

## 10 Troubleshooting

While operating, the computer board monitors the operating status continually. Faults are displayed on the Touch Screen. In case of malfunctions, the user / operator can intervene in accordance with the procedures described in this chapter and attempt to troubleshoot the problem.

### 10.1 Checklist for fault diagnosis and troubleshooting

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E11-DRIP TRAY FULL</b>	The drip tray is full. Empty the drip tray.	The drip tray microswitch is damaged. Contact the Service and Support.
<b>E12-PLACE YOUR CUP</b>	There is no cup on the cup station. Place the cup.	Malfunction of the cup sensor. Contact the Service and Support.
<b>E13-FLOW METER KO</b>	The message appears during the coffee delivery. A grinder regulation is required.	Malfunction of the water circuit. Contact the Service and Support.
<b>E15-COFFEE GROUP OUT</b>	The coffee group is not inserted. Check the correct positioning of the coffee group.	Coffee group presence microswitch is damaged. Contact the Service and Support.
<b>E16-CHECK WATER</b>	The water level is insufficient. Check that the water line power is operative and running. Push the message to delete it.	Malfunction of the water line loading system. Contact the Service and Support.
<b>E17-HEATING</b>	The machine is warming up after ignition. Wait for the machine to be ready.	The message remains on display for more than 30 min. Contact the Service and Support.
<b>E18-CLEANING CYCLE REQUIRED</b>	Whipper cleaning is required. Press on the message to access the cleaning section and run a Whipper Cleaning.	
<b>E19-DESCALING</b>	Descaling process is	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>REQUIRED</b>	required. Contact the Service and Support.	
<b>E23-EMPTY GROUNDS DRAWER</b>	The grounds drawer is full. Empty the grounds drawer and press the message to reset the count. If the drawer is not completely full, empty it anyway.	
<b>E24-DOOR OPEN</b>	The machine door is open. Close the machine door.	The door microswitch is damaged. Contact the Service and Support.
<b>E25-CHECK FILTER</b>	It's time to replace the descaling filter. Contact the Service and Support.	
<b>E39-COFFEE GROUP POSITIONING</b>	Coffee group is positioning. Wait for the completion of the positioning.	The message remains on display for more than 2 min. Off and on again the machine or contact the Service and Support.
<b>E46-FRIDGE PROBE OVER TEMP.</b>	Malfunction of the fridge temperature probe. Contact the Service and Support.	
<b>E47-FRIDGE PROBE DISCONNECTED</b>	Malfunction of the fridge temperature probe. Contact the Service and Support.	
<b>E52-GROUP 1 PROBE OVER TEMP.</b>	Malfunction of the coffee group temperature probe. Contact the Service and Support.	
<b>E53-GROUP 1 PROBE DISCONNECTED</b>	Malfunction of the coffee group temperature probe. Contact the Service and Support.	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E58-BOILER 1 PROBE OVER TEMP.</b>	Malfunction of the boiler temperature probe. Contact the Service and Support.	
<b>E59-BOILER 1 PROBE DISCONNECTED</b>	Malfunction of the boiler temperature probe. Contact the Service and Support.	
<b>E61-CHECK GRINDER 2</b>	Grinder 2 is blocked. Do the blades unblock procedure (see next paragraph).	Malfunction of the coffee grinder 2. Contact the Service and Support.
<b>E62-CHECK GRINDER 1</b>	Grinder 1 is blocked. Do the blades unblock procedure (see next paragraph).	Malfunction of the coffee grinder 1. Contact the Service and Support.
<b>E63-GRINDER 2 BLADES MOTOR TIMEOUT</b>	Malfunction of the automatic blades 2. Contact the Service and Support.	
<b>E64-GRINDER 1 BLADES MOTOR TIMEOUT</b>	Malfunction of the automatic blades 1. Contact the Service and Support.	
<b>E72-CLEAN COFFEE GROUP</b>	An excessive consumption for the coffee group movement has been detected. Remove the coffee group and wash it thoroughly under running water using a sponge to remove all traces of coffee as much as possible. Push on the message to delete it.	Malfunction of coffee group moving system. Contact the Service and Support.
<b>E73-FLASH MEMORY ERROR</b>	Malfunction of the electronic board. Contact the Service and Support.	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E74-COFFEE GROUP TIMEOUT</b>	Malfunction of coffee group moving system. Contact the Service and Support.	
<b>E75-COFFEE GROUP MOTOR TIMEOUT</b>	Malfunction of coffee group moving system. Contact the Service and Support.	
<b>E76-MILK OUTPUT SOLENOID VALVES DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E77-MIXING BOWLS DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E78-WATER PUMP MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E79-FRESH MILK MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E80-GRINDERS MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E81-SOLUBLE MOTORS MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E82-BOILER MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E83-DOOR MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E84-SOLUBLE SENSORS DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E85-COFFEE GROUP MOTOR COUNTER DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E86-POWER SUPPLY MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	
<b>E87-BOARDS MODULE DISCONNECTED</b>	Module not found. Contact the Service and Support.	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E88-CURRENT OVERLOAD</b>	An excessive power consumption has been detected. Press the message to delete it.	A persistent excessive power consumption has been detected. Contact the Service and Support.
<b>E92-FLASH WRITE ERROR TRIAC BOARD 1</b>	Malfunction of the electronic board. Contact the Service and Support.	
<b>E100-FLASH WRITE ERROR OUTPUT BOARD 1</b>	Malfunction of the electronic board. Contact the Service and Support.	
<b>E101-FLASH WRITE ERROR OUTPUT BOARD 2</b>	Malfunction of the electronic board. Contact the Service and Support.	
<b>E102-EEPROM WRITE ERROR MOTHERBOARD</b>	Malfunction of the electronic board. Contact the Service and Support.	
<b>E103-GRINDER 1 RESET REQUIRED</b>	Malfunction of the automatic blades 1. Contact the Service and Support.	
<b>E104-GRINDER 2 RESET REQUIRED</b>	Malfunction of the automatic blades 2. Contact the Service and Support.	
<b>E105-GRINDER UNBLOCK PENDING</b>	The automatic blades unblock procedure has been interrupted. Do the procedure again.	Unable to do the automatic blades unblock procedure. Contact the Service and Support.
<b>E111-OUTPUT BOARD 1 VERSION INCOMPATIBLE</b>	Software incompatibility. Contact the Service and Support.	
<b>E112-OUTPUT BOARD 2 VERSION INCOMPATIBLE</b>	Software incompatibility. Contact the Service and Support.	
<b>E113-TRIAC BOARD 1 VERSION INCOMPATIBLE</b>	Software incompatibility. Contact the Service and Support.	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E119-CHANGE GIVER INCOMPATIBLE</b>	Change giver payment device incompatibility. Contact the Service and Support.	
<b>E120-CASHLESS DEVICE INCOMPATIBLE</b>	Cashless / keys payment device incompatibility. Contact the Service and Support.	
<b>E121-BILL VALIDATOR INCOMPATIBLE</b>	Bill validator incompatibility. Contact the Service and Support.	
<b>E122-OUT OF COFFEE GRINDER 1</b>	Beans hopper 1 is empty. Fill the beans hopper 1 and push on the message to delete it.	Malfunction of the coffee grinder 1. Contact the Service and Support.
<b>E123-OUT OF COFFEE GRINDER 2</b>	Beans hopper 2 is empty. Fill the beans hopper 2 and push on the message to delete it.	Malfunction of the coffee grinder 2. Contact the Service and Support.
<b>E124-COFFEE GROUP CLEANING REQUIRED</b>	It's time to clean the coffee group. Push on the message to access the cleaning section and run a Coffee Group Cleaning.	
<b>E125-NOT CONNECTED</b>	No communication. Turn the machine OFF for 5 seconds and back ON again. Wait a few seconds to allow the connection.	The message remains on display for more than 2 min. Contact the Service and Support.
<b>E126-DRIP TRAY OUT</b>	The drip tray is not inserted. Insert the drip tray	The drip tray presence switch is damaged. Contact the Service and Support.
<b>E127-WASTE DRAWER FULL</b>	Waste liquid drawer inside the drawer is full. Empty the waste liquid drawer inside the drawer.	Waste liquid drawer microswitch is damaged. Contact the Service and Support.
<b>E128-CASHLESS 2 MALFUNCTION</b>	Malfunction of the mobile cashless system. Push the message to delete it.	Persistent malfunction of the mobile cashless system. Contact the Service and Support.

