

21.04.2026

Tone Europe GmbH • Bei der Neuen Münze 10 • 22145 Hamburg

To whom it may concern

Warning and Recall Regarding Our Tone Touch 03 and Tone Touch 04 Products

Dear Customer of Tone Europe GmbH,

We recently informed you about the transfer of the “Tone” brand and the production of these products from Thuner Kaffeemaschinenfabrik AG to CUP&CINO Kaffeesystem-Vertrieb GmbH & Co. KG.

During a recent audit and re-certification of our products and their design, conducted with the assistance of external testing laboratories and certifiers, serious defects were discovered in the Tone T03 and Tone T04 products we distribute. We are writing to inform you of these defects and the measures that must be taken as a result.

Product Description

The following products are affected:

- 1) Tone Touch 03 Coffee Maker
- 2) Tone Touch 04 Coffee Maker

Why is the product dangerous?

Due to a design flaw in the PCB (printed circuit board) of the devices, a voltage flashover to accessible parts may occur. Tests have shown a dielectric strength that does not meet the requirements of the IEC 60335 standard. Furthermore, the air and creepage distances do not comply with the required standard.

In the event of contamination, aging, heat, etc., there is a risk of electric shock to the operator using the system.

What should you do?

To eliminate any risk to you and third parties, the following measures must be taken:

- 1) Effective immediately, the products in question may no longer be used until step 3 has been fully and properly completed.
- 2) Please forward this letter and its attachment immediately to all persons/companies to whom you have offered, sold, lent, rented, etc., or otherwise made available the products described above.
- 3) Choose one of the two options below:
 - a) Contact us, Tone Europe GmbH, immediately so that we can send you repair kits free of charge. Upon receipt of the repair kit(s), repair the affected product(s) in accordance with our repair instructions (Appendix 1) or have them repaired by a qualified service provider (the repair also includes installing a software update package). After completing the repair, you must perform (or have performed) an appropriate electrical test in accordance with the applicable legal requirements. We will provide the repair kit free of charge, including shipping. Once you have fully and properly completed Step 3, please notify us immediately, providing the relevant serial number(s).
 - b) Please contact us immediately and send the affected product(s) to our service provider, Barista Productions GmbH & Co. KG, Paderborner Str. 33, D-33161 Hövelhof, for repair. We will repair the safety-related defects free of charge. Any additional measures, repairs, or upgrades may be performed by our service provider at your expense.

Contact / Mailing address:

Tone Europe GmbH
Bei der Neuen Münze 10
22145 Hamburg
Email: hello@tone-swiss.com

We sincerely apologize for any inconvenience this may cause you. However, the safety of our customers is our top priority, so we consider this step to be absolutely necessary. Please feel free to contact us at any time if you have any questions.

Sincerely,
Tone Europe GmbH



Jörg Bertram

Technical Modification of the Tone Touch 03 and 04

Due to Risk of Electric Shock to the Operator

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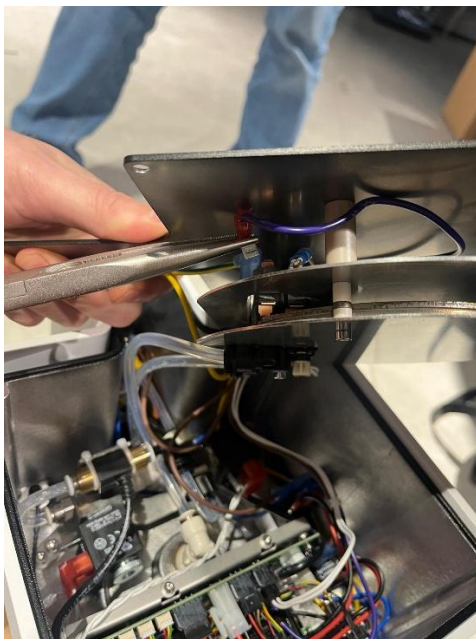
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1. Preparation

- This upgrade must only be performed by a person with the necessary electrical and technical qualifications
- Verify that the serial number matches the registered serial number
- Turn off the system and disconnect it from the power source (unplug the power cord or remove the Black Box connector)
- Remove the system's magnetic cover (gray)
- Remove the black box from its mount
- Inspect the black box for damage (if the black box shows further damage, the device must be repaired or taken out of service)
- Open the black box from the top

