

<b>T.I. no.:</b> 2025-07 <b>Updated:</b> -	<b>Topic:</b> New serial numbers for SOUL, SKYE, Coffee Art
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<b>Date:</b> 6/16/2025	<b>Priority and need for action</b>	
<b>Affected machines:</b> SOUL, SKYE, Coffee Art	<input type="checkbox"/> High: as soon as possible	
<b>From production date:</b> 11/4/2024	<input type="checkbox"/> Medium: next visit	<input type="checkbox"/> Medium: change in stock
<b>From date:</b> right away	<input checked="" type="checkbox"/> Low: FYI only	

## NEW SERIAL NUMBERS FOR MACHINES

New serial numbers have been introduced for the SOUL, SKYE and Coffee Art machines. This measure optimizes the consolidation process within our group of companies as well as ensures more precise traceability and more efficient machine management. The new serial number is still ten digits long, but the **production date** is now visible on the serial plate.

New serial number and production date	Previous serial number
<p><b>schaerer</b> made in Switzerland  <b>UK CA</b> CE UKCA  <b>Designation</b> coffee machine  <b>Manufacturer</b> Schaerer AG, Niedermattstr.3b                      4528 Zuchwil, Switzerland  <b>Type</b> SOUL                      Nominal pressure 1.05 MPa (10.5 bar)                      main pressure 0.1 – 1.0 MPa (1-10 bar)                      Electrical Ratings <b>380 – 415 V 3N~</b> (3L-N-PE)  <b>5700 – 6400 W 50Hz</b>                      fuse on site <b>16 – 30 A</b>, cable min. 5x 1,5mm<sup>2</sup>  <b>date of production</b> 15.12.2024                      Article No. «Material»                      SCIP UUID d187db2d-934c-44a1-a2cc-ad4cb7c86335  <b>Serial No.</b> 4011234567</p>	<p><b>schaerer</b> made in Switzerland  <b>UK CA</b> CE UKCA  <b>Designation</b> coffee machine  <b>Manufacturer</b> Schaerer AG, Niedermattstr.3b                      4528 Zuchwil, Switzerland  <b>Type</b> SOUL                      Nominal pressure 1.05 MPa (10.5 bar)                      main pressure 0.1 – 1.0 MPa (1-10 bar)                      Electrical Ratings <b>380 – 415 V 3N~</b> (3L-N-PE)  <b>5700 – 6400 W 50Hz</b>                      fuse on site <b>16 – 30 A</b>, cable min. 5x 1,5mm<sup>2</sup>                      SCIP UUID d187db2d-934c-44a1-a2cc-ad4cb7c86335                      Article No. 040195-XXXXXXXXX  <b>Serial No.</b> 2139651189</p>

Figure 1: Example of SOUL serial plate with new serial number and production date

Figure 2: Example of SOUL serial plate with previous serial number

**NOTE**

When replacing spare parts and requesting technical information about machines, please always provide the serial number and production date.

- ▶ Serial number
- ▶ Production date

## Affected machines

<b>Machine type</b>
Schaerer Coffee Soul
Schaerer Coffee Skye
Schaerer Coffee Art

## 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