

T.I. no.: 2024-11
Updated: -

Topic: Installation position of descaling valve V19 rotated through 180° (SKYE with mains water supply)

Date: 11.11.2024

Affected machines: SKYE

Up to serial number: 2438xxxxxx

Start date: immediately

Priority and need for action

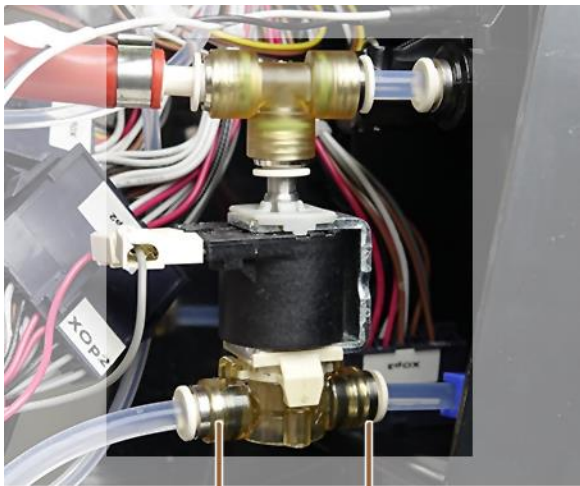
- High: as soon as possible
- Medium: on next visit to the machine
- Low: FYI only

DESCRIPTION AND SOLUTION OF PROBLEM

In-house tests and analyses have shown that the descaling valve V19 triggers an irregular water flow in some machines. To prevent this from happening, the installation position of the descaling valve V19 has been rotated through 180°. This ensures that the water pressure system is optimised, and the water flow constant.

Rotate descaling valve V19 through 180°

Valve connections

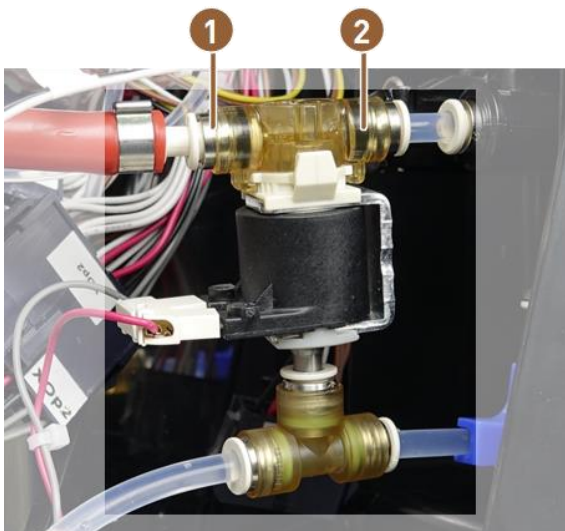


1 2

Figure 1: Descaling valve V19 in the original installation position



180°



1 2

Figure 2: Descaling valve V19 rotated through 180°

- 1 Valve connection 1 towards mains water supply
- 2 Valve connection 2 towards descaling connection **Up-time!**

- Rotate the descaling valve through 180°. Do not swap over the connections by mistake.

The descaling valve V19 is rotated through 180°.

- 1 Valve connection 1 towards water pump
- 2 Valve connection 2 towards descaling **Uptime!**

RECOMMENDED ACTION

If visiting one of the affected machines.

The descaling valve V19 must be placed in the new installation position by a trained service employee.

- ▶ Rotate the descaling valve V19 through 180°.
- ▶ Perform a function test.

From machine serial number

Machine type: Schaerer Coffee Skye

For machines in customers' hands from the manufacturer date of calendar week 38/2024 and serial number 2438247556, the descaling valve V19 is rotated through 180°.

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