



**Service information**

**Reference no.: GDA\_109620**

**Symptom**

On GB the MAX BREW GROUP PRESSURE appears on the display, and the machine cannot be used

**Cure**

**INFO:**

The alarm can be caused by a pressure increase in the oil circuit. The pressure increase is generated by the heating of the oil in the closed circuit (More volume=Higher Pressure), which occurs only when the machine is cold (delta T>50°), and prevents the opening of the oil valve.

A new SW version has been released where the above issue is fixed.

Following, all the improvement applied to the machine with the SW:

1. Changed Oil EV management to solve the "Max Brew Group Pressure" alarm
2. Introduced new functionality: AutoClean of the carafe
3. Introduced new graphic User interface (based on GranBaristo Avanti model)
4. Water management:

- improved the startup rinsing to reduce by 50% the water inside the internal drip tray and by 38% the water inside the external drip tray
- Improved the power off rinsing to reduce by 27% the water inside the internal drip tray and by 47% the water inside the external drip tray

The machine is capable to deliver, before reporting the alarm "empty internal drip tray", 3 cycles ON – Espresso – OFF more than previous SW

5. Introduced the immediate abort of the products through back arrow key
6. Simplified access to Demo mode: now to enter just hold down the "SPECIAL" key for 3 seconds immediately after turning ON the machine during the initial graphic
7. Changed the condition to finish the washing phase of the Descaling process and pass to the Rinsing phase: now pass to rinsing phase when detect the water alarm to avoid the noise
8. Improved the accuracy in terms of water liters to activate the "descale" warning
  - Minor bugs fixed:
9. Turned ON the back arrow key led also in the condition of Bean Container lid alarm, after launching a coffee based product
10. The press of coffee product more than 2 times during grinding phase will not cause the abort of the product anymore.

**CURE:**

**For GranBaristo Base (HD8964 and HD8965) install the new SW V.01.07.09.**

**For GranBaristo Mid (HD8966) install the new SW V02.07.09.**

The news SW solved the issue. The SW manages the opening of the valve during the heating phases by preventing that the expansion of the oil occurs with the closed circuit resulting in the pressure increase

Install the SW.

Only in case the alarm is still on, because the machine is not cooled, proceed as follows:

- 1) Switch the machine OFF by the main switch on the back of the machine.
- 2) Let the machine cool down for 30 min
- 3) Switch the machine back ON

As mentioned above, the new SW introduces the new features in the CLEAN Cycle of the carafe in GranBaristo Mid and Base that is not explained in DFU. The enclosed sheet was created to explain the functionality to the consumers. Deliver always the attached sheet the customer.

**ADDITIONAL INFORMATION:**

**SERIAL NUMBER (First serial where solution has been implemented in production):**

TU901507021087

**IPM NUMBER (Philips Integrate Problem Management documentation reference number):**

IPM-106812

**FAQ NUMBER (for Call Center reference):**

E38\_GRANBARISTO\_MAXBREWGROUP

**INFORMATION FOR CALL CENTER:**

Change Request; CL2014110

GranBaristo Display message MAX BREW GROUP PRESSURE

**INFORMATION FOR CONSUMER:**

Delivery the attached sheet.

**HISTORY: (In green color the changes)**

27/04/2015 - Fourth release (Inserted in the CURE: HD for facilitate comprehension)

09/04/2015 - Third Release

25/03/2015 - Secund Release

12/03/2015 - First Release