Repair Flow - Garment Care Iron's

		Dry Iron			Steam iron												
		DST05xx	GC16x	HD117x	GC1xxx	GC2xxx	GC3xxx	GC4xxx	GC5xxx	DST10xx	DST2xxx	DST3xxx	DST5xxx	DST6xxx	DST70xx	DST75xx	DST80xx

Process step		Action	Dry Iron	Steam iron
Intake	1	Visual inspection (transport damage) take care for pictures	x	x
	2	Check Type/serial number	x	x
	3	Log all available accessory, counter check with info from consumer	x	x
Diagnosis	4	**Check product for consumer complaint and main function** (NFF contact consumer)	x	x
	5	Visual inspection check for loosen parts, leaking etc..	x	x
	6	Opening device	x	x
Repair	7	Repairing the fault(s) encountered (view Symptom Cure)	x	x
	8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available) for Steam Iron refer tab DST**	x refer tab DST	x refer tab DST
	9	Descale the unit	O	x
	10	**Basic Functional test while the appliance is open** (linked to consumer complaint or what you may have detected)		x
		Soleplate Temperature Test, **keep the set minimum 15 minutes powered before measuring**	x	x
		Steam Test	O	x
		Pump sound	O	x (see note)
		E-valve open/close sound	O	O
		Relay open/close sound	O	x (see note)
		Button functional test	O	x
	11	Assembly	x	x
Inspection	12	Do cabinet parts fit well together	x	x
visual	13	Check for damages	x	x
Power check	14	Will the set switch on	x	x
Accessories	15	Do the accessories match with the intake	x	x
Consumer compl	16	Check the product for the consumer complaint	x	x
Quick Functional	17	Check steam and heat	x	x
Leakage	18	Did the product leak during the testing	O	x
	19	Draining the circuit (in winter) before shipping out, if temperature is below 0° to prevent any damaged due to frozen water	O	x
Claim Administra	20	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view ! Primary fault and corresponding IRIS code should be claimed first. Use water circuit diagram to record location of water/steam hose irregularities refer GDA_114200 to simplify the input for location code we add small table with some keywords, like boiler, pump. etc. please refer tab LOC_CODE...**	x	x
Cleaning	22	Clean and dry water reservoir and soleplate	O	x
Safety check	23	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x
Visual	24	Check the main cable / adaptor for damages	x	x
Packing	25	Packing	x	x
	26	Check completeness (accessories) according income log	x	x
	27	Neatly pack the product	x	x
Documentation	28	QSG (Descaling instruction, water advise, call center contact)	x	x
Repair report	29	Is there an answer to ALL consumer questions / complaints (see complaint)	x	x
	30	add set statistic and give, if needed clear instruction towards consumer	x	x
	31	Is it indicated which documents are added	x	x
	32	Are there tips how to prevent issues ? (Record down the findings in the step of diagnosis)	x	x

Steam iron per-model notes (row 10):

Action	GC1xxx	GC2xxx	GC3xxx	GC4xxx	GC5xxx	DST10xx	DST2xxx	DST3xxx	DST5xxx	DST6xxx	DST70xx	DST75xx	DST80xx
Pump sound	O	O	O	O	For Pump version only	O	O	O	O	O	O	O	For Pump version only
Relay open/close sound	O	For ASO version only	For ASO version only	For ASO version only	For ASO version only	O	O	For ASO version only	For ASO version only	For ASO version only	For ASO version only	For ASO version only	For ASO version only

