



Service information

Reference no.: SDA_85513

Symptom

Broken spout cover Senseo Viva Café

Cure

INFO:

During transport the spout cover of the Senseo Viva Café can get damaged, only appliances produced before WK1112 can be affected.

CURE:

Replace the spout cover

REMARK:

The design of the spout cover has been adapted, a radius will be added to increase the strenght of top part of the spout cover. Implented in production WK1112. Call centers will be instructed to send a new spout cover FOC when this problem occurs, to prevent unnecessary service intervention.