



Service information

Reference no.: E25_VIVA_SDA_111763

Symptom

Mandatory: Viva Café, fixation hall sensor housing with double sided tape

Cure

INFO:

Viva Cafe appliances produced after wk1444 (with the new 0,93 Liter water container) are facing difficulties that after opening/closing of the back housing the hall sensor housing is not staying in the right position. This causes difficulties in assembling and possible errors in proper water level detection.

CURE:

Apply a piece of double-sided tape 996510073766 on the hall sensor housing 4222 247 62921. See attached instruction "1528.4_Viva_Cafe_Sensor_Housing_Tape.pdf" how to apply the tape.

REMARKS:

IPM NUMBER (Philips Integrate Problem Management documentation reference number):
IPM-109846
IPM-109847

FAQ NUMBER (for Call Center reference):
None

INFORMATION FOR CALL CENTER:
None

INFORMATION FOR CONSUMER:
None

HISTORY:
02-10-2015 - First Release