

T.I. no.: 2025-09 Updated: -	Topic: Replacement of retaining plate (3370067942)
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Date: 6/10/2025	Priority and need for action	
Affected machines: SOUL	<input type="checkbox"/> High: as soon as possible	
From production date: 12/1/2024	<input checked="" type="checkbox"/> Medium: next visit	<input checked="" type="checkbox"/> Medium: change in stock
From date: right away	<input type="checkbox"/> Low: FYI only	

DESCRIPTION OF THE PROBLEM

We have received feedback from the field that there have been problems with the 7-mm welded bolt (metal pin) for the retaining plate (article number 3370067942). The weld seam for the welded bolt is too weak, which means that the welded bolt can break off under excessive load. This causes problems when opening and closing the user panel.

	NOTE
	The problems occurred between December 1, 2024 and May 16, 2025.

SOLUTION TO THE PROBLEM

The welding process has since been corrected and optimized. The weld seam has been reinforced to ensure the stability of the welded bolt.

Retaining plate with welded bolt 3370067942, new and previous



Figure 1:
NEW: Retaining plate with reinforced weld seam.
The welded bolt remains stable.

Figure 2:
PREVIOUS: Retaining plate welded bolt, with weaker weld seam.
The welded bolt can rip out.

Retaining bolt view, complete welded bolt 3370067942

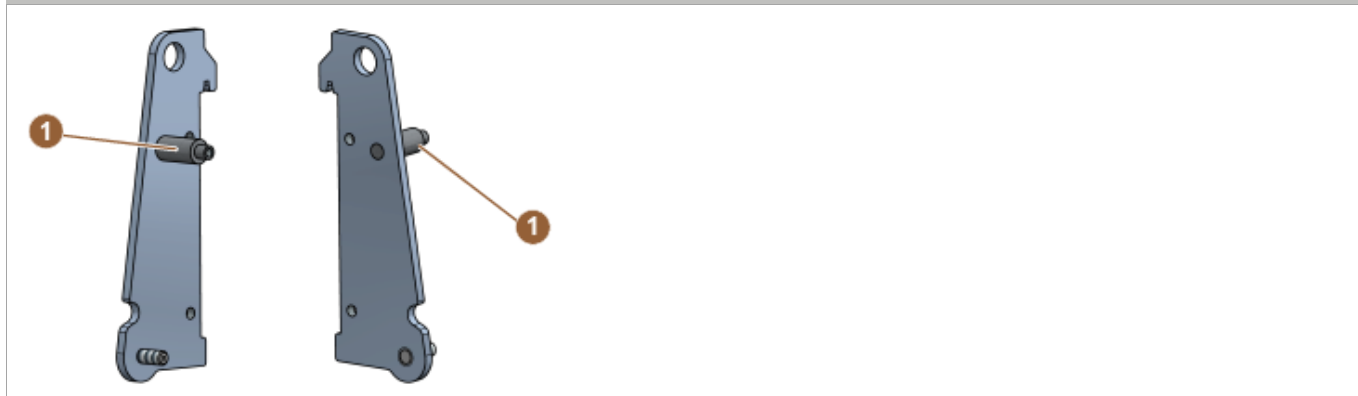


Figure 3: Retaining plate with welded-in welded bolt

Affected machines

Machine type	From date of manufacture	Up to date of manufacture
Schaerer Coffee Soul	From December 1, 2024	Up to May 16, 2025

RECOMMENDED ACTION IN THE FIELD

If visiting one of the affected machines.

- ▶ Replace the retaining plate.

REPAIR NOTES

- ▶ Make sure that all activities are only carried out by qualified staff.
- ▶ Make sure that repairs are carried out professionally using suitable tools.

RECOMMENDED ACTION FOR SPARE PARTS WAREHOUSE

- ▶ Check the stock levels and replace with the new retaining plate if necessary.

ORDERING RETAINING BOLT 3370067942

We are offering free replacement of the retaining plate for machines produced between 12/1/2024 and 5/16/2025 up to and including **August 31, 2025**.

Please contact your sales representative.

NOTE

When requesting spare parts, always provide the production date and serial number. See serial plate.

- ▶ Production date
- ▶ Serial number

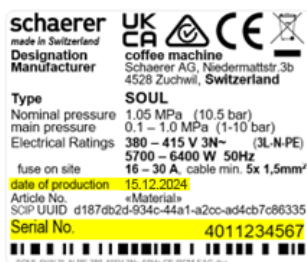


Figure 4: Example of serial plate

Returning the materials is optional, not mandatory

- ▶ After replacement, package and label the old retaining plate and return it.

► Provide the following information on the label:

- > Production date
- > Machine serial number

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