

Thermomixer comfort 5355 000.011
Thermomixer R 5355 000.020

The following malfunction has occurred in a few Thermomixer comfort devices: Despite the adhesive Soft Shield (see also PACT 53502T01), the device increases the temperature autonomously.

The cause has been determined to be a defective keyboard cable.

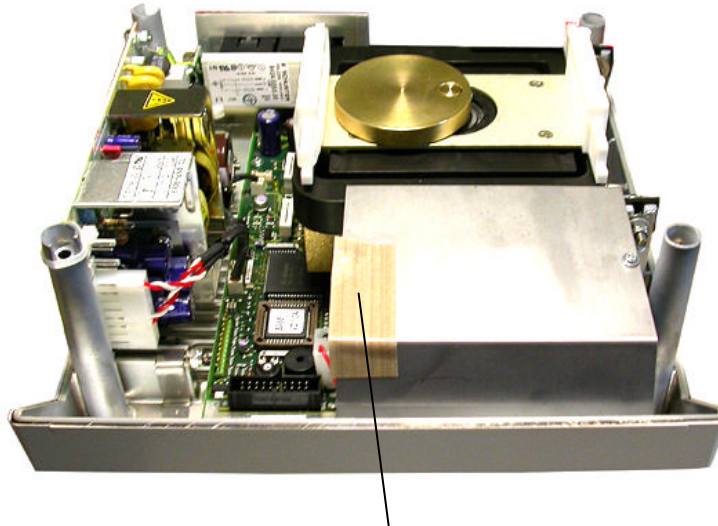
This foil cable (green) is positioned on the metallic ventilator cover and is subject to vibrations during the mixing operation. These vibrations sometimes damage the insulation at one place to such an extent that there is sporadic contact with the ground.

This ground connection is recognized by the device as a keystroke, because the damaged cable is responsible for the temperature keys. The temperature is thereby increased by 1°C each time the cable comes into contact with the metal.

This can be remedied by applying an adhesive insulation strip to the ventilator cover (see photo).

We ask you to replace this insulation strip and to check the keyboard cable for damage after all repairs or maintenance.

The **order number** for the insulation strip is **5355 862.005**



Please apply the insulation strip here.

Please place your order with the SIL and provide us with the serial number of the retrofitted devices.

The insulation strip is provided free of charge.

Please include this PACT information in Chapter 2 of your Service Manual.