NEW

x=apply to family, O=not

| Phased out |
| Added |

Repair Flow - Garment Care Steam Generator

			Steam generator		
Process step		**Action**	GC6xxx / HI59xx / GC79xx / PSG2xxx_PSG3xxx / PSG602x	PSG604x_PSG606x / GC8xxx / GC9xxx	PSG70xx_PSG71xx / PSG72xx_PSG73xx / PSG8xxx / PSG9xxx
Intake	1	Visual inspection (transport damage) take care for pictures	x	x	x
	2	Check Type/serial number	x	x	x
	3	Log all available accessory, counter check with info from consumer	x	x	x
Diagnosis	4	**Check product for consumer complaint and main function** (NFF contact consumer)	x	x	x
	5	Visual inspection check for loosen parts, leaking etc..	x	x	x
	6	Opening device	x	x	x
Repair	7	Repairing the fault(s) encountered (view Symptom Cure)	x	x	x
	8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available) for Steam Iron refer tab DST**	x	x	x
	9	*Descale the unit*	x	x	x
	10	**Basic Functional test while the appliance is open** (linked to consumer complaint or what you may have detected)	x	x	x
		Soleplate Temperature Test, **keep the set minimum 15 minutes powered before measuring**	x	x	x
		Steam Test	x	x	x
		Pump sound	x	x	x
		E-valve open/close sound	O	x	x
		Relay open/close sound	O	O	x
		Button functional test	x	x	x
	11	Assembly	x	x	x
Inspection	12	Do cabinet parts fit well together	x	x	x
visual	13	Check for damages	x	x	x
Power check	14	Will the set switch on	x	x	x
Accessories	15	Do the accessories match with the intake	x	x	x
Consumer complaint	16	Check the product for the consumer complaint	x	x	x
Quick Functional check	17	Check steam and heat	x	x	x
Leakage	18	Did the product leak during the testing	x	x	x
	19	Draining the circuit (in winter) before shipping out, if temperature is below 0° to prevent any damaged due to frozen water	x	x	x
Claim Administration	20	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view ! Primary fault and corresponding IRIS code should be claimed first. Use water circuit diagram to record location of water/steam hose irregularities refer GDA_114200 to simplify the input for location code we add small table with some keywords, like boiler, pump. etc. please refer tab LOC_CODE...**	x	x	x
Cleaning	22	Clean and dry water reservoir and soleplate	x	x	x
Safety check	23	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x	x
Visual	24	Check the main cable / adaptor for damages	x	x	x
Packing	25	Packing	x	x	x
	26	Check completeness (accessories) according income log	x	x	x
	27	Neatly pack the product	x	x	x
Documentation	28	QSG (Descaling instruction, water advise, call center contact)	x	x	x
Repair report	29	Is there an answer to ALL consumer questions / complaints (see complaint)	x	x	x
	30	add set statistic and give, if needed clear instruction towards consumer	x	x	x
	31	Is it indicated which documents are added	x	x	x
	32	Are there tips how to prevent issues ? (Record down the findings in the step of diagnosis)	x	x	x

Repair Flow - Garment Care Steamer

		Garment Steamer						Stand Steamer				
		GC2xx_GC3xx	STH1xxx	STH3xxx	STH5xxx	STH7xxx	GC8xx	GC48x	GC5xx	STE1xxx	STE3xxx	GC6xx

Process step		Action	GC2xx_GC3xx	STH1xxx	STH3xxx	STH5xxx	STH7xxx	GC8xx	GC48x	GC5xx	STE1xxx	STE3xxx	GC6xx
Intake	1	Visual inspection (transport damage) take care for pictures				x					x		
	2	Check Type/serial number				x					x		
	3	Log all available accessory, counter check with info from consumer				x					x		
Diagnosis	4	**Check product for consumer complaint and main function** (NFF contact consumer)				x					x		
	5	Visual inspection check for loosen parts, leaking etc..				x					x		
	6	Opening device				x					x		
Repair	7	Repairing the fault(s) encountered (view Symptom Cure)				x					x		
	8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available) for Steam Iron refer tab DST**				x					x		
	9	*Descale the unit*	O	O	O	O	x	x			x		
	10	**Basic Functional test while the appliance is open** (linked to consumer complaint or what you may have detected)				x					x		
		Soleplate Temperature Test, **keep the set minimum 15 minutes powered before measuring**				O					O		
		Steam Test				x					x		
		Pump sound				x			O	O	O	O	x
		E-valve open/close sound				O					O		
		Relay open/close sound				O			O	O	O	O	x
		Button functional test				x					x		
	11	Assembly				x					x		
Inspection	12	Do cabinet parts fit well together				x					x		
visual	13	Check for damages				x					x		
Power check	14	Will the set switch on				x					x		
Accessories	15	Do the accessories match with the intake				x					x		
Consumer complaint	16	Check the product for the consumer complaint				x					x		
Quick Functional check	17	Check steam and heat				x					x		
Leakage	18	Did the product leak during the testing				x					x		
	19	Draining the circuit (in winter) before shipping out, if temperature is below 0° to prevent any damaged due to frozen water				x					x		
Claim Administration	20	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !** **Primary fault and corresponding IRIS code should be claimed first.** **Use water circuit diagram to record location of water/steam hose irregularities refer GDA_114200** **to simplify the input for location code we add small table with some keywords, like boiler, pump. etc. please refer tab LOC_CODE...**				x					x		
Cleaning	22	Clean and dry water reservoir and soleplate				x					x		
Safety check	23	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST				x					x		
Visual	24	Check the main cable / adaptor for damages				x					x		
Packing	25	Packing				x					x		
	26	Check completeness (accessories) according income log				x					x		
	27	Neatly pack the product				x					x		
Documentation	28	QSG (Descaling instruction, water advise, call center contact)				x					x		
Repair report	29	Is there an answer to ALL consumer questions / complaints (see complaint)				x					x		
	30	add set statistic and give, if needed clear instruction towards consumer				x					x		
	31	Is it indicated which documents are added				x					x		
	32	Are there tips how to prevent issues ? (Record down the findings in the step of diagnosis)				x					x		

