



# TECHNICAL BULLETIN



## Silicone water level grommet deterioration

Based on field data, warranty returns and testing by our Engineers, we have discovered a potential issue with the silicone fill probe grommet that is used on XTS, V+ , HWB and HWD series coffee brewers and hot water dispensers.

This problem was caused by a supplier material issue where the silicone didn't cure properly, thus allowing moisture to penetrate the silicone after extended periods of exposure to vapor, eventually deteriorating the grommet.

We have identified a date range between the 31st to the 51st week of 2018 that have seen a majority of the failures, with few cases reported outside of this range. It is important to understand that most grommets will not fail, but since we have seen an increase of service related issues due to this supplier defect we are posting this bulletin.

**Description of Problem:** Due to deterioration, the grommet may become conductive and cause false readings due to the water level probe grounding to the tank. **Note: there is no voltage on this connection (middle picture), but there is voltage on the element next to it.** Once deteriorated, the machine will not fill completely, causing the water level in the tank to be lower than it should, thus causing short potting.

**Problem identification and testing:** **Caution, live voltage present!** To see if the grommet is at fault, remove the probe by pulling straight up (there are no fasteners). If the machine is in ready state and does not activate the fill valve, check the valve for a fault. If machine is in ready state and begins to fill, touch the end of the probe to the metal on the top of the tank. If the filling stops, check the condition of the grommet and replace if necessary.

The grommet is press fit into the tank and can be removed by squeezing and pulling upwards. Defective grommets have a white chalky looking coating on the bottom half of the grommet that is inside the tank. This can be seen in the top picture on the left grommet.

**Temporary solution:** If the machine is inoperable due to this problem, there is a quick and easy temporary solution. Use teflon tape (aka plumbers tape) to tightly wrap the probe (as shown in picture on the bottom right) making sure the bottom 1/4" is not covered. This will allow the machine to be used safely until the grommet can be replaced.

**Remedy:** replace grommet (part number 1024.00053.00) and test machine.

