

| | |
|---|---|
| T.I. no.: 2025-15 Updated: - | Topic: ABS buffer in grounds container shaft |
|---|---|

| | |
|---|--|
| Date: 2025-11-03 | Priority and need for action |
| Affected machines: SOUL 10/12 | |
| From production date: 10-25-2025 | |
| From date: 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 |

NEW HOLDER FOR COMBINATION SENSOR AND NEW DEVICE BASE

We are receiving an increasing amount of feedback that the grounds container is not detected correctly on some machines if it is positioned slightly too far to the right.

In this case, an ABS buffer (3370074789) must be attached to the rear right-hand side of the grounds container shaft. This pushes the grounds container slightly to the left so that it is correctly detected by the sensor.



Figure 1: ABS buffer 3370074789

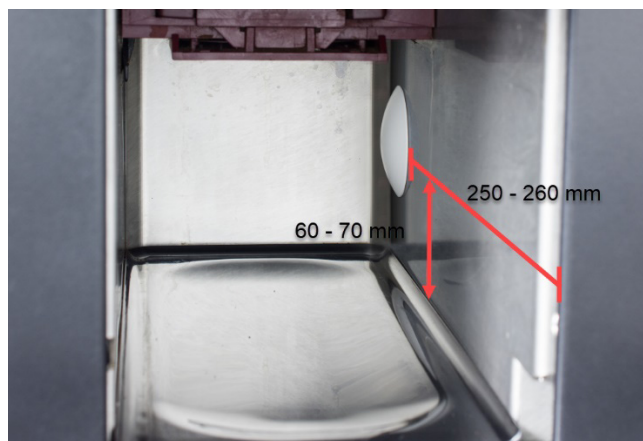


Figure 2: ABS buffer glued into the brewing shaft

- ▶ Clean the gluing point.
- ▶ Remove the protective film from the adhesive on the back and stick the buffer in the position shown.

| Machine type | From production date | To production date |
|----------------------|----------------------|--------------------|
| Schaerer Coffee Soul | 2025-10-25 | |

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 |
|--|