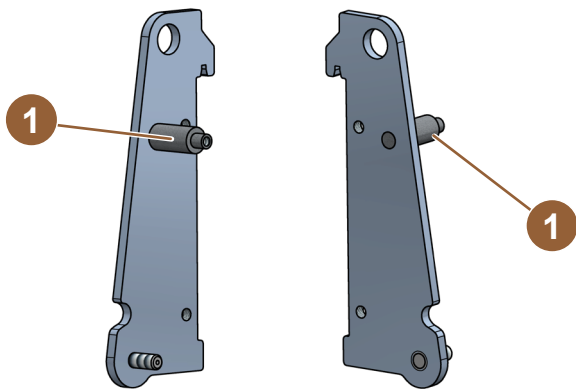


T.I. no.: 2023-16 Updated: -	Topic: Replacement retaining plate (067942)
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Date: 29.06.2023	Priority	Need for action
Affected machines: SOUL	High	As soon as possible
From serial number: -	Medium	On next visit to the machine
As of date: Immediately	x Low	x FYI only

PIN BREAKS OFF



Regretfully our supplier faced some process issues with welding the metal pin.

The approximate time frame of the occurrence is between the end of 2022 and May 2023.

The welding process has been corrected in the meantime. In addition, the welding of the metal pin is now on both sides of the metal plate.

As a separate initiative, we will increase the diameter of the metal pin to 7 mm, thereby creating an additional surface for the weld.

Measure

We offer free replacement of the retaining plate based on the machine number until the end of August 2023.

Please get in touch with your regular sales assistant.

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