



Service information

Reference no.: SDA_86558

Symptom

Extreme vibrations and possibly water underneath the appliance

Cure

INFO:

When a Senseo Viva Café appliance is being transported (or handled too rough) there is a possibility that the plastic boiler mount can snap off. It is most likely this will happen when, for instance, the box in which an appliance is packed is dropped. When the impact was large enough there is also a chance the hose from the three way valve to the brewhead can become loose. The result of these occurrences will be an extremely noisy and vibrating appliance, with the possibility of water running out from the bottom of the appliance.

CURE:

Replace the brewhead, remount the boiler and reattach the hose between the brewhead and the three way valve.