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		Check product for consumer complaint and main function (NFF contact consumer)
2.08.00.0		Run Diagnostic to get error codes and relevant set statistics (EPSC) refer SDA 114585
		Opening machine
Donois		
Repair		Repairing the fault(s) encountered (view Symptom Cure)
	ð	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)
Coffee		Make e 2 cups at the same time. Are the volumes equal
- Crema		Blow on the coffee. Does the crema come back together
		Is the crema colour correct (Hazelnut)
- Temperature		Is the coffee temperature within spec refer SDA_97832
Steam		Does the steam work
Hot Water		Does the hot water work
Milk		(if applicable)
- Cappuccino		Does the cappuccinatore produce good froth
саррассто	10	check water circuit for any leakage, such as Oetiker clamps, boiler and valve connection and hoses
İ		, , , , , , , , , , , , , , , , , , , ,
İ		Check mechanism for good movement and unexpected noise
		Assembly
Inspection	13	Do cabinet parts fit well together
- visual	14	Check for damages
- Power check	15	Will the set switch on
- Accessories	16	Do the accessories match with the intake
- Consumer complaint	17	Check the product for the consumer complaint
- check critical o-rings	17	in scope 40mm BU and the two at Pin of Boiler
Quick Functional test	18	Make 2 cups at the same time. Are the volumes equal
Coffee		Is the sound normal ?
Leakage	20	Did the product leak during the testing
Steam Out		
		Steam out before shipping out, if temperature is below 0° to prevent any damaged due to frozen water.
Í		No need for those families Minuto Family (all platform); Incanto Family New .; Pico Baristo ; Gran
İ		Baristo; Intelia V2; Philips 2000 – 2100; Incanto Executive; Xelsis-New; Moltio Family (all Platform);
		Omnia Please also check for GDA_113455 & SDA_115200
Reset Error code	21	
		New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be
Claim Administration		New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be
Claim Administration		New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again
Claim Administration		New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location
Claim Administration	22	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from
	22	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first.
Claim Administration	22 23 25	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor
	23 25 26	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray
Cleaning	23 25 26 27	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface)
	23 25 26 27	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO)
Cleaning Safety check	23 25 26 27 28	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST
Cleaning Safety check Visual	23 25 26 27 28	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages
Cleaning Safety check Visual	23 25 26 27 28 29	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing
Cleaning Safety check Visual	23 25 26 27 28 29 30 31	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3
Cleaning Safety check Visual Packing	23 25 26 27 28 29 30 31	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3 Neatly pack the product
Cleaning Safety check Visual	23 25 26 27 28 29 30 31	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3
Cleaning Safety check Visual Packing	23 25 26 27 28 29 30 31 32	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3 Neatly pack the product
Cleaning Safety check Visual Packing Documentation	23 25 26 27 28 29 30 31 32 33 34	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3 Neatly pack the product Info for Consumer by packed ? e.g. service brochure, FAQ, NFF letter, s/c etc
Cleaning Safety check Visual Packing Documentation	23 25 26 27 28 29 30 31 32 33 34	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3 Neatly pack the product Info for Consumer by packed? e.g. service brochure, FAQ, NFF letter, s/c etc Descaling instruction with changed procedure (S/C) if available Is there an answer to ALL consumer questions/complaints (see complaint)
Cleaning Safety check Visual Packing	23 25 26 27 28 29 30 31 32 33 34 35	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view! Primary fault and corresponding IRIS code should be claimed first. Clean water reservoir, bean reservoir, brew chamber and conveyor Clean and dry brew unit, coffee bin and drip tray External cleaning (housing surface) Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST Check the mains cord for damages Packing Check completeness (accessories) according income log refer #3 Neatly pack the product Info for Consumer by packed ? e.g. service brochure, FAQ, NFF letter, s/c etc Descaling instruction with changed procedure (S/C) if available

Coffee Service checklist UJ v45.xlsx

Repair Flow - Coffee 07.11.2025

Omnia (EP12xx, EP22xx, EP32xx)





