

### 3 Event recording and troubleshooting

#### 3.1 Events indicated in the display

Introduction

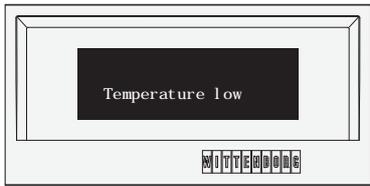
This section lists, in alphabetical order, events indicated in the display, explanations to these events and corrective action in cases where this is necessary.

Events in the machine are shown in the credit display for as long as they interrupt normal operation of the machine. They may be considered as active events. Subsequently, they are listed in the Event log book found in the Operator menu.

The Event log book registers the date and time of the first and last occurrence of each event and the number of times it has occurred.

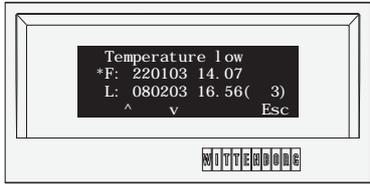
Example:  
Indication of event  
in the credit  
display

Active events are shown in the credit display in the following way:

| Message in credit display   | Explanation  |
|---|--|
|  <p>The screenshot shows a rectangular display area with a black background and white text. The text reads "Temperature low". Below the display area is a row of icons representing various machine functions.</p> | <p>This message indicates that the water temperature in the boiler has not reached the required temperature.</p> <p>The message stays in the display for as long as the machine is not operable.</p> <p>If two events are present at the same time, the last occurred event will be shown.</p> |

Example:  
Indication of event  
in the event log  
book

Events are stored in the Event log book and are shown in the display in the following way:

| Message in Event log book  | Explanation  |
|--|--|
|  <p>The screenshot shows a rectangular display area with a black background and white text. The text reads: "Temperature low", "*F: 220103 14.07", "L: 080203 16.56( 3)", and "Esc" with a small arrow pointing to it. Below the display area is a row of icons representing various machine functions.</p> | <p>F: = First time of occurrence (date+time)<br/>L: = Latest occurrence (date+time)<br/>(xxx): = number of times of occurrence</p> |

### 3.1.1 Event messages in connection with Diagnostics/Test

Diagnostics/Test messages      Event messages that may appear during the testing of any of the machine's functions are explained in *chapter 4 Programming, Diagnostics/Test* as these messages are closely connected to the testing procedures.

### 3.1.2 Event messages in event book and credit display

Base tray full      This message indicates a problem related to the base tray which has caused the machine to stop operating.

| Possible cause                                   | Remedy  |
|--|---|
| Base tray and/or base tray sensors wet or soiled | Switch machine off, wipe dry base tray. See <i>Operating instructions</i> . |
| Base tray sensors defective                      | Check, replace if necessary.  |
| Harness for base tray sensors defective          | Check, replace if necessary.  |

Branch pipe error      This message indicates a time-out on the branch pipe causing the machine to stop operating.

Turn the machine off and on. If the message remains, investigate the possibilities in the table below.

| Possible cause   | Remedy   |
|--|--|
| Defective branch pipe switch or switches                               | Check, replace if necessary. See <i>chap. 5C Dosing system</i> .   |
| Defective branch pipe motor  |  |
| Cable connection defective   |  |
| Defective harness to motor   |  |
| Cup blocking the movement of the branch pipe (Cafitesse 3100 only)     | Remove cup.  |
| Grease or dirt blocking or obstructing the movement of the branch pipe | Clean branch pipe system, i.e. distributor head, hoses and mixing funnels. See <i>Operating instructions</i> . |

Bad dosing left B2 (Log book only)      This message indicates that the flavour of drinks is not satisfactory. The dosing of ingredients in drinks is not correct.

| Possible cause  | Remedy   |
|---|--|
| Condition of the ingredients is not up to standard, e.g. sedimented or frozen | Check the condition of ingredients, replace product pack if necessary. See <i>Operating instructions</i> . |
| Positioning of the B2 dosing unit in the coil is not correct                  | Check position of the dosing unit. See <i>Operating instructions</i> .                                     |

Bad dosing right B2  
(Log book only)

This message indicates that the flavour of drinks is not satisfactory. The dosing of ingredients in drinks is not correct.

| Possible cause  | Remedy  |
|---|---|
| Condition of the ingredients is not up to standard, e.g. sedimented or frozen | Check the condition of ingredients, replace product pack if necessary.<br>See <i>Operating instructions</i> . |
| Positioning of the B2 dosing unit in the coil is not correct                  | Check position of the dosing unit.<br>See <i>Operating instructions</i> .                                     |

