14 Troubleshooting

This troubleshooting helps technician to find the cause of a problem starting from the error message shown by the **touch screen**.

All these error messages has been covered during the HLF Technical Training Course, where we strongly recommended to have a multimeter always available, in order to check a possible bad connections.

The way to use a multimeter is also covered during the HLF Technical Training Course, as well.

14.1 E11-DRIP TRAY FULL

Why?

The option **DRIP TRAY SENSOR FLOAT** is active and the **drip tray switch** is engaged.

Cause of fault	**Troubleshooting measure(s)**
The **drip tray** is full of waste water;	Remove the **drip tray**, empty and clean it.
The plastic float is blocked;	Check if the plastic float inside the **drip tray** is free to move.
The **drip tray switch** is damaged or doesn't work;	Turn off the option **DRIP TRAY FLOAT SENSOR** inside the programming, to let the machine working anyway (refer to the user manual); Replace the **drip tray switch**.
The connection is compromised	Check the wires from the **drip tray switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number); Replace the **motherboard**.

14.2 E12-PLACE YOUR CUP

Why?

The option **CUP SENSOR** is active and there's no cup placed on the dispensing point

Cause of fault	**Troubleshooting measure(s)**
There's no cup placed on the dispensing point;	Place a cup.
The cup sensor is not installed in the machine;	Turn off the option **CUP SENSOR** (refer to the user manual).
The **cup sensor** doesn't work;	Turn off the option **CUP SENSOR** inside the programming, to let the machine working anyway (refer to the user manual); Replace the **cup sensor**.
The connection is compromised	Check the wires from the **cup sensor** to the **motherboard** (refer to the **Input/Output** table to understand which input number); Replace the **motherboard**.

14.3 E13-FLOW METER K.O.

Why?

The flow meter is not detecting the water passing through the circuit.

Cause of fault	**Troubleshooting measure(s)**
The message appears during a coffee cycle only, and not during a hot water or soluble drink. No coffee comes out or at least a very poor flow:	
▪ The **coffee group** is dirty;	Launch a **Coffee Group Cleaning Cycle**. Wash the **coffee group** under hot water.
▪ The **grinder** is set too fine;	Move the **grinder blades** to a coarser position.
▪ The **coffee valve** may be blocked by lime scale;	Take it off and clean it or replace it.
▪ The **coffee valve** got fault.	Replace it.
▪ The connection is compromised.	Check the wires from the **coffee valve** to the **output board 2** (refer to the **Input/Output** table to understand which output number).
The message appears during the dispensing of a specific product, while is not appearing during the dispensing of all the other products; The water for that specific product doesn't come out:	
▪ The **valve** related to the product that fails may be blocked by lime scale;	Take it off and clean it or replace it.
▪ The **valve** related to the product that fails got fault;	Replace it.

Cause of fault	**Troubleshooting measure(s)**
▪ The connection is compromised.	Check the wires from the **valve** related to the product that fails, to the **output board** (refer to the **Input/Output** table to understand which output board and output number).
The message appears during the stand-by:	
▪ The **discharge valve** may be blocked by lime scale;	Take it off and clean it or replace it.
▪ The **discharge valve** doesn't work.	Replace it.
▪ The connection is compromised.	Check the wires from the **discharge valve** to the **output board 2** (refer to the **Input/Output** table to understand which output number).
The message appears during the dispensing of any product and the water doesn't come out:	
▪ The **air-break** is empty, but no **E-16 CHECK WATER** message appears;	Refer to paragraph **14.5 E16-CHECK WATER**
▪ The **pump** doesn't work:	Check the connection between the **pump** and the **oputput board 1** (refer to the **Input/Output** table to understand which output number).
- The **pump** got fault;	Replace it.
- The **output board 1** got fault.	Replace it.
▪ The **pump restrictor** is blocked;	Check if the **pump restrictor** is blocked. If yes, replace it.

