



**Service information**

**Reference no.: GDA\_110994**

**Symptom**

High steam development

**Cure**

**INFO:**

Complaints regarding high steam development are not caused by the one-way valve in the inlet hose to the heater. Even though the valve does not close 100% air tight, it does not need to close 100%. a real defective valve is when the movable part in the valve is stuck or missin altogether.

Calcification of the water circuit is the main contributor to this issue. Please advice the consumer to descale the appliance more often, especially when the device starts to steam more, starts to make more noise or takes longer than usual to complete a brewing cycle. You can also proactively descale the appliance in the service center for proof.

**REMARKS:**

- 23-07-2015: Initial version