

Repair Flow - Coffee



Proces stap	Saeco no.	Action
Intake	1	Visual inspection (transport damage) take care for pictures
	2	Check Type/serialnumber
	3	Log all available accessory, counter check with info from consumer
Diagnosis	4	Check product for consumer complaint and main function (NFF contact consumer)
	5	Run Diagnostic to get error codes and relevant set statistics (EPSC) refer SDA_114585
	6	Opening machine
Repair	7	Repairing the fault(s) encountered (view Symptom Cure)
	8	Checking any modifications (view Symptom Cure, new software, etc.) Refer Annex tabs per family (if available)
	9	Basic Functional test while the appliance is open (linked to consumer complaint or what you may have detected)
		<i>Make e 2 cups at the same time. Are the volumes equal</i>
		<i>Blow on the coffee. Does the crema come back together</i>
		<i>Is the crema colour correct (Hazelnut)</i>
		<i>Is the coffee temperature within spec refer SDA_97832</i>
		<i>Does the steam work</i>
		<i>Does the hot water work</i>
		<i>(if applicable)</i>
		<i>Does the cappuccinatore produce good froth</i>
	10	check water circuit for any leakage, such as Oetiker clamps, boiler and valve connection and hoses
Inspection	11	Check mechanism for good movement and unexpected noise
	12	Assembly
	13	Do cabinet parts fit well together
	14	Check for damages
	15	Will the set switch on
- visual	16	Do the accessories match with the intake
	17	Check the product for the consumer complaint
	17	in scope 40mm BU and the two at Pin of Boiler
- Power check	18	Make 2 cups at the same time. Are the volumes equal
	19	Is the sound normal ?
- Accessories		
- Consumer complaint		
- check critical o-rings		
Quick Functional test		
Coffee		
Leakage		
Steam Out		
Reset Error code		
Claim Administration		
Cleaning		
Safety check		
Visual		
Packing		
Documentation		
Repair report		

NEW

Omnia (EP12xx, EP22xx, EP32xx)



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY check drip tray, that there is no small hole (right side) causing leaking (set between kw2028 and kw2048)			SDA_115197	EP2220, EP3246
MANDATORY: Replacement of the O-ring on the pin of boiler (set before kwk2123)			SDA_115231	EP2220, EP3246

Critical check point with opening the device				
pump doesn't stop -check the correct tube connection at Flowmeter as the in/out put get mixed			SDA_115096	EP12xx, EP32xx
Appliance does not brew coffee, deformations on the gears			SDA_115085	EP2220, EP3246
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	EP2220, EP3246
3 blinking led (intermittent) - Error E10 within the error log			SDA_115235	EP2220, EP3246
MANDATORY: Replace the Conveyor part on the grinder Assy with the new improved version (before kw2109)			SDA_115234	EP2220, EP3246

-> Stop Annex, go back to Generic Test step 8

Phoenix (EP43xx, EP54xx)



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY check drip tray, that there is no small hole (right side) causing leaking (set between kw2028 and kw2048)			SDA_115197	EP4321, EP5446
MANDATORY: Replacement of the O-ring on the pin of boiler (set before kwk2123)			SDA_115231	EP4321, EP5446
Metal vibration noise during grinding (SN from TW902213xxx to TW902226xxx)			SDA_115373	EP4321, EP5446

Critical check point with opening the device				
MANDATORY: Replace the Conveyor part on the grinder Assy with the new improved version (before serial: TW902103019340)			SDA_115234	EP2220, EP3246

-> Stop Annex, go back to Generic Test step 8

Xelsis (new 2017) SM75xx, SM76xx



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857

Critical check point with opening the device				
check Leakage of water from the spout or into the drip tray by not closing of the electro valves			SDA_114689	SM7580, SM7685
check microswitch and sealing behind brew unit drive				
MANDATORY: Replace Cappuccinatore connector insert and the Milk tube connector (set before <kw1746)			SDA_114679	SM7580, SM7685
MANDATORY: replace components (valve) into the Brew Unit (set before <kw1746)			SDA_114692	SM7580, SM7685
Error 02, grinder error due to defect resistor at main pcb			SDA_115232	SM7580, SM7685

