



Service information

Reference no.: SDA_95550

Symptom

Descaling light does not go out after descaling

Cure

INFO:

Consumers send in their Senseo Viva Cafe appliance, complaining that after descaling the Calc LED will not go out. They followed the correct procedure according to the Directions For Use or Quick Start Guide.

CURE:

There has been an extended period of 18 months where we have communicated the wrong descaling procedure in the DFU and QSG, this has been corrected October 2011 (wk1144). Please provide the attached PDF printed on plain a4 paper for all Viva Café appliances produced before wk1144 after every repair. This will prevent repeat repairs on this issue.

REMARKS:

- 01-11-2012: initial version
- 01-02-2013: attached local languages descale instruction. (NL, NL-BE, FR, DE)
- 14-03-2013: Instruction adapted, only insert descaling letter for appliances produced before wk1144