



Service information

Reference no.: SDA_86275

Symptom

Cups only half filled OR Appliance shuts off during brewing

Cure

INFO:

The consumer complaint for this issue can either be: "My cups are only half filled, when i make my Senseo coffee" or "My appliance shuts down during brewing of my Senseo coffee". The effect is similar, the cups will only be partially filled. Normal behaviour would be that the appliance remains turned on for an hour after the last cup of Senseo was made. It was discovered that the value of the large Yellow Capacitor C1 on the main PCB deteriorates over time. When this happens there will be a voltage drop during max load, causing the appliance to switch back to stand-by/off mode.

CURE:

Please be aware!: Only replace Yellow DAIN capcitors for a Blue EPCOS capacitor. Appliances already equiped with a blue EPCOS capacitor do not need to be reworked!!

New Repair policy: When the above symptom occurs, a component level repair of the PCBA is allowed, Capacitor C1 needs to be replaced. Replacement capacitors are available under 12nc **996510047409. Please be aware that the original yellow capacitor from manufacturer DAIN has been replaced by a blue capacitor from manufacturer EPCOS. Internally this is a different make and model. Please refer to the attached powerpoint for more detailed instructions.**

Per the following dates the new Epcos capacitor is used in production.

- Senseo II WK**1143** (HD781x)
- Senseo Viva Café LE / ME WK1140 (HD7825, HD7826, HD7827)
- Senseo Viva Café HE / Strenth Select WK1139 (HD7835, HD7828)
- Senseo Quadrante WK**1138** (HD786x)

REMARKS:

- Update 26-01-2012: Only yellow capacitors should be replaced, blue capacitors are not affected.
- Update 11-11-2011: Adapted implementations dates for SII and Senseo Quadrante to reality. And added Senseo Viva Café ECO (HD7826)
- Update 05-10-2011: Proactive repair process initiated on this topic. Yellow DAIN capacitor has been introduced from the beginning of 2010, appliances produced before that moment are not affected.
- Update 29-09-2011: added implementation dates for improvement in production
- Update **26-07-2011**: Change from replace PCBA to component level repair PCBA in Senseo Quadrante & Senseo Viva Café. On Senseo II / Senseo New Generation PCBAs the capacitor cannot be replaced because the leads of the capacitor on the solder side of the PCBA have been bent, removal of the capacitor may cause damage to the PCBA, and is therefore not allowed (replace the PCBA).
- This issue was discovered to be severely present in Senseo Quadrante but also Senseo Viva Café and Senseo II models have been identified suffering from this issue.
- This is NOT a typical zero-hour failure.