



Service information

Reference no.: SDA_111962

Symptom

MANDATORY CHECK: verify the correct position of the Air stop in all repairs for Incanto and Gaggia Anima machines

Cure

CURE:

Up to SN: TW901550690343 the machines were assembled with five pieces of 'Air stop*', to prevent humidity going into the machine. It could happen that the position of the 'Air stop' is not ok (gaps between separate pieces) and humidity can pass through. This can cause display malfunctioning or short-circuit on the CPU board, which in turn generate other defects such as switching thermostats.

* rubber sealing located near spout behind front cover

ACTION:

1. Check the correct positioning of the air stop at each machine (Up to s.n. TW901550690343). Correct positioning without gaps between the single pieces is shown in below (Image1).
2. If there should be gaps between parts of the 'Air stop' or if it should be damaged / missing, replace it by cod. 421944063091 WHT ADH.AERSTOP UPP.CAS.COV.SMRG (Image2)

Image1

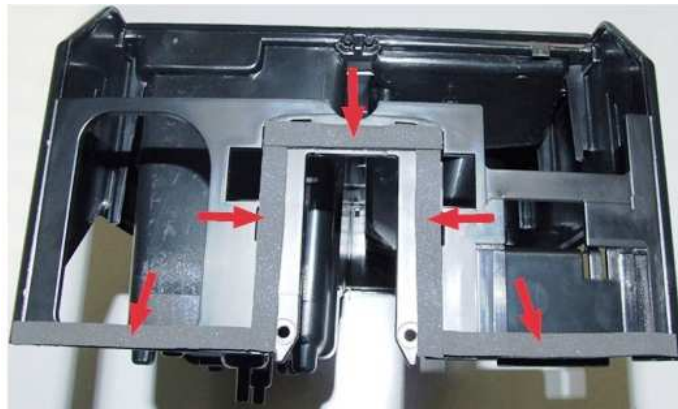


Image2



ADDITIONAL INFORMATION:

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

From s.n. TW901550690344 inserted the cod. 421944063091 WHT ADH.AERSTOP UPP.CAS.COV.SMRG

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

None.

INFORMATION FOR CONSUMER:

None.

HISTORY:

- 13/06/2016 sixth release: Modified Headline and CURE.
- 08/04/2016 Fifth release : Modified in Mandatory and CURE:
- 07/03/2016 Fourth Release : Modified the CURE.
- 25/02/2016 Third Release : Inserted the new Aerstop in Cure.
- 11/11/2015 Second Release : Changed text for better understanding
- 29/10/2015 - First review