

Service
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Philips Consumer Lifestyle

Service Manual

Product information

Fast & powerful crease removal

- Soleplate: T-Ionic Glide
- OptimalTemp Technology
- Safe rest
- Silent Steam Technology
- Vertical steam
- Pressure: Up to 6.5 bar
- Variable steam settings
- Steam output control
- Steam tip
- Power: 2400 W
- Constant vertical steam
- Steam boost: 400 g
- Continuous steam output: 120 g/min

Easy to use

- Safe for all fabrics: Even for delicates like silks
- Water tank capacity: 1800 ml
- Filling and emptying water: Detachable water tank, Extra large filling hole
- Refill any time
- Heat-up time: 2 min
- Ultra light and comfortable
- Storage solution: Carry lock
- Cord freedom (swivel): 180 degree cord freedom
- Low water alarm
- Cord storage: Cord storage compartment
- Power cord length: 1.8 m

- Hose storage: hose storage compartment
- Hose length: 1.7 m
- Open handle

Sustainability

- ECO setting
- Energy saving: 50% energy reduction
- Warranty: 2 year(s)

Calc management

- Suitable for tap water
- Calc clean reminder
- Calc clean solution: Easy De-Calc Plus

Technical information

- Voltage : 220 - 240 V
- Dimensions:
 - Packaging : 31 x 35 x 51 cm
 - Product : 23.3 x 28.5 x 45.3 cm
- Weight:
 - Iron : 0.8 kg
 - Iron + Base : 5.1 kg

INLAY & LIGHT STRIP 1

MICROSWITCH & REFLECTOR ASSY 2

TRIGGER SPRING 4

TRIGGER 5

HOUSING CAP 6

HOUSING 8

- Remove **Screw A1**
- Remove **INLAY & LIGHT STRIP 1**
- Remove **Screw B1, B2, B3 & B4**
- Remove **MICRO SWITCH & REFLECTOR ASSY 2**
- Remove **TRIGGER SPRING 4**
- Remove **TRIGGER 5**
- Remove **HOUSING CAP 6**
- Remove **Screw C1**
- Remove **Screw D1 & D2**
- Remove **HOUSING 8**

GROMMET 7

CORD CLAMP 9

RUBBER BUNG 11 & RYTON RING 12

CHASSIS 10

SOLEPLATE ASSY 13

- Remove **Screw E1 & E2**
- Remove **GROMMET 7**
- Remove **Screw F1 & F2**
- Remove **CORD CLAMP 9**
- Disconnect **All wire connection**
- Remove **RUBBER BUNG 11**
- Remove **RYTON RING 12**
- Remove **Mica sheet**
- Remove **Screw G1, G2, G3 & G4**
- Remove **CHASSIS 10**
- Remove **SOLEPLATE ASSY 13**
- Remove **Screw H1**
- Remove **Thermistor**

FRONT LOCK SLIDER SPRING 16H

FRONT LOCK CATCH SPRING 16G

- Remove **Screw J1 - J5**
- Remove **Tray**
- Remove **FRONT LOCK SLIDER SPRING 16H**
- Remove **Lock assy**
- Remove **Screw K1, K2, K3 & K4**
- Remove **Front lock bracket**
- Remove **FRONT LOCK CATCH SPRING 16G**

UI POWER BOARD 23

BUTTON FRAME 24

POWER BUTTON 25

- Remove **TRAY 18**
- Remove **Screw L1, L2 & L3**
- Remove **IU BOARD PCBA 23**
- Remove **Screw M1 & M2**
- Remove **BUTTON FRAME 24**
- Remove **POWER BUTTON 25**

WATER TANK ASSY 15

TRAY RUBBER CAP 17

BUNG 51

STAND TOP 19

RETURN TUBE 29

- Remove **WATER TANK ASSY 15**
- Remove **TRAY RUBBER CAP 17**
- Remove **BUNG 51**
- Remove **Screw A1 - A10**
- Remove **STAND TOP 19**
- Remove **RETURN TUBE 29**

INLET SUPPORT SEAL 30

INLET SUPPORT PLATE 31

INLET COUPLING SUPPORT 32

- Remove **Screw B1 & B2**
- Remove **INLET SUPPORT SEAL 30**
- Remove **INLET COUPLING PLATE 31**
- Disconnect **Tube**
- Remove **INLET COUPLING SUPPORT 32**

