

<b>T.I. no.:</b> 2024-10 <b>Updated:</b> -	<b>Topic:</b> New combination sensor for closed drip tray
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<b>Date:</b> 29.07.2024	<b>Priority and need for action</b> <input type="checkbox"/> High: as soon as possible <input checked="" type="checkbox"/> Medium: on next visit to the machine <input type="checkbox"/> Low: FYI only
<b>Affected machines:</b> SKYE	
<b>Up to serial number:</b> 2418xxxxxx	
<b>Start date:</b> immediately	

## DESCRIPTION

For the closed drip tray, a new calibrated combination sensor (100386 Index C) is available for optimising water level detection in the drip tray.

### Combination sensor 100386 Index C

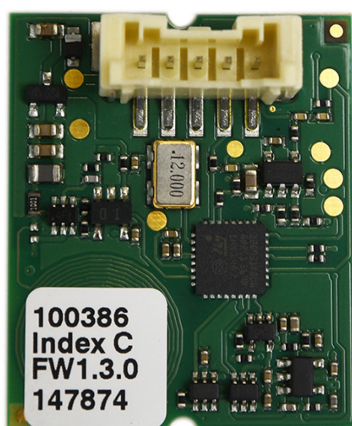


Figure 1: Combination sensor 100386 with Index C

## PREREQUISITES FOR INSTALLATION

- Note the following prerequisites in terms of the machine serial number and software version.

### Machine serial number

Machine type: Schaerer Coffee Skye

Up to serial number: 2418xxxxxx

- If required, install the new 100386 Index C combination sensor for the closed SKYE drip tray **up to** serial number 2418xxxxxx.

### Software

Machine type: Schaerer Coffee Skye

Software version: 5.24.7

- Install software version 5.24.7 on the machine by production week 2415xxxxxx.  
(Later machines will already have this software version installed at the factory).

Software version 5.24.7 has an integrated software wizard that shows an animation for wiping the area around the sensor dry after draining the drip tray.

## ORDER

The combination sensor can be ordered free of charge from Sales Support [sales.export@schaerer.com](mailto:sales.export@schaerer.com) using the machine serial number (if newer than 2418xxxxxx) up to and including 30 September 2024.

## Material return

- ▶ After replacement, package and label the old sensor and return it.
- ▶ Write the following information on the label:
  - > Machine number
  - > Date of installation and removal

## Return address

Schaerer AG  
Quality control  
Niedermattstrasse 3b  
4528 Zuchwil  
Switzerland

## More information

For more information on the affected machines, contact **Technical Support**:

## Service contact

Global Technical Support Team  
GBU Professional Coffee Machines

- > Support hotline: +41 32 681 62 75 (10:00-11:30 a.m. CET/ 3:00-4:30 p.m. CET)
- > Support e-mail: [technical-support@schaerer.com](mailto:technical-support@schaerer.com)