Cause of fault	**Troubleshooting measure(s)**
▪ The **flow meter** is blocked;	Check if the **flow meter** is blocked. If yes, replace it.
The message appears during the dispensing of any product and the water comes out for few seconds, then stops:	
▪ The connection is compromised;	Check if the green LED of the **motherboard** blinks while the pump is working. It shouldn't. Check the wires from the **flow meter** to the **motherboard** (refer to the **Input/Output** table to understand which input number).
▪ The **flow meter** got fault.	Replace it.

14.4 E15-COFFEE GROUP OUT

Why?

The **coffee group presence switch** is not engaged.

Cause of fault	**Troubleshooting measure(s)**
The **coffee group** is not in the correct position;	Check the **coffee group**.
The **coffee group presence switch** is damaged or doesn't work;	Replace the **coffee group presence switch**.
The connection is compromised	Check the wires from the **coffee group presence switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number). Replace the **motherboard**.

14.5 E16-CHECK WATER

Why?

The machine has asked for water inside the **air-break** for more than the time set on the option **FILLING WATER TIMEOUT**.

Cause of fault	Troubleshooting measure(s)
Switch ON the machine and look if the time the air-break needs to fill up completely is too long. If yes, it means the pressure of the plumb circuit is very low;	Raise up the **FILLING WATER TIMEOUT** option.
The machine is not filling water at all, but the LED on the water level board is ON:	
▪ Maybe the overflow system has been engaged because the machine has been moved without draining the **air-break** first;	Follow the procedure at the end of the paragraph.
▪ The **main inlet water valve** is gone.	Replace it.
The machine is filling water, but once reached the shorter probe, it keeps filling all the time. The LED on the water level board is still ON;	
▪ Wrong sensitivity setting;	Check the sensitivity bridge on the water level board. Only position 1 should be activated.
▪ The **air-break probes** are dirty;	Clean them.
▪ The connection is compromised;	Check the connections from the **air-break probes** to the **water level board**.
▪ The **water level board** got fault.	Replace it.

Cause of fault	Troubleshooting measure(s)
The machine is filling water, but once reached the shorter probe, it keeps filling all the time. The LED on the water level board turns OFF once reached the shorter probes;	
▪ The **main inlet water valve** stays open all the time;	Replace it
▪ The **output board 2** got fault;	Replace it.
▪ The **motherboard** got fault;	Replace it.

How to unblock the main inlet water valve

- Switch OFF the machine;
- Disconnect the water line pipe;
- Disconnect the overflow pipe from the **main inlet water valve** and drain the water inside;
- Switch back ON the machine and wait for the **coffee group** positioning. The **main inlet water valve** opens.
- Switch OFF the machine and connect back the water line pipe and the overflow pipe;
- Switch ON the machine.

14.6 E17-HEATING

Why?

The machine is heating up the **boiler**. Wait for the machine to be ready.

14.7 E18-CLEANING CYCLE REQUIRED

Why?

The option **HEATING CONTROL** is active.

Maybe it's the first time the machine is installed and it needs a cleaning cycle in order to fill the **boiler** with water, or somebody has switched ON the **HEATING CONTROL** option.

NOTE

Once the option **HEATING CONTROL** is activated, it can't be turned off from the programming

Access the cleaning routine and run a **WHIPPER CLEANING**.

14.8 E23-EMPTY GROUNDS DRAWER

Why?

The number of coffee set in the **MAX NUMBER OF GROUNDS** option menu has been done.

Follow the instruction manual to clear the message.

14.9 E24-DOOR OPEN

Why?

The front door micro switch is not engaged.

Cause of fault	**Troubleshooting measure(s)**
The **front door** is open;	Close it;
The front door is closed, but the message stays still.	The **front door micro switch** is damaged. Replace it
The connection is compromised	Check the wires from the **front door switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number). Replace the **motherboard**.

14.10 E25-CHECK FILTER

Why?

The number of liters set in the **DESCALING CAPACITY** option has been done and the option **IN-LINE FILTER** is active.

Replace the de-scaling filter with a new one and go into the programming > **COUNTERS** > **TECHNICAL DATA** and clear the liters counter.

14.11 E39-COFFEE GROUP POSITIONING

Why?

The coffee group is moving. Wait for the completion of the movement.

Cause of fault	**Troubleshooting measure(s)**
The message stays still even if the coffee group doesn't move.	Maybe you've just put back the coffee group. Remove the **door lock** and put it back, or close the **front door**.