POWER BOARD PCBA ASSY 20

PCBA HOLDER 21

HALL SENSOR PCBA ASSY 22

PUMP SUPPORT 28A & 18B

CORRUGATED ELBOW TUBE 27

BRAIDED RUBBER HOSE 33

PUMP ASSY 26

- Remove **Screw C1 - C5**
- Remove **POWER BOARD PCBA ASSY 20**
- Remove **PCBA HOLDER 21**
- Disconnect **All wire connection**
- Remove **HALL SENSOR PCBA ASSY 22**
- Remove **PUMP SUPPORT 28A & 18B**
- Remove **CORRUGATED ELBOW TUBE 27**
- Remove **Inox clamp**
- Remove **Hose clip**
- Remove **BRAIDED RUBBER HOSE 33**
- Remove **PUMP ASSY 26**

SAFETY CAP 38B

SAFETY VALVE 38A

E-VALVE 37

RINSE CAP ASSY 42

SPACER TOP 46

SPACER BOTTOM 47

BOILER ASSY 36

- Remove **SAFETY CAP 38B**
- Remove **SAFETY VALVE 38A**
- Remove **E-VALVE 37**
- Remove **Hose clip**
- Remove **BRAIDED RUBBER HOSE 33**
- Remove **Screw D1 - D5**
- Remove **RINSE CAP 42**
- Remove **SPACER TOP 46**
- Remove **SPACER BOTTOM 47**
- Remove **BOILER ASSY 36**