Cleaning required

This message indicates that the rinse time interval is exceeded, causing the machine to stop operating. Rinse time intervals are defined under Set Rinse Timeout in *chapter 4 Programming*.

| Possible cause      | Remedy  |
|---------------------|---|
| Rinse time exceeded | Clean the machine using one of the rinse functions. |

Cooler temp too high  
(Log book only)

This message occurs if the temperature in the cooling compartment has been  $> 30^{\circ}$  for more than three hours.

| Possible cause                        | Remedy  |
|---------------------------------------|---|
| Cooling compartment door defective    | Replace cooling compartment door.<br>See <i>chap. 5F Cooling system</i> . |
| Air inlet filter blocked or defective | Clean or replace air inlet filter.<br>See <i>Operating instructions</i> . |
| Peltier cooling units defective       | Replace Peltier cooling units.<br>See <i>chap. 5F Cooling system</i> .    |
| Temperature sensor defective          | Replace temperature sensor.<br>See <i>chap. 5F Cooling system</i> .       |

Cooler temp too low  
(Log book only)

This message occurs if the temperature in the cooling compartment has been  $< -1^{\circ}$  for more than three hours.

| Possible cause                 | Remedy  |
|--------------------------------|---|
| Peltier cooling unit defective | Replace Peltier cooling unit.<br>See <i>chap. 5F Cooling system</i> .   |
| Temperature sensor defective   | Replace temperature sensor.<br>See <i>chap. 5F Cooling system</i> .     |
| PCB B/C defective              | Replace PCB B/C.<br>See <i>chap. 5K Power supply unit and control</i> . |

Cup not delivered (Cafitesse 3100 only) This message indicates that the machine has not been able to dispense a cup, causing the machine to stop operating.

| Possible cause                       | Remedy  |
|--------------------------------------|---|
| Dirt or grease blocking cup slide    | Clean cup slide.  |
| Defective cup slide                  | Change cup slide.<br>See <i>chap. 5D Product delivery</i>                       |
| Defective cup drop ring              | Replace cup drop ring.<br>See <i>chap. 5D Product delivery</i> .                |
| Incorrect cup size                   | Replace with cups that fit ring size.<br>See <i>chap. 5D Product delivery</i> . |
| Cup blocking cup slide/cup ring area | Remove blocking cup.  |

Door closed (Log book only) The purpose of the [Door closed] message is to record the time and date of door closings. However, the message is also being given when power is returned to the machine.

Door open (Log book only) This message is either a status indication similar to the message above [Door closed] or an indication of a problem with the door.

| Possible cause              | Remedy                       |
|-----------------------------|------------------------------|
| Door is not closed properly | Close door properly.         |
| Door switch is defective    | Check, replace if necessary. |
| Door harness is defective   | Check, replace if necessary. |

Drip tray full This message indicates that the drip tray is full or that another problem related to the drip tray has caused the machine to stop operating.

| Possible cause                             | Remedy  |
|--|---|
| Drip tray is full                          | Switch machine off, empty drip tray and wipe dry sensors.<br>See <i>Operator manual</i> . |
| Drip tray sensors are soiled               | Clean and wipe dry sensors.<br>See <i>Operator manual</i>                                 |
| Drip tray sensors are defective            | Check, replace if necessary.<br>See <i>chap. 5D Dosing system</i> .                       |
| Harness for drip tray sensors is defective | Check, replace if necessary.<br>See <i>chap. 5D Dosing system</i> .                       |

Factory info  
XXX RXX (Log book only) This message indicates an internal software application error which may or may not cause the machine to stop operating. The error code is for internal use and should be reported to the manufacturer.

| Possible cause             | Remedy  |
|----------------------------|---|
| Software application error | <b>Note!</b><br>Report error to manufacturer together with error code. (XXX RXX). |

IngMotor xx error  
(Log book only)

This message indicates an error related to one of the instant ingredient motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause                     | Remedy   |
|------------------------------------|--|
| Defective instant ingredient motor | Check motor, replace if necessary.<br>See <i>chap. 5C Dosing system.</i>               |
| Defective VMC                      | Check VMC, replace if necessary.<br>See <i>chap. 5K Power supply unit and control.</i> |
| Defective harness                  | Check harness, replace if necessary.   |

