



### Service information

**Reference no.: SDA\_98146**

### Symptom

Steaming appliance or TCO interrupted, not the Boiler element

### Cure

#### INFO:

From the field we see a lot of consumer complaints regarding (spontaneous) steaming appliances, and also we see the service centers are struggling to find the rootcause.

This issue can have several causes:

- Software bug, causing the boiler to keep on heating even though boiling temperature has been reached (only in Stand-by, ready for use situation)
- Interference from an external source causing the boiler to keep on heating even though boiling temperature has been reached (only in Stand-by, ready for use situation)
- Defective boiler TRIAC, causing the boiler to keep on heating even though boiling temperature has been reached

When the steaming continues long enough, all water in the boiler will evaporate, as a result the TCO will be activated as a precaution, and stop the continuous heating. In this case the heating will stop before the boiler's element becomes interrupted. An interrupted TCO is a very clear indication for this issue, but does not always need to be the case.

#### CURE:

Any appliance produced before WK1214, an NSE is required.

Please apply the following IRIS code: **2 N2F SYS A1 Z4 IPM89522**

- Condition code: 2 Intermittently
- Symptom code: N2F - Overflowing
- Section code: SYS - System control / Logic section
- Defect code: A1 - Misoperating
- Repair code: Z4 - Product exchange (impossible to repair)
- Location code: IPM89522

For those countries still following authorization procedure, as reference indicate IPM89522.

Else, when a consumer complains about a steaming appliance, replace the PCBA (422225950283), the stock at DHL is not infected. In case of a new PCBA the brewhead switch needs to be removed according to SDA\_92177 - Appliance starts brewing by itself.

#### REMARKS:

03-05-2013: Initial version

19-11-2013: added forced NSE