CLAMPING PLATE 45

CORD SET 43

CORD CLAMP 44

HOSE CORD MTD ASSY 14

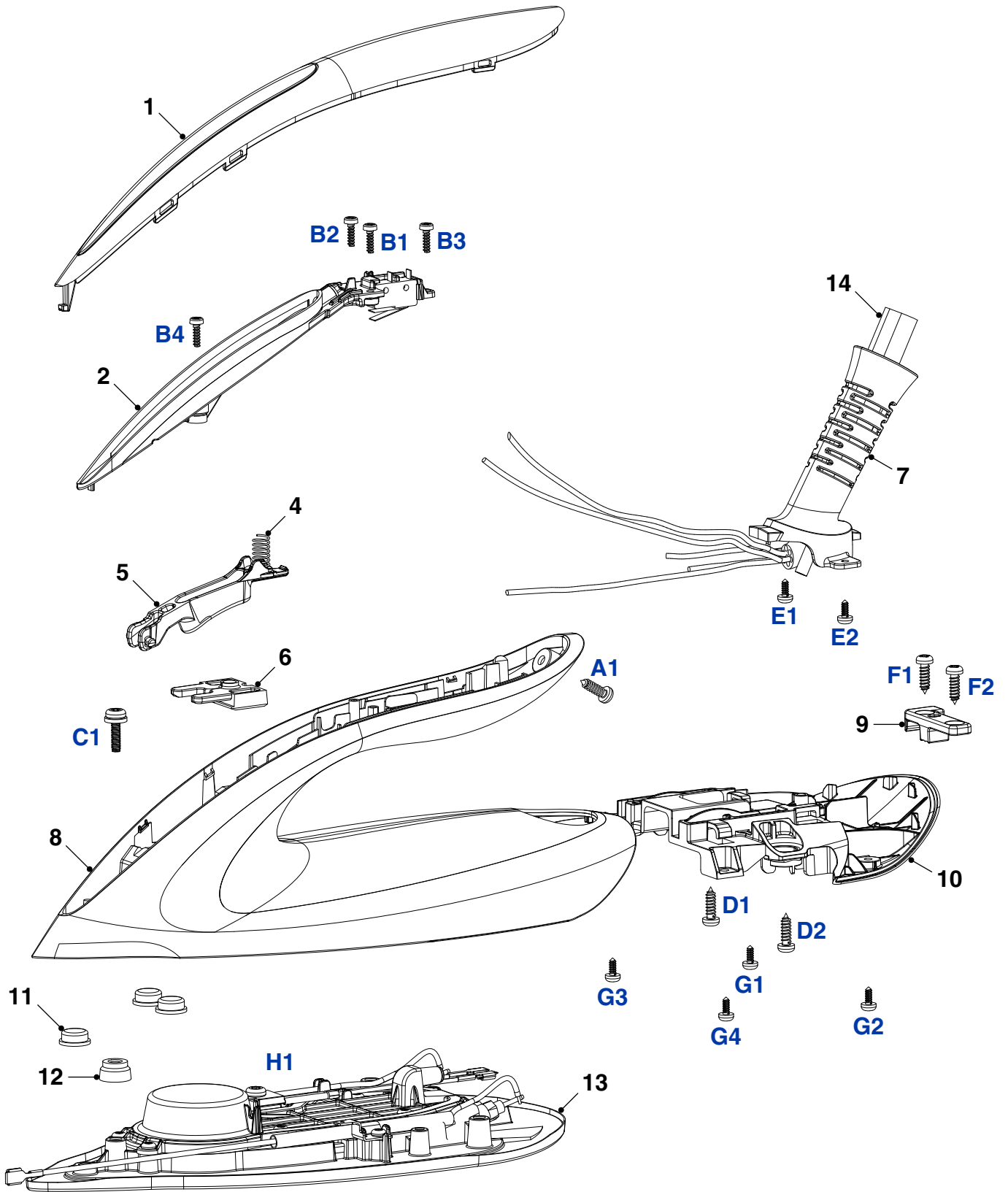
BELT LOOP LEFT 49 & RIGHT 48

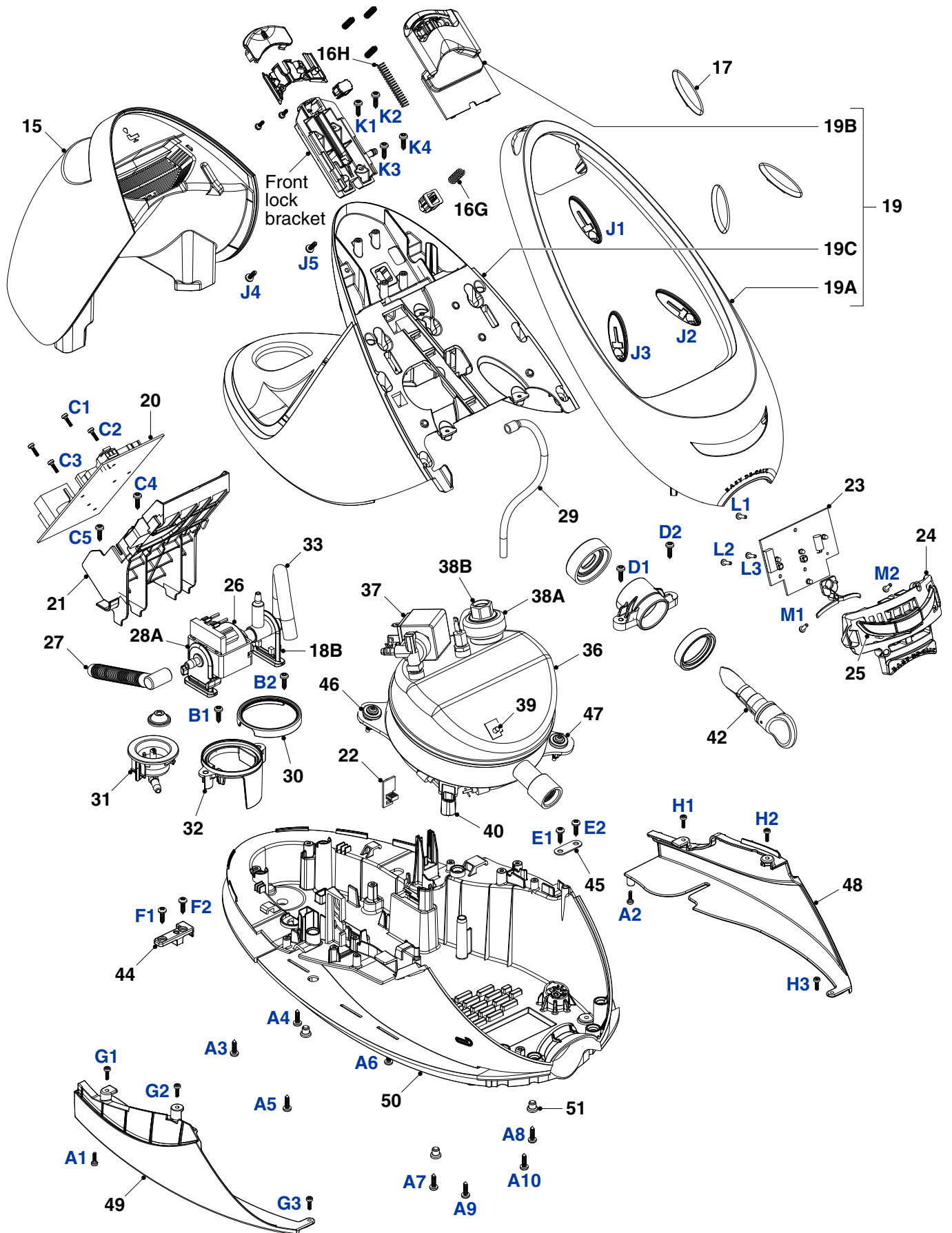
STAND BOTTOM 50

- Remove **Screw E1 & E2**
- Remove **CLAMPING PLATE 45**
- Remove **CORD SET 43**
- Remove **Screw F1 & F2**
- Remove **CORD CLAMP 44**
- Remove **HOSE CORD MTD ASSY 14**
- Remove **Screw G1, G2 & G3**
- Remove **BELT LOOP LEFT 49**
- Remove **Screw H1, H2 & H3**
- Remove **BELT LOOP RIGHT 48**
- Remove **STAND BOTTOM 50**

| Pos | Service code | Description |
|-----|----------------|----------------------|
| 1 | 4239 021 88451 | Inlay & Light strip |
| 2 | 4239 026 61311 | Reflector assy |
| 3 | 4239 021 87002 | LED wire assy |
| 4 | 4239 014 55381 | Trigger spring |
| 5 | 4239 026 61341 | Trigger |
| 6 | 4239 015 61511 | Housing cap |
| 8 | 4239 021 88521 | Housing & Deco plate |
| 10 | 4239 026 61291 | Chassis |
| 11 | 4239 015 59781 | Rubber bung |
| 12 | 4239 015 70153 | Ryton ring |
| 13 | 4239 021 86871 | Soleplate Mtd assy |
| 14 | 4239 021 86962 | Hose cord Mtd assy |

