



**Service information**

**Reference no.: SDA\_113218**

**Symptom**

Production of coffee is not possible with installed Aqua clean filter on Incanto machines.

**Cure**

**INFO:**

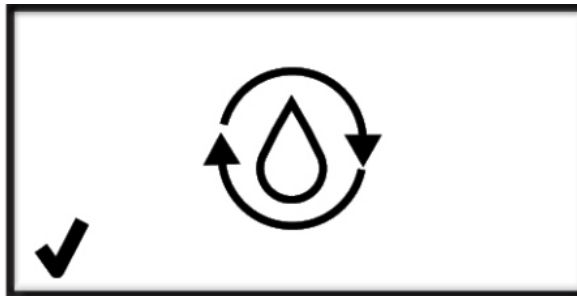
Crack in water tank (Image 2) could cause suction of air into the hydraulic circuit. This prevents correct dispensing of coffee and water products (see video in Zip format).

**CURE:**

**Possible symptoms:**

- While Aqua Clean Filter is installed:
- Production of coffee is not possible
- On hot water products, more steam than water is dispensed
- Sporadically venting required (Image1)

Image1

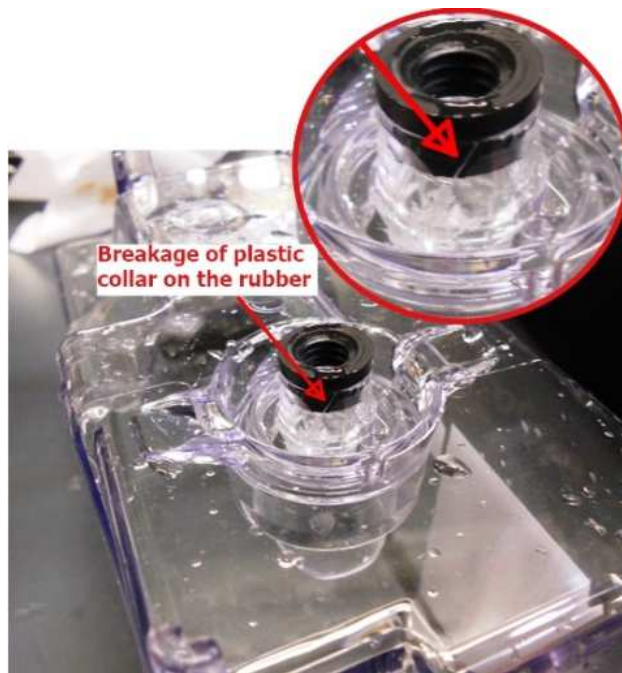


without using Aqua Clean filter.  
- Water Tank leaking

**Actions:**

Replace affected water tanks. (Crack shown in Image 2)

Image2



**ADDITIONAL INFORMATION:**

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

**IPM NUMBER (Philips Integrate Problem Management documentation reference number):**  
117163

**FAQ NUMBER (for Call Center reference):**  
None.

**INFORMATION FOR CALL CENTER:**

None.

**INFORMATION FOR CONSUMER:**

None.

**HISTORY:**

15/04/2016 - First Release