



Service information

Reference no.: E25_VIVA_CAFE_CALC_LED_KEEP_ON

Symptom

CALC led does not switch off

Cure

INFO:

Complaint: CALC led does not switch off.

CURE:

1. Appliances produced before WK1110, mistake in DFU, consumer switched off appliance during descaling.
(provide service letter correcting consumer use, see attachment)
2. Appliances produced after WK1440, before starting the descale routine, make sure the appliance is heated up (On/Off led = continuously On) before starting the descale routine.
If you start descaling before On/Off led is continuously on) it will brew a coffee. (due to the direct start function)
(provide this service text to correct consumer use)

REMARKS:

IPM NUMBER (Philips Integrate Problem Management documentation reference number):
None

FAQ NUMBER (for Call Center reference):
None

INFORMATION FOR CALL CENTER:
Bulletin created GV1504.

INFORMATION FOR CONSUMER:
Yes see instruction point 2 or attachment point 1.

HISTORY:
08-10-2015 - First Release