

<b>T.I. no.:</b> 2025-12 <b>Updated:</b> -	<b>Topic:</b> Leaky hot water outlet
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<b>Date:</b> 2025-10-28	<b>Priority and need for action</b>
<b>Affected machines:</b> SOUL	
<b>From production date:</b> 01-01-2025	
<b>From date:</b> right away	
	<input type="checkbox"/> High: as soon as possible <input type="checkbox"/> Medium: on next visit to the machine <input checked="" type="checkbox"/> Low: FYI only

## LEAKY HOT WATER OUTLET

During a quality inspection, it became clear that some hot water outlets have product defects. This is due to a tooling error by the manufacturer, which resulted in the plastic material not being properly fused at one point. The defect only occurs in components marked with a 2. An unclear material fusion point is visible on the outside of the affected area and a crack is visible on the inside. Outlets that are tight during assembly will remain tight. Spare parts for machines with a production date between 2025-01-01 – 2025-03-01 can be ordered under warranty through the official channels.

### Affected hot water outlets

#### Distinguishing feature

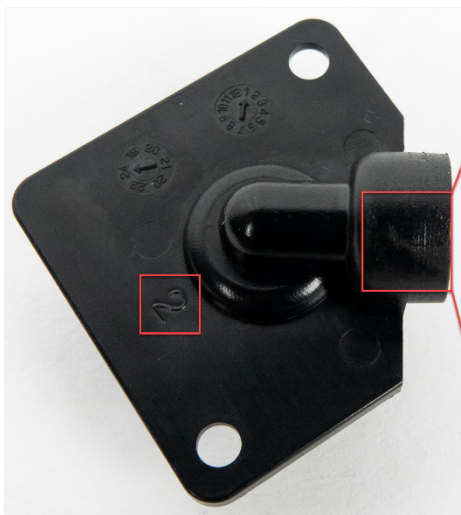


Figure 1: hot water outlet external

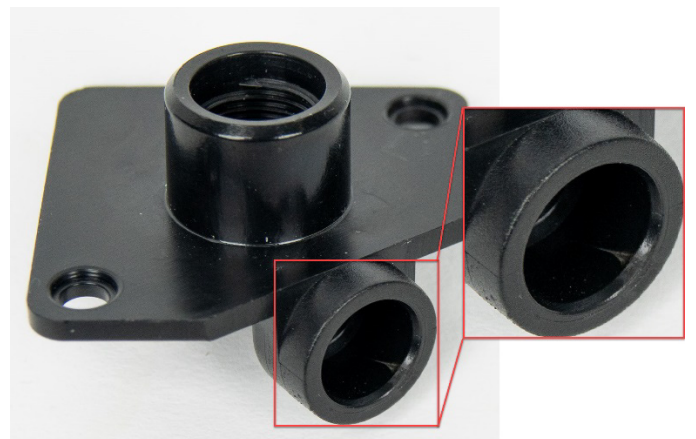


Figure 2: hot water outlet internal

The 2 mark and the problematic fusion point can be seen on the A crack can be seen on the inside of the hot water outlet.

Machine type	From production date	To production date
Schaerer Coffee Soul 10 & 12	2025-01-01	2025-03-01

#### More information

For additional information on the affected machines, contact **Technical Support**:

<b>Service contact</b> 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: <a href="mailto:technical-support@schaerer.com">technical-support@schaerer.com</a>
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