

T.I. no.: 2020 - 04 Updated: -	Topic: Safety thermostat
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Date: 26.02.2020
Affected machines: Various*
From serial number: 4019.../ to 2006...
As of date: Immediately
[*] See table of "Affected machines"

Priority	
	High
X	Medium
	Low

Need for action	
	As soon as possible
X	On next visit to the machine
	FYI only

DESCRIPTION OF THE PROBLEM

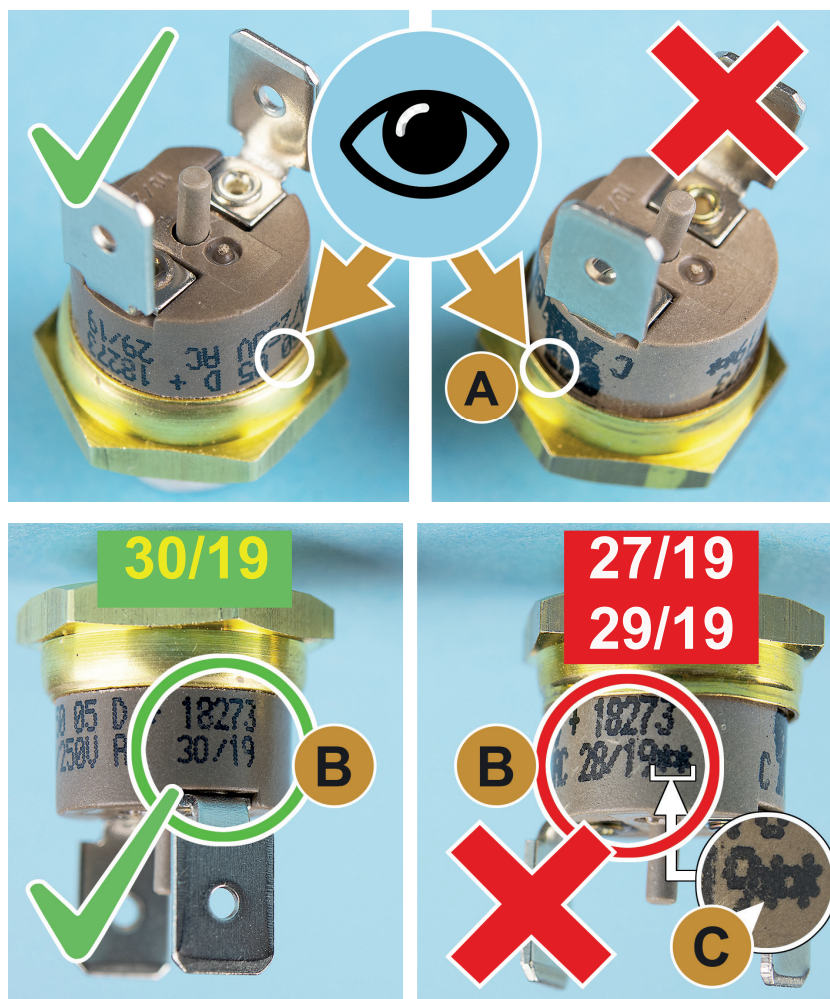
Faulty safety thermostats

Safety thermostats with production dates **27/19** and **29/19** can have serious quality defects.

With these thermostats, the press-fit between the metal and ceramic parts is faulty. As a result, the thermostats can break apart and they are no longer guaranteed to function correctly. Furthermore, the faulty thermostats pose a safety risk. See „Problemlösung“ auf Seite 2, below.

Distinguishing feature

A large air gap **[A]** between the metal and ceramic parts can indicate a manufacturing fault. However, only the **production date [B]** and the **sign [C]** of the safety thermostat is **decisive**.



SOLUTION TO THE PROBLEM

IMMEDIATE ACTION

Schaerer AG recommends that all safety thermostats with the production date **27/19** to **29/19** on affected machines be replaced during the next service visit. See "Affected machines", below.

ATTENTION! Safety thermostats with the aforementioned production date are no longer allowed be installed, with immediate effect.

WAREHOUSE STOCKS

- **Warehouse stocks** and **spare parts deliveries** must be checked, safety thermostats with production dates **27/19** and **29/19** must be separated out.

Affected machines

MACHINE TYPE	FROM DATE OF MANUFACTURE	TO DATE OF MANUFACTURE
SCSoul	Calendar week 40 / 2019	Calendar week 06 / 2020
SCA P, SCA P BF	Calendar week 40 / 2019	Calendar week 06 / 2020
SCPP (spherical boiler)	Calendar week 40 / 2019	Calendar week 06 / 2020
SPCC/E	Calendar week 40 / 2019	Calendar week 06 / 2020
JDE Barista	Calendar week 40 / 2019	Calendar week 06 / 2020
MK4	Calendar week 40 / 2019	Calendar week 06 / 2020

Exchange of ordered spare parts

Safety thermostats which have already been delivered as spare parts but are faulty will be exchanged free of charge until 31 August 2020 by stating the Schaerer purchase order number.

Exchange of fitted safety thermostats

Safety thermostats which have already been installed but are faulty will be replaced free of charge until 31 August 2020 by stating the Schaerer purchase order number and the machine number.

Return of faulty safety thermostats

It is not necessary to return the faulty safety thermostats. The conditions for an exchange are fulfilled by stating the purchase order number and machine number. However, faulty safety thermostats can be returned to Schaerer AG for proper disposal (minimum quantity 50 units).

Return address

Schaerer AG
Qualitätskontrolle
Allmendweg 8
CH-4528 Zuchwil
Switzerland