



Service information

Reference no.: SDA_93683

Symptom

HD7751: 30 mins keep warm time / freshness indicator issues

Cure

INFO:

All HD7751 appliances have been upgraded to 120 mins keep warm time from WK1227 onwards. By mistake the User manual has already been updated from WK1201, and the freshness indicator on the UI display already from WK1208 onwards. Consumers may complain that their User manual states the coffee should remain warm for 120 mins, while in reality already after 30 mins the coffee becomes cold(er). Or consumer may complain that the Freshness indicator indicates the coffee is still fresh, while in fact the coffee is already cold after 30 mins.

CURE:

A software upgrade is implemented in the UI panel (**996510049916**), please replace it. All UI panels delivered from the warehouse after WK1227 are loaded with the latest software. Only replace the UI panel when the consumer specifically complains about this issue.

REMARKS:

02-07-2012: Initial version