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point without opening the device	1			
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 desacling 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, HD8
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD8
MANDATORY check drip tray, that there is no small hole (right side) causing leaking (set between kw2028				
and kw2048)			SDA_115197	EP2220, EP32
MANDATORY: Replacement of the O-ring on the pin of boiler (set before kwk2123)			SDA_115231	EP2220, EP32
	=			
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, EP32x
Appliance does not brew coffee, deformations on the gears			SDA_115085	EP2220, EP32
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	EP2220, EP32
B blinking led (intermittent) - Error E10 within the error log			SDA_115235	EP2220, EP324
MANDATORY: Replace the Conveyor part on the grinder Assy with the new improved version (before kw2109)			SDA 115234	EP2220, EP324

Phoenix (EP43xx, EP54xx)





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	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 desacling 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

Xelsis (new 2017) SM75xx, SM76xx





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	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 desacling 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)< td=""><td></td><td></td><td>SDA_114679</td><td>SM7580, SM7685</td></kw1746)<>			SDA_114679	SM7580, SM7685
MANDATORY: replace components (valve) into the Brew Unit (set before <kw1746)< td=""><td></td><td></td><td>SDA_114692</td><td>SM7580, SM7685</td></kw1746)<>			SDA_114692	SM7580, SM7685
Error 02, grinder error due to defect resistor at main pcb			SDA_115232	SM7580, SM7685

Xelsis (new 2021) SM87xx, SM88xx





Service Checklist	⊠ NOK / ☑ (OK Corrected 🗹	Reference	optional search criteria for SKM
-> Start Annex				
	7			
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 desacling 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				

Aromis EP87xx





07.11.2025

Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
	1			
Critical check point <u>without</u> 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 desacling 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				

GranAroma Deluxe SM658x





07.11.2025

Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
	•			
Critical check point <u>without</u> opening the device		•	1	
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 desacling 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	7			
MANDATORY: Replace the EV GENERAL ASSEMBLY (SN from TW902122xxx to TW902130xxx)			SDA_115375	SM658x

GranAroma Deluxe SM668x





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Post and the state of the state of the state of the state of	1			
Critical check point without opening the device		T	1	
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 desacling 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				

Minuto, PHI3000, PHI4000





Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
	•			<u>,</u>
Critical check point <u>without</u> 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 desacling 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)< td=""><td></td><td></td><td>SDA_109957</td><td>HD8763, HD8867</td></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; 3000v2<="" for="" philips="" td=""><td></td><td></td><td></td><td></td></kw1621;>				
<kw1620)< td=""><td></td><td></td><td>SDA_113412</td><td>HD8828, HD8847</td></kw1620)<>			SDA_113412	HD8828, HD8847
Critical check point with opening the device	1			
boiler support loose check all screws & vibration issues (set before <kw1447)< td=""><td></td><td></td><td>SDA 108804</td><td>HD8763, HD8862</td></kw1447)<>			SDA 108804	HD8763, HD8862
check pump support			SDA 105203	HD8760, HD8775
solenoid not fixed check all screws (set before <kw1420)< td=""><td></td><td></td><td>SDA 104536</td><td>HD8763</td></kw1420)<>			SDA 104536	HD8763
MANDATORY: check boiler pin connector (leaking) and replace if old version (set before <kw1514)< td=""><td></td><td></td><td>SDA 110195</td><td>HD8763, HD8867</td></kw1514)<>			SDA 110195	HD8763, HD8867
Implemented blocking screw to prevent the loose of the grinder (set before <kw1517)< td=""><td></td><td></td><td>SDA 110735</td><td>HD8763, HD8867</td></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)< td=""><td></td><td></td><td>SDA 114757</td><td>HD8822, HD8862</td></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

PHI5000





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
> Start Annex				
	7			
Critical check point without opening the device		T	To	
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 desacling 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, HD885
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD885
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD885
MANDATORY replacement of the pin of boiler (set before <kw1850)< td=""><td></td><td></td><td>SDA_115021</td><td>EP5030, EP5346</td></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)< td=""><td></td><td></td><td>SDA 114757</td><td>EP5360, EP5365</td></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

