



Service information

Reference no.: SDA_101026

Symptom

No milk recipies / no steam

Cure

INFO:

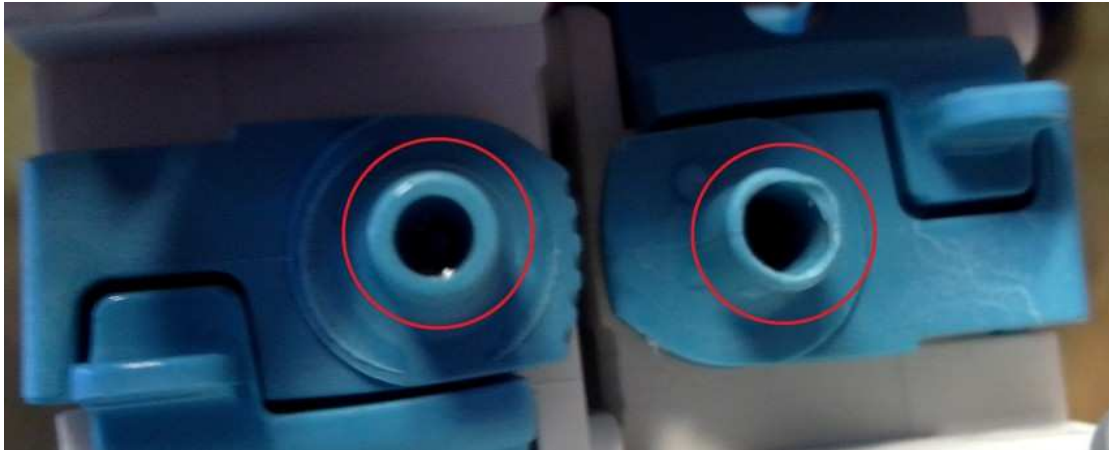
Early 2013 we changed over to a new steam circuit set-up and as a result a new steam nozzle could be implemented. This applies to HD7854 /C and HD7853 /B appliances only. The new steam nozzle has a design error where the tip on the nozzle, going into the appliance, the inner diameter is too large. as a result the connection to the internal steam circuit is closed off (completely or partially). Per Wk1338 the change to the steam nozzle has been implemented in the production.

CURE:

Replace the steam nozzle with an old model, or with a new one which will be supplied as a one-time action only. When there are no nozzles left, replace the milk container.

- 422225949282 for Senseo Latte Select HD7854 /C (/B appliances should have the nozzle of good quality, /A appliance have a different model milk container, to which this S/C does not apply)
- 422225950422 for Senseo Cappuccino Select HD7853 /B (/A appliance should have the nozzle of good quality)

Below a picture of a good nozzle (left) and a bad nozzle (right), a bad nozzle can be warped / oval of shape.



REMARKS:
05-09-2013: Initial version