



Service information

Reference no.: SDA_83539

Symptom

Water leakage (from the Water Container)

Cure

INFO:

From the initial Fast Feedback it has come to our attention that some Senseo Viva Café appliances suffer from water leakage at the ultrasonic weld at the bottom of the Water Container. Leakage does not need to be observed immediately, it can take anywhere from several seconds to half an hour before the leakage becomes visible. A typical consumer complaint can be that a puddle of water has formed underneath the appliance overnight. Or drops of water appear on either bottom left or bottom right side of the Water Container, after wiping them they reappear. To check for this problem fill the water container with plain tap water to the upper level and place the water container aside for approx. 30 mins. After 30 mins, check for signs of leakage.



CURE:

Replace the Water Container, please order the water container using the 12nc you can find in the Service Manual belonging to the appliance.