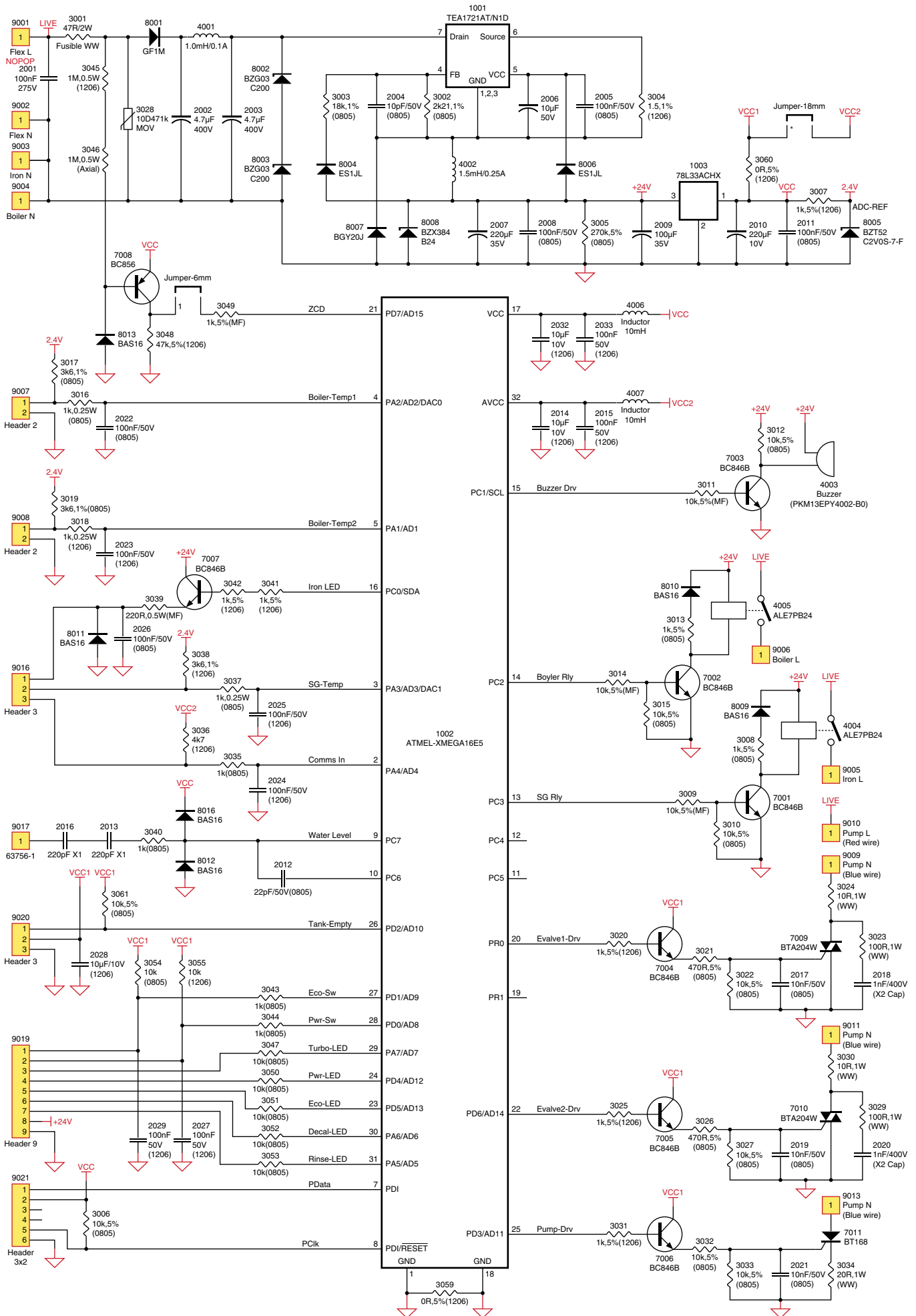
| Pos | Service code | Description |
|-----|----------------|--------------------------|
| 15 | 4239 021 87891 | Water tank assy |
| 16G | 4239 014 55091 | Front lock catch spring |
| 16H | 4239 014 55011 | Front lock slider spring |
| 17 | 4239 015 59731 | Tray rubber cap |
| 18B | 4239 015 60351 | Pump support 2 |
| 19 | 4239 021 88511 | Stand top |
| 19A | | Tray |
| 19B | | Front Lock assy |
| 19C | | Stand top molded |
| 20 | 4239 021 87372 | Power board PCBA assy |
| 21 | 4239 026 61591 | PCBA holder |
| 22 | 4239 021 87391 | Hall sensor PCBA assy |
| 23 | 4239 021 87382 | IU board PCBA assy |
| 24 | 4239 021 87841 | Button frame |
| 25 | 4239 021 87851 | Power button |
| 26 | 4239 021 86521 | Pump assy |
| 27 | 4239 015 61551 | Corrugated elbow tube |
| 28A | 4239 015 60761 | Pump support-HE |
| 29 | 4239 015 59321 | Return tube |
| 30 | 4239 015 61571 | Inlet support seal |
| 31 | 4239 021 88461 | Inlet coupling plate |
| 32 | 4239 026 61601 | Inlet coupling support |
| 33 | 4239 015 61381 | Braided rubber hose |
| 34 | 4239 010 10281 | Hose clip |
| 35 | 4239 010 10261 | Inox clamp |
| 36 | 4239 010 14061 | Boiler assy (1700 W) |
| 37 | 4239 010 13831 | E-valve (7 bar) |
| 38A | 4239 010 13821 | Safety valve (8 bar) |
| 38B | 4239 015 59211 | Safety cap Nat |
| 39 | 4239 021 86971 | Water probe assy |
| 40 | 4239 026 42581 | Boiler support bracket |
| 41 | 4239 015 70153 | Ryton ring (Boiler) |
| 42 | 4239 021 87871 | Rinse cap assy |
| 43 | 2422 070 98596 | Cordset (EU) |
| 44 | 4239 026 26273 | Cord clamp |
| 45 | 4239 010 00283 | Clamping plate |
| 46 | 4239 026 51241 | Spacer top |
| 47 | 4239 026 32181 | Spacer bottom |
| 50 | 4239 021 88501 | Stand bottom assy |
| 51 | 4239 015 52342 | Bung |





Wiring Diagram

GC9620



- Due to the high wattage of the iron, only the specified cord set must be used.
- Should damage be observed on the **CORDSET 43**, it must be replaced. Continued usage is not allowed.
- If **STAND BOTTOM ASSY 50** is provided without type plate information eg. Type number, voltage etc. When replacing the Stand Bottom Assy, 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, variable steam, SOS, ASO 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. Self-Check mode