Leakage between drip tray and housing SDA_115030

Incanto (New)





HD8917, HD8919

SDA_115144

				_
Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
6.00 to I should not be a 10 to 10 hours and the should	7			
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 desacling 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, HD885
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)< td=""><td></td><td></td><td>SDA_114189</td><td>HD8917, HD8919</td></kw1632)<>			SDA_114189	HD8917, HD8919
Critical check point with opening the device	1			
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)< td=""><td></td><td></td><td>SDA_114757</td><td>HD8867, HD891</td></kw1810)<>			SDA_114757	HD8867, HD891
check Pin of boiler defects (leakage, noisy, blocked, broken)			SDA_115021	EP5030, EP5346
		1	_	

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

check if EO2 is present in error log, if so test the grinder motor according service Info

PicoBaristo





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
	-			
Critical check point <u>without</u> 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 desacling 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, HD88
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD88
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD88
MANDATORY add seal between the lids to prevent grinder damage (set before <kw1632)< td=""><td></td><td></td><td>SDA_114189</td><td>HD8924, HD89</td></kw1632)<>			SDA_114189	HD8924, HD89
	-			
Critical check point with opening the device		1	CDA 1120C0	TUDOO24 UDOO
Rusty components inside the machines			SDA_112969	HD8924, HD89
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8924, HD89
Leakage at hose/boiler pin connector (only set where the hose is tight with tie wrap and produced before <kw1810)< td=""><td></td><td></td><td>SDA 114757</td><td>חטפטא נאסט</td></kw1810)<>			SDA 114757	חטפטא נאסט
•			SDA_114757 SDA_115021	HD8924, SM30
check Pin of boiler defects (leakage, noisy, blocked, broken)				EP5030, EP534
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8924, SM30

GranBaristo





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point <u>without</u> 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 desacling 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)< td=""><td></td><td></td><td>SDA_108410</td><td>HD8964, HD8966</td></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

Moltio





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				•
Critical check point without opening the device			Т	
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 desacling 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, HD88
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD88
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA 90838 & 106612	HD8836, HD88
check replacable bean container mechanism of residues with beans			SDA 107734 & FAQ	HD8766, HD87
check milk carafe parts for deformation				
Critical check point with opening the device		T	Т	_
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8766, HD87
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8766, HD87