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E129-BOILER HEATING FAILURE</b>	Malfunction of the boiler heating element. Push the message to delete it.	Persistent malfunction of the boiler heating element. Contact the Service and Support.
<b>E130-REFUND CASHLESS 1 NOT AVAILABLE</b>	Cashless system is not able to refund a possible dispensing went wrong.	
<b>E131-CASHLESS DEVICE 2 INCOMPATIBLE</b>	Cashless / keys payment device incompatibility. Contact the Service and Support.	
<b>E132-REFUND CASHLESS 2 NOT AVAILABLE</b>	Mobile cashless system is not able to refund a possible dispensing went wrong.	
<b>E133-CASHLESS 1 MALFUNCTION</b>	Malfunction of the cashless system. Push the message to delete it.	Persistent malfunction of the cashless system. Contact the Service and Support.
<b>E134-GROUP HEATING FAILURE</b>	Malfunction of the coffee group heating element. Push the message to delete it.	Persistent malfunction of the coffee group heating element. Contact the Service and Support.
<b>E141-FILLING WATER</b>	The machine is loading water. Wait for the machine to be ready.	
<b>E143-DRIP CATCHER MOVEMENT TIMEOUT</b>	The drip catcher takes too much time to move or it doesn't move at all. Contact the Service and Support.	
<b>E144-REFILL COFFEE BEANS HOPPER 1</b>	The coffee into the beans hopper 1 is almost finished. Refill the beans hopper 1 and reset the counter into the menu "RE-FILL INGRED."	

