



**Service information**

**Reference no.: SDA\_109932**

**Symptom**

Keyboard OXI in GranBaristo and GranBaristo Avanti.

**Cure**

**INFO:**  
Potential problematic feature keyboards OXI.

**CURE:**  
If the customer claims a functional problem of the keys, even if it is not identified by service during repair check, if a keyboard is mounted supplier OXI (image1),

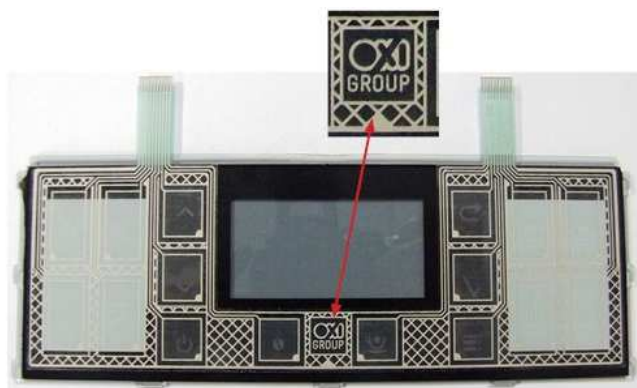


Image1

and replace it with that of the supplier Crosspoint (image2).

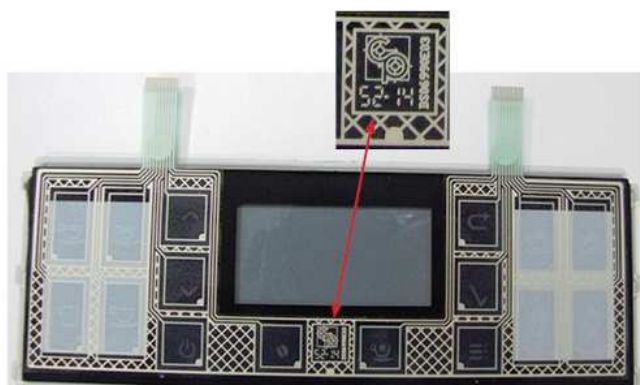


Image2

The spare parts department have in stock only the keyboard supplier Crosspoint.  
GranBaristo Avanti cod. 421944033481 TRANSP.FRONT CASING S/SCR.V2 CST ASSY  
GranBaristo cod. 421941301281 TRANSP.FRONT CASING S/SCR.CST ASSY.

**ADDITIONAL INFORMATION:**

**SERIAL NUMBER (First serial where solution has been implemented in production):**  
None.

**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.

**HISTORY:**  
20/04/2015 - First Release