



**Service information**

**Reference no.: SDA\_110517**

**Symptom**

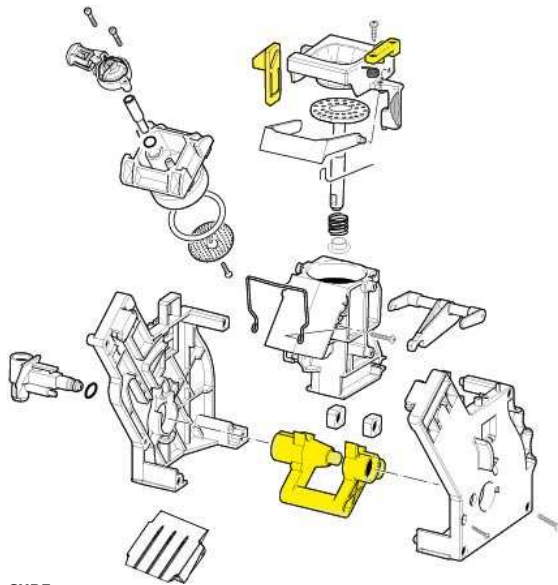
Brew Unit with yellow parts

**Cure**

**INFO:**

In order to improve both usability and visibility of the BU we are introducing the BU elbow, the coupling plate and the hopper blocking plate yellow colored (see below Image1). This action will also facilitate the communication with the call center agent during the call helping the user to better and faster identify the parts and follow the instructions in case of difficulties.

Image1



**CURE:**

In case of brew unit replacement order the new parts number in the below table:

<b>OLD Cod.</b>	<b>NEW Cod.</b>
421944028471 BLK BREW UNIT 8GR.5BAR XS4	421944052401 BLK BREW UNIT 8GR.5BAR SMR
421944036881 BLK BREW UNIT 8GR.8BAR V2 SMR	421944052461 BLK BREW UNIT 8GR.8BAR V3 SMR
421944036891 BLK BREW UNIT 8GR.8BAR V2 SBS SMR	421944052451 BLK BREW UNIT 8GR.8BAR V3 SBS SMR

In case of replacement of the only yellow parts order:

- Cod. **421944051231**- YLW BREW UNIT ELBOW SHAFT M5000
- Cod. **421944046931**- YLW BREW UNIT COUPLING PLATE V2 SMART
- Cod. **421944050711**- YLW BREWUNIT HOPPER BLOCKING PLATE SMA

**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:**

Yes.

**INFORMATION FOR CONSUMER:**

Yes

**HISTORY:**

11/06/2015 - First Release