NEW

Repair Flow - Garment Care Steamer

		Action	All-in-One Ironing Solutions	
Process step			**AIS853x_AIS854x**	**AIS6020_AIS6010**
Intake	1	Visual inspection (transport damage) take care for pictures	x	x
	2	Check Type/serial number	x	x
	3	Log all available accessory, counter check with info from consumer	x	x
Diagnosis	4	**Check product for consumer complaint and main function** (NFF contact consumer)	x	x
	5	Visual inspection check for loosen parts, leaking etc..	x	x
	6	Opening device	x	x
Repair	7	Repairing the fault(s) encountered (view Symptom Cure)	x	x
	8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available) for Steam Iron refer tab DST**	x	x
	9	*Descale the unit*	O	x
	10	**Basic Functional test while the appliance is open** (linked to consumer complaint or what you may have detected)	x	x
		Soleplate Temperature Test, **keep the set minimum 15 minutes powered before measuring**	x	x
		Steam Test	x	x
		Pump sound	x	x
		E-valve open/close sound	x	x
		Relay open/close sound		
		Button functional test	x	x
	11	Assembly	x	x
Inspection	12	Do cabinet parts fit well together	x	x
visual	13	Check for damages	x	x
Power check	14	Will the set switch on	x	x
Accessories	15	Do the accessories match with the intake	x	x
Consumer complaint	16	Check the product for the consumer complaint	x	x
Quick Functional check	17	Check steam and heat	x	x
Leakage	18	Did the product leak during the testing	x	x
	19	Draining the circuit (in winter) before shipping out, if temperature is below 0° to prevent any damaged due to frozen water	x	x
Claim Administration	20	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !** **Primary fault and corresponding IRIS code should be claimed first.** **Use water circuit diagram to record location of water/steam hose irregularities refer GDA_114200** **to simplify the input for location code we add small table with some keywords, like boiler, pump. etc. please refer tab LOC_CODE...**	x	x
Cleaning	22	Clean and dry water reservoir and soleplate	x	x
Safety check	23	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x
Visual	24	Check the main cable / adaptor for damages	x	x
Packing	25	Packing	x	x
	26	Check completeness (accessories) according income log	x	x
	27	Neatly pack the product	x	x
Documentation	28	QSG (Descaling instruction, water advise, call center contact)	x	x
Repair report	29	Is there an answer to ALL consumer questions / complaints (see complaint)	x	x
	30	add set statistic and give, if needed clear instruction towards consumer	x	x
	31	Is it indicated which documents are added	x	x
	32	Are there tips how to prevent issues ? (Record down the findings in the step of diagnosis)	x	x

NEW

~~GC3xx~~ STH70xx- Garment Steamer

Service Checklist	☒NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for AYS
Generic test as shown on first tab				
Descale/Rinsing always: When limestone is found			GDA_111408	GC6601, GC6602
MANDATORY ACTION: ~~IRIS code for returns due to De-calc LED blinking~~ (Not applicable for all Steamer products)			GDA_114109	GC6601, GC6602
Pump Shock Therapy after pump replacement			GDA_112100	GC310, GC322
Functional Test				
check soleplate temperature according specification				
Info for Consumer by packed			GDA_111807	GC6601, GC6602
FAQ….				

……..Advise users **not to add** perfumed water, vinegar or other chemicals which could damage the appliance.   SDA_108561   GC6601, GC6602

GC96xx - Steam Generator

Service Checklist	☒NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for AYS
Generic test as shown on first tab				
Descale always: When finding Limestone			GDA_110885	GC9620, GC9640
MANDATORY ACTION: Check de-air tube and ensure no tube kinking			SDA_110567	GC9620, GC9640
Factory mode testing after repair to ensure set is good			refer to service manual	
Pump Shock Therapy after pump replacement			GDA_112100	GC9620, GC9650
MANDATORY ACTION: GC96xx E-valve Replacement (set before <kw1744)			SDA_114646	GC9620, GC9650
Functional Test				
check soleplate temperature according specification				
Steam Performance Test typically 50cm (refer separate tab within this document)				
Info for Consumer by packed				
Boiler overfill >700ml (normal is ~300ml) just in case add consumer letter				
FAQ….				

