

T.I. no.: 2023-09 Updated: -	Topic: Power supply (074421)
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Date: 24.03.2023	Priority	Need for action
Affected machines: SKYE, SOUL	High	As soon as possible
From serial number: 2305...	x Medium	x On next visit to the machine
As of date: Immediately	Low	FYI only

IMPORTANT INFORMATION

Dear Valued Partner,

Regretfully we have to inform that our supplier accidentally placed the wrong software on power supply 074421. Although we took immediate contingency actions as soon as we became aware of the issue, a number of potentially affected machines had already been delivered.

SYMPTOM

The machine will fall into standby during:

- > Grinder calibration.
- > Coffee beverage dispensing when the grinding time exceeds 5 seconds

MACHINES AFFECTED

Machines with serial numbers between 2305 xxx xxx and 2309 xxx xxx are potentially affected.

We have been testing every power supply since last week, and after evaluating the results, we estimate a failure rate of $\pm 30\%$.

SPARE PARTS AFFECTED

Spare parts delivered within the same time frame (ex works delivery between CW05 and CW09) might be affected.

Please return these parts to Schaerer Ltd. for replacement.

REMEDY

Please replace the power supply and return it to Schaerer Ltd. for replacement. If you have any machines in stock of the affected series, we recommend testing the machine in the workshop before delivery.

It is impossible to reprogramme the power supply at your premises; it contains 3 processors, so the process is highly complex.

COSTS

Additional costs for transportation, and testing of potentially affected machines (unpacking, testing, replacement when necessary and repacking) can be invoiced to Schaerer Ltd. We will invoice these costs to the supplier.

Our sincere apologies for the issue; we are putting special measures in place to prevent this from recurring.

Service Contact

Global Technical Support Team

GBU Professional Coffee Machines

- > Support Hotline: +41 32 681 62 75 (10:00-11:30 CET/ 15:00-16:30 CET)
- > Support E-Mail: technical-support@schaerer.com