



Service information

Reference no.: SDA_92183

Symptom

Low milkvolume / poor milkfroth quality

Cure

INFO:

For the milk recipes drinks, we have indentified that there has been a batch of products where there is quite some variation in the total in-cup volume. (<60cc – 120cc, which should be for cappuccino for example 120cc). This is due the fact the milk frothing mechanism is not function correctly. We expect consumers will complain that the in cup volume will not be according the pictures displayed on the box. Due to an excessive amount of grease in the steam pump the inside of thermoblock becomes covered with this grease, This grease needs to removed, we propose to do this by flushing it out with an **approved** degreaser (citric acid is the only form of degreaser allowed). After doing the math we expect that <1% of the appliances produced between **WK1142 and WK1212**.

CURE:

- Please follow the instructions as laid out in attached document Both Senseo Latte Select as Senseo Cappuccino Select are covered.

REMARKS:

03-04-2012: Initial version
19-04-2012: Updated instruction set
20-04-2012: Adapted production slot