



Service information

Symptom

My Senseo is leaking Coffee at the spout (between the spout and the housing)

Cure

INFO:

Customer question; My Senseo is leaking Coffee at the spout (between the spout and the housing)
Models viva café: HD7825, HD7827, HD7835
Spare Part: Viva café collector: 4222 247 42551
Infective Production nr (Year/week nr) Products produced before week 1102 are infected.

CURE:

Leakage at the spout is caused by an infective collector. Replace the collector: 4222 247 42551.

Reference no.: SDA_84867

UBL Bulletin DAP RV029

Title: my Senseo is leaking at the spout
From: Ruud Verbeek
Valid Country: EEU
Information for: All FL/BL agents
Date: 12//01/2011



General Description:

- ✚ Customer question; My Senseo is leaking Coffee at the spout (between the spout and the housing)

Models viva cafe: HD7825, HD7827, HD7835

Part:

Viva café collector: 4222 247 42551



Infective Production nr (Year/week nr)

Year / week nr: Products produced before week 1102 are infected.

Solution:

Leakage at the spout is caused by an infective collector. Send the consumer a new collector and advise the consumers to clean the spout properly.

Cleaning

Never immerse the SENSEO® coffee machine in water.

- 1 Always unplug the machine before you clean it.
- 2 Clean the outside of the machine with a moist cloth.
- 3 Remove the coffee collector.
- 4 Take the coffee spout out of the machine by sliding it upwards.

Note: You can only remove the coffee spout after you have removed the coffee collector.



Actions to be taken:

Team Managers to inform all agents accordingly.