Exprelia





>> Start Annex Critical check point without opening the device Check Software version / always update to latest SW Saeco Service Center Susue with waterflow / coffee flow? - check clogging - possible indicator, no rinsing, dripping coffee, no desacling long time (diagnostic sheet) - Brew Unit PERCOLATOR - Spout - Descale always when finding Limestone - Brew Unit clean & greased also check for none leakage - Brew Unit clean & greased also check for none leakage - SDA_90838 HD8836, HD8857 - Brew Lond Ledean & greased also check for none leakage - SDA_90838 HD8836, HD8857 - Brew Lond Ledean & greased also check with out Brew unit) - Conveyor clean - Door hinge lubricate - SDA_9338 LD6612 HD8836, HD8857 - Check coaling description, for beans preventing good tank connection - Check clean watertank insertion, for beans preventing good tank connection - Check with in service mode that all valve can be switched (click sound) - Critical check point with opening the device - MANDATORY: replace flowmeter connector (set before hD8854, HD8854, HD8854, HD8855 - Check inner door and drip tray sensor for any sign of leakage. First check undermeath door for any sign of leakage - MANDATORY: replace flowmeter connector (set before hD8854, HD8854, HD8855 - Check inner door and drip tray sensor for any sign of leakage. First check undermeath door for any sign of leakage - MANDATORY: replace flowmeter connector (set before hD8854, HD8855 - Check inner door and drip tray sensor for any sign of leakage. First check undermeath door for any sign of leakage - MANDATORY: replace flowmeter connector (set before hD8854, HD8857 - Check inner door and drip tray sensor for any sign of leakage. First check undermeath door for any sign of leakage. First check undermeath door for any sign of leakage. First check undermeath door for any sign of leakage. First check undermeath door	Service Checklist	⊠ NOK / ☑ OK	Corrected ✓	Reference	optional search
Critical check point without opening the device Critical check Software version / always update to latest SW Saeco Service Center				The remote	criteria for SKIVI
Check Software version / always update to latest SW Issue with waterflow / Coffee flow ? - check clogging - possible indicator, no rinsing, dripping coffee, no desacling long time (diagnostic sheet) - Brew Unit PERCOLATOR - Brew Unit PERCOLATOR - Descale always when finding Limestone - Brew Unit clean & greased also check for none leakage - Brew Unit clean & greased also check for for none leakage - Brew Unit clean & greased also check for for none leakage - Brew Unit clean & greased also check for for none leakage - Brew Unit clean & greased also check for for none leakage - Brew Unit clean & greased also check for for none leakage for for none leakage for for none leakage for for none leakage for for none leakage for for none leakage for for none leakage for for swist	-> Start Allilex				
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- check clogging - possible indicator, no rinsing, dripping coffee, no desacling long time (diagnostic sheet) - Perew Unit PERCOLATOR - Spout - Descale always when finding Limestone - Brew Unit clean & greased also check for none leakage - Brew Unit clean & greased also check for none leakage - Brew Chamber clean (check with out Brew unit) - Conveyor clean - Co				Saeco Service Center	
- possible indicator, no rinsing, dripping coffee, no desacling long time (diagnostic sheet) - Brew Unit PERCOLATOR - Descale always when finding Limestone Brew Unit clean & greased also check for none leakage Brew Unit clean & greased also check for none leakage Brew chamber clean (check with out Brew unit) - Conveyor clean Conveyor clean Conveyor clean SDA_90838 & 106612 HD8836, HD8857 Boor hinge lubricate - Check coadized screws main set & milk carafe - Check coadized screws main set & milk carafe - Check coadized screws main set & milk carafe - Check coadized screws main set & milk carafe - 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) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump="" replacing="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td></td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>					
- Brew Unit PERCOLATOR - Spout - Descale always when finding Limestone Brew Unit clean & greased also check for none leakage Brew Unit clean & greased also check for none leakage Brew Chamber clean (check with out Brew unit) Check that BrewUnit "Click" properly by inserting Conveyor clean Conveyor clean Conveyor clean Door hinge lubricate Check oxidized screws main set & milk carafe check coxidized screws main set & milk carafe 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) (set="" <kw1510)="" before="" blowdown="" exprelia="" hd8854,="" hd8857="" hd8857<="" mandatory:="" of="" replace="" sda_112895="" sda_113217="" td="" the="" valve=""><td></td><td></td><td></td><td></td><td></td></kw1420)>					
- Spout - Descale always when finding Limestone - Descale always when finding Limestone - Brew Unit clean & greased also check for none leakage - Brew Chamber clean (check with out Brew unit) - Check that BrewUnit "click" properly by inserting - Conveyor clean					
- Descale always when finding Limestone Brew Unit clean & greased also check for none leakage Brew Chamber clean (check with out Brew unit) SDA_90838 HD8836, HD8857 Brew chamber clean (check with out Brew unit) SDA_90838 HD8836, HD8857 Conveyor clean SDA_90838 & 106612 HD8836, HD8857 Door hinge lubricate SDA_97324 HD8854, HD8857 Check oxidized screws main set & milk carafe 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) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" hd8854,="" hd8857="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sda_112895="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY. Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td>- Brew Unit PERCOLATOR</td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>	- Brew Unit PERCOLATOR				
