

## Clogged water filters

**Models affected: EDG 6600.0 and .1M and EKDG 6800.0M and -75**

### Problem

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Since February 2005 a water filter has been installed in the swivel arm of the EDG 6600.1M steam cooker in the factory. Two filter sets (spare-part numbers 566 391 and 531 356) are available for retrofitting models of the predecessor generation (EDG 6000.0, EDG 6800.0M and -75).

The filters serve the purpose of keeping all of the larger particles of dirt out of the supply pump. The dirt particles may be present in the tap water which is filled into the tank (minerals or sand) or it may be present in the water that is pumped back (limestone and other deposits).

Using the filter enables supply pump breakdowns to be significantly reduced. It has, however, become apparent that the filters become clogged quite quickly in certain circumstances.

The appliance indicates "please fill up with water" (for the EKDG 6800) or "H2" (for the EDG 6600) although the water tank is still full.

### Customer service help once the fault has been acknowledged

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The procedure is as follows as soon as a customer reports the fault outlined above:

1. Have the customer check to see whether a water filter has been fitted.

Recommended procedure: Pull the empty water tank out slowly and observe the swivel arm which is then raised. Is the suction hole open or has a filter been installed?

2. If a filter has been installed, recommend to the customer that the water filter be removed.

- a Remove the water tank.

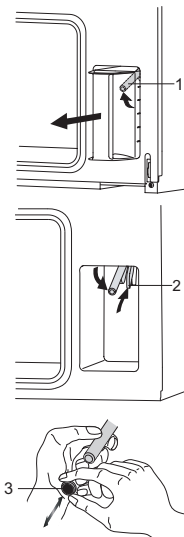
The swivel arm (1) will move upwards.

- b Press onto the back part (2) of the swivel arm.

The swivel arm will move down again.

- c Hold the swivel arm with one hand. Remove the water filter (3) with your other hand.

- d Carefully press the new water filter onto the swivel arm.



3. Should the customer determine that removing the water filter does not solve the problem, arrange to visit the customer (the fault is caused by another problem).
4. Should the problem be solved when the filter is removed, a filter set (incl. 3 filters) suitable for his model should be sent to the customer free-of-charge.

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## Filter set overview

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For the repair service the following filters are available

- Spare-part number 531 353: 1 filter for the rotary arm for model EKDG 6800.0M
- Spare-part number 531 699: 1 filter for the rotary arm for model EDG 6600.1M, EDG 6600.0M and EKDG 6800.0M-75
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These new filters are intended for handing out to customers:

- Spare-part number 531 655: filter set for the rotary arm (3 filters) for model EKDG 6800.0M
- Spare-part number 531 356: filter set for the rotary arm (3 filters) for model EDG 6600.1M, EDG 6600.0M and EKDG 6800.0M-75