

Service Memo

All 2021-001

Dispenser(s): Multiple Machine types
Title: 4Protect antibacterial screen sheets

Reason for this Memo:

- To inform you about the availability of 4Protect Anti-bacterial protection sheets for various equipment with touch screens. These new parts can be ordered from Central Supply Chain from January 2021 onwards.
- To provide some further service related information.
(Other information is available through your marketing colleague)

New Article numbers – SPARE PARTS

SAPnr	Description	Prot.Sheet size (LxH)
55123010	PROTECTION SCREEN WMF 1100 60-001	120 x 197mm
55123011	PROTECTION SCREEN EXCELLENCE TOUCH 60-002	210 x 128mm
55123012	PROTECTION SCREEN EX. COMPACT TOUCH 60-007	145 x 80mm
55123013	PROTECTION SCREEN OMNI MACHINES 60-003	150 x 220mm
55123014	PROTECTION SCREEN 8" SCHAEERER SOUL 60-004	170 x 130mm
55123015	PROTECTION SCREEN BARISTA ONE 60-005	165 x 105mm
55123016	PROTECTION SCREEN PROMESSO 60-006	160 x 105mm
55123017	PROTECTION SCREEN L'OR SUPREME 60-008	100 x 55mm
55123018	PROTECTION SCREEN SCHR COFFEE C 60-009	163 x 93mm
55123019	4PROTECT MOUNTING SPRAY 500ML 60-100	
55123020	TWEEZER/PINCET 60-101	
55123021	SCRAPE FOR MOUNTING PROT. SCREENS 60-102	
55123022	START PACKAGE MOUNTING PROT. SCREEN 60-103	

[Spare parts](#) can be ordered and delivered from Central warehouse (JDS) [per single piece](#)

New Article numbers – CROSS SELLING

SAPnr	Description	Prot.Sheet size (LxH)
4060839	NONBR PROT SCREEN WMF 1000 1 PCS x 50	120 x 197mm
4060840	NONBR PROT SCREEN EXC TOUCH 1 PCS x 50	210 x 128mm
4060841	NONBR PROT SCREEN EXC COMTOUCH 1 PCS x 50	145 x 80mm
4060842	NONBR PROT SCREEN OMNI 1 PCS x 50	150 x 220mm
4060843	NONBR PROT SCREEN SOUL 1 PCS x 50	170 x 130mm
4060844	NONBR PROT SCREEN BAR ONE 1 PCS x 50	165 x 105mm
4060845	NONBR PROT SCREEN PROMESSO 1 PCS x 50	160 x 105mm
4060846	NONBR PROT SCREEN ARA 1 PCS x 50	100 x 55mm
4060847	NONBR PROT SCREEN COFFEE CLUB 1 PCS x 50	163 x 93mm
4060848	NONBR MOUTING SPRAY 500 ML X6	6 bottles of 500ml
4060849	NONBR TWEEZER / PINCET PROF 1PCX10	30 pcs
4060850	NONBR MOUNTING SCRAPE FILT 10P 1PCX3	30 pcs (3x10pcs)
4060851	NONBR MOUNTING START KIT 1PC X1	1 kit

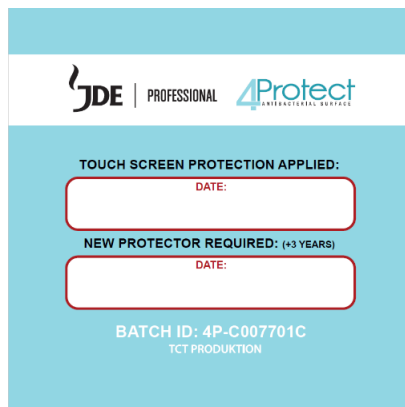
[Cross selling items](#) are always ordered and delivered in quantities as indicated with its description, so eg. 50 sheets per SAP No. and [delivered from the supplier in Sweden directly](#).

Service instructions:

On our support site <http://www.jacobsdouweegbertsprofessional.support/> and category [Other] you will be able to find an instruction movie on how to apply the protection sheet onto a touch screen.

For most accurate results, it is strongly recommended to have the work executed by a technician. The estimated, average time to complete the job is 15 minutes.

Each protection sheet comes with a sticker (size 50x50mm) with the production batch code of the protection sheet printed on it. After applying the protection sheet onto the touch screen, the date of appliace should be noted onto the sticker as well as the expiration date, which would be 3 years later. This sticker must be put at the inside of the machine (door), clearly visible to an operator and/or technician.



Content of starter kit

For easy application of the protection sheet there is a starter kit (SAPnr 55123022 / 4060851) available. This kit consist of:

- A scraper
- Pincette/Tweezers
- Application spray 150ml (would be sufficient for approx.75 sheets)



Application spray

The application spray bottle needs to be shaken before use. The spray helps preventing air bubbles between the sheet and the touch screen. After removing the bubbles and fluid from behind the sheet with the scraper, ensure any excess of the fluid is removed using a dry cloth. In case of a touch screen partly located behind the door cover (like for Excellence and Excellence Touch), please take care that no fluids end up between the door and the touch screen.

In case the new application spray is needed, a refill bottle of 500ml can be ordered (SAPnr 55123019 / 4060848).

The spray consists of >95% water and <5% isopropanol and should be stored at ambient temperatures. It has a shelf life of about 1 year (unopened).

Other Tools

The sheets are orderable per machine type in the correct size already, so no need for cutting them. As can be seen from the movie, it may be useful to wear clean gloves that have some friction holding onto the sheet and not leave any fingerprints. Please see example (picture) of such, commonly available gloves: Also orderable from JDE central warehouse:



55119317	WORK GLOVES CUT RESIST KL5 SIZE 8
55119318	WORK GLOVES CUT RESIST KL5 SIZE 10

Additional service notes.

- Please check in case of customer complaints about GUI responsiveness if GUI/Display responds well without the sheet before part replacement.
- Please remove the sheet in case a display/GUI is returned for warranty or part investigation purposes.
- In case of GUI/display replacement - Please order the correct protective sheet along with the part.