14.12 E46-FRIDGE PROBE OVER TEMPERATURE

Why?

The board is measuring a temperature below 0°C

Cause of fault	**Troubleshooting measure(s)**
The temperature probe got fault.	Replace it.

14.13 E47-FRIDGE PROBE DISCONNECTED

Why?

The board is measuring a temperature above 10°C

Cause of fault	**Troubleshooting measure(s)**
The temperature probe is disconnected;	Check the connections.
The temperature probe got fault.	Replace it.

14.14 E52-GROUP 1 PROBE OVER TEMPERATURE

Why?

The board is measuring a temperature above 120°C

Cause of fault	**Troubleshooting measure(s)**
The temperature probe got fault; Look at the coffee group heating element LED on the **triac board**.	Replace it. If the temperature on the display keeps raising also above the set point, but the LED has turned OFF, the **main board** got fault. Replace it.

14.15 E53-GROUP 1 PROBE DISCONNECTED

Why?

The board is measuring a temperature below 0°C

Cause of fault	**Troubleshooting measure(s)**
The temperature probe is disconnected; The temperature probe got fault.	Check the connections. Replace it.

14.16 E58-BOILER 1 PROBE OVER TEMPERATURE

Why?

The board is measuring a temperature above 120°C

Cause of fault	Troubleshooting measure(s)
The temperature probe got fault; Look at the boiler heating element LED on the **triac board**.	Replace it. If the temperature on the display keeps raising also above the set point, but the LED has turned OFF, the **main board** got fault. Replace it.

14.17 E59-BOILER 1 PROBE DISCONNECTED

Why?

The board is measuring a temperature below 0°C

Cause of fault	Troubleshooting measure(s)
The temperature probe is disconnected; The temperature probe got fault.	Check the connections Replace it.

14.18 E62-CHECK GRINDER 1 / E61-CHECK GRINDER 2

Why?

The **grinder 1** or **2** is blocked.

Cause of fault	Troubleshooting measure(s)
A harder beans has gone into the grinder.	Move as more as possible the **grinder blades** to the coarse position and run a coffee. Check if it's time to replace the blades;
The coffee **grinder** is blocked also with the blades totally opened.	Open the **grinder blades** and check if there is something inside.

14.19 E72-CLEAN COFFEE GROUP

Why?

The machine has detected an unusual current consumption of the **coffee group gearmotor**.

Cause of fault	Troubleshooting measure(s)
The **coffee group** is dirty.	Remove the **coffee group** and clean it from the coffee. Put some grease on the main screw and O-Rings.

14.20 E73-FLASH MEMORY ERROR / E102-EEPROM WRITE ERROR MOTHERBOARD

Why?

Error while saving data on the motherboard. Replace it.

14.21 E74-COFFEE GROUP TIMEOUT

Why?

The **coffee group** has taken too much time to finish a positioning than usual.

Cause of fault	**Troubleshooting measure(s)**
The **coffee group** wasn't in the position the machine expected.	Push on the notification to reset the coffee group.

14.22 E75-COFFEE GROUP MOTOR TIMEOUT

Why?

The **coffee group counter** is no more counting.

Cause of fault	Troubleshooting measure(s)
The **coffee group** has suddenly blocked during a movement;	Check that the **coffee group chamber** is not completely on the bottom or on the top of the unit.
The **coffee group** is dirty;	Clean the coffee group.
The **coffee group** is full of coffee puck;	Remove the coffee group and clean it.
The connection is compromised;	Check the connection between the **coffee group motor counter** and the **output board 1**.
The **motor counter** got fault.	Replace it.

14.23 E76-MILK OUTPUT VALVE DISCONNECTED

Why?

The machine is detecting that the connector of the milk output valve is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault	Replace it.

14.24 E77-MIXING BOWLS DISCONNECTED

Why?

The machine is detecting that the connector of the mixing bowls is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.25 E78-WATER PUMP MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the pump module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.26 E79-FRESH MILK MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the fresh milk module is disconnected.