……..Advise users not to add perfumed water, vinegar or other chemicals which could damage the appliance.   SDA_108561   GC9620, GC9640

For GC DST (Dry and steam irons) products only
Only skilled personnel (trained) should carry out the repair!

Following steps to be carried out before device open

Steps

1. Perform visual inspection
   a. Check for any sign of transport damage/ device drop
   b. Any damage/ burnt mark on Power Cord
   c. Any exposed/ puncture insulation wire
   d. Any damage/ cracked/ sharp edge plastic molded parts
   e. Any sign of Soleplate warp/ damage/ scratches/ melt
   f. Any missing part (external)
   g. Check for no foreign/ loose particle inside the appliance
      Shake the device and hear whether is there any internal "knocking sound"

2. Verify the "complaint/ defect reported" by consumer
   If the defect reported:-
   a. Cosmetic defect -> verify the defect whether it is originated from manufacturer
   b. Funtional defect (Knob jammed, Filling Door not able to close, Dial tight/ can not turn, ASO not functioning) -> Functionality check per step 3
   c. Water leaking -> Fill up water to Max level, observe where is the water leaking came from
   d. Power trip/ Failed HV -> HV/ Power on test*
   e. No power/ not heat up -> Power on test*
   * <u>Power ON test</u>: Powered ON with socket equipped with Residual Current Circuit Breaker (RCCB) or Earth Leakage Circuit Breaker (ELCB) to ensure no electrical hazard risk to end consumer.

Verify functionality check for followings (where applicable)

i) Buttons/ Knobs   - No sluggish, jammed and loose
ii) Filling Door   - Able to open freely and close with "click" sound
iii)Thermostat Dial   - Able to turn clockwise & anticlockwise without jammed and loose
iv) ASO/ PCBA   - Able to function properly (the power to the heater is cut off when the
                              iron has been motionless. The ASO light starts blinking when the iron
                              is moved. It is automatically switched on).
v) Water Tank   - Fill up water to Max level, check for no water leakage
vi) Steaming   - Able to start steaming within stipulated time

After verify the reported defect, open up the device with proper tool (Screw Driver)

Important Notes:
a. Service part is at least with a level above components with Critical to Process consideration (to follow service part list strictly)
b. Ensure cleaning of heat sink paste with clean cloth for product with heat sink paste before removing of Connectors and apply with Heat Sink Paste after repaired (where applicable).

Steps
1. Only replace defective part per service part list.
2. **Do not open up the device before verification of above steps carry out**
3. **Do not use hard object (metal brush/ metal scrubber/ sand paper) to clean the internal Soleplate, Thermostat Assy & Thermal Fuse**
4. **Do not use any object to touch/ scrub on the electrical contact surface (Thermostat Assy & Thermal Fuse). Any defect on the soleplate should be repaired by replacing the soleplate assy.**
5. Check for no damages/ puncture of insulation wire before and after replace with new service part.
6. Check proper wire connection, no loose joint (when connect male & female connector, to ensure there is definite click sound for proper locking)
7. When removing the tab terminal, press the tab of Quick Connector downward and pull it out from Frame Connector per picture below.
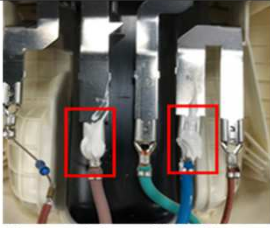

8. Before removing Mainscord/ Powercord from Frame Connector, remove the Heat Sink Paste from the connectors with clean cloth. Press the tab of Quick Connector on Mains Cord and pull it out from Frame Connector.

9. Take note of live part (red/ brown & blue wire) must apply with **Heat Sink Paste** after wire connection on area as shown to prevent sparkling.

Notes: Heat Sink Paste – <u>**Dow Corning 340 Heat Sink Compound**</u> to be used.
1. For screw fastening, always relocate the screw with first thread. Once done fasten the screw.

Following steps to be carried out after repaired & before it return to consumer

Steps
1. **Powered ON** with socket equipped with Residual Current Circuit Breaker (RCCB) or Earth Leakage Circuit Breaker (ELCB) to ensure no electrical hazard risk to end consumer
2. **Soleplate temperature measurement**
   Measure the temperature of the Soleplate (at IEC point) after the iron has reached steady state i.e connected to the mains for at least 15 minutes.
3. Check that there is no **Water Leakage** from any part of product during operation
4. **Functionality Check**
   i) Buttons/ Knobs   - No sluggish, jammed and loose
   ii) Filling Door   - Able to open freely and close with "click" sound
   iii)Thermostat Dial   - Able to turn clockwise & anticlockwise without jammed and loose
   iv) Steaming   - Able to start steaming within stipulated time
   v) ASO/ PCBA   - Able to function properly (the power to the heater is cut off when the