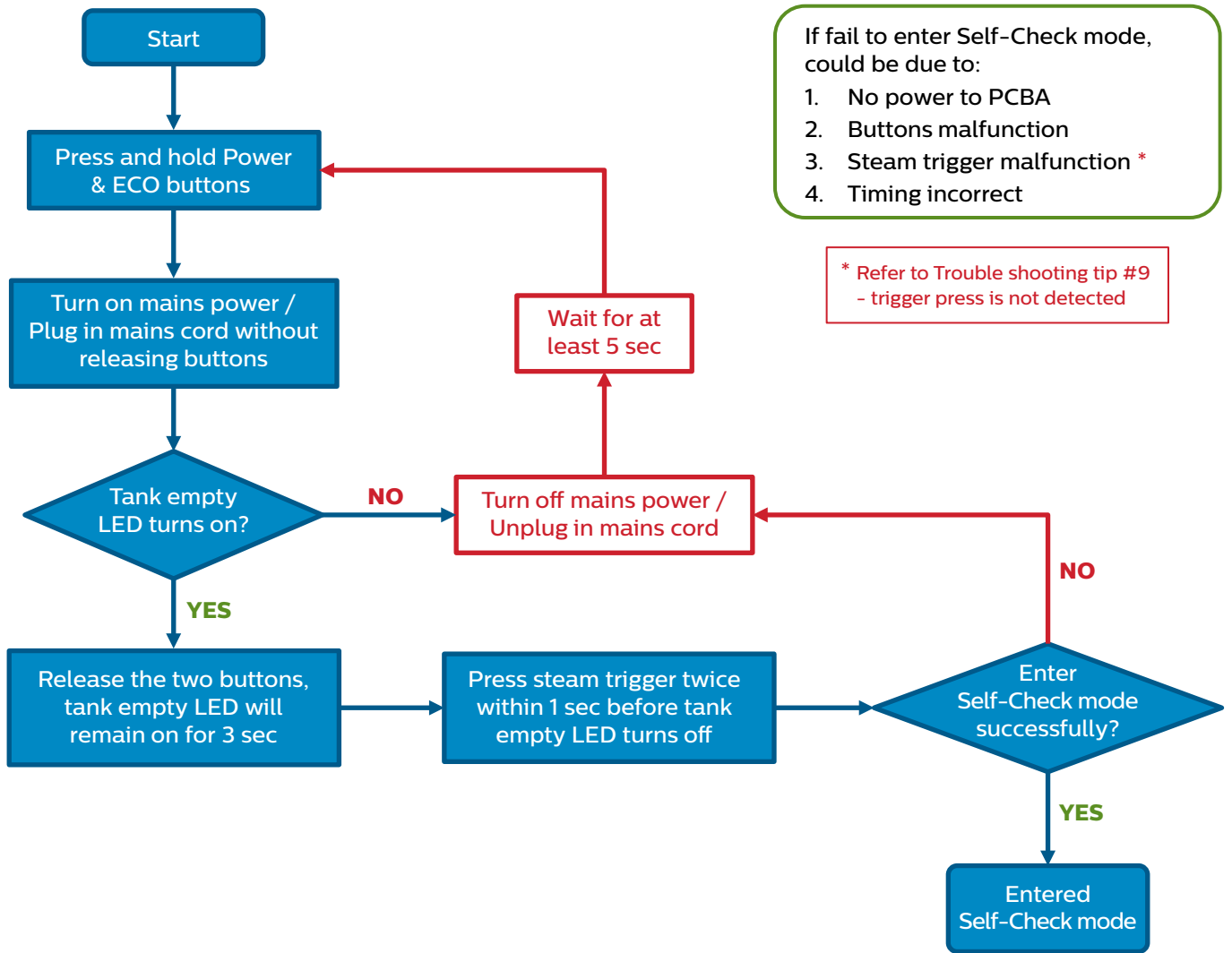
6.1. Introduction of Self-Check mode

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 by Service Center to identify the root cause.

