



Service information

Reference no.: SDA_113910_E97_G_B_BEAN_GRINDI

Symptom

Not all beans or beans are not grinded evenly

Cure

INFO:

Models HD7761, HD7762, HD7765 & HD7766 the beans are not grinded or not grinded evenly.
Due to the bean compartment design the bean feeding process to the grinder starts to hiccup if the bean container is less filled than 40% of coffee beans.

CURE:

Consumer message is to ensure bean compartment is filled over 40% to ensure the optimal grinding result.

ADDITIONAL INFORMATION:

IPM NUMBER (Philips Integrate Problem Management documentation reference number):
IPM-118902, IPM-117081

FAQ NUMBER (for Call Center reference):
None

INFORMATION FOR CALL CENTER:
None

INFORMATION FOR CONSUMER:
Provide service letter "xyz" to the consumer.

HISTORY:
30-06-2016 - First Release
02-08-2016 - Dutch repair letter attached.