                                 iron has been motionless. The ASO light starts blinking when the
   iron
                                 is moved. It is automatically swithced on).
5. Check for **no foreign/ loose particle** inside the appliance
   Shake the device and hear whether is there any internal "knocking sound"
6. **Visual inspection** for completeness, no missing part
7. Following cleaning can be done after poduct repaired

1. Unplug Power Cord

2. Wait for Iron to cool down

3. Empty the Water Tank

4. Clean the Iron with a clean moist cloth

5. Wipe flakes and any deposit off the Soleplate with a clean damp cloth and non-abrasive (liquid) agent

WARNING:
To keep the Soleplate smooth, No hard contact with metal objects.
Never use a scouring pad, vinegar or other chemicals to clean the Soleplate

Steam Amount Quick Check: By Steam Length

Set up and procedure:
1. Set up the ironing board as shown in picture. A black cloth is needed to see the steam clearly. Labelling on the black cloth is needed to check the length of the steam.
2. For Optimal Temp iron, use default setting of the product. For iron with temperature selection, use MAX temperature.
3. Heat up the iron until steam is ready. Press and hold the steam trigger for >30s to skip the priming or cold start.
4. Hold the iron in horizontal position. The back of the iron could be supported by ironing board, but make sure at least 2/3 of the soleplate is in the air.
5. Press the steam trigger in a 15 seconds on, 5 seconds off pattern and continue for 3 minutes.
6. During this 3 minutes, record the steam length (maximum length during each 15s interval). In total 12 readings are recorded.
7. Take the average of 12 readings.

The average steam length varies with different product and product usage time (due to varying calc accumulation condition).

Within 0-3 month, the product should have a steam length of at least the following:

PSG9000 / GC9600 / PSG8000 series	Steam Length: **>50cm**
GC9500 / GC9400 / GC9300 / GC9200 / GC8900 / GC8600 / GC8300 / GC7500 / PSG7000 series GC8700 / GC7900 / GC7800 / GC7000 / GC7600 / GC6800 / PSG6000 series	Steam Length: **>35cm**
GC7700 / GC6700 / GC6600 / HI5900 / PSG3000 / PSG2000 series	Steam Length: **>20cm**
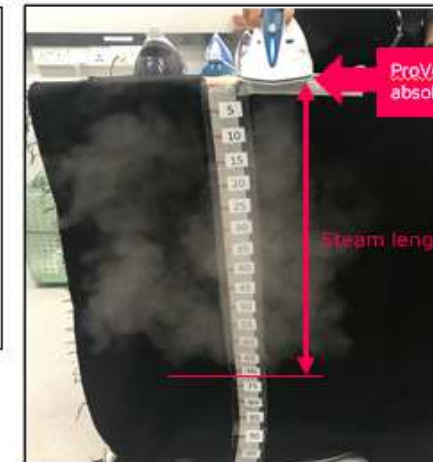
Overview PSG Product Family and commercial type number (CTN)   **Overview DST Product Family and commercial type number**   **Overview Steamer Product Family and commercial type number (CTN)**

Steam Generator

Product Name	Model number series
PC ELITE PLUS	GC966X, GC967X, GC968X, GC969X
PC ELITE	GC961X, GC962X, GC963X, GC964X, GC965X
PC AQUA PRO	GC93XX and GC94XX
PC EXPERT	GC92XX
PC EXPERT SILENCE	GC95XX
PC AQUA	GC86XX
PC PERFORMER	GC87XX
PC PURE	GC76XX
PC COMPACT	GC78XX
PC COMPACT ESSENTIAL	GC68XX
FAST CARE	GC67XX
FAST CARE COMPACT	HI59XX
SPEED CARE	GC66XX
PC EXPERT PLUS	GC89XX
PC COMPACT PLUS	GC79XX
Steam Generator 2000 Series	PSG2XXX
Steam Generator 3000 Series	PSG3XXX
Steam Generator 6000 Series	PSG6XXX
Steam Generator 7000 Series	PSG70XX and PSG71XX
Steam Generator 8000 Series	PSG8XXX
Steam Generator 9000 Series	PSG9XXX
Steam Generator 8000 Series	PSG72XX and PSG73XX

