



Service information

Reference no.: SDA_112692_E97_G-B_BLOCKEDGRIN

Symptom

Grinder and grinder funnel clogged by coffee powder

Cure

INFO:

The grinder and grinder outlet Grind&Brew appliances are blocked with coffee powder.
Products affected till wk1525 thereafter new construction /D has been applied which should have solved this problem.

UPDATE 27-06-2016:

The new construction has improved the situation but we acknowledged that there will not be a 100% fix for the clogged grinder funnel.
Important consumer identifies the problem and will clean the bean chute more often before it becomes fully clogged.

CURE:

- 1 Clean the grinder and grinder funnel.
- 2 Check if the shower head seal construction is intact and not leaking, screws are fully tightened causing to develop moist inside.
- 3 Check if the bean chute slider is working properly(open/closure) and check the valve steam sealing on function, causing excessive steam slip through.
- 4 Descale appliance in case excessive steam is built in the appliance due to clogged heater system.
5. Provide consumer letter with instructions consumer need to clean the bean chute.

NOTE:

ADDITIONAL INFORMATION 27-06-2016:

For 2nd repairs on the same issue "glogged grinder funnel" offer consumer a new Philips coffeemaker product(not G&B) or money back.

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

IPM-114127, IPM114113 ,IPM-115550, IPM-114191

FAQ NUMBER (for Call Center reference):

None

INFORMATION FOR CALL CENTER:

None

INFORMATION FOR CONSUMER:

Provide "Grind-Brew HD776x Grinder clogged repair letter" letter to consumer.

HISTORY:

25-01-2016 - First Release

27-06-2016 - Update (add consumer letter after repair, 2nd return offer different product or moneyback to consumer, no 100% solution available)