

Servicer Network Support

Reference no.: SDA_85585

Service information

Symptom

Original grey water container smells to plastic

Cure

INFO: It was discovered that strange smells can originate from the grey colored Water Container supplied with the High End Senseo Viva Café model. It was decided to stop production of the grey Water Container immediately.

CURE: In case of any odor or smell related complaint. exchange the (grey colored) Water Container

REMARK: The original code has been redirected to the code of the blue colored Water Container.