



Service information

Reference no.: SDA_92180

Symptom

Screw pillar of the base plate broken

Cure

INFO:

Via IPM system and Quality feedback we received complaints about easy breaking screw pillars on the base plate of Senseo Viva Cafe, all models. In production possibilities have been found to solidify the construction, for service new baseplates are required.

CURE:

The most frequently requested base plates have been made available for service. The following part no's are in scope:

- 422224763401 Base plate Bangkok Beige for HD7825/3x series
- 422224762731 Base plate Deep black for HD7825/6x series
- 422224763281 Base plate Blue for HD7825/7x series
- 422224763971 Base plate Deep red for HD7825/8x series
- 422225947052 Base plate Soft shimmer for HD7827/5x series
- 422225948332 Base plate Beluga for HD7835/1x series

REMARKS:

04-03-2012: Initial version