



Service information

Reference no.: GDA_111060

Symptom

Alarm Empty Drip Tray on: families involved are XELSIS, INCANTO EXEC, EXPRELIA, EXPRELIA EVO.

Cure

INFO:

You may experience a product leakage that is poured into the dispenser inside the door where the water sensor is positioned, causing the alarm "EMPTY DRIP TRAY" even if it's empty.

CURE:

Order the part number 421944057391 BLK COF.DISPENS.SEAL V2 MYB9. It's a seal,(Image1), inserted on the machines from s.n. TU901525074781 to avoid the leakage.
(Image1)



ADDITIONAL INFORMATION:

SERIAL NUMBER (First serial where solution has been implemented in production):
From s.n. TU901525074781 inserted new BLK COF.DISPENS.SEAL V2 MYB9.

IPM NUMBER (Philips Integrate Problem Management documentation reference number):
109166

FAQ NUMBER (for Call Center reference):
None.

INFORMATION FOR CALL CENTER:
None.

INFORMATION FOR CONSUMER:
None.

HISTORY:
30/07/2015 - First Release