



**Service information**

**Reference no.: E25\_VIVA\_PCBA\_SDA\_113646**

**Symptom**

SENSEO VIVA CAFE PCBA CHANGE

**Cure**

INFO:

Consumers do not understand the pre-brew functionality. (2 seconds pause during brew)  
Therefore we decided to remove the pre-brew software in production WK1620.3 onwards::  
This change has immediate effect for the following types & PCBA's:

HD7829  
422225965631 PCB assy Viva Café brew 2.0 LE  
HD7831 & HD7833/5x  
422225966082 PCB VIVA CAFE 2.0 ME strength select White LED

CURE:

**Do not pro-actively exchange the PCBA.**

Only in case the PCBA is defect the appliances need to receive the PCBA(no pre-brew)

Products:  
HD7829 & HD7831 produced WK1605 - WK1620.2  
HD7833/5x produced WK1610 - WK1620.2

In case "OLD" PCBA became defect, exchange PCBA with "NEW" PCBA.

TYPE	OLD(pre-brew)	NEW(No pre-brew)
HD7829	422225965631	422225952721
HD7831, HD7833	422225966082	422225964891

After exchanging from "OLD" PCBA to the "NEW" PCBA of the set had to be exchanged with an appliance produced >WK16020.2  
apply the attached service letter to inform the consumer about the change.

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

FAQ NUMBER (for Call Center reference):  
None

INFORMATION FOR CALL CENTER:  
None

INFORMATION FOR CONSUMER:  
None

HISTORY:  
27-05-2016 - First Release  
30-05-2016 - Attachments uploaded