



**Service information**

**Reference no.: SDA\_87041**

**Symptom**

Epilator - Model HP6576 and HP6578 electronic failure battery does not load.

**Cure**

**INFO:**

**Epilator - Model HP6576 and HP6578 electronic failure battery does not load.** HP6576 and 6578 are appliances with washable Epilating head. See DFU and quick start guide.

Customer does not take off the head to clean it under the tap but put the whole appliance with the head under the tap.

Therefore water can come on the electronic-print of the appliance.

Through the water the electronic failed and the appliance cannot charge anymore.

But also the whole electronic function can fail.

**Cure:**

**If there are sign of water inside the unit on the PCB, inform the customer that this failure happened due to not following the DFU.**

**We should wash only the head not the whole appliance.**

**(See quick Start Guide picture 7)**

Material 7NC: 8846576  
8846578

**Remarks:** --

**IRIS CODE:**11F; 120; 121

**History:**