Dry & Steam Iron

Product Name	Model number series
Dry Iron 500 Series	DST05xx
Dry Iron Diva	GC12x
Dry Iron Classic	HD117x
Dry Iron Affinia	GC16x
Steam Iron Featherlight	GC141x
Steam Iron Featherlight Plus	GC142x
Steam Iron EasySpeed	GC17xx
Steam Iron PerfectCare Powerlife	GC39xx
Steam Iron Azur	GC490x, GC45xx
Steam Iron 1000 Series	DST10xx
Steam Iron 2000 Series	DST20xx
Steam Iron 3000 Series	DST30xx
Steam Iron 5000 Series	DST50xx
Steam Iron 6000 Series	DST60xx
Steam Iron 7000 Series	DST70xx
Steam Iron 7500 Series	DST75xx
Steam Iron 8000 Series	DST80xx

Handheld & Stand Steamer

Product Name	Model number series
Handheld Steamer Steam & Go Plus	GC36x
Handheld Steamer 1000 Series	STH10xx
Handheld Steamer 3000 Series	STH30xx
Handheld Steamer 5000 Series	STH50xx
Handheld Steamer 7000 Series	STH70xx
Handheld Steamer 8000 Series	GC8xx
Stand Steamer EasyTouch	GC48x
Stand Steamer EasyTouch Plus	GC51x, GC52x
Stand Steamer ComfortTouch	GC55x
Stand Steamer 1000 Series	STE10xx
Stand Steamer 3000 Series	STE31xx
Stand Steamer ProTouch	GC61x, GC625/GC626/GC627

All-in-One Ironing Solutions

Product Name	Model number series
All-in-One Ironing Solutions 8000 Series	GC628/GC629
All-in-One Ironing Solutions 8500 Series	AIS85xx
All-in-One Ironing Solutions 6000 Series	AIS60xx

GC70xx "Soleplate is Hot" & "Pumping Sound" & "No Steam or Low Steam"

Perform calk clean procedure and check steam length is equal and more than 35cm? (35 cm is the guide for product usage within 0-3 month)
If below 35cm steam length, please follow below steps for troubleshooting:
     o Is water circuit connection abnormal (e.g. dislodged, kinked, incorrectly assembled, etc.)?
     o Is pump assy defective?
     o Is hose clogged?
     o Check the hose by disconnection of iron "Dosing Head" from soleplate and trigger steam, if water not able to flow from "Water Tank" to "Dosing Head" then hose is clogged.
     o Is Iron PCBA defective?

Please replace a new part if the part mentioned broken or defective.

Based on the water used by consumer we may see that a kind of algae is growing inside of the tube.
Depend on user behaviour this can take a while but step by step the steam performance may drop. Ssooner later the hose is fully clogged result no steam at all.
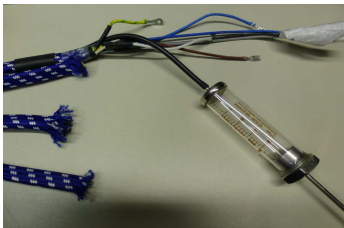
With this background please always run the steam performance test as explained on former tab.

Guidance for input Location Code (LOC_CODE) on No Spare Part Used (NSPU) Repair ~~for Non-Boiler~~ PSG

LOC_CODE	Descriptions	Remarks
CALC_NPS	"Customer Complaint: No Steam Production" + "Observation: 1) **No Pump Sound** 2) No Scale block on Soleplate" -> **Calc-Clean to enable Steam Production (stimulate potentially sticky pump)**	Not NFF/FFA
CALC_PS	"Customer Complaint: No Steam Production" + "Observation: 1) **Pump Sound** 2) No Scale block on Soleplate" -> **Calc-Clean to enable Steam Production (stimulate potentially dry pump)**	Not NFF/FFA
PUMP_ST	"Customer Complaint: No Steam Production" + "Observation: 1) **No Pump Sound** 2) No Scale block on Soleplate" -> **Pump Shock Therapy to enable Steam Production (stimulate potentially sticky pump)**	Not NFF/FFA
TRG_30	"Customer Complaint: No Steam Production" + "Observation: 1) **Pump Sound** 2) No Scale block on Soleplate" -> **Steam Trigger > 30 seconds to enable Steam Production (stimulate potentially dry pump)**	Not NFF/FFA
SOLE	NPSU Repair on SOLEPLATE	
HOSE	NPSU Repair on HOSE CORD ASSY	
PCBA_PWR	NPSU Repair on PCBA POWER BOARD	
EVALVE	NPSU Repair on EVALVE	
PUMP	NPSU Repair on PUMP	
BOILER	NPSU Repair on BOILER ASSY	
TANK	NPSU Repair on WATER TANK ASSY	
RINSECAP	NPSU Repair on RINSE CAP ASSY	
STEAMTRG	NPSU Repair on STEAM TRIGGER	
PCBA_IRON	NPSU Repair on IRON PCBA	
INLAY	NPSU Repair on INLAY	
MAINS	NPSU Repair on MAINSCORD	
CALC_R	"Customer Complaint: No Steam Production" + "Observation: Calc-Clean Reminder is on" -> Calc-Clean to enable Steam Production	

No Fault Found

Hypothesis: To understand the returns on No Fault found!! How can we improve it ?