-> Stop Annex, go back to Generic Test step 8

Xelsis (new 2021) SM87xx, SM88xx



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW UI software update needs to be run via wi-fi and not via EPSC			Saeco Service Center	
Doesn't start at low temperature, solved by sw update			SDA_115399	SM8780, SM8885
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY: Insert water container lid component to prevent spillage of water during handling (set before kw2145)			SDA_115275	SM8780, SM8885

Critical check point with opening the device				

-> Stop Annex, go back to Generic Test step 8

Aromis EP87xx



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW, software update needs to be run via wi-fi and not via EPSC			Saeco Service Center	
Doesn't start at low temperature, solved by sw update			SDA_115399	SM8780, SM8885
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857

Critical check point with opening the device				

-> Stop Annex, go back to Generic Test step 8

GranAroma Deluxe SM658x



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW UI software update needs to be run via wi-fi and not via EPSC			Saeco Service Center	
Doesn't start at low temperature, solved by sw update			GDA_115300	SM6682
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857

Critical check point with opening the device				
MANDATORY: Replace the EV GENERAL ASSEMBLY (SN from TW902122xxx to TW902130xxx)			SDA_115375	SM658x

-> Stop Annex, go back to Generic Test step 8

GranAroma Deluxe SM668x



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW UI software update needs to be run via wi-fi and not via EPSC			Saeco Service Center	
Doesn't start at low temperature, solved by sw update			SDA_115399	SM6682
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY: Insert water container lid component to prevent spillage of water during handling (set before kw2145)			SDA_115275	SM6682

Critical check point with opening the device				

-> Stop Annex, go back to Generic Test step 8

Minuto, PHI3000, PHI4000



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device

Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check milk carafe for deformation				
check clean watertank insertion, for beans preventing good tank connection				
MANDATORY: Insert the separator between coffee bean and water container (set before<kw1511)			SDA_109957	HD8763, HD8867
check coffee dispenser about up / down position and that it stays there with out any self moving				
Too much powder under the brew unit could be detected			SDA_108983	HD8763, HD8867
MANDATORY add seal between the lids to prevent grinder damage (set before<kw1621; for Philips 3000V2 <kw1620)			SDA_113412	HD8828, HD8847

Critical check point with opening the device

boiler support loose check all screws & vibration issues (set before<kw1447)			SDA_108804	HD8763, HD8862
check pump support			SDA_105203	HD8760, HD8775
solenoid not fixed check all screws (set before <kw1420)			SDA_104536	HD8763
MANDATORY: check boiler pin connector (leaking) and replace if old version (set before<kw1514)			SDA_110195	HD8763, HD8867
Implemented blocking screw to prevent the loose of the grinder (set before<kw1517)			SDA_110735	HD8763, HD8867
Rusty components inside the machines			SDA_112969	HD8828, HD8847
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8828, HD8847
Leakage at hose/boiler pin connector (only set where the hose is tight with tie wrap and produced before <kw1810)			SDA_114757	HD8822, HD8862
check Pin of boiler defects (leakage, noisy, blocked, broken)			SDA_115021	EP5030, EP5346
Appliance does not brew coffee, deformations on the gears			SDA_115085	EP3021, EP3146
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8822, HD8862

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY replacement of the pin of boiler (set before<kw1850)			SDA_115021	EP5030, EP5346

Critical check point with opening the device				
Leakage at hose/boiler pin connector (only set where the hose is tight with tie wrap and produced before <kw1810)			SDA_114757	EP5360, EP5365
Leakage between drip tray and housing			SDA_115030	EP5040, EP5346
check if Coffee spout is falling down			SDA_115175	EP5040, EP5346
Check the conveyor, in case is cracked/broken replace with the improved version, in case of heavy coffee powder pollution please clean carefully might be needed to replace the grinder motor as well due to contamination			SDA_115234	EP5040, EP5346

-> Stop Annex, go back to Generic Test step 8

Leakage between drip tray and housing

SDA_115030

Incanto (New)



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check coffee dispenser about up / down position and that it stays there wo any self moving				
MANDATORY add seal between the lids to prevent grinder damage (set before<kw1632)			SDA_114189	HD8917, HD8919