Cause of fault	**Troubleshooting measure(s)**
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.27 E80-GRINDERS MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the grinders module is disconnected.

Cause of fault	**Troubleshooting measure(s)**
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.28 E81-SOLUBLE MOTORS MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the soluble motors module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.29 E82-BOILER MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the boiler module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.30 E83-DOOR MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the door module is disconnected.

Cause of fault	**Troubleshooting measure(s)**
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.31 E85-COFFEE GROUP MOTOR COUNTER DISCONNECTED

Why?

The machine is detecting that the connector of the coffee group motor counter is disconnected.

Cause of fault	**Troubleshooting measure(s)**
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.32 E86-POWER SUPPLY MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the power supply module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.33 E87-BOARDS MODULE DISCONNECTED

Why?

The machine is detecting that the connector of the boards module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.34 E88-CURRENT OVERLOAD

Why?

The machine has detected an unusual current consumption during the stand by.

Cause of fault	**Troubleshooting measure(s)**
The current control cable on the power stabilizer is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.

14.35 E92-FLASH WRITE ERROR TRIAC BOARD 1

Why?

Error while saving data on the triac board. Replace it.

14.36 E100-FLASH WRITE ERROR OUTPUT BOARD 1 / E101-FLASH WRITE ERROR OUTPUT BOARD 2

Why?

Error while saving data on the output board 1 or 2. Replace it.

14.37 E102-EEPROM WRITE ERROR MOTHERBOARD

Why?

Error while saving data on the output board 1 or 2. Replace it.

14.38 E111-OUTPUT BOARD 1 VERSION INCOMPATIBLE

Why?

The motherboard has detected an output board 1 software version that is not compatible to its current version.

Usually the problem happens after a manual motherboard software update, because the motherboard software version becomes more recent while the output board software version is too old to suite the motherboard new features.

NOTE

Normally you shoudn’t need to upgrade a board manually, because everytime a new touch screen software version is installed, the touch screen automatically updates the boards according to its features.

Solution:

Make sure to have all the boards upgraded to the latest versions at the same time.

14.39 E112-OUTPUT BOARD 2 VERSION INCOMPATIBLE

Why?

The motherboard has detected an output board 2 software version that is not compatible to its current version.

Usually the problem happens after a manual motherboard software update, because the motherboard software version becomes more recent while the output board software version is too old to suite the motherboard new features.

NOTE

Normally you shoudn’t need to upgrade a board manually, because everytime a new touch screen software version is installed, the touch screen automatically updates the boards according to its features.

Solution:

Make sure to have all the boards upgraded to the latest versions at the same time.

14.40 E113-TRIAC BOARD 1 VERSION INCOMPATIBLE

Why?

The motherboard has detected a triac board software version that is not compatible to its current version.

Usually the problem happens after a manual motherboard software update, because the motherboard software version becomes more recent while the triac board software version is too old to suite the motherboard new features.

NOTE

Normally you shoudn’t need to upgrade a board manually, because everytime a new touch screen software version is installed, the touch screen automatically updates the boards according to its features.

Solution:

Make sure to have all the boards upgraded to the latest versions at the same time.

14.41 E119-CHANGE GIVER INCOMPATIBLE

Why?

The change giver connected to the machine is not compatible to the current machine settings.

Cause of fault	Troubleshooting measure(s)
The base coin of the change giver is different than the one set into the machine.	Check which base coin the change giver uses (refer to the instruction manual of the change giver) and make sure the machine is using the same value.

14.42 E120-CASHLESS DEVICE INCOMPATIBLE

Why?

The cashless device connected to the machine is not compatible to the current machine settings.

Cause of fault	Troubleshooting measure(s)
The base coin of the cashless device is different than the one set into the machine.	Check which base coin the cashless device uses (refer to the instruction manual of the cashless device) and make sure the machine is using the same value.

14.43 E121-BILL VALIDATOR INCOMPATIBLE

Why?

The bill validator connected to the machine is not compatible to the current machine settings.

Cause of fault	Troubleshooting measure(s)
The base coin of the bill validator is different than the one set into the machine.	Check which base coin the bill validator uses (refer to the instruction manual of the bill validator) and make sure the machine is using the same value.