IngMotor xx  
overload  
(Log book only)

This message indicates an overload of one of the instant ingredient motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause  | Remedy  |
|---|---|
| Moist ingredient powder is blocking motor                 | Check ingredient motor.<br>See <i>chap. 5C Dosing system.</i>                             |
| Instant ingredient canister is not properly positioned    | Reposition canister.  |
| Outlet spout of instant ingredient canister is closed     | Open outlet spout of canister.  |
| Outlet spout of instant ingredient canister is blocked up | Clean Instant ingredient canister and outlet spout.<br>See <i>Operating instructions.</i> |

L B2 Curroutof  
spec.  
(Log book only)

This message indicates that current of the left B2 driver circuit is out of specification. The machine will still be able to dispense drinks, but drinks affected by the left B2 cannot be dispensed.

| Possible cause                            | Remedy   |
|---|--|
| Short circuit or circuit disconnected     | <i>Repair or connect circuit.</i>  |
| Wiring incorrect or connections defective | Check wiring or replace connections.<br>See <i>chap. 5K Power supply unit and control.</i> |
| Left B2 coil is defective                 | Replace left B2 coil.<br>See <i>chap. 5C Dosing system.</i>                                |
| PCB is defective                          | Replace PCB.<br>See <i>chap. 5K Power supply unit and control.</i>                         |

L peltier curr. high  
(Log book only)

This message appears when the current of the left Peltier element is too high. It could indicate a short circuit.

Set condition:  
ON mode: Current above 4.65 A for more than 0.5 seconds.  
Stand-by mode: Current above 2.1 A for more than 0.5 seconds.

| Possible cause                            | Remedy  |
|---|---|
| Air inlet filter blocked or defective     | Clean or replace air inlet filter.<br>See <i>Operating instructions</i> . |
| Wiring incorrect or connections defective | Check wiring or replace connections.                                      |
| Left Peltier element is defective         | Replace peltier element.<br>See <i>chap. 5F Cooling system</i> .          |
| PCB C is defective                        | Replace PCB B/C.<br>See <i>chap. 5K Power supply unit and control</i> .   |

L peltier curr. low  
(Log book only)

When the air inlet filter is blocked, the Peltier temperature rises. The thermal cut-out could have tripped.

Set condition:  
ON mode: Current below 2.2 A for more than 0.5 seconds.  
Stand-by mode: Current below 0.2 A for more than 0.5 seconds.

| Possible cause                            | Remedy  |
|---|---|
| Air inlet filter is blocked or defective  | Clean or replace air inlet filter.<br>See <i>Operating instructions</i> . |
| Wiring incorrect or connections defective | Check wiring or replace connections.                                      |
| Left Peltier element is defective         | Replace left peltier element.<br>See <i>chap. 5F Cooling system</i> .     |
| PCB C is defective                        | Replace PCB B/C.<br>See <i>chap. 5K Power supply unit and control</i> .   |



(in credit display)

Left BIB empty  
(Log book only)

This message indicates that the left BIB pack is empty. If this BIB is NOT empty, please check the following:

| Possible cause                            | Remedy  |
|---|---|
| Wiring incorrect or connections defective | Check wiring or replace connections.                                    |
| Empty sensor defective                    | Replace empty sensor.<br>See <i>chap. 5C Dosing system</i> .            |
| Float in B2 dosing unit is defective      | Replace product pack.<br>See <i>Operating instructions</i> .            |
| PCB C is defective                        | Replace PCB B/C.<br>See <i>chap. 5K Power supply unit and control</i> . |

LQ temp sensor error  
(Log book only)

This message indicates that the liquid temperature sensor in the cooling compartment gives unrealistic readings.

| Possible cause                            | Remedy  |
|---|---|
| Wiring incorrect or connections defective | Check wiring or replace connections. See <i>chap. 5K Power supply unit and control.</i> |
| Temperature sensor is defective           | Replace temperature sensor. See <i>chap. 5F Cooling system.</i>                         |
| PCB C is defective                        | Replace PCB C. See <i>chap. 5K Power supply unit and control.</i>                       |

Mixer current error  
(Log book only)

This message indicates that the mixer driver circuit has detected an out of specification (Max > 5 A, Min. < 0.1 A) three times in a row.

