



Service information

Reference no.: SDA_106468

Symptom

Cold water leakage

Cure

INFO:

Cold water leakage observed from the base of the appliance, even when switched off.
Cause is a crack in the watertank housing part.

CURE:

When the hose from the water tank to the heater is not defective/came loose most probably there is a crack in the water container.
Check and replace housing part with the improved housing part: 996510075505.

ADDITIONAL INFORMATION:

IPM NUMBER (Philips Integrate Problem Management documentation reference number):
IPM-117159

FAQ NUMBER (for Call Center reference):
None

INFORMATION FOR CALL CENTER:
None

INFORMATION FOR CONSUMER:
None

REMARKS:

- 22-07-2014: Initial version
- 05-08-2016 Update link to IPM and change message from exchange to repair and exchange part.