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Conveyor clean SDA_90838 & 106612 HD8856, 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) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td>Brew chamber clean (check with out Brew unit)</td><td></td><td></td><td>SDA_90838</td><td>HD8836, HD8857</td></kw1510)></kw1420)>	Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD8857
Door hinge lubricate check oxidized screws main set & milk carafe check oxidized screws main set & milk carafe 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) action="" after="" andatory="" disconnecting="" hd8854,="" hd8857="" or="" pump-="" replacing="" sda_112895="" the=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td>check that BrewUnit "click" properly by inserting</td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>	check that BrewUnit "click" properly by inserting				
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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) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" hd8854,="" hd8857="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sda_112895="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td>Door hinge lubricate</td><td></td><td></td><td>SDA_97324</td><td>HD8854, HD8857</td></kw1510)></kw1420)>	Door hinge lubricate			SDA_97324	HD8854, HD8857
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Critical check point with opening the device MANDATORY: replace flowmeter connector (set before <kw1420) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive<="" flowmeter="" in="" incl.="" leakage="" microswitch="" of="" please="" sealing="" sign="" td="" unit=""><td>check clean watertank insertion, for beans preventing good tank connection</td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>	check clean watertank insertion, for beans preventing good tank connection				
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MANDATORY: replace flowmeter connector (set before <kw1420) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) (set="" -="" <kw1520)="" and="" before="" behind="" brew="" case="" check="" connections,="" connector="" drive="" flowmeter="" hd8854,="" hd8857="" hd8857<="" in="" incl.="" leakage="" mandatory:="" microswitch="" of="" please="" replace="" sda_112895="" sealing="" sign="" td="" unit=""><td>check within service mode that all valve can be switched (click sound)</td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>	check within service mode that all valve can be switched (click sound)				
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MANDATORY: replace flowmeter connector (set before <kw1420) action="" after="" and="" any="" check="" disconnecting="" door="" drip="" first="" for="" inner="" leakage="" leakage.="" mandatory="" of="" or="" pump-="" replacing="" sensor="" sign="" the="" tray="" underneath=""> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) (set="" -="" <kw1520)="" and="" before="" behind="" brew="" case="" check="" connections,="" connector="" drive="" flowmeter="" hd8854,="" hd8857="" hd8857<="" in="" incl.="" leakage="" mandatory:="" microswitch="" of="" please="" replace="" sda_112895="" sealing="" sign="" td="" unit=""><td>Critical check point with opening the device</td><td></td><td></td><td></td><td></td></kw1510)></kw1420)>	Critical check point with opening the device				
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MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) (set="" -="" <kw1510)="" and="" before="" behind="" blowdown="" brew="" case="" check="" connections,="" drive="" exprelia="" flowmeter="" hd8854,="" hd8857="" hd8857<="" in="" incl.="" leakage="" mandatory:="" microswitch="" of="" please="" replace="" sda_113217="" sealing="" sign="" td="" the="" unit="" valve=""><td></td><td></td><td></td><td>_</td><td></td></kw1510)>				_	
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector MANDATORY: Replace the blowdown valve of Exprelia (set before <kw1510) (set="" -="" <kw1510)="" and="" before="" behind="" blowdown="" brew="" case="" check="" connections,="" drive="" exprelia="" flowmeter="" hd8854,="" hd8857="" hd8857<="" in="" incl.="" leakage="" mandatory:="" microswitch="" of="" please="" replace="" sda_113217="" sealing="" sign="" td="" the="" unit="" valve=""><td>check inner door and drip tray sensor for any sign of leakage. First check underneath door for any sign of leakage</td><td></td><td></td><td>GDA 111060</td><td>HD8854, HD8857</td></kw1510)>	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: Replace the blowdown valve of Exprelia (set before <kw1510) -="" and="" behind="" brew="" case="" check="" connections,="" drive="" flowmeter="" hd8854,="" hd8857<="" in="" incl.="" leakage="" microswitch="" of="" please="" sda_113217="" sealing="" sign="" td="" unit=""><td>, , , , , , , , , , , , , , , , , , , ,</td><td></td><td></td><td></td><td>,</td></kw1510)>	, , , , , , , , , , , , , , , , , , , ,				,
- in case of sign of leakage please check Flowmeter incl. Connections, microswitch and sealing behind brew unit drive				_	
behind brew unit drive					,
	check if EO2 is present in error log, if so test the grinder motor according service Info		<u> </u>	SDA 115144	HD8854, HD8857

