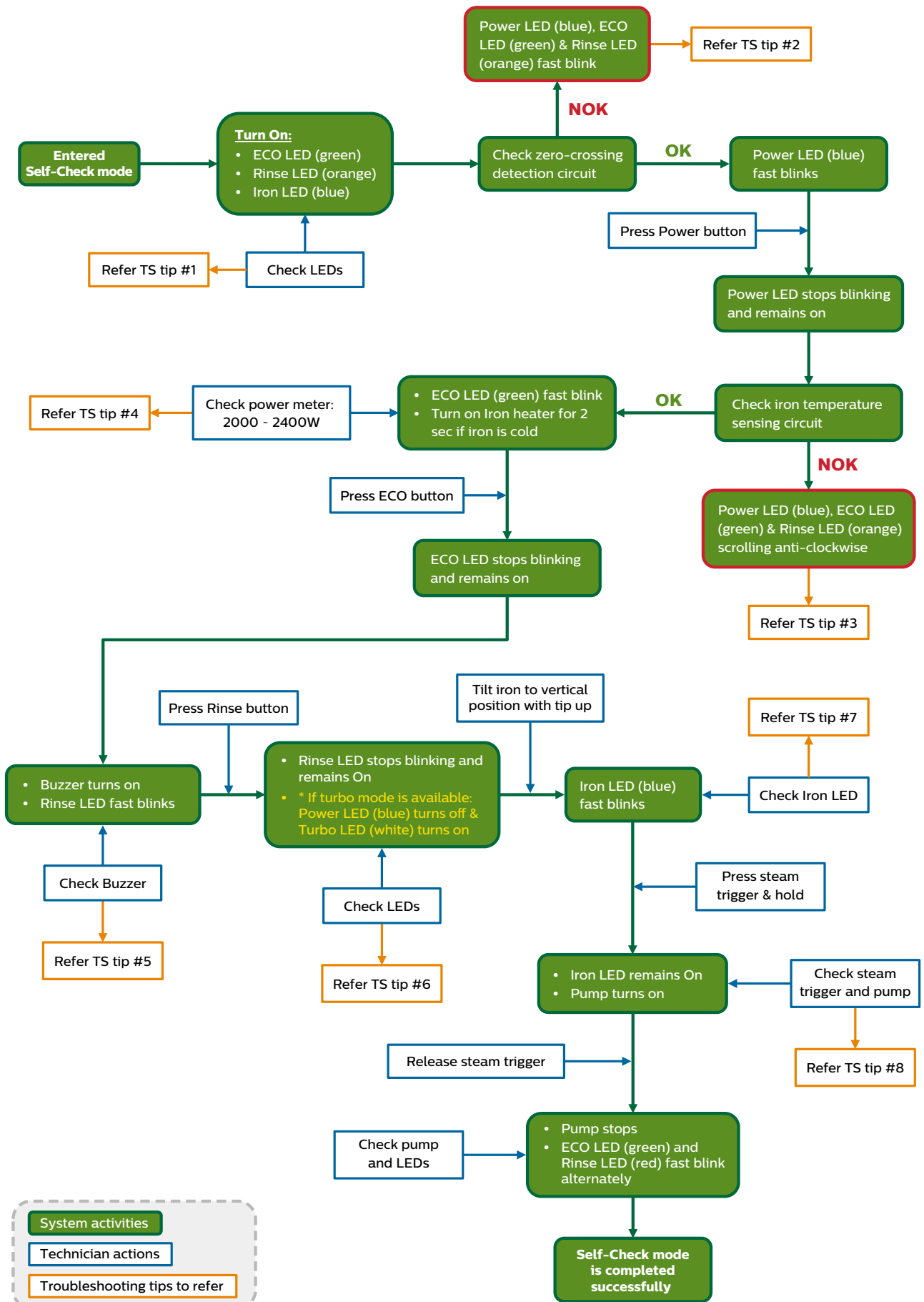
8.2. Before start Self-Check mode, please do the following checking

1. Make sure Soleplate is cold (<100 °C)
2. Power meter in place to monitor system power

8.3. Enter Self-Check mode Process Flow Chart



8.4. Perform Self-Check mode Process Flow Chart



8.5. Troubleshooting Tips

1. LED(s) does not light up as specified, fault could be due to:

TS tip #1

- a) Self-Check mode entry unsuccessful → refer "How to enter Self-Check mode"
- b) Power PCBA → [check by test another board](#)

1. Zero-crossing detection circuit error, fault should be on **Power PCBA**

TS tip #2

1. Iron temperature sensing circuit error, fault could be on:

TS tip #3

- a) Thermistor → [check the resistance, should be around 200+ kΩ](#)
- b) Power PCBA → [check by test another board](#)
- c) Connection → [check wire continuity, especially hose cord](#)

