

T.I. no.: 2025-06 Updated: 5/19/2025	Topic: New reverse flow cooler
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Date: 5/12/2025	Priority and need for action	
Affected machines: SOUL 10-12, SOUL NA	<input type="checkbox"/> High: as soon as possible	
From production date: CW47 2024	<input type="checkbox"/> Medium: next visit	<input type="checkbox"/> Medium: change in stock
From date: right away	<input checked="" type="checkbox"/> Low: FYI only	

DESCRIPTION

For the SOUL 10-12 and SOUL North America (NA) machines, the reverse flow cooler has been converted from a two-piece hose version to a single-piece version with fixed steel piping. The new reverse flow cooler does not require any additional plug-in connectors, as the inner and outer hoses are made from a single piece. The two individual pieces used to be connected to each other.

The new reverse flow cooler **3370100184** is installed with **retrofitting set 1340000005**.

NOTE

Conversion instructions for the new reverse flow cooler

You can find the **3370000887 SOUL 10-12, NA reverse flow cooler** conversion instructions in the media pool. This describes removal of the old reverse flow cooler and installation of the new one.

- ▶ Read the conversion instructions carefully and follow the handling instructions.

Old reverse flow cooler New reverse flow cooler 3370100184

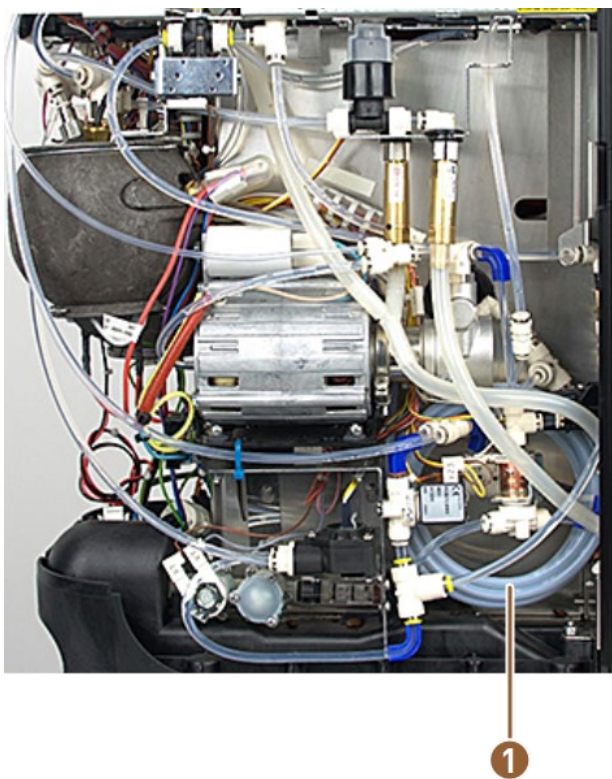


Figure 1: Overview of reverse flow cooler hose version

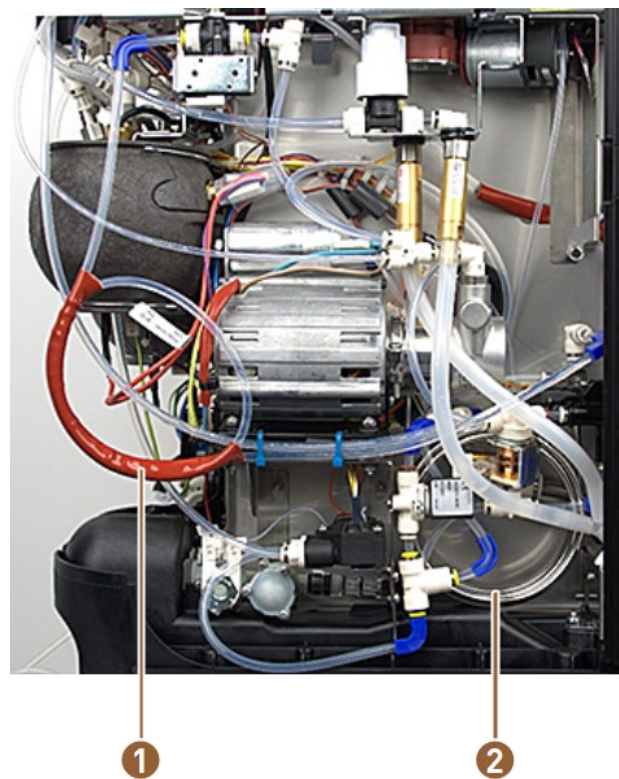


Figure 2: Overview of reverse flow cooler steel version

1 Old reverse flow cooler hose version

1 Retrofitting set **1340000005** with hose loop pre-assembly

2 New reverse flow cooler steel version **3370100184**

Retrofitting set for single-piece reverse flow cooler

Overview of the scope of delivery for retrofitting set 1340000005 for the single-piece reverse flow cooler steel version.

