

Symptom

Vibrating plate does not vibrate properly.

INFO:

Coffee beans do not fall into grinder because the vibrating plate doesn't work properly. There could be coffee residuals between the vibrating plate and the coffee bean container.

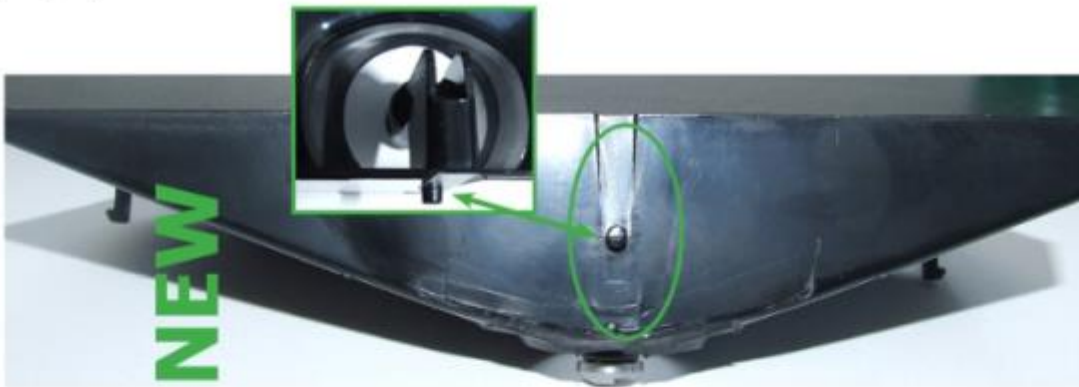
CURE:

From **SN TU901431108216** we have introduced a molded seal to prevent beans from sliding below the bean container. Image 1 - 2



From **SN TW901525318497** the bean inlet is having a pin to improve the vibration. (Image 3)

(Image 3)



(Image 4)



Actions: For affected machines (**up to SN TW901525318496**) order both:

- Bean Container: code 421944052791 BLK ADDITION.BEAN CONT.COST.V5 HGO ASSY (Image3)
- Bean Container Inlet: code 421940813151 KIT SPARES BLK REMOV.COF.CONT.HGO ASSY. Image4)

ADDITIONAL INFORMATION:

SERIAL NUMBER (First serial where solution has been implemented in production):

See above

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

100407

FAQ NUMBER (for Call Center reference):

105187 (How to clean the bean container?)

INFORMATION FOR CALL CENTER:

None.

INFORMATION FOR CONSUMER:

None.

HISTORY:

06/04/2016 - Second Release (Modified the Cure, the Symptom, action and images.)