Xelsis





Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex	•	•		
Critical check point without opening the device	1			
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 desacling 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	1			
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)< td=""><td></td><td></td><td>SDA_112895</td><td>HD8942, HD8946</td></kw1428)<>			SDA_112895	HD8942, HD8946
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8942, HD8946
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8942, HD8946

Xsmall bolt PHI2000 series





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex	<u>.</u>			
Critical check point <u>without</u> 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 desacling 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, HD885
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD885
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD885
Critical check point with opening the device				
check Pin flow selector faucet (set before <kw1538) for="" leaking<="" td=""><td></td><td></td><td>SDA_112763</td><td>HD8642, HD865</td></kw1538)>			SDA_112763	HD8642, HD865
- in case of leakage check micro switch from dump box				
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8642, HD865
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA 115144	HD8642, HD865

Xsmall





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex			•	•
Critical check point <u>without</u> 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 desacling 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 EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8743, HD8745

Syntia





SDA 115144

				_
Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point <u>without</u> 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 desacling 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

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

check if E02 is present in error log, if so test the grinder motor according service Info

HD8838, HD8839

Intelia





Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point <u>without</u> opening the device		1		1
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 desacling 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)< td=""><td></td><td></td><td>SDA_110735</td><td>HD8751, HD8756</td></kw1517)<>			SDA_110735	HD8751, HD8756
MANDATORY action after replacing or disconnecting the pump-> fix Thermoprotector			SDA_112779	HD8751, HD8756
check if EO2 is present in error log, if so test the grinder motor according service Info			SDA 115144	HD8751, HD8756

Intuita





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	Reference	optional search
		Corrected Ed	Neierence	criteria for SKM
-> Start Annex				
	_			
Critical check point <u>without</u> 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 desacling 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, HD885
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD885
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD885
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 EO2 is present in error log, if so test the grinder motor according service Info			SDA_115144	HD8750

Odea





Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	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 desacling 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, HD885
Brew chamber clean (check with out Brew unit)			SDA_90838	HD8836, HD885
check that BrewUnit "click" properly by inserting				
Conveyor clean			SDA_90838 & 106612	HD8836, HD885
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				

Royal Old





Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point <u>without</u> 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 desacling 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	

Royal New





07.11.2025

Service Checklist	⊠NOK / ☑ OK	Corrected ☑	Reference	optional search criteria for SKM
-> Start Annex				
Critical check point <u>without</u> 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 desacling 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	

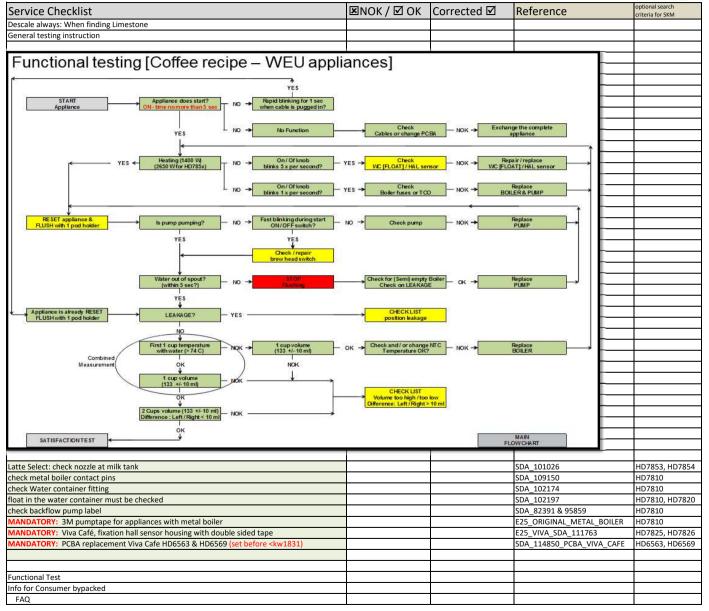
Grind & Brew



Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	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				