14.44 E122-OUT OF COFFEE GRINDER 1 / E123-OUT OF COFFEE GRINDER 2

Why?

1. The **coffee group** has not been able to press the coffee properly.

Cause of fault	Troubleshooting measure(s)
The **beans hopper** is empty or closed;	Re-fill coffee **beans hopper** with fresh coffee beans and open the coffee stopper making sure the safety pin is completely out of the hopper;
The **grinder** runs, but there's not enough coffee inside the **coffee group chamber**;	The blades need to be changed (verify if 20000 cycles are reached) or the ground is too fine. Open the **grinder adjuster**;
The **grinder** runs but no coffee falls inside the **coffee group chamber**.	The coffee is blocked somewhere. Check the **grinder funnel**.

14.45 E124-COFFEE GROUP CLEANING REQUIRED

Why?

The number of coffee set with the option **NUMBER OF COFFEES FOR CLEANING CYCLE** has been reached.

Enter the cleaning routines and run a **Coffee Group Cleaning**.

14.46 E125-NOT CONNECTED

Why?

The **touch screen** is not connected to the **Bluetooth module** installed on the **motherboard**.

Cause of fault	**Troubleshooting measure(s)**
The screen is stucked;	Switch OFF the machine and back ON again.
The Bluetooth device address target set by the touch screen is not matching the one installed into the machine;	Follow the connection procedure at the end of this paragraph
The **Bluetooth module** got fault.;	Replace it
The **touch screen** got fault.	Replace it.

Bluetooth module connection procedure

Everytime there's the need to replace the **Bluetooth module** or the **touch screen**, the connection must be set up from the beginning.

1. Enter the programming > Settings > BLUETOOTH

2. Press the button **RESET DEVICE LIST** to clear all the devices previously registered. (all the buttons should become unavailable for few seconds)

3. Once the buttons are back available, press **SHOW DEVICES LIST**

4. On the "Bluetooth device search" window Press **SEARCH** again. The touch screen is now searching for any bluetooth device around;

   During the searching, the button **SEARCH** turnes into **STOP**. Once the touch screen has finished the searching it will turn back to **SEARCH** again. (This could take even few minutes);

5. Push on the device that's named with the serial number of the machine (i.e. 140000123) The message **CONNECTING…** will be displayed in yellow;

6. After few seconds the touch screen will ask for a PIN. Put **1234**;

7. In few seconds the message **CONNECTING…** should turn into **CONNECTED** displayed in green;

8. Go all the way back pushing the arrow on the the top left corner.

14.47 E126-DRIP TRAY OUT

Why?

The option **DRIP TRAY SENSOR** is active and the **drip tray presence switch** is engaged.

Cause of fault	**Troubleshooting measure(s)**
The **drip tray** is out of the machine or not placed correctly;	Insert the **drip tray**,
The **drip tray presence switch** is damaged or doesn't work;	Turn off the option **DRIP TRAY SENSOR** inside the programming, to let the machine working anyway (refer to the user manual); Replace the **drip tray presence switch**.
The connection is compromised.	Check the wires from the **drip tray presence switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number); Replace the **motherboard**.

14.48 E127- WASTE DRAWER FULL

Why?

The option **EXTERNAL WASTE DRAWER SENSOR** is active and the **waste drawer switch** is engaged.

Cause of fault	Troubleshooting measure(s)
The **waste drawer** into the **waste drawer kit** is full of waste water;	Remove the **waste drawer**, empty and clean it.
The plastic float is blocked;	Check if the plastic float inside the **waste drawer** is free to move.
The **waste drawer switch** is damaged or doesn't work;	Turn off the option **EXTERNAL WASTE DRAWER SENSOR** inside the programming, to let the machine working anyway (refer to the user manual); Replace the **waste drawer switch**.
The connection is compromised.	Check the wires from the **waste drawer switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number); Replace the **motherboard**.

14.49 E128-CASHLESS 2 MALFUNCTION

Why?

The mobile cashless device is reporting a generic malfunction

Cause of fault	**Troubleshooting measure(s)**
Generic malfunction of the mobile cashless device.	Check with the Service and Support of the mobile cashless device.