| Possible cause                            | Remedy  |
|---|---|
| Whipper is jammed or defective            | Replace whipper. See <i>chap. 5C Dosing system.</i>                                     |
| Trough assembly is not correct            | Check and correct trough assembly or replace trough. See <i>chap. 5C Dosing system.</i> |
| Seal is defective                         | Replace seal.   |
| Mixer motor is defective                  | Replace mixer motor. See <i>chap. 5C Dosing system.</i>                                 |
| Wiring incorrect or connections defective | Check wiring or replace connections. See <i>chap. 5K Power supply unit and control.</i> |
| PCB is defective                          | Replace PCB. See <i>chap. 5K Power supply unit and control.</i>                         |

Module C no responds

This message indicates that module C is defective causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause                                     | Remedy  |
|--|---|
| Wiring incorrect or connections defective          | Check wiring or replace connections. See <i>chap. 5K Power supply unit and control.</i> |
| PCB C is incorrectly inserted in rack              | Insert PCB C correctly in rack.   |
| PCB is defective                                   | Replace PCB C. See <i>chap. 5K Power supply unit and control.</i>                       |
| Middle fuse on switch mode power pack is defective | Replace middle fuse on switch mode power pack.  |

No cups  
(Cafitesse 3100  
only)

This message indicates that the cup magazine is empty or that another problem related to the cup dispensing system has caused the machine to stop operating. The message is followed by the message [Use own cup].

| Possible cause       | Remedy   |
|----------------------|--|
| Cup magazine empty   | Use own cup / Refill cup magazine.                                     |
| Defective cup sensor | Check, replace if necessary.<br>See <i>chap. 5D Product delivery</i> . |

No payment  
comm.

This message appears if a coin mechanism has been selected in the menu system, but the connection between the coin mechanism and the machine is missing. See *chapter 4 Programming, Set payment type*.

| Possible cause   | Remedy   |
|--|--|
| The coin mechanism has not been connected to the machine | Connect the coin mechanism cable to the coin mechanism switch inside the machine door.<br>See <i>chap. 5P Payment system</i> . |
| Defective harness for coin mechanism                     | Check harness, replace if necessary.<br>See <i>chap. 5P Payment system</i> .   |
| Defective SPC  | Check, replace if necessary.<br>See <i>chap. 5K Power supply unit and control</i> .  |

Out of service

This message appears in the credit display if the machine is temporarily unable to operate due to a technical or a mechanical problem.

The cause of the event will be registered in the Event log book, e.g. as [SPC short circuit]. This and other possible event messages can be found in this alphabetical event list.

After the message [Out of service] has been shown on the display for five seconds, the error message(s) registered in the Event log book will automatically be shown.

R B2 Currourof  
spec.  
(Log book only)

This message indicates that current of the right B2 driver circuit is out of specification. The machine will still be able to dispense drinks, but drinks affected by the right B2 cannot be dispensed.

| Possible cause                            | Remedy  |
|---|---|
| Short circuit or circuit disconnected     | <i>Repair or connect circuit.</i>   |
| Wiring incorrect or connections defective | Check wiring or replace connections.<br>See <i>chap. 5K Power supply unit and control</i> . |
| Right B2 coil is defective                | Replace right B2 coil.<br>See <i>chap. 5C Dosing system</i> .                               |
| PCB is defective                          | Replace PCB.<br>See <i>chap. 5K Power supply unit and control</i> .                         |

R peltier curr. high (Log book only) This message occurs when the current of the right Peltier element is too high. It could indicate a short circuit.

Set condition:

ON mode: Current above 4.65 A for more than 0.5 seconds.

Stand-by mode: Current above 2.1 A for more than 0.5 seconds.

| Possible cause                            | Remedy  |
|---|---|
| Air inlet filter is blocked or defective  | Clean or replace air inlet filter.<br>See <i>Operating instructions</i> . |
| Wiring incorrect or connections defective | Check wiring or replace connections.                                      |
| Right Peltier element is defective        | Replace right peltier element.<br>See <i>chap. 5F Cooling system</i> .    |
| PCB C is defective                        | Replace PCB C.<br>See <i>chap. 5K Power supply unit and control</i> .     |

R peltier curr. low (Log book only) When the air inlet filter is blocked, the Peltier temperature rises. The thermal cut-out could have tripped.

Set condition:

ON mode: Current below 2.2 A for more than 0.5 seconds.