Critical check point with opening the device				
Rusty components inside the machines			SDA_112969	HD8917, HD8919
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8917, HD8919
Leakage at hose/boiler pin connector (only set where the hose is tight with tie wrap and produced before <kw1810)			SDA_114757	HD8867, HD8917
check Pin of boiler defects (leakage, noisy, blocked, broken)			SDA_115021	EP5030, EP5346
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8917, HD8919

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
MANDATORY add seal between the lids to prevent grinder damage (set before <kw1632)			SDA_114189	HD8924, HD8927

Critical check point with opening the device				
Rusty components inside the machines			SDA_112969	HD8924, HD8927
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8924, HD8927
Leakage at hose/boiler pin connector (only set where the hose is tight with tie wrap and produced before <kw1810)			SDA_114757	HD8924, SM3054
check Pin of boiler defects (leakage, noisy, blocked, broken)			SDA_115021	EP5030, EP5346
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8924, SM3054

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
check milk carafe for deformation			consumer info	
check replaceable bean container mechanism of residues with beans			SDA_106455 & FAQ	HD8966, HD8967

Critical check point with opening the device				
MANDATORY: Water leakage from the blow down valve cap of Gran Baristo (set before <kw1405)			SDA_108410	HD8964, HD8966
- if leakage of the connector check micro switch in the gearbox				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8964, HD8966

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check replacable bean container mechanism of residues with beans			SDA_107734 & FAQ	HD8766, HD8778
check milk carafe parts for deformation				

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8766, HD8778
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8766, HD8768

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
Door hinge lubricate			SDA_97324	HD8854, HD8857
check oxidized screws main set & milk carafe			SDA_93502	HD8854, HD8856
check clean watertank insertion, for beans preventing good tank connection				
check SBS for easy movement				
check within service mode that all valve can be switched (click sound)				

Critical check point with opening the device				
MANDATORY: replace flowmeter connector (set before <kw1420)			SDA_112895	HD8854, HD8857
check inner door and drip tray sensor for any sign of leakage. First check underneath door for any sign of leakage			GDA_111060	HD8854, HD8857
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8854, HD8857
MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510)			SDA_113217	HD8854, HD8857
- in case of sign of leakage please check Flowmeter incl. Connections, microswitch and sealing behind brew unit drive				
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8854, HD8857

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
Door hinge greased				
check oxidized screws main set & milk carafe			SDA_93502	HD8942, HD8944
check clean watertank insertion, for beans preventing good tank connection				
check SBS knob for easy movement				
check within service mode that all valve can be switched (click sound)				

Critical check point with opening the device				
Check multivalve / discharge valve's with plastic pipe fitting connection for sign of leakage				
- check microswitch and sealing behind brew unit drive				
check inner door and drip tray sensor for any sign of leakage. First check underneath door for any sign of leakage			GDA_111060	HD8942, HD8946
MANDATORY: replace flowmeter connector (set before <kw1428)			SDA_112895	HD8942, HD8946
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8942, HD8946
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8942, HD8946

-> Stop Annex, go back to Generic Test step 8

Xsmall bolt PHI2000 series



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857

Critical check point with opening the device				
check Pin flow selector faucet (set before<kw1538) for leaking			SDA_112763	HD8642, HD8650
- in case of leakage check micro switch from dump box				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8642, HD8650
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8642, HD8650

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check oxidized screws			SDA_93502	HD8751, HD8754

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8743, HD8745
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8743, HD8745

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check oxidized screws			SDA_93502	HD8833, HD8838

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8838, HD8839
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8838, HD8839

-> Stop Annex, go back to Generic Test step 8

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check oxidized screwsmain set & milk carafe			SDA_93502	
clean the space under bean-container			SDA_97023	

Critical check point with opening the device				
Implemented blocking screw to prevent the loose of the grinder (set before<kw1517)			SDA_110735	HD8751, HD8756
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8751, HD8756
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8751, HD8756

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
set shows error all leds flashing during descaling, advice consumer to dry water tank outside and insert area within device				

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8750
check if E02 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8750

