



Service information

Reference no.: SDA_75767

Symptom

Deformed lid, cannot close lid anymore.

Cure

INFO:

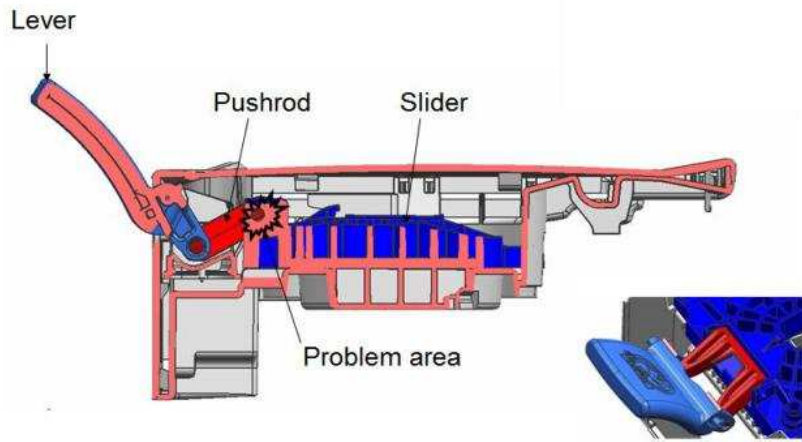
Consumers who notice that the lid/lever cannot be closed properly any more.

On the returned appliance you can visually see that the top of the lid is not flat any more.

Also the close mechanism is not working as normal.

In some rare cases even the close lid detection can be hampered.

The root cause is that consumers used the wrong podholder (1 cup) in combination with a Cappuccino pod or due to a sticking pod 2 pods end up in the 1 cup podholder, by applying more force then normal the pushrod damages.



CURE:

Exchange the pushrod 422224761310

REMARKS:

Printout consumer care leaflet and sent the attachment 42222003842.pdf with the repaired appliance with this issue. Herewith we can prevent that the same error occurs by educating the consumer.

HISTORY:

24-09-2009 added consumer care leaflet 42222003842.pdf in the attachment.