1. Power meter does not show 2000 ~ 2400 W when iron heater turns on:

TS tip #4

- a) Iron is too hot → [cool down and try again](#)
- b) Iron fuse or heating element Open Circuit → [check resistance between Iron Live and Neutral signal](#)
- c) Power PCBA problem → [check by test another board](#)

1. Buzzer is not on, fault should be on **Power PCBA**

TS tip #5

1. If LED(s) does not light up as specified, fault should be on **Power PCBA**
(rinse button)

TS tip #6

1. Iron LED does not fast blink when tilt iron, fault could be due to:

TS tip #7

- a) Hose cord signal wire broken → [check wire connectivity](#)
- b) Motion sensor failure → [check by replacing iron PCBA \(located in iron handle\)](#)
- c) Power PCBA problem → [check by test another board](#)

1. Pump does not turn on when steam trigger is pressed:

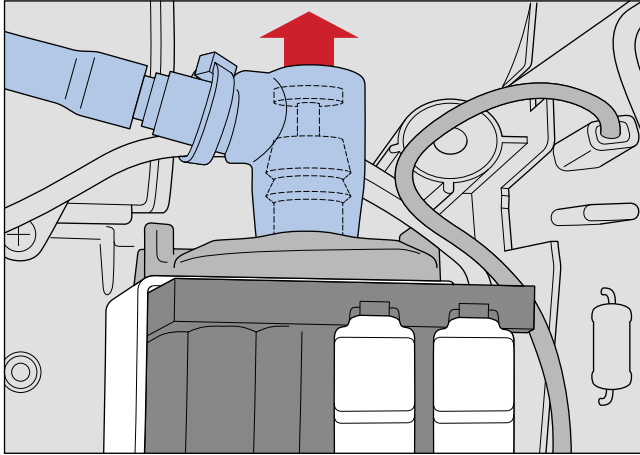
TS tip #8

- If iron LED still keeps blinking, trigger press is not detected, fault could be due to:
 - a) Hose cord signal wire broken → [check wire connectivity](#)
 - b) Steam trigger failure → [check trigger mechanism at iron handle](#)
 - c) Power PCBA problem → [check by test another board](#)
- If iron LED becomes steady on when press steam trigger, and system shows completed Self-Check mode successfully after release the trigger → [check pump related parts and power PCBA](#)

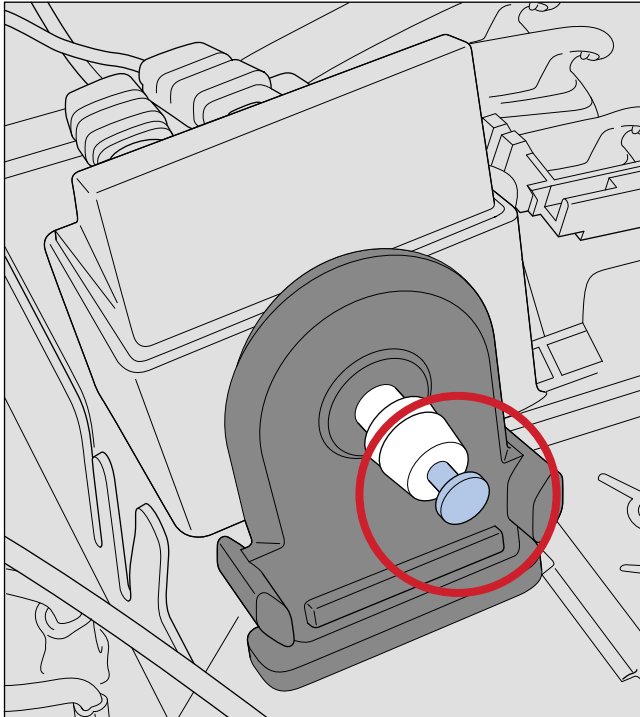
9. Pump - Cleaning restrictor

Service center to perform pump restrictor cleaning via following step if observe pump not pumping water:

- 1) De-assemble water tube of pump.



- 2) Clean restrictor via sharp object.



- 3) Re-assemble stand

History record

GC7011 - GC7040

Version 1: Created on Oct 2015

Corrected the labelling in exploded view

Removed the duplicated steps in dismantle steps

Added in picture view of critical steps under dismantle steps

Indicated the non spare part with table in part list page

Indicated the non spare part location with numbering in exploded view

Corrected the screw labelling in exploded view

Highlighted critical component with zoom in picture in exploded view

Added in troubleshooting guide

Added in Self-Check mode

Version 2: Created on 25 Mar 2016

Changed Pos. 21 in FC7035/20

Added Pos. 7 in the exploded view