

<b>T.I. no.: 2017 - 17</b> Updated: -	<b>Topic: Water tank and milk foam system</b>
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<b>Date: 04.09.2017</b>	<b>Priority</b>	<b>Need for action</b>
Affected machines: SCClub	High	As soon as possible
From serial number: -	X Medium	X On next visit to the machine
As of date: -	Low	FYI only

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## NEW FUNCTIONS AND IMPROVEMENTS

The following is an overview of the improvements:

**Improvements:**

- Optimised level sensor (capacitive combi sensor)
- Milk nozzles - batch error eliminated (suction chamber connection warm / cold)
- Optimised water tank

## Optimised level sensor (capacitive combi sensor)

Machines with the following serial numbers are already equipped with the optimised level sensors:

690, 692, 694, 695, 977, 1031, 1035, 1037, 1038, 1043, 1046-1049, 1051-1060, 1062, 1064-1069, 1083-1086, 1088, 1090-1105, 1107, 1110-1113, 1115, 1116, 1118-1130, 1179-1193, 1206, 1223, 1225-1228, 1230, 1248-1253, 1259, 1266-1274, 1285, 1287, 1290, 1294, 1295, 1297-1300, 1302-1304, 1306-1315, 1317-1322, 1332, 1333, 1335, 1340 and consecutively from 1349 on

### REASON FOR CHANGE:

The following messages from the field made it necessary to adapt the empty message sensor technology on the level sensor:

- Water tank is drained empty in tank machines
- Water tank is not automatically filled in mains water supply machines

In both cases, air is pulled into the boiler water system until the F161 or F162 error messages are generated or the "Time out when filling water tank" error message is displayed.

Decisive for this is altered behaviour between the level sensor and the surrounding conditions of the water tank, water tank height and device gap sizes.

### SOLUTION:

Optimised level sensor

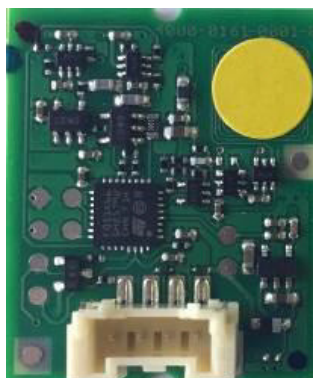
The internal software for the optimized level sensor has been adapted to the altered surrounding conditions. In doing so, the empty message threshold was increased so that the display message for filling the water tank appears on-time for tank machines and automatic refilling is triggered on-time for mains water supply machines.

- Stocks have been corrected, only updated level sensors will be delivered for new orders. (Available CW 37))

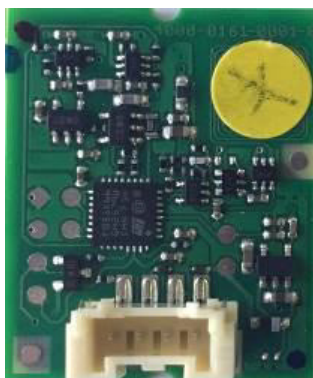
### NEW VERSION DISTINGUISHING FEATURES

- All level sensors shown here have the same hardware and software version and can be used without limitations.

Yellow dot



Yellow dot with cross



White label with production number



White label with production date and hardware version



## Milk nozzles - batch error eliminated (suction chamber connection warm / cold)

Machines with the following serial numbers are not affected by the faulty batch delivery and are equipped with functioning milk nozzles:

72-246, 248-255, 257-284, 690, 692, 694, 695, 977, 1035, 1037, 1038, 1043, 1046-1049, 1052-1057, 1059, 1060, 1062, 1064, 1066, 1083, 1084, 1085, 1088, 1090, 1092, 1093, 1095-1099, 1101-1103, 1106, 1107, 1109, 1110-1113, 1116, 1117, 1119, 1121-1125, 1127-1130, 1193, 1206, 1213, 1222, 1223, 1225-1228, 1230, 1259, 1267-1270, 1285, 1287, 1295, 1297, 1298, 1304, 1306, 1332, 1333, 1335, 1340 and consecutively from 1349 on

### REASON FOR CHANGE:

The following messages from the field made it necessary to adapt the milk nozzles (green and orange) on the level sensor:

- Milk is not sucked up
- Milk/Milk foam dispensing is not consistent, sprays

The reason for these messages is a supplier-side batch problem with defective milk nozzles which could potentially fail after a short operating time (typically within about 2 weeks).

Since the parts do not have a batch ID, visual detection of potentially defective parts is not possible. The colourful elastomer base part (green or orange) of the affected milk nozzles detaches from the white nozzle part and/or the bore holes in the nozzle part are not dimensionally accurate.



### SOLUTION:

Optimised milk nozzles

The supplier's production process for the milk nozzles has been optimised and an outgoing goods inspection ensures that only good parts are delivered.

- Stocks have been corrected, only updated milk nozzles will be delivered for new orders. (Available CW 37)

### ACTION IN THE FIELD:

- Sort out personal stocks / spare part stocks
  - > Send parts back to the factory for credit (you can find the return address at the end of this info sheet)
- Order new milk nozzles
- Replace the milk nozzles in machines if needed, e.g. if the error is present - send the parts back to the factory for credit

The following parts are required per machine:

- 1x - 33.4089.7100 green milk nozzle (suction chamber connection warm)
- 1x - 33.4089.7000 orange milk nozzle (suction chamber connection cold)

### IMPORTANT TECHNICAL NOTE - NOT A DISTINGUISHING FEATURE

There are unfortunately no distinguishing features on the milk nozzles, which means it is not possible to evaluate whether the parts which have already been delivered are good or potentially bad. Make sure that good parts (from new orders) and potential bad parts (in your stocks / spare part stocks) are not mixed.

## Optimised water tank

### REASON FOR CHANGE:

Very few messages from the field have reported that the base of the water tank leaks. The reason for this is a defective batch of water tanks in which the material was not completely hardened during the production process.

Since the parts have a unique ID, visual detection of potentially defective parts is possible.

### SOLUTION:

Optimised water tank

The supplier's production process for the water tanks has been optimised and an outgoing goods inspection ensures that only good parts are delivered.

- Stocks have been corrected, only updated water tanks will be delivered for new orders. (Available CW 37))

### ACTION IN THE FIELD:

- Check personal stocks / spare part stocks, sort out if necessary
  - > Fill the water tank completely with water and set it on a dry, absorbent base (e.g. paper towel, kitchen towel). If moisture collects on the base after a short period of time, the water tank must be discarded.
- Order new water tanks
- Replace the water tank in the affected machines or send the customer a new water tank.

The following parts are needed per affected machine:

1x – 33.4057.9000 water tank

### DISTINGUISHING FEATURES OF POTENTIALLY AFFECTED WATER TANKS:

Potentially affected water tanks can be uniquely assigned to the date of manufacture. The date of manufacture can be found embossed on the base - all water tanks with date of manufacture 11/16 could be affected.



Month embossing / 11

Year embossing / 16

### Return address:

schaerer AG  
z.H. Q-Kontrolle  
Allmendweg 8  
CH-4528 Zuchwil