



**Service information**

**Reference no.: SDA\_107818**

**Symptom**

Manual descaling procedure for Xsmall.

**Cure**

**INFO:**

Shift from the actual automatic descaling procedure to the manual one with the SW update. The decision was taken in order to simplify the actual procedure and reduce the possibility that a consumer get stuck during the descaling phase.

**CURE:**

The new sw, SW v02.09.11, has been introduced on the machines from s.n.TW901434485351 onwards. **Do not update anymore the SW on the machines produced before.**

**ADDITIONAL INFORMATION:**

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

From TW901434485351

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

None

**FAQ NUMBER (for Call Center reference):**

None

**INFORMATION FOR CALL CENTER:**

None

**INFORMATION FOR CONSUMER:**

None

**REMARK:**

17/09/2014 - First review