



Service information

Reference no.: SDA_83537

Symptom

Coffee leakage behind the spout

Cure

INFO:

From the initial Fast Feedback it has come to our attention that some Senseo Viva Café appliances suffer from coffee leakage behind the spout. The rootcause for the leakage was traced back to the coffee collector, in some cases the coffee can leak behind the spout.



CURE:

Remove the collector and spout, and clean the stained surfaces of the appliance thoroughly. Supply a new coffee collector (4222 247 42551) with the appliance.

REMARK:

With the improved coffee collector design, the Pod Holders do not need to be replaced anymore.