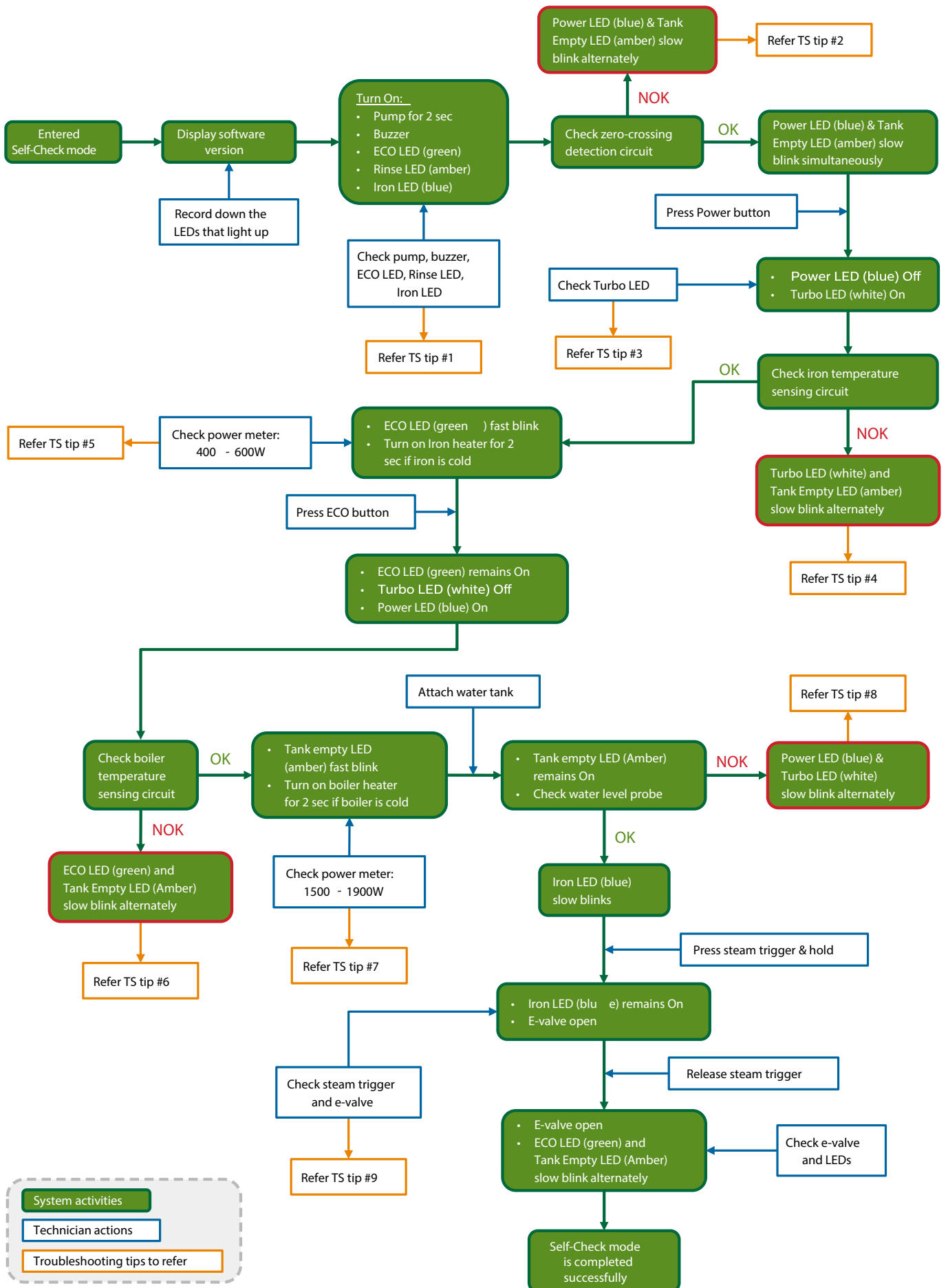
6.2. Before start Self-Check mode, please do the following checking

1. Make sure Soleplate is cold (<100 °C)
2. Make sure Boiler is cold (<100 °C)
3. Make sure Boiler is empty
4. Water tank with water above min mark
5. Water tank is NOT attached to the system
6. Power meter in place to monitor system power

6.3. Enter Self-Check mode Process Flow Chart



6.4 Perform Self-Check mode Process Flow Chart



6.5. Troubleshooting Tips

1. No pumping sound, fault could be on: TS tip #1

- a) Pump → [check by apply AC voltage directly](#)
- b) **Power PCBA** → [check by driving a known good pump](#)
- c) Connection → [check wire continuity](#)

2. No buzzer sound, fault should be on Power **PCBA**

3. Iron LED does not light up as specified, fault could be on:

- a) Iron LED and hose cord wiring → [disconnect connector 9016 from Power PCBA and measure across pin 3 at female side and iron Neutral to check diode characteristics](#)
- b) Power PCBA → [check by test another board](#)

4. Other LEDs do not light up as specified, fault should be on one of **PCBAs or interconnection**

1. Zero-crossing detection circuit error, fault should be on **PCBA** TS tip #2

1. LEDs do not light up as specified, fault should be on one of **PCBAs or interconnection** TS tip #3

1. Iron temperature sensing circuit error, fault could be on: TS tip #4

- 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. Iron heater power does not show in the power meter, fault could be due to: TS tip #5

- 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 → [check by test another board](#)

