



Service information

Reference no.: SDA_91604

Symptom

General complaints about taste of the coffee

Cure

INFO:

We have seen complaints from the field concerning taste of the coffee, a lot of these complaints do not have a technical defect as a rootcause.

CURE:

When no failure has been found in the appliance, please inform the consumer that the Philips Grind & Brew appliances (HD7740, HD7751 & HD7753) are not suitable to be used with Espresso type beans. These beans have been produced to give optimal flavor when the extraction process takes place under high pressure (like espresso appliance have). As the Grind & Brew is a drip-filter appliance, it is better to use a "normal" type of coffeebean in the cosumers' preferred roast.

REMARKS:

- 24-02-2012 Initial version