

T.I. no.: 2019 - 13 Updated: -	Topic: Faulty Coffeepure formula and Milkpure powder handling
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Date: 29.08.2019	Priority	Need for action
Affected machines: -	High	As soon as possible
From serial number: -	Medium	On next visit to the machine
As of date: -	X Low	X FYI only

COFFEEPURE TABLETS (065221) DISSOLVING IN THE PACKAGING

Due to a change to the composition of Coffeepure tablets, they sometimes dissolve when still in the packaging.



Replacement is possible, but the stocks are also partially affected.

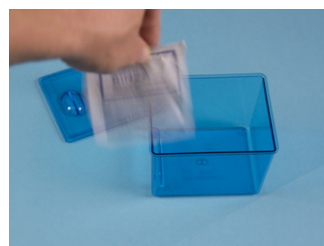
The cause is unknown and cleaning tablets with a new formula will be available starting in October.

USING MILKPURE POWDER (075351) CORRECTLY

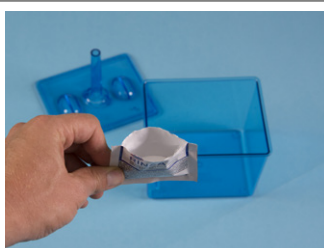
If handled incorrectly, the Milkpure powder can create dust. To prevent this, the powder must be poured into the cleaning container as described in the following.



1. Take the sachet out of the packaging.



2. Shake the sachet so the powder collects at the bottom.



3. Completely tear open the sachet.



4. Empty the sachet into the container; do not shake it when doing so.

A solution to ensure the Milkpure powder will create less dust is in the works.

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