



Service information

Reference no.: SDA_82391

Symptom

Senseo doesn't start, low volume or doesn't heat complaints.

Cure

INFO:

If consumers are returning Senseo appliance with complaints such as Doesn't pump water, low volume or doesn't heat in below mentioned time frame, probably the failure is caused by a defective pump.

In production we identified that a batch of pumps are not performing as normal.

This problem applies for the whole Senseo range.

Suspicious production date appliance: week 1025 till 1035

Suspicious production date Pump: 24/06/10 till 12/08/10

CURE:

Replace the pump 422225937240 if the above mentioned date's are applicable for given production week and symptom.

Always check and adjust the volume of the appliance once the pump has been replaced, see instruction in the Service manual.

REMARKS:

Partially the defective pump batch will be reworked by the supplier.

The reworked pumps can be identified by a green sticker.