

AMAZON “ACTION REQUIRED-CUSTOMER ISSUE”

Hamilton Beach Brands, Inc. Quality Analysis

Date: February 28, 2018

Product: Hamilton Beach 49981A Single Serve Scoop Coffee Maker

Model: 49981A

UPC: 0 40094 92093 8

Image of unit in original packaging:



Customer Issue (provided by Amazon):

1. Leaks.
2. Doesn't empty reservoir
3. Larger than expected.
4. It doesn't work properly.
5. Coffee comes out weak, strong water jet flow causes grines to push up sides of filter, water splatters all over, and not all water comes out of reservoir.
6. Machine does not brew continually - stops and starts and amount of coffee brewed is not equal to the amount of water put in.
7. Unhappy with brew strength. Customer service chat advised a return was possible.
8. Both machines did not dispense all the water or even close to the amount that went in. 14 oz went in and 9-11 oz came out before unit turned off.
9. Makes watery coffee, my 8 year old black and decker single cup coffee maker makes better coffee but looks gross compared to the Hamilton coffee maker.
10. The coffee does not get hot it is lukewarm at best I bought based on reviews not working as it should .

Requested Information (provided by Amazon)

- Please confirm if your inventory is free from defects / damages.
- Please specify if there are any changes to be made on the ASIN.
- Also confirm whether the UPC and Model Number are correct.

HBB Response:

- We can confirm that the units in our inventory are free from the above mentioned defects.

- There have been no changes made to the ASN
- The contact number for our Consumer Affairs Department is 1-800-851-8900.
- The UPC and Model number are correct.