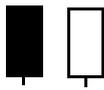
Stand-by mode: Current below 0.2 A for more than 0.5 seconds.

| Possible cause                            | Remedy  |
|---|---|
| Air inlet filter blocked or defective     | Clean or replace air inlet filter                                     |
| Wiring incorrect or connections defective | Check wiring or replace connections.                                  |
| Peltier element is defective              | Replace peltier element.<br>See <i>chap. 5F Cooling system</i> .      |
| PCB C is defective                        | Replace PCB C.<br>See <i>chap. 5K Power supply unit and control</i> . |

Regenerate softener

This message indicates that the set number of drinks to be dispensed before the water softener filter should be replaced is exceeded. The message will be shown on every opening of the door until the counter has been reset.

| Possible cause                        | Remedy   |
|---------------------------------------|--|
| Change of softener filter is required | Change filter and reset counter.<br>See <i>chap. 4 Programming, Softener counter</i> . |



(in credit display)  
Right BIB empty  
(Log book only)

This message indicates that the right BIB pack is empty. If this BIB is NOT empty, please check the following:

| Possible cause                            | Remedy   |
|---|--|
| Wiring incorrect or connections defective | Check wiring or replace connections.                                 |
| Empty sensor is defective                 | Replace empty sensor.<br>See <i>chap. 5C Dosing system.</i>          |
| Float in B2 dosing unit is defective      | Replace product pack.<br>See <i>Operating instructions.</i>          |
| PCB C is defective                        | Replace PCB C.<br>See <i>chap. 5K Power supply unit and control.</i> |

SPC short circuit  
(Log book only)

This message indicates a short circuit of the SPC printed circuit board causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause | Remedy   |
|----------------|--|
| Defective SPC  | Check, replace if necessary.<br>See <i>chap. 5K Power supply unit and control.</i> |

Temperature low

This message indicates that the machine is not able to deliver hot drinks due to the water temperature being too low.

| Possible cause   | Remedy  |
|--|---|
| The machine has been turned on recently                        | Wait until the water is heated sufficiently (maximum 15 minutes).<br><br>The display is automatically cleared when the water in the boiler reaches the correct temperature.   |
| Heating element defective                                      | Check heating element, replace if necessary.<br>See <i>chap. 5A Water system.</i>   |
| Harness for heating element defective                          | Check harness, replace if necessary.<br>See <i>chap. 5A Water system.</i>   |
| Temperature sensor or harness for temperature sensor defective | Check sensor and harness, replace if necessary.<br>See <i>chap. 5A Water system.</i>  |
| Dry boiling thermostat has triggered                           | Press the reset button.<br>See <i>chap. 5A Water system.</i><br><br>If the heating element is not heating again or dry boiling thermostat triggers repeatedly, check for other types of errors or check temperature setting.<br>See <i>chap. 4 Programming, Temperatures.</i> |

**T**(credit display)

Trough not in place  
(Log book only)

This message appears if the through-lid sensor and ingredient switch sensors have detected that the trough has not been placed correctly.

| Possible cause                            | Remedy   |
|---|--|
| Trough incorrectly positioned             | Position trough correctly.<br>The [T] in the display will disappear. |
| Wiring incorrect or connections defective | Check wiring or replace connections.                                 |
| Sensor defective                          | Check sensor, replace if necessary.                                  |
| PCB C is defective                        | Replace PCB C.<br>See <i>chap. 5K Power supply unit and control.</i> |

Unexpected xx reset  
(Log book only)

This message indicates that one of the machine's circuit board modules (VMC, SPC, FB1, ES and SB) has made an unexpected reset.

| Possible cause    | Remedy  |
|-------------------|---|
| Defective module. | Check module, replace if necessary.<br>See <i>chap. 5K Power supply unit and control.</i> |

VMC short circuit  
(Log book only)

This message indicates a short circuit causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause   | Remedy   |
|--|--|
| Short circuit in harness                                 | Check harness, replace if necessary.   |
| Defective motor for instant ingredients, whipper or pump | Check motors, replace if necessary. <ul style="list-style-type: none"> <li>See <i>chap. 5C Dosing system</i> (instant ingredient motor and whipper motor)</li> <li>or</li> <li><i>chap. 5A Water system</i> (pump).</li> </ul> |
| VMC is defective   | Check, replace if necessary.<br>See <i>chap. 5K Power supply unit and control.</i>   |

Water level low

This message appears if the boiler has not filled within three minutes after the machine has been switched on.

