



Service information

Reference no.: SDA_94524

Symptom

Water leakage after pump replacement

Cure

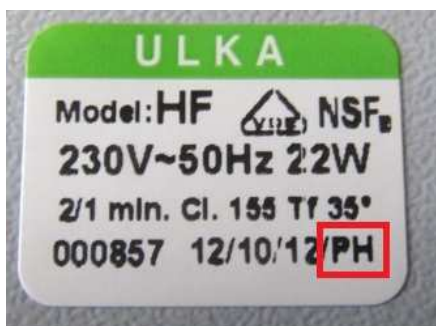
INFO:

From several service centers it was heard that appliances where a pump has been replaced sometimes leak water, or are being sent back by consumers for a repeat repair because of leakage complaints. From analysis it appears pumps can suffer from backflow (water flowing back in the opposite direction, from the boiler back into the water container).

CURE:

When the appliance shows signs of clean water leakage, change the pump, any pump delivered by DHL after 02-11-2012 does not suffer from this problem, all stock has been replenished. [Old stock in the local Service Organisations is not allowed to be used for repair anymore!](#)

The new pump can be identified by the "/PH" addition on the date stamp on the sticker



REMARKS:

- 21-08-2012: Initial version
- 30-08-2012: new pictures of backflow situation
- 07-11-2012: new pumps available at DHL
- 22-11-2012: old pumps are not allowed to be used anymore, return all stock to DHL, old stock will be credited.
- 26-11-2012: added "/PH" sticker.
- 23-01-2013: Removed the check procedure which was interim solution, new pumps are now widely available.