2a. Procedure T03

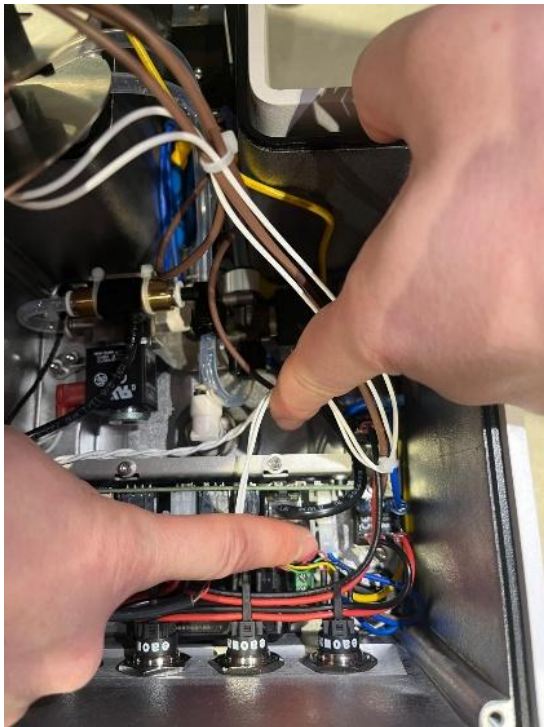
- 1) Unplug the purple connector from the FTH (heating element)



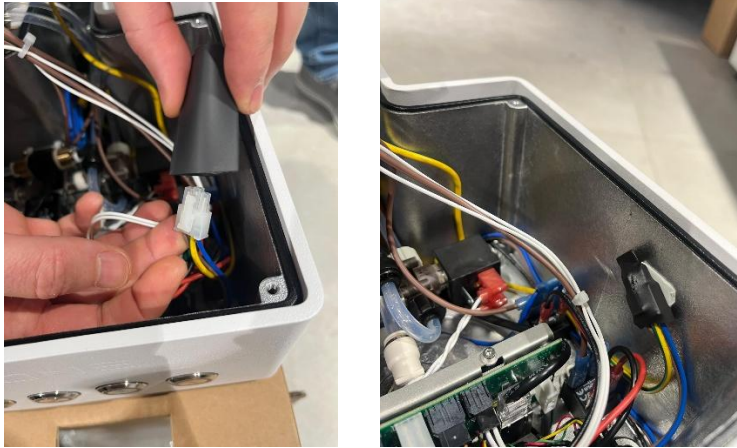
- 2) Next, use a side-cutting plier to cut the purple cable at the connector on the PCB side. The cable can then be completely removed from the machine.



- 3) Next, disconnect the 230-volt plug from the PCB board.



- 4) Next, insulate the 230-volt plug using the heat-shrink tubing included in the upgrade kit. This is best done by heating it (with a lighter or heat gun), but you can also use the cable ties included in the kit.



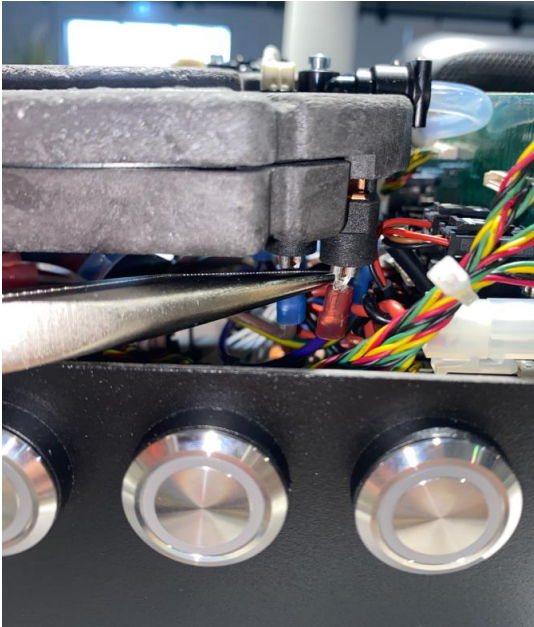
- 5) Then secure the insulated connector to the housing using the adhesive pad provided (!! Do not leave the cable loose inside the machine !!)
- 6) Afterward, close the machine again and install it as appropriate.

