

## MALFUNCTIONS NOT REPAIRABLE IN SERVICE CENTER - recommendations

**PRODUCT → SKU: 10011974**



**Identification of problem:** When specific faults occur, repair in our service center is uneconomical and will be not carried out.

The faults are:

- **the device does not heat water**  
→ *even if product can be started correctly (lights are on) water is not heated*
- **the device cannot be started** after connecting to the power supply  
→ *no lights are on after pushing the on/off button)*

Other solution must be found to solve customer claim.

Product should be treated like 'disposal' -pick up for defective product is not necessary.