



Service information

Reference no.: SDA_87588

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!!

Per 19-03-2012 component level repair is mandatory for Senseo 2 / Senseo New Generation models. Please refer to attached documents for instructions.

We have prepared 2 instructions:

The preferred method is by using a de-soldering station.

If no de-soldering station is available there is an alternative instruction.

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

- Senseo II WK1143 (HD781x)

REMARKS:

- Update 19-03-2012: component level repair also applies to S2 / SNG

- Update 01-02-2012: Added HD7824

- Update 26-01-2012: Only yellow capacitors should be replaced, blue capacitors are not affected.

- Update 11-11-2011: Adapted implementation date of the improved PCBA to reality (WK1139).

- 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 (in case of doubt please check!).

- Update 29-09-2011: added implementation date for improvement in production