



Service information

Reference no.: SDA_83690

Symptom

HD7740 My filter opens during use.

Cure

INFO:

HD7740, HD775 and HD7753 coffee maker. A failure occurred with the closing mechanism of the filter holder. During grinding/brewing it is possible that the filter basket unlocks and water/coffee flows over the jug, coffee machine and makes a mess on the kitchen top.

CURE:

Replace the Locking mechanism of the filter holder. The locking mechanism can be reached by removing the top cover of the appliance (refer to the Service manual for detailed instructions), the locking mechanism is on the right side of the appliance (when facing the front). It is held in place by one screw. The locking mechanism is available as 12nc: **422245953651**.

Several service centers have observed that in some cases also the filter holder needs replacement, because of deformation. In any case first replace the locker, when the problem persists, replace the filter holder as well. (The original lock was made of PP, which deforms easily when exposed to steam, Later models has been moulded from ABS, not suffering from this issue.)

REMARKS:

Update **13-09-2011** When the locker doesn't resolve the issue also replace the filterholder.

Update **27-06-2011** No longer replace the Filter holder housing, replace the locking mechanism instead.