



Service information

Reference no.: SDA_88649

Symptom

Difficulty to remove the filter for two cups in Poemia

Cure

INFO:

Poemia line: the customer complains about excessive difficulty to extract the two cups filter from the filter holder.

CURE:

Replace the filter holder's spring and the filter for pods by the kit code 20007036. In addition to the spring, in the kit there is also the filter for pods, because the original filter for pods may not remain correctly inserted in the filter holder with the new spring.

