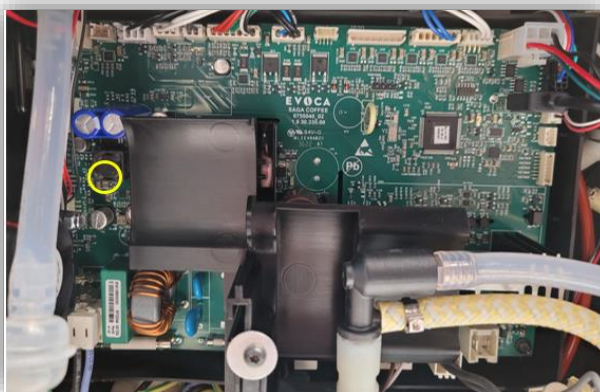


Range OCs	Model MAGIC B1, B2, M1 and M2	N° I.T. 01_2023
Serial Number 9022MGC0004000	Subject Possible defect on Magic machine electronic board	

Reason

Several reports are coming back from the market of Magic machines that stop working for apparently no reason, and that in order to restart them you have to switch the *ON/OFF* switch to the *OFF* position, wait about 15 seconds, then turn the switch back to *ON* . It seems that the problem is due to a DC/DC converter mounted on a batch of *CPU boards* that shows reliability problems. The fault is still being investigated, but we have evidence that this component sometimes stops supplying 5Vdc to the machine even if the machine is only in stand-by mode. *CPU boards* that could be affected by this problem are identified by an SN applied to the label, so the critical batch covers units from: **SY 2244 00054** a **SY 2249 20360**.



We have also identified the potentially affected **SN Magic**, for which we will intervene with a preventive recall of the following coffee machines:

- from **9022MGC0004000** to **9022MGC0006050**
- from **9022MGC0006745** to **9023MGC0007512**
- from **9023MGC0007603** to actual production.

To Do

We therefore ask to temporarily block these SN in all our warehouses and to prepare a shipment to Grassobbio for further analysis and possible reprocessing activities.

In the meantime we are waiting to receive a new batch of *CPU boards* from the supplier, in order to keep them available as spare parts and allow us to intervene in the field to correct the problem if it occurs.