14.50 E129-BOILER HEATING FAILURE

Why?

The boiler has taken more than 5 minutes to reach the temperature set.

Cause of fault	**Troubleshooting measure(s)**
Push on the message to clear it and see if the LED of the **triac board** is ON:	
The LED is ON but is not heating:	
▪ The **boiler heating element** got fault;	Replace it.
▪ The communication is compromised;	Check the connection between the **boiler heating element** and the **triac board**.
▪ There's no voltage to the **boiler heating element**;	Replace the **triac board**.
The LED is OFF:	
▪ The triac board got fault;	Replace the **triac board**.

14.51 E130-REFUND CASHLESS 1 NOT AVAILABLE

Why?

The cashless device is reporting that it doesn’t have the capability to refund money if a transaction goes wrong.

No solutions

14.52 E131-CASHLESS DEVICE 2 INCOMPATIBLE

Why?

The mobile cashless device connected to the machine is not compatible to the current machine settings

Cause:

The base coin of the mobile cashless device is different than the one set into the machine.

Solution:

Check which base coin the mobile cashless device uses (refer to the instruction manual of the mobile cashless device) and make sure the machine is using the same value.

14.53 E132-REFUND CASHLESS 2 NOT AVAILABLE

Why?

The mobile cashless device is reporting that it doesn’t have the capability to refund money if a transaction goes wrong.

No solutions

14.54 E133-CASHLESS 1 MALFUNCTION

Why?

The cashless device is reporting a generic malfunction

Cause of fault	Troubleshooting measure(s)
Generic malfunction of the cashless device.	Check with the Service and Support of the cashless device

14.55 E134-GROUP HEATING FAILURE

Why?

The coffee group has taken more than 10 minutes to reach the temperature set.

Cause of fault	Troubleshooting measure(s)
Push on the message to clear it and see if the LED of the triac board is ON:	
The LED is ON but is not heating:	
▪ The **coffee group heating element** got fault;	Replace it.
▪ The communication is compromised;	Check the connection between the **coffee group heating element** and the **triac board**.
▪ There's no voltage to the **coffee group heating element**;	Replace the **triac board**.
The LED is OFF:	
▪ The triac board got fault;	Replace the **triac board**.

14.56 E137-BEANS HOPPER 1 OUT / E167-BEANS HOPPER 2 OUT

Why?

The **beans hopper presence switch** is not engaged.

Cause of fault	Troubleshooting measure(s)
The **beans hopper** is not in the correct position;	Check the **beans hopper**.
The **beans hopper presence switch** is damaged or doesn't work;	Replace the **beans hopper presence switch**.
The connection is compromised.	Check the wires from the **beans hopper presence switch** to the **motherboard** (refer to the **Input/Output** table to understand which input number). Replace the **motherboard**.

14.57 E141-FILLING WATER

Why?

The option **FILLING WATER CONTROL** is active and the machine is filling the **air-break**.

This opton is active by default, because it guarantees that the **air-break** is full of water before to start the dispensing of any drink.

This avoid potential blockage of the milk coil due to a lack of water from the main water line and also makes a possible water line problem more visible.

CAUTION

The decision to switch this option to OFF is completely responsibility of the technician, who must make sure at least to meet the minimum requirements reported on the Instructions Manual of the machine.

14.58 E143-DRIP CATCHER MOVEMENT TIMEOUT

Why?

The machine has detected an unusual current consumption of the **drip catcher gearmotor** or it's not moving at all.

Cause of fault	Troubleshooting measure(s)
The **drip catcher** has suddenly blocked during a movement;	Check that the **drip catcher** is free to move backwards and forwards.
The connection is compromised;	Check the connection between the **coffee group motor counter** and the **output board 1**.
The **drip catcher** got fault.	Replace it.

14.59 E170-DRIP CATCHER DISCONNECTED

Why?

The machine is detecting that the connector of the drip catcher module is disconnected.

Cause of fault	Troubleshooting measure(s)
The connector is disconnected;	Check the connector.
The connection is compromised;	Check the connection between the connector and the **motherboard.**
The **motherboard** got fault.	Replace it.