

TI_2512: Return of damaged/broken glass panes for analysis



iCombi Pro / SelfCookingCenter from 2011



01/12/2025

Update from 01.12.2025 - Return of damaged glass panes no longer required

Thank you for your support in returning damaged door glass panes. With your help, we were able to quickly identify the cause of the damage.

The measure for returning door glass panes announced in this Technical Information sheet **TI_2512** is **no longer required** with immediate effect.

The cause has been identified and appropriate measures implemented. This significantly reduces the risk of spontaneous glass breakage, but the issue can still occur in isolated cases.

Please report any broken glass in the usual way using the **PSU form**.

Thank you once again for your valuable support, which has made a key contribution to our success.

Regional validity:

- Germany
- Netherlands
- Italy
- United Kingdom

Topic

No longer required!

During our quality checks, we have found that the door glass panes of some combi-steamers may be damaged under certain conditions. In order to determine the exact cause and prevent future damage, the affected parts must be recalled and analysed.

Therefore, please secure damaged and broken door glass panes and return them to our headquarters. Please ensure that the parts are removed and packaged free from damage as far as possible so that we can reliably inspect them.

Your help is crucial to further improve our product quality and address possible weaknesses.

Affected product/accessories

iCombi Pro

- 6-2/3
- 6-1/1
- 6-2/1
- 10-1/1
- 10-2/1
- 20-1/1
- 20-2/1

SelfCookingCenter from 2011

- 6-2/3
- 6-1/1
- 6-2/1
- 10-1/1

- 10-2/1
- 20-1/1
- 20-2/1

Required tool

- Transparent tape

Safety instructions

CAUTION

Risk of injury from flying glass splinters

Risk of injury to eyes from flying glass splinters.

- Use protective goggles.

CAUTION

Risk of cuts from broken glass

Cutting injury caused by touching or stepping on glass splinters.

- Wear protective gloves.
- Wear safety shoes.

General information

In order to accurately identify the causes of the damaged glass panes and prevent future incidents, it is necessary to recall the affected parts from the market and subject them to a thorough investigation.

Instructions - Recall of damaged/broken glass panes

Preparation

1. Order a new glass pane package according to the unit type.
2. Make sure that the new glass pane package including the original packaging is available. The original packaging of the new glass pane package is required for return shipment of the damaged/broken glass panes.

NOTICE! Take care not to damage the packaging when opening.

Securing the damaged/broken glass panes

- ✓ The cooking cabinet door is closed.
1. Photograph the cooking cabinet door from the outside.
If possible, take detailed photographs of joined glass fragments.



Pict. 1: Documentation of glass breakage from the outside

2. Open the cooking cabinet door carefully so that no glass splinters come loose and fall off.

3. Photograph the cooking cabinet door from the inside.
If possible, take photos of the broken glass.



Pict. 2: Glass breakage on the inside

4. Use clear adhesive tape to fix the glass splinters of the glass pane.

5. Remove the glass pane.



Pict. 3: Inner pane secured with adhesive tape when removed

6. Photograph the broken glass in the cooking cabinet.
If possible, take detailed photographs of joined glass fragments.



Pict. 4: Depiction of important individual glass fragments for analysis

7. Use transparent adhesive tape to secure the broken glass from the cooking cabinet door.



Pict. 5: Glued glass fragments

NOTICE! If the breakage pattern indicates a possible origin of the breakage, document this breakage pattern.

An example of the possible origin of the breakage is:

- Glass breakage pattern radiating away from the origin of the breakage



Pict. 6: Possible origin of breakage

Packaging of the glass pane packages

1. Use the original packaging of the new glass pane package to pack and return the damaged/broken glass panes.
2. Reuse the existing packaging material for the return.
Repack the damaged/broken glass panes in the reverse order (as they were originally packed).

Return shipping

1. Report the broken glass as a product observation case (PSU).
Fill out the corresponding form on the [RATIONAL portal](#) and send it to the e-mail address psu@RATIONAL-online.com. Write the relevant ticket number on the shipping label.
2. Create the return label via the RATIONAL portal and affix it to the packaging so that it is clearly visible.

Use the following address for the return label:

RATIONAL AG

Returns analysis / Gate 111

Siegfried-Meister-Straße 1

86899 Landsberg am Lech

Germany

NOTE:

No further action is required.