Aim is to contact the consumer directly to check with her/him what is wrong and how to reproduce the failure as described by consumer _before_ the product gets returned as NFF.

Its strongly recommended that only lead technician with high product background operate the call.

In case workshop have direct link to CallCenter we propose to let them call as they are highly professional in consumer communication.

Questionnaire

1. Introduction and explain purpose of call.

_Hi, may I speak to _____ please? I'm _____ calling from Philips. This is with regards to the iron which you've returned recently to our consumer care center._

Is it convenient to talk now? (If not) When would it be convenient for me to call you back?

First of all, our apologies for the inconvenience you have experienced. As we take strong focus on issues encountered by our consumers, we would like to understand more about how the problem occur with your iron.

Is it okay if we ask you a few questions to understand the situation better? This will take about 5-10 minutes.

2. Usage:
➢ Are you the main user of the iron?
➢ If yes, go further step 3
➢ (if 'no' to the above question) Who is the main user of this iron? Can we contact he/she for the information. (If yes, please kindly share the contact information)

3. Reason for Returning **scenario: (interview with main user of iron)**
➢ What is the reason you send the Iron for service? (Select all that apply)
  (**Please select the Hypothesis to chosen the Question to ask?**)
  • No steam
  • Not functioning
  • Did not meet expectations
  • Water leaking
  • Others

Hypothesis (1) = No Steam
➢ Approximately how long have the iron been used?
➢ Did you press the steam trigger for at least 15 to 20 sec to observe whether there is steam produced
➢ When did you notice the issue? (Please list down the issue description clearly)
➢ Do you observe there is light blinking or any sound create from the Iron?
➢ Do you select or turn the steam setting to ON (e.g. ECO, MAX mode)?

Hypothesis (2) : No Function

➢ Approximately how long have the iron been used?
➢ When did you notice the issue? (Please list down the issue description clearly)
➢ What is the symptom?
  ○ Do you observe any light up from LED light on the Base station/Iron
  ○ ~~Do you feel there is heating up on the stand Tray~~
  ○ Place soleplate or steam plate on a cloth or ironing board, remove the set and touch the cloth or ironing board to feel if cloth or ironing board is hot/warm to touch.

Hypothesis 3: Feature/Function understanding
➢ What is the feature/function that you are not familiar?
  Iron Feature:
  1) Starting up the Iron
  2) Type of water to be used
  3) Function of the Button
  4) Maintenance/Cleaning of Iron

  Did you manage to find the information thru internet, call center ,DFU, QSG?
  How can we improve it?
  ○ Do you have any suggestion?

Hypothesis 4: Leaking

➢ Approximately how long have the iron been used?
➢ When did you notice the leaking issue? (Please list down the issue description clearly)
➢ From which part of the iron does the water come out? _(interviewer: do not read out options, tick 1 or more of the following options according to consumer feedback. Probe if spontaneous answer is not detailed or clear. Can tick multiple options)_

  a. Holes of the soleplate
  b. Water Tank
  c. Base station
  d. Others, please specify_____
  e. Do not know

  2. When do you see the leaking/water coming out?

(interviewer: do not read out options, tick 1 or more of the following options according to consumer feedback. Probe if spontaneous answer is not detailed or clear. Can tick multiple options.)

  a. Before I start ironing

4. Closing

These are all the questions we have today, based on your feedback we will check the device once more.

Thank you for your time.

5. Registration

Take care that all actions agreed with consumer gets noted down in your local system incl. date, name etc... If possible also indicate the call on return paper.

Descaling the boiler
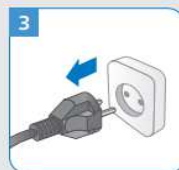
Small Boiler

Descaling the engine - only for STH70xx

HH Steamer

EN **Fig 4**: To activate rinsing mode for scale removal, press and hold the steam setting button and steam trigger simultaneously for around 5 seconds until 2 LED lights blink.

Fig 6: Steam and hot water will start to be released for 1 min.

Fig 7: After 1 min, ECO mode light will blink to indicate product is back to heating up.