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
water channel outlet of the boiler pin free				
check that consumer gets the right descaling instruction, as sets from Q1 2013 had a wrong version				

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	RI9752, RI9757

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857
check cappuccinatore, seals and connection				

Critical check point with opening the device				
check door flap from coffee powder chamber (get loose sometimes)				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	

-> Stop Annex, go back to Generic Test step 8				
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Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
-> Start Annex				

Critical check point without opening the device				
Check Software version / always update to latest SW			Saeco Service Center	
Issue with waterflow / coffee flow ?				
- check clogging				
- possible indicator, no rinsing, dripping coffee, no descaling long time (diagnostic sheet)				
- Brew Unit PERCOLATOR				
- Spout				
- Descale always when finding Limestone				
Brew Unit clean & greased also check for none leakage			SDA_90838	HD8836, HD8857
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8857

Critical check point with opening the device				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	

-> Stop Annex, go back to Generic Test step 8				
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Grind & Brew



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
Descale always: When finding Limestone, or heavy steam comes out (open device)				
Conveyor clean (also reach to the back of the grinder)				
check function from display and keyboard			SDA_97893	HD7740, HD7751
check sealing showerhead for any defect or leakage and check screws			SDA_92093	HD7740, HD7762
check sealing steam outlet for any defect or leakage				
check cable connection (position 24) for oxidation and relocate to higher position				
scattered ground coffee inside the appliance check for grinder top seal			SDA_98235	HD7740, HD7751
Beans fall in the water container clogging the hose (HD7740 & HD775x only)			SDA_98236 Mandatory	HD7740, HD7751
Tighten all internal visible screws, check for corrosion or leaking water marks				
Tighten 3 screws under sync motor				
check hose connection from heating element				
Functional Test				
check all sealing's before assembly				
Info for Consumer by packed				
FAQ				

Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
Descale always: When finding Limestone				
General testing instruction				
Functional testing [Coffee recipe – WEU appliances]				
Latte Select: check nozzle at milk tank			SDA_101026	HD7853, HD7854
check metal boiler contact pins			SDA_109150	HD7810
check Water container fitting			SDA_102174	HD7810
float in the water container must be checked			SDA_102197	HD7810, HD7820
check backflow pump label			SDA_82391 & 95859	HD7810
MANDATORY: 3M pumtape for appliances with metal boiler			E25_ORIGINAL_METAL_BOILER	HD7810
MANDATORY: Viva Café, fixation hall sensor housing with double sided tape			E25_VIVA_SDA_111763	HD7825, HD7826
MANDATORY: PCBA replacement Viva Cafe HD6563 & HD6569 (set before <kw1831)			SDA_114850_PCBA_VIVA_CAFE	HD6563, HD6569
Functional Test				
Info for Consumer bypacked				
FAQ				

BARxxx



Service Checklist	<input checked="" type="checkbox"/> NOK / <input checked="" type="checkbox"/> OK	Corrected <input checked="" type="checkbox"/>	Reference	optional search criteria for SKM
Descale always: When finding Limestone, or heavy steam comes out (open device)				
Conveyor clean (also reach to the back of the grinder)				
Mandatory: baristina, ground coffee is ground too coarse, grinder adjustment locking mechanism			3238	BAR300
Baristina e-valve change, Region NAM, WEU and CEE			3468	BAR300
Mandatory: Baristina Hydraulic Cylinder service replacement extra functional check			3470	BAR300
Baristina espresso machines turns off or becomes irresponsive			3234	BAR300
Baristina, watery coffee / short grinding time			3316	BAR300
Mandatory: Portafilter handle get stuck/does not return to brew position.			3236	BAR300
Mandatory: Baristina, after repair execute steam out procedure in winter times			3369	BAR300
Functional Test				
check all sealing's before assembly				
Info for Consumer by packed				
FAQ				

