



### Service information

Reference no.: SDA\_80653

### Symptom

Plastic taste complaints

### Cure

#### INFO:

Consumers are complaining about a plastic taste to their coffee, most often when they recently bought their Senseo. The plastic taste is described as a plastic, chemical or hospital taste and is very difficult to remove from the system.

#### CURE:

The solution is to exchange the 3 way valve of the received unit. **Make sure that after replacement of the valve the entire system will be flushed with at least one complete tank of water (making a consecutive number of double coffee's, without a Pod, until all water in the tank has flushed through. This is to ensure the consumer does not make the first two cups of coffee with "old" water, and not immediately noticing the effect of the new valve.**

#### **Senseo Latte Select** HD7850, HD7852

Old 12nc 4222 25941470 exchange by new 12nc 4222 259 50831

#### **Senseo Viva Café** HD7825, HD7827, HD7835

Old 12nc 4222-259-45341 exchange by new 12nc 4222 259 50562

#### **Senseo Quadrante** HD7860 & HD7862

Old 12nc 4222-259-48821 exchange by new 12nc 4222-259-50841

#### **Senseo 2** HD7805 - HD7816 & Senseo NG HD7820 - HD7824, HD7826, HD7830 - HD7832, HD7841 - HD7843

Old 12nc 4222-259-34970 exchange by new 12nc 4222-259-50851

#### HISTORY:

- 13-12-'10 Senseo Quadrante solution added
- 02-02-'11 Senseo 2 & Senseo NG solution added
- 01-03-'11 Senseo Viva Café 3wv 12nc updated, added Senseo Latte Select
- **15-04-'11 added rinsing and flushing step, to prevent "old" water in system when appliance returned to consumer**