Switch the machine off, open the water tap, check water connection and hoses. If the message remains, investigate the possibilities in the table below.

| Possible cause   | Remedy   |
|--|--|
| Inlet valve defective or blocked by limescale build-up | Check, descale or replace if necessary.<br>See <i>chap. 5A Water system.</i> |
| Water supply connection blocked                        | Remove impurities.   |

Water pump error  
(Log book only)

This message indicates a problem with the water pump causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause    | Remedy  |
|-------------------|---|
| Defective pump    | Check motor, replace if necessary.<br>See <i>chap. 5A Water system</i> .                |
| Defective VMC     | Check VMC, replace if necessary.<br>See <i>chap. 5K Power supply unit and control</i> . |
| Defective harness | Check harness, replace if necessary.  |

Water pump overload  
(Log book only)

This message indicates an overload of the water pump causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause                   | Remedy   |
|----------------------------------|--|
| Limescale build-up blocking pump | Descale pump.<br>See <i>chap. 5A Water system</i> .                                  |
| Foreign body blocking pump       | Disassemble water system, remove foreign body.<br>See <i>chap. 5A Water system</i> . |

## Water system failure

This message appears if the machine has dispensed three hot drinks without refilling the boiler.

| Possible cause               | Remedy   |
|------------------------------|--|
| Defective water pump         | Check, replace if necessary.<br>See <i>chap. 5A Water system</i> . |
| Defective water level sensor | Check, replace if necessary.<br>See <i>chap. 5A Water system</i> . |

## Water tank overboil

This message indicates that the water temperature has reached boiling point, causing the machine to stop operating.

| Possible cause                               | Remedy   |
|--|--|
| Overboil thermostat has triggered            | Press the reset button.<br>See <i>chap. 5A Water system</i> .      |
| Overboil thermostat is defective             | Check, replace if necessary.<br>See <i>chap. 5A Water system</i> . |
| Harness for overboil thermostat is defective |  |
| Temperature sensor is defective              | Check, replace if necessary.<br>See <i>chap. 5A Water system</i> . |
| Harness for temperature sensor is defective  |  |

Whipper xx error  
(Log book only)

This message indicates a condition in one of the whipper motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause          | Remedy  |
|-------------------------|---|
| Defective whipper motor | Check motor, replace if necessary.<br>See <i>chap. 5C Dosing system</i> .               |
| Defective VMC           | Check VMC, replace if necessary.<br>See <i>chap. 5K Power supply unit and control</i> . |
| Defective harness       | Check harness, replace if necessary.  |

Whipper xx  
overload  
(Log book only)

This message indicates an overload of one of the whippers causing the machine to stop operating. The message [Out of service] appears in the credit display.

| Possible cause                                  | Remedy  |
|---|---|
| Instant ingredient system blocked               | Clean Instant ingredient system (whipper, mixing funnel, powder trap).<br>See <i>Operating instructions</i> . |
| Foreign body blocking instant ingredient system | Remove foreign body.  |

### 3.2 Troubleshooting - events not indicated in the display

Introduction This section describes events that are *not* indicated in the credit display and Event log book, and suggestions for remedy.

Machine is out of function no display

| Possible cause               | Remedy   |
|------------------------------|--|
| Power supply interrupted     | Check the power supply.  |
| Main switch defective        | Check the main switch, replace if necessary.   |
| Power supply cable defective | Check, replace if necessary.<br>See <i>chap. 5K Power supply unit and control.</i>                           |
| Plug contact fault           | Check contacts, replace if necessary.  |
| Fuse defective               | Check the power supply, replace the fuse if necessary.<br>See <i>chap. 5K Power supply unit and control.</i> |

No drinks delivered

| Possible cause   | Remedy  |
|--|---|
| Harness or sensor for water level control blocked by limescale build-up or incorrectly installed | Check, descale or replace if necessary.<br>See <i>chap 5A Water system.</i> |
| Water in hose between bottom of boiler and overflow thermostat                                   | Empty hose into waste bucket.<br>See <i>chap 5A Water system.</i>           |

Water system overflows

Note: It is important that the possible causes be checked in the order listed in the table.



