

<b>T.I. no.:</b> 2023-07 <b>Updated:</b> 15.03.2023	<b>Topic:</b> Wrong hose mounted, Steam boiler
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<b>Date:</b> 28.02.2023	<b>Priority</b>	<b>Need for action</b>
<b>Affected machines:</b> SCS, SOUL, SKYE	High	As soon as possible
<b>From serial number:</b> 2240...	x Medium	x On next visit to the machine
<b>As of date:</b> Immediately	Low	FYI only

## WRONG HOSE AT THE STEAM BOILER

We would like to inform you about an assembly error that may affect all machines produced in the period CW40/2022 to CW 05/2023.

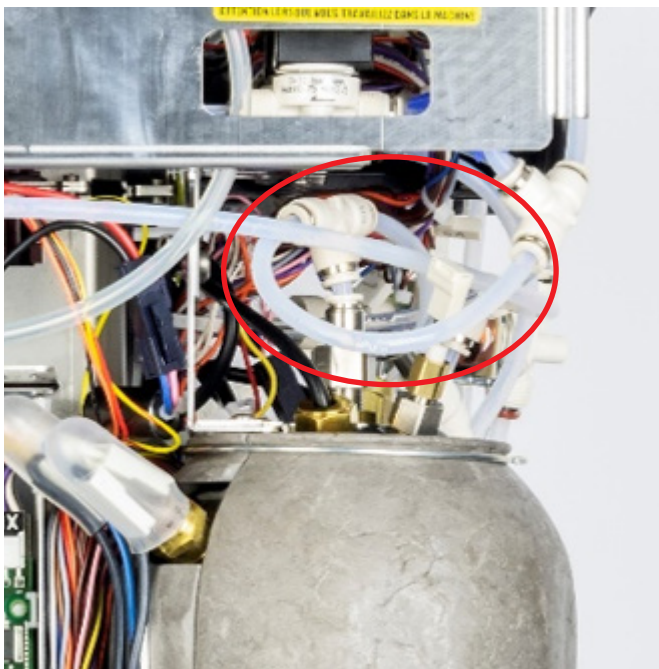
### Impact

During the mentioned period, the machines were equipped with a too small hose diameter to the steam boiler. The result is a reduced steam output, which affects the quality (too low temperature) of the milk beverages.

The result is a reduced steam output, which affects:

- > Milk system: Lower dispensing speed when the milk system is correctly calibrated (an uncalibrated milk system will lead to lower output temperatures)
- > Steam wand: Reduced heating capacity/min (it will take longer to heat the same amount of milk)

### Measure



We recommend exchanging hose 3/6 for hose 4/6 to achieve the desired temperature performance.

- > Item number: 067760 (4/6 PTFE)
- > Hose length: 180 mm

Action required for the following machine configurations:

- > only BestFoam (BF)
- > only Supersteam (SST)
- > BestFoam and Supersteam

**Safety note:** Before any modification, the machine must be shut down completely. The coffee machine is under pressure, especially directly at the steam boiler.

**Service Contact**

**Global Technical Support Team**  
 GBU Professional Coffee Machines

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