

**Service information**

**Reference no.: SDA\_83541**

**Symptom**

Coffee leakage behind the spout of Senseo Quadrante

**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 Pod Holder(s), the mounting of the plastic plate in the metal supports appears to be more critical than expected (though within specification).



**CURE:**

~~Remove the collector and spout, and clean the stained surfaces of the appliance thoroughly. Supply new Pod Holders (1 & 2 cups) with the appliance.~~

Supply a new collector (4222 247 61280, on stock >WK1125) with the appliance, the new collector in combination with the pad holders will make sure no more leakage can occur. Do not replace the pod holders anymore.

**REMARK:**

A new collector design is finished, the stock @DHL will be converted >WK1125 Do NOT replace the pod holders anymore.