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>145-REFILL COFFEE BEANS HOPPER 2</b>	The coffee into the beans hopper 2 is almost finished. Refill the beans hopper 2 and reset the counter into the menu "RE-FILL INGRED."	
<b>E146-REFILL MILK CONTAINER 1</b>	The milk into the milk container 1 is almost finished. Refill the milk container 1 and reset the counter into the menu "RE-FILL INGRED."	
<b>E147-REFILL MILK CONTAINER 2</b>	The milk into the milk container 2 is almost finished. Refill the milk container 2 and reset the counter into the menu "RE-FILL INGRED."	
<b>E148-REFILL SOLUBLE CONTAINER 1</b>	The product into the soluble container 1 is almost finished. Refill the soluble container 1 and reset the counter into the menu "RE-FILL INGRED."	
<b>E149-REFILL SOLUBLE CONTAINER 2</b>	The product into the soluble container 2 is almost finished. Refill the soluble container 2 and reset the counter into the menu "RE-FILL INGRED."	
<b>E150-REFILL SOLUBLE CONTAINER 3</b>	The product into the soluble container 3 is almost finished. Refill the soluble container 3 and reset the counter into the menu "RE-FILL INGRED."	



MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E151-REFILL SOLUBLE CONTAINER 4</b>	The product into the soluble container 4 is almost finished. Refill the soluble container 4 and reset the counter into the menu "RE-FILL INGRED."	
<b>E167-BEANS HOPPER 2 OUT</b>	The beans hopper 2 is not inserted. Insert the beans hopper 2.	Beans hopper 2 microswitch is damaged. Contact the Service and Support.
<b>E168-OUTPUT BOARD 1 INCOMPATIBLE</b>	Hardware incompatibility. Contact the Service and Support.	
<b>E169-OUTPUT BOARD 2 INCOMPATIBLE</b>	Hardware incompatibility. Contact the Service and Support.	
<b>E170-DRIP CATCHER DISCONNECTED</b>	Drip catcher not found. Contact the Service and Support.	
<b>E171-MILK FLOW METER KO</b>	Milk flow meter malfunction. Contact the Service and Support.	
<b>E185-MOTHERBOARD UPDATE REQUIRED</b>	Electronic board needs to be updated. Contact the Service and Support	
<b>E186-TRIAC BOARD 1 UPDATE REQUIRED</b>	Electronic board needs to be updated. Contact the Service and Support	
<b>E191-OUTPUT BOARD 1 UPDATE REQUIRED</b>	Electronic board needs to be updated. Contact the Service and Support	
<b>E192-OUTPUT BOARD 2 UPDATE REQUIRED</b>	Electronic board needs to be updated. Contact the Service and Support	
<b>E210- DETERGENT TANK 1 LEVEL LOW</b>	The detergent level of the tank 1 is low. Fill the detergent tank.	
<b>E211-IN-LINE CONDUCTIVITY SENSOR DISCONNECTED</b>	In-line conductivity sensor not found. Contact the Service and Support.	

TROUBLESHOOTING

---

MESSAGE	CAUSE / ACTION 1	CAUSE / ACTION 2
<b>E212-IN-LINE CONDUCTIVITY SENSOR KO</b>	In-line conductivity sensor malfunction. Contact the Service and Support.	
<b>E216-DETERGENT TANK 2 LEVEL LOW</b>	The detergent level of the tank 2 is low. Fill the detergent tank.	
<b>E225- COMMUNICATION ERROR</b>	No communication detected. Contact the Service and Support.	
<b>E226-USB NOT CONNECTED</b>	The USB communication cable is not connected. Connect the USB communication cable.	