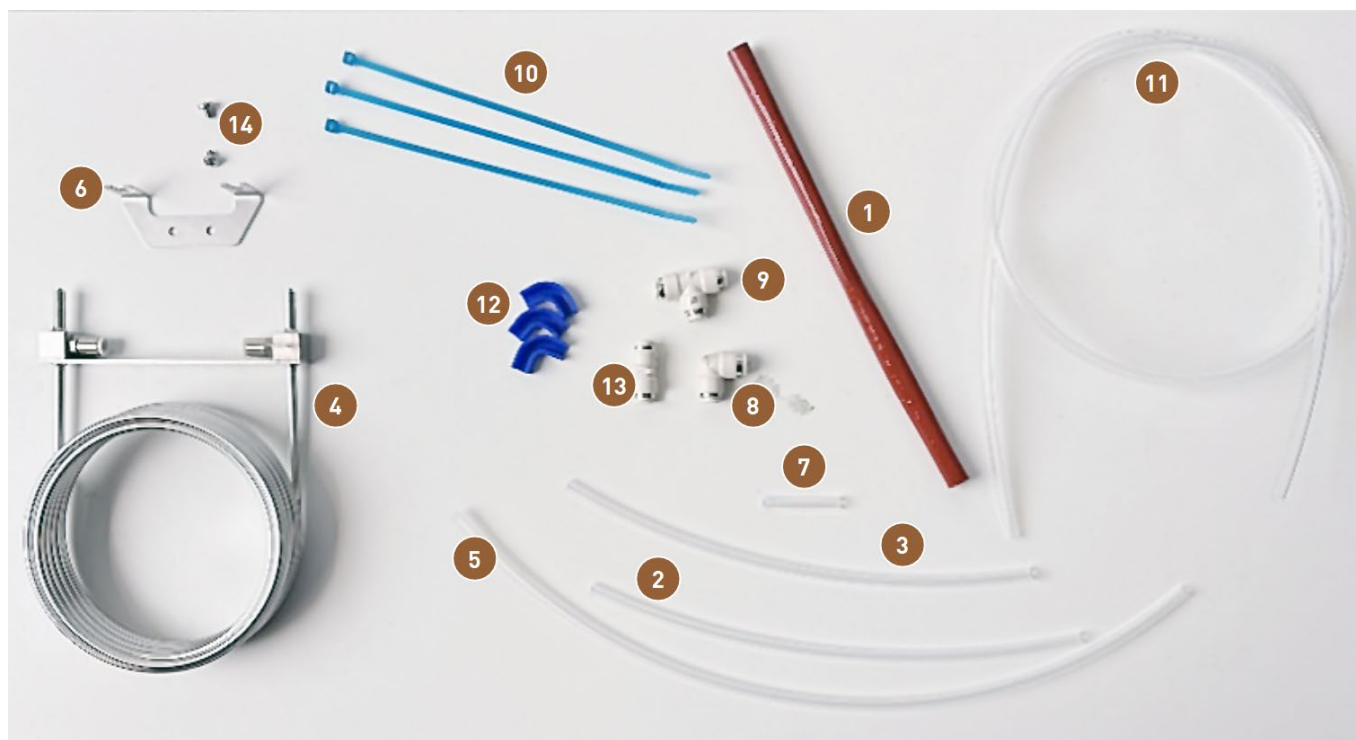


Figure 3: Retrofitting set 1340000005 for single-piece reverse flow cooler

Item no.	Article number	Description
1	3370102012	Insulating hose 10 red 250mm
2	3370100808	Hose 4/6 PFA 260 mm
3	3370100641	Hose 4/6 PFA 250 mm
4	3370100184	Reverse flow cooler cpl. SOUL
5	3370100075	Hose 4/6 PFA 420 mm
6	3370100059	Reverse flow cooler holder
7	3370100058	Hose 4/6 PFA 40 mm
8	3370072732	Plug-in connection L 6-6
9	3370066742	Plug-in connection T 4-6-6
10	3370063615	Cable tie 3.4x203 PA blue
11	3370000073	Hose 4/6 PFA 1165 mm
12	3322294000	Hose guide 6x90 R10 POM blue
13	3314027000	Plug-in connection I 6-6
14	1400473356	Button head screw PH M4x5 Inox

Affected machines

Machine type	From production date	To production date
Soul 10/12	CW47 2024	Ongoing
Soul North America	CW47 2024	Ongoing

More information

For additional 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

ORDER

SOUL 10-12 and SOUL North America machines

- ▶ The new reverse flow cooler **3370100184** can be ordered with retrofitting set **1340000005** (available for a charge) through your regular ordering channel using the machine serial number.
- ▶ The old reverse flow cooler hose version can be ordered with article number **3370994225**. We recommend ordering the new, optimized reverse flow cooler steel version.

Schaerer Coffee Soul (SCS) machine

- ▶ The new reverse flow cooler steel version is not compatible with the Schaerer Coffee Soul (SCS) machine. The old reverse flow cooler hose version can be ordered with article number **3370994225**.