



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). In WK1350 the software has been modified so that when the consumer enters the decalc procedure (pressing both 1 & 2-cups button simultaneously) the decalc flag in the software will be dropped. This means that in case the machine is switched off (by means of the on/off switch) the LED will be off, regardless if the procedure has been completed or not.

When a consumer is complaining about the CALC LED not going off after descaling in an appliance produced before WK1350, replace the PCBA (HD7825: 422225952721, HD7828: 422225948881).

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
- 10-04-2014: Software has been changed, replace PCBA in case of Calc LED not off complaints.