



Service information

Reference no.: SDA_104881

Symptom

CALC LED doesn't turn off after descaling

Cure

INFO:

Consumers send in their Senseo Viva Cafe appliance, complaining that after descaling the Calc LED will not go out. They followed the correct procedure according to the Directions For Use or Quick Start Guide

CURE:

In WK1317 the software has been modified so that when the consumer enters the decalc procedure (pressing both 1 & 2-cups button simultaneously for more than 3 sec.) the decalc flag in the software will be dropped. This means that in case the machine is switched off (by means of the on/off switch) the LED will be off, regardless if the procedure has been completed or not.

When a consumer is complaining about the CALC LED not going off after descaling in an appliance produced before WK1317, replace the PCBA (42225951853).

REMARKS:

- 10-04-2014: Initial version