



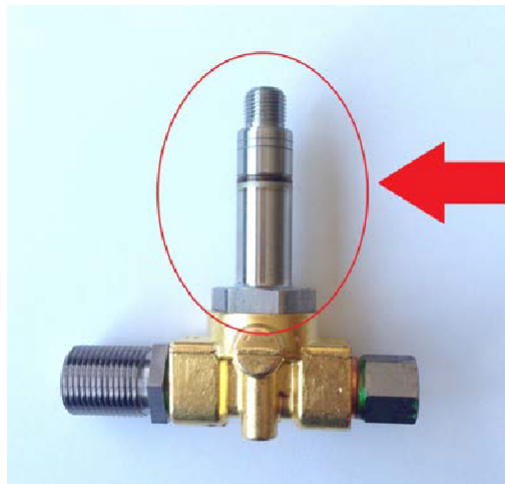
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La Marzocco Technical Bulletin #104

Two-Way Solenoid Valve

La Marzocco has received reports of limited numbers of incidents in which the two-way solenoid valve has corroded. This corrosion results in water ingress into the electromagnet which controls the valve. This interaction commonly results in smoke, and in rare cases, flames.

We have identified the inciting factor for these events to be water lacking proper conditioning. Water with a low pH and a high salt content is particularly aggressive towards the type of stainless steel used in original manufacturing of the two-way solenoid valve. This water does not meet La Marzocco water quality standards.



To help mitigate the issue, La Marzocco has improved the material of the two-way solenoid plunger sleeve from 303 series stainless steel to 316L series stainless steel. This improvement was introduced to machines manufactured in March 2015 starting with serial number Strada 1936, Linea PB 1767, GS3 5048, GB5 012944, Linea Classic 044938.

To assure the utmost quality and safety of our products for our customers, we are offering an upgrade of the two-way solenoid plunger sleeve and complimentary water test kits to customers in the United States who have machines produced in the two years before March 2015.

We are offering customers with machines produced between January 2013 and March of 2015 a free water test kit and solenoid cap.

While we understand the additional difficulty involved in the replacement of the two-way solenoid plunger sleeve, we believe this is worthwhile for anyone concerned with water quality. Furthermore, we recommend that non-La Marzocco customers contact their manufacturer as this problematic stainless steel is a common component of high end equipment.

Any espresso machine owner interested in testing their water quality may contact La Marzocco for a complimentary water test kit to assure adequate water quality is being used in their machine.

Please do not hesitate to contact your La Marzocco sales representative or our solutions team with any questions you have about this update. Solutions.usa@lamarzocco.com