

T.I. no.: 2024-15 Updated: -	Topic: Insulation motor bracket for brewing unit
---------------------------------	--


Date: 11.11.2024
Affected machines: SKYE
Up to serial number: 2439xxxxxx
Start date: immediately

Priority and need for action	
<input type="checkbox"/>	High: as soon as possible
<input checked="" type="checkbox"/>	Medium: on next visit to the machine
<input type="checkbox"/>	Low: FYI only

DESCRIPTION AND SOLUTION OF PROBLEM

To optimise the insulation of the brewing motor, we have replaced the cable grommet 3370013550 with a larger version. There is no need to cut open the larger cable grommet 3370013553, it completely encloses the brewing motor. This leads to improved insulation and prevents the cable grommet from coming loose.

WARNING



Risk of injury due to insufficient qualification!

Improper handling can lead to personal injury and property damage. Service and maintenance work on coffee machines and their accessories in particular requires appropriate knowledge of electrical engineering, mechanics and hydraulics.

- ▶ All work may only be carried out by qualified staff.
- ▶ If you do not have this knowledge, please contact trained service staff.

Previous cable grommet 3370013550

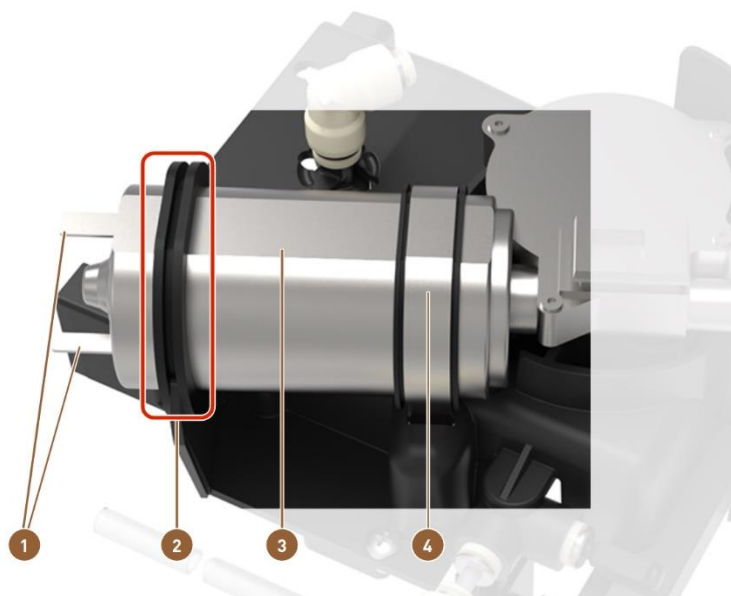


Figure 1: Brewing motor with previous cable grommet 3370013550

- 1 Power cable plug XM4
- 2 Insulation of motor brewing unit with previous cable grommet 3370013550 cut open
- 3 Brewing unit motor
- 4 Brewing unit motor clamping plate

1. Disconnect the power cable plug XM4 (1).
2. Loosen the brewing unit motor clamping plate (4).
3. Remove the motor (3) from the motor mount rib.
4. Release the cut-open cable grommet (2) from the motor mount rib.

Larger cable grommet 3370013553



- 1 Power cable plug XM4
- 2 Brewing unit motor insulation with larger cable grommet 3370013553
- 3 Brewing unit motor
- 4 Brewing unit motor clamping plate

5. Place the larger cable grommet 3370013553 (2) around the motor.
6. Place the motor (3) in the motor mount rib.
7. Clip/clamp the clamping plate over the motor brewing unit (4).
8. Connect the power cable plug XM4 (1).

Figure 2: Brewing motor with larger cable grommet 3370013553

RECOMMENDED ACTION

If visiting one of the affected machines.

The cable grommet from the brewing motor must be replaced by a trained service employee.

- ▶ Replace the previous cable grommet 3370013550 with the larger cable grommet 3370013553.
- ▶ 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 39/2024 and serial number 2439247494, the new cable grommet is fitted.

ORDER

The cable grommet 3370013553 can be ordered free of charge via your regular spare parts ordering channel by quoting the machine serial number (unless newer than 2439247494). This can be done up to and including 31 January 2025.

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