Open the machine, leave the power supply on and the water tap open. Remove cover at boiler, *see chap 5A Water system*, and check for the following types of errors:

| Possible cause   | Remedy  |
|--|---|
| Inlet valve defective  | Check valve by removing one of the terminals from the inlet valve. <ul style="list-style-type: none"> <li>• If the problem persists, replace the inlet valve. See <i>chap 5A Water system.</i></li> <li>• If the water stops running, the valve is ok.</li> </ul> |
| Harness or sensor for water level control blocked by limescale build-up or incorrectly installed | Check, descale or replace if necessary.<br>See <i>chap 5A Water system.</i>   |

| Possible cause               | Remedy   |
|------------------------------|--|
| Short-circuit on print board | Using a voltmeter, measure voltage across inlet valve terminal.<br>A constant voltage (of 24 V DC) indicates a controller fault. Change the VMC.<br><i>See chap. 5K Power supply unit and control.</i> |

## Coins stuck

| Possible cause                          | Remedy   |
|---|--|
| Coin may be stuck in the coin mechanism | Press the coin return button.  |
| Coin track dirty or greasy              | Open coin rejector and clean coin track.<br><i>See manual for coin mechanism.</i>    |
| Foreign body stuck in coin track        | Open coin rejector and remove foreign body.<br><i>See manual for coin mechanism.</i> |

## Drinks are too cold

| Possible cause            | Remedy  |
|---------------------------|---|
| Wrong temperature setting | Readjust temperature setting either via the Technician menu, see <i>chap. 4 Programming</i> , or from a pc. |

## The water quantity delivered is too low or irregular

| Possible cause                                    | Remedy  |
|---|---|
| Boiler blocked by limescale build-up or defective | Check boiler and descale, if required, or replace.<br><i>See chap 5A Water system.</i>                    |
| Water supply lines are blocked                    | Check the water supply lines and clean them if required.  |
| Water valves are incorrectly calibrated           | Calibrate the water valves either via the Technician menu, see <i>chap. 4 Programming</i> , or from a pc. |

## No water is dispensed

| Possible cause                 | Remedy   |
|--------------------------------|--|
| Water supply lines are blocked | Check the water supply lines and clean them if required. |

Only water is dispensed

| Possible cause            | Remedy                         |
|---------------------------|--------------------------------|
| Canister is empty         | Refill canister.               |
| Canister dislocated       | Relocate canister.             |
| Blocked up mixing funnels | Check, and clean if necessary. |

Quantity of drink is inadequate

| Possible cause   | Remedy  |
|--|---|
| Ingredient residue blocking funnel/whipper housing/delivery tube | Clean/replace blocked component(s).             |
| Dispensing hose has a kink                                       | Check hoses.<br>Install hose of correct length. |

Delivered coffee is not whipped

| Possible cause          | Remedy   |
|-------------------------|--|
| Mixing unit dirty       | Clean the mixing unit.   |
| Whipper motor defective | Check the motor and replace if necessary.<br>See <i>chap. 5C Dosing system</i> . |

Flavour of drink unsatisfactory

| Possible cause          | Remedy   |
|-------------------------|--|
| Wrong ingredients       | Use correct ingredients, e.g. correct whitener for coffee and tea. |
| Dispensing system dirty | Clean/replace components.  |
| Expiry date overdue     | Replace ingredients.   |

Ingredients are moist and become lumpy in canisters

| Possible cause                        | Remedy   |
|---------------------------------------|--|
| Steam rising from mixing funnel       | Working from outside, remove dust from the grille at rear of machine or, from inside, remove dust from fan.<br>See <i>chap. 5G Housing / Cabinet</i> . |
| Powder traps or suction hoses blocked | Check powder traps and their suction hoses. Clean if necessary.  |

Mixing system overflows

| Possible cause      | Remedy  |
|---------------------|---|
| Mixing unit blocked | <ul style="list-style-type: none"> <li>Clean or replace blocked part or parts. Check if they are positioned correctly.</li> <li>Check powder traps and corresponding extraction tubes.</li> </ul> |

Leak in mixing system

| Possible cause                                    | Remedy                              |
|---|-------------------------------------|
| Funnel/Whipper housing not correctly connected    | Reinstall and reconnect components. |
| Seal for whipper housing leaking or not installed | Replace seal.                       |

Machine does not block when base tray is full

| Possible cause                              | Remedy          |
|---|-----------------|
| Foreign body blocking sensors for base tray | Clean sensors.  |
| Sensor defective                            | Replace sensor. |

Liquid escaping from machine

| Possible cause   | Remedy                                     |
|--|--|
| Bucket/canister/whipper housing/mixing funnels/delivery hoses not correctly inserted | Install component or components correctly. |