Date	Family	topic	Reference	removed / added	comment
Attention		due to heavy design and content change from v23 to v30 no single details captured. !!! Old archive has been deleted !!!			
17.03.2017		release v30			
01.09.2017		document harmonized with the other repair flowcharts			
01.09.2017		release v31			
11.12.2017	Xelsis new	add tab (Xelsis new)		add	
14.12.2017		adapt Repair Flow - Coffee Topic #5, #21 and #22		change	
15.12.2017		release v32			
20.03.2018	Phi5000	add tab (Phi5000)		add	
20.03.2018	Phi5000, Minuto, Incanto, PicoBaristo	add SDA_114757 to Phi5000, Minuto, Incanto, PicoBaristo	SDA_114757	add	
23.03.2018		release v33			
08.08.2018	Senseo	MANDATORY: PCBA replacement Viva Cafe HD6563 & HD6569 (set before <kw1831)	SDA_114850_PCBA_VIVA_CAFE	add	
08.08.2018		release v34			
17.08.2018		MANDATORY: PCBA replacement Viva Cafe HD6563 & HD6569 (set before <kw1831)	reference has changed into SDA_114868	change	
17.08.2018		release v35			
16.05.2019	PHI5000	MANDATORY replacement of the pin of boiler (set before<kw1850)	SDA_115021	add	
16.05.2019	PHI3000, PHI4000, Incanto, PicoBaristo	check Pin of boiler defects (leakage, noisy, blocked, broken)	SDA_115021	add	
28.06.2019		release v36			
30.05.2019	PHI5000	Leakage between drip tray and housing	SDA_115030	add	
29.08.2019	Phi3000, Omnia	Appliance does not brew coffee, deformations on the gears	SDA_115085	add	
30.10.2019	Omnia	add tab (Omnia)			
30.10.2019	Omnia	pump doesn't stop -check the correct tube connection at Flowmeter as the in/out put get mixed	SDA_115096	add	
30.10.2019		change sort order of the annex tabs (move older family's to the back)			
31.10.2019		release v37			
03.04.2020		adapt the steam out instruction Repair Flow - Coffee, by adding new Omnia family		change	
03.04.2020		release v38			
19.06.2020	all	check if E02 is present in error log, if so test the grinder motor according service Info	SDA_115144	add	
26.06.2020		release v39			
27.11.2020	Omnia	check drip tray, that there is no small hole (right side) causing leaking	SDA_115197	add	
27.11.2020		release v40			
04.12.2020	Omnia	MANDATORY: check drip tray, that there is no small hole (right side) causing leaking	SDA_115197	update	
04.12.2020	Phoenix	add new tab Phoenix			
04.12.2020		release v41			
17.02.2021		add warning to the steam out procedure	SDA_115200	add	
17.02.2021	PHI5000	check if Coffee spout is falling down	SDA_115175	add	
22.06.2021	Xelsis (new 2017)	Error 02, grinder error due to defect resistor at main pcb	SDA_115232	add	
30.07.2021	Omnia	3 blinking led (intermittent) - Error E10 within the error log	SDA_115235	add	
10.09.2021	Omnia & Phoenix	MANDATORY: Replacement of the O-ring on the pin of boiler	SDA_115231	add	
		Check the conveyor, in case is cracked/broken replace with the improved version, in case of heavy coffee powder pollution please clean carefully might be needed to replace the grinder motor as well due to contamination			
10.09.2021	all		SDA_115234	add	
15.10.2021		release v42			
		MANDATORY: Insert water container lid component to prevent spillage of water during handling (set before kw2145)	SDA_115275	add	
23.11.2021	Xelsis (new 2021)	Check Software version / always update to latest SW UI software update needs to be run via wi-fi and not via EPSC	GDA_115300	add	
03.03.2022	Xelsis (new 2021)	release v43			
29.04.2022		Metal vibration noise during grinding (SN from TW902213xxx to TW902226xxx)	SDA_115373	add	
01.08.2022	Phoenix	MANDATORY: Replace the EV GENERAL ASSEMBLY (SN from TW902122xxx to TW902130xxx)	SDA_115375	add	
31.08.2022	GranAroma	MANDATORY: Replace the Conveyor part on the grinder Assy with the new improved version	SDA_115234	add	
22.11.2022	Omnia & Phoenix	release v44		add	
23.12.2022				add	
07.11.2025		add Aromis EP87xx			
07.11.2025		add Baristina			
07.11.2025		release v45			

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