



Service information

Reference no.: SDA_83540

Symptom

Vibrations

Cure

INFO:

From the initial Fast Feedback it has come to our attention that some Senseo Viva Café appliances suffer from extreme vibrations. The rootcause has been traced back to several attention points during assembly, which correspondingly have to be checked by service.

First remove the Drip Tray Cover and the Drip Tray itself. Check if a cup placed underneath the spout moves or vibrates during the brewing process.

CURE:

If the cup doesn't move:

- Check the flatness of the metal driptray, place on an even surface and check flatness, replace if flatness deviates more than 0,5 mm. When the problem persists, check items below as well.

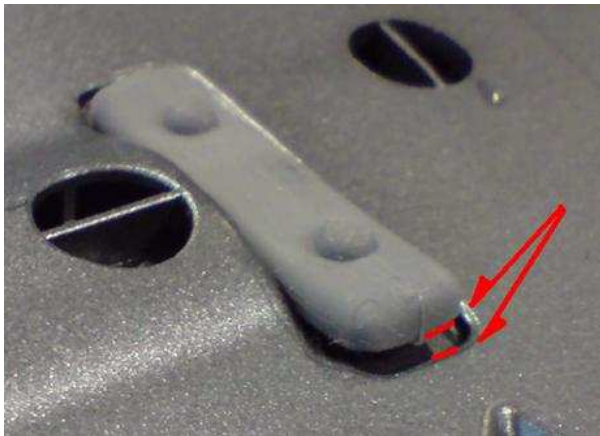
If the cup moves:

- **Check if the boiler mount is ok (didn't snap off)**- Check for correct placement of the pump, dampers, and ty-wraps

Make sure the pump is placed level, per example, picture below is not OK! Pump is touching damper and base housing



Make sure the dampers are installed correctly, per example, picture below is not OK!



And the ty-wraps face 90° right (facing the appliance from behind).



17-05-2011 Added possibility of boiler mount snapping off, when the appliance is transported or roughly handled with a full boiler.