Senseo





BARxxx



Service Checklist	⊠ NOK / ☑ OK	Corrected ☑	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				

Pate Family	topic	Reference	removed / added commer
Attention	due to heavy design and content change from v23 to v30 no single details captured.		
accinoni	!!! 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		8-
0.03.2018 Phi5000	add tab (Phi5000)		add
20.03.2018 Phi5000, Minuto, Incanto, PicoBaristo	add SDA 114757 to Phi5000, Minuto, Incanto, PicoBaristo	SDA 114757	add
3.03.2018	release v33	· -	
08.08.2018 Senseo	MANDATORY: PCBA replacement Viva Cafe HD6563 & HD6569 (set before <kw1831)< td=""><td>SDA_114850_PCBA_VIVA_CAFE</td><td>add</td></kw1831)<>	SDA_114850_PCBA_VIVA_CAFE	add
08.08.2018	release v34		
7.08.2018	MANDATORY: PCBA replacement Viva Cafe HD6563 & HD6569 (set before <kw1831)< td=""><td>reference has changed into SDA 114868</td><td>change</td></kw1831)<>	reference has changed into SDA 114868	change
7.08.2018	release v35	<u> </u>	-
6.05.2019 PHI5000	MANDATORY replacement of the pin of boiler (set before <kw1850)< td=""><td>SDA 115021</td><td>add</td></kw1850)<>	SDA 115021	add
6.05.2019 PHI3000, PHI4000, Incanto, PicoBaristo	check Pin of boiler defects (leakage, noisy, blocked, broken)	SDA_115021	add
8.06.2019	release v36	=	
0.05.2019 PHI5000	Leakage between drip tray and housing	SDA_115030	add
9.08.2019 Phi3000, Omnia	Appliance does not brew coffee, deformations on the gears	SDA_115085	add
0.10.2019 Omnia	add tab (Omnia)		
0.10.2019 Omnia	pump doesn't stop -check the correct tube connection at Flowmeter as the in/out put get mixed	SDA 115096	add
0.10.2019	change sort order of the annex tabs (move older family's to the back)	_	
1.10.2019	release v37		
3.04.2020	adapt the steam out instruction Repair Flow - Coffee, by adding new Omnia family		change
3.04.2020	release v38		
9.06.2020 all	check if EO2 is present in error log, if so test the grinder motor according service Info	SDA_115144	add
6.06.2020	release v39		
27.11.2020 Omnia	check drip tray, that there is no small hole (right side) causing leaking	SDA_115197	add
7.11.2020	release v40		
4.12.2020 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		
4.12.2020	release v41		
7.02.2021	add warning to the steam out procedure	SDA_115200	add
7.02.2021 PHI5000	check if Coffee spout is falling down	SDA_115175	add
2.06.2021 Xelsis (new 2017)	Error 02, grinder error due to defect resistor at main pcb	SDA_115232	add
0.07.2021 Omnia	3 blinking led (intermittent) - Error E10 within the error log	SDA_115235	add
.0.09.2021 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		
0.09.2021 all	contamination	SDA_115234	add
5.10.2021	release v42		
	MANDATORY: Insert water container lid component to prevent spillage of water during handling (set		
3.11.2021 Xelsis (new 2021)	before kw2145)	SDA_115275	add
	Check Software version / always update to latest SW UI software update needs to be run via wi-fi and not		
3.03.2022 Xelsis (new 2021)	via EPSC	GDA_115300	add
9.04.2022	release v43		
1.08.2022 Phoenix	Metal vibration noise during grinding (SN from TW902213xxx to TW902226xxx)	SDA_115373	add
1.08.2022 GranAroma	MANDATORY: Replace the EV GENERAL ASSEMBLY (SN from TW902122xxx to TW902130xxx)	SDA_115375	add
2.11.2022 Omnia & Phoenix	MANDATORY: Replace the Conveyor part on the grinder Assy with the new improved version	SDA_115234	add
3.12.2022	release v44		add
7.11.2025	add Aromis EP87xx		
07.11.2025	add Baristina		
7.11.2025	release v45		

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