1. Boiler temperature sensing circuit error, fault could be due to: TS tip #6

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

1. Boiler heater power does not show in the power meter, fault could be due to: TS tip #7

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

1. Water probe error, fault could be due to: TS tip #8

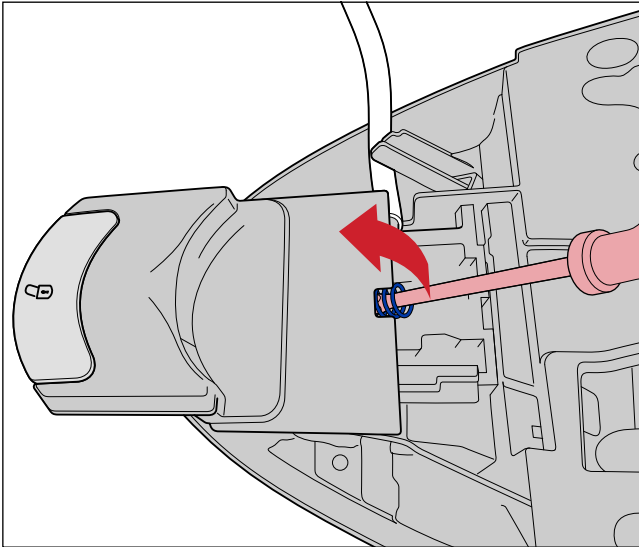
- a) There is water inside boiler → [pour out water and test again](#)
- b) Probe reaches end of life → [replace probe and test again](#)
- c) Connection → [check wire continuity](#)
- d) Power PCBA → [check by test another board](#)

1. E-valve does not open when steam trigger is pressed: TS tip #9

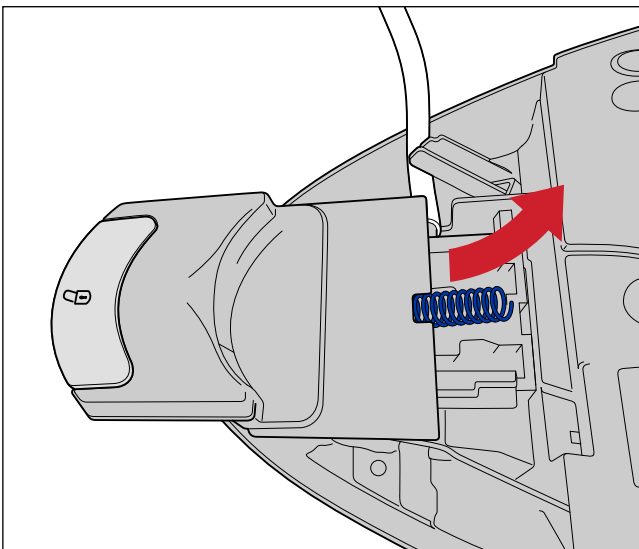
- If iron LED still keeps blinking, trigger press is not detected, fault could be on:
 - a) Trigger mechanism or hose cord connection → [disconnect connector 9016 from Power PCBA and measure continuity between the black wire \(pin1\) and iron Neutral, it should be short circuit when trigger is pressed, and open circuit when trigger is released.](#)
 - b) Power PCBA → [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 E-valve related parts and Power PCBA](#)

7. Lock assy disassembly advise

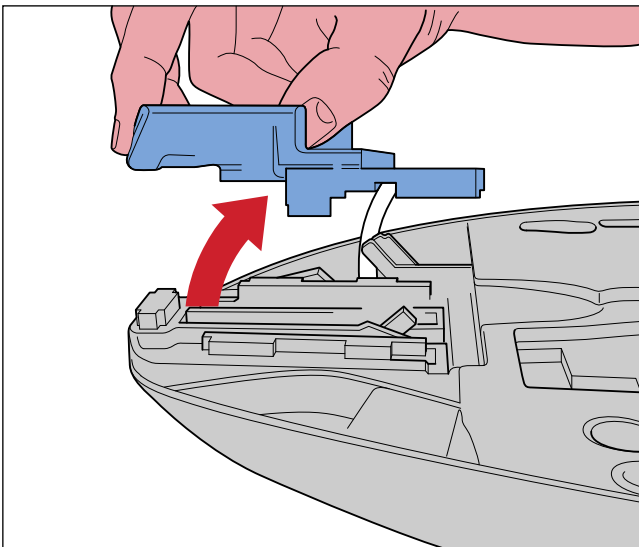
Step 1: Use a screw driver to lift up the spring in the lock assy.



Step 2: Remove the lifted spring.



Step 3: Slide and lift up the lock assy.



8. History Record

Added in Section 6 under Repair instruction on Aug

Revised Section 6, added in Section 8 under Repair instruction on Oct