



Service information

Reference no.: SDA_97710

Symptom

The food steamer does not work or the timer gets stuck at 20 MIN.

Cure

INFO:

The Avance food steamers HD9190, HD9189, HD9171, HD9170, HD9150 and HD9149 come from the factory with a (black) protection sticker on the display of the appliances. This sticker should of course be removed before using the food steamer. Customers who did not remove the sticker complain that their appliance does not work at all, which is logical since the display is a sensitive-touch display! Customers might also complain that the timer gets stuck at 20 minutes, this could also be caused by not removing the sticker.

CURE:

Remove the sticker.

IMPROVEMENT:

The sticker will be either improved (transparent or better indication to remove it) or will be left out at all, in due course.

Display with sticker (without Power)

Display without sticker (with Power)