3a. Testing and Documentation of the Work

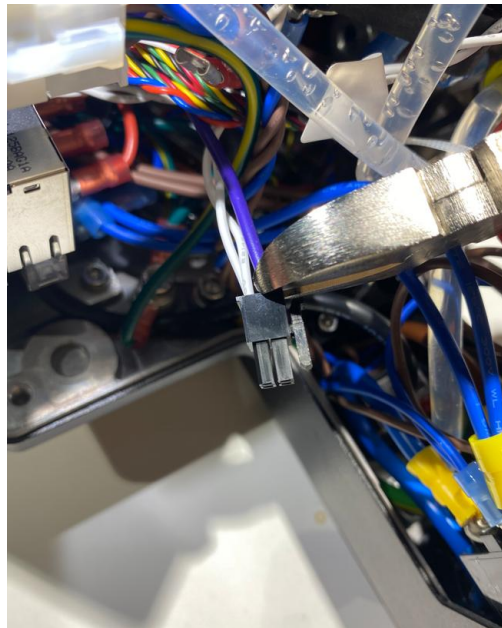
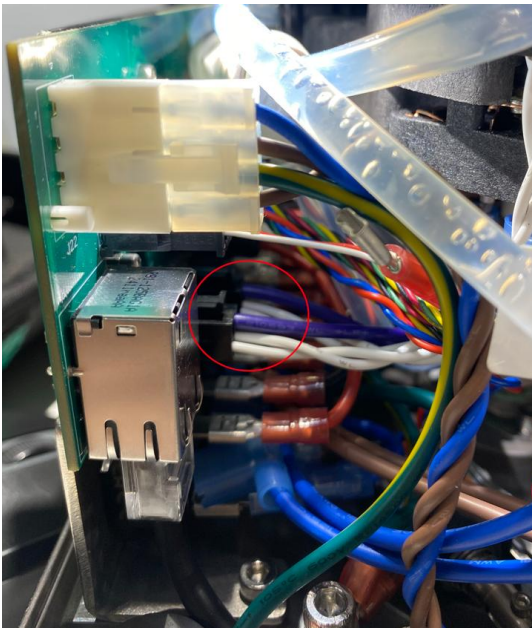
- 1) A test must now be conducted in accordance with the DIN EN 50678 standard (VDE 0701 / VDE 0702) and in compliance with IEC 60335-75. (It is important here to perform a high-voltage test to ensure dielectric strength.)
- 2) To do this, the repair service provider must have the appropriate equipment available on-site or in the workshop.
- 3) After the test, the system can be fully reinstalled and connected to the power supply.
- 4) The machine must now be turned on, and the software must be upgraded to version 2.9.0; otherwise, the system will no longer function.
- 5) Next, the mandatory functional test, etc., must be performed to confirm the overall functionality of the system.

2b. Procedure T04

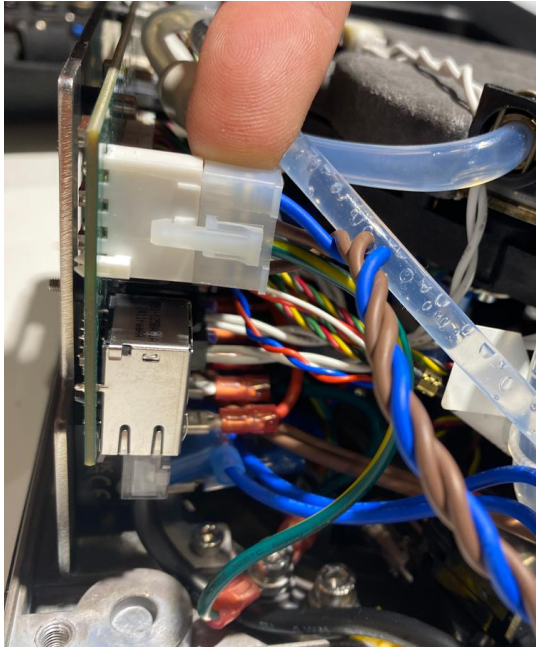
- 1) Unplug the purple connector from both FTHs (heating elements)



- 2) Next, use side-cutting pliers to cut the purple cables at the connector on the PCB side. The cable can then be completely removed from the machine. This must be done for both E Fast cables!



- 3) Next, disconnect the 230-volt plug from the PCB board



- 4) Next, insulate the 230-volt plug using the heat-shrink tubing included in the upgrade kit. This is best done by heating it (using a lighter or heat gun), but you can also use the cable ties included in the kit..



- 5) Then secure the insulated connector to the housing using the adhesive pad provided (!! Do not leave the cable loose inside the machine!!)
- 6) After this, the machine must be resealed and installed properly.

3b. Testing and Documentation of the Work

- 1) A test must now be conducted in accordance with the DIN EN 50678 standard (VDE 0701 / VDE 0702) and in compliance with IEC 60335-75. (It is important here to perform a high-voltage test to ensure dielectric strength.)
- 2) To do this, the repair service provider must have the appropriate equipment available on-site or in the workshop.
- 3) After the test, the system can be fully reinstalled and connected to the power supply.
- 4) The machine must now be turned on, and the software must be upgraded to version 1.3.0; otherwise, the system will no longer function.
- 5) Next, the mandatory functional test, etc., must be performed to confirm the overall functionality of the system.

4. Testing and Documentation of the Work

- You must then confirm that the work has been completed and the safety test performed, including the date and your name.
- The serial number is required for this.
- The completion of the repair must be reported to Tone Europe accordingly.

If there are any doubts regarding the safety or functionality of the machine already in the field, the system must not be reconnected to the power supply.