Descaling the soleplate

Date	Family	topic	Reference	removed / added	commend	version
09.10.2015		initial document for GC and FC service checklist				v1
09.10.2015	GC70xx, GC66xx	MANDATORY ACTION: No steam and flashing Calc Clean light	SDA_109077	added		v2
23.10.2015	GC77xx	add new tab				v2
23.10.2015		release document v2				v2
27.10.2015		add consumer contact script for NFF call				v3
17.11.2015	all	add optional search criteria for AYS, to find related s/c document				v3
01.12.2015		release document v3				v3
09.12.2015	GC86xx, GC92xx, GC95xx	MANDATORY ACTION: reflash software, independed of production date	SDA_108449	added		v4
28.12.2015		release document v4				v4
11.08.2016	GC70xx, GC66xx	MANDATORY ACTION: No steam and flashing Calc Clean light	SDA_109077	delete		v5
11.08.2016	GC66xx, GC70xx, GC77xx, GC87xx, HI59xx	MANDATORY IRIS code for returns due to De-calc LED blinking	GDA_114109	added		v5
12.08.2016		release document v5				v5
14.12.2016		Generic instruction Intake: NOTE: From wk1601 onwards, certain device will have long serial number implemented, please capture this instead of short 4 digit code. Refer GDA_112661		added		v6
14.12.2016	all	Generic instruction Leakage: Use water circuit diagram to record location of water/steam hose irregularities		added		v6
14.12.2016	GC93xx, GC94xx	MANDATORY ACTION: after Power Board PCBA Assy and / or & Pump Sub Assy replacement.		added		v6
14.12.2016	GC66xx,GC70XX, GC76XX, GC86xx, GC9540	Pump Shock Therapy after pump replacement	GDA_112100	added		v6
14.12.2016	GC77xx, HI77xx	check the noise level from the device when steam trigger is pressed	SDA_113992	added		v6
14.12.2016	GC83xx	check for water leakage at boiler electro valve	SDA_83664	added		v6
16.12.2016		release document v6				v6
01.09.2017		release document v7				v7
01.11.2017	GC96xx	MANDATORY ACTION: GC96xx E-valve Replacement (set before <kw1744)	SDA_114646	added		v8
01.11.2017		release document v8				v8
04.07.2018		add new tabs for GC3xx and GC44x				v9
04.07.2018		add new test for steam performance				v9
04.07.2018		Overview PSG Product Family and commercial type number (CTN)				v9
04.07.2018		small design changes for better reading				v9
06.07.2018		release document v9				v9
15.08.2018	GC7010, GC7030	Hose cord potentially clogged (refer separate tab within this document)	SDA_114878			v10
24.08.2018		release document v10				v10
20.09.2019	GC7011, GC7031	leaking at tube connector and tube bush connection	SDA_114894			v10
01.10.2019	GC440, GC442	MANDATORY ACTION: Issue of no steam - replace pump (set before <kw1748)	SDA_114787			v10
24.06.2019		update Overview Family & CTN				v11
28.06.2019		release document v11				v11
19.06.2020		add separate instruction fro steam irons refer tab DST				v12
26.06.2020		release document v12				v12
12.10.2021		adapt the soleplate test within generic flow				v13
20.10.2021		simplified keyword list for IRIS location code "LOC_CODE for NSPU Repair"				v13
20.10.2021		release document v13				v13
29.04.2022		Updated the latest Product Families into "Repair Flow - Garment Care"				v14
29.04.2022		Updated "LOC_CODE for NSPU Repair"				v14
06.05.2022		release document v14				v14
09.11.2023		split Repair flow into Irons, Steam Generator and Steamer				v15
09.11.2023		add new tab Maintenance action				v15
08.02.2024		remove GC44x from the file				v15
06.03.2024		Hide the sheets that belong to inactive Product Families - GC66xx, GC70xx, GC76xx, GC77xx, GC83xx, GC86xx, GC92xx, GC93xx, GC94xx, GC95xx				v15
06.03.2024		updated Overview Family & CTN				v15
06.03.2024		updated "Repair Flow - GC Iron's" with new Product Families				v15
06.03.2024		updated "Repair Flow - GC Steam Gnerator" with new Product Families				v15
06.03.2024		updated "Repair Flow - GC Steamer" with new Product Families				v15
06.03.2024		updated "Refurbishing"				v15
06.03.2024		add new tabs for Maintenance action				v15
06.03.2024		updated "Steam Performance Test" with new Product Families				v15
15.03.2024		release document v15				v15
		Update: Clean up all tabs v16 - Merge information across products in Repair Flow New content: - New add-ons of models in Repair Flow tab (highlighted in purple) - New information to take note under Repair tab (in purple font) - New probing questions for NFF customer contact script tab (in purple font)				v16
22.05.2025		release document v16				v16

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