



Service information

Reference no.: SDA_86221

Symptom

Coating layer wear off due to abrasion of Basketholder Airfryer

Cure

SYMPTOM

Symptom 1. Blisters at the bottom of the pan



Symptom 2. Coating layer wear off due to abrasion from Basketholder (Pan)



INFO:

Symptom 1: Blisters are caused by a production failure.

Symptom 2: Issue is a known symptom caused by normal usage. Layer is damaged but no rust will occur and it doesnot have a negative and/or disadvantage effect on the taste of the food which will be prepared.

CURE:

Symptom 1: Customer needs to receive a new pan. Symptom will not occur again with a new pan.

Symptom 2: Pan doesnot need to be replaced. Issue will happen again by normal use. Layer is damaged but no rust will occur and it doesnot have a negative and/or disadvantage effect on the taste of the food which will be prepared.

~~REMARK (added 29-4-2011) :~~

~~Symptom 2 will not occur again anymore when new tools are used per Q3-2011.~~

REMARK (added 10-4-2011) :

Symptom 2 will not occur anymore with appliances from production week 46 (2011) and onwards (change involves the use of a plastic part instead of metal guidance). However, it is not possible to change the metal guidance to the plastic guidance in the service centre because there are other several separate

parts that needs to be changed as well. Therefore, appliances from BEFORE week 46 (2011) will even after exchanging the basketholder/pan still have the same problem after some time as mentioned in the cure above.