



**Service information**

**Reference no.: SDA\_81095**

**Symptom**

exchange of Tray Assy + Juicer Lid => HR1881/00

**Cure**

**INFO:** Unfortunately we are confronted with a quality issue at the Robust Collection Juicer HR1881/00.

The problem is, that the so called "lid detection pin" at the Juicer lid could break off, if the consumer doesn't remove the Juicer lid vertically, but tilts it over. If this happens, the appliance will not work again, because it will not be switched on due to the missing part. This could happen to every HR1881/00 Juicer lid, which is so far on the market by detaching it from the Juicer in the way described before.

There is no safety risk for the consumer, but the uncomfortable situation, that the appliance doesn't work. It concerns all products till production week 1026.

**CURE:**

**until production wk1026:** 4203 035 93191 Tray Assy+Juicer Lid  
replaces below 2 parts  
4203 035 89230 Tray Assy + drip stop  
4203 035 89290 Juicer Lid Assy

**from production wk1027 onwards:** 4203 035 93201 Tray Assy New  
4203 035 93211 Lid Assy New

**REMARK:**

For further information see attached files and corresponding FAQ's provided at the contact and support page of HR1881/00.