



## Service information

Reference no.: SDA\_114129

## Symptom

Conveyor clogged and presence of the coffee powder inside the service door for Xsmall, Philips 2000 and Philips 2100

## Cure

### List of Symptoms:

- Brews no coffee;
- Only clear water comes out of the dispenser;
- Grinder works but it throws no powder into the brew unit;
- Conveyor clogged;
- Presence of coffee powder and water in the brew unit compartment;
- The piston is in high position even when the Brew Unit is in home position (the brew unit wasn't maintained by the consumer).

### Cure:

From WK 15-2016 the piston geometry was modified to:

1. reduce the splashing of water that wetting the coffee powder, this is fixed to the conveyor walls causing its clogging;
2. improve the discharge of residual water on the drip tray after coffee has been dispensed;
3. improve the sliding of the piston even in case of lack or poor maintenance of the Brew Unit.

### Action:

Clean/Replace the piston or entire assembly as shown below:

- A) Up to S.N. TW901546609697 **clean and grease** the old piston (Image1);
- B) From S.N. TW901546609698 **replace** the piston with new one (Image1).

Also follow the below instructions:

1. Before assembly, lubricate the piston in the highlighted points with grease used for the brew unit (Image 2);
2. Only if replace the piston, run "Steam Out" procedure;

### Part Code:

- 421944065791 GRY BREW UNIT INTEGR.PISTON 8GR.V3 ASSY (New piston without spring);
- 421944065811 GRY BREW UNIT 8GR.INT.PISTON GEN.V3 ASSY (New piston with spring).

Image1



Image2



**ADDITIONAL INFORMATION:**

**SERIAL NUMBER** (First serial where solution has been implemented in production):  
WK 15-2016

**IPM NUMBER** (Philips Integrate Problem Management documentation reference number):  
None

**INFORMATION FOR CONSUMER:**  
None

**HISTORY:**  
18/08/2016 - Second Release - Added note Image 1  
17/08/2016 - First Release