



Service information

Reference no.: SDA_80657

Symptom

Milk foam quality complaints

Cure

INFO:

Consumers complain about the quality and volume of the milk froth on their Cappuccino or Latte macchiato. One of the elements which contribute to this failure is that consumers not always follow up the quite extensive cleaning instruction. Due to the bad cleaning the milkfroth quality or volume will become worse over time.

CURE:

Philips developed a new frothing concept for Senseo Latte Select. The advantage of this new concept is that the unit is much more robust and will continue to work properly even if the consumer is not cleaning the unit as described in the DFU. By exchanging the milkfrothunit to the latest version most problems on milkfrothing will be solved.

Old milkfroth unit 12nc 4222 259 41730 (see image 1)



New milkfroth unit 12nc 4222 259 48791 (see image 2)



HISTORY:

12-08-'10: Image 2 updated.

12-08-'10: New milkfroth unit expected to be available wk1037 onwards.

13-09-'10: Backwards compatibility issue, we have seen that appliances produced before wk0901 could have problems to take out the

milkcontainer unit with the lever. For appliances produced before wk0901 always exchange the lever 422224758950