

15 Troubleshooting

15.1 Error messages

15.1.1 Out Of Coffee

CAUTION Out Of Coffee

Why?

The **grinder** has worked for more than 20 seconds, without filling the **doser** with ground coffee

Cause of fault	Troubleshooting measure(s)
Coffee beans hopper is empty or closed;	Re-fill coffee beans hopper with fresh coffee beans and open the slide;
The grinder runs, but there's no coffee inside the doser (try to open it with your finger to see if some ground coffee falls down);	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 while the doser is full of ground coffee (typical short circuit noise).	The doser micro switch is damaged. Replace the doser refer to paragraph 8.1.1

15.1.2 Check Grinder

CAUTION Check Grinder

Why?

The **grinder** is blocked.

Cause of fault	Troubleshooting measure(s)
Something is blocking the blades	Move as more as possible the grinder blades to the coarse position and run a coffee. If the grinder starts, maybe there was some impurity. Check anyway if 20.000 cycles are reached, maybe the blades need to be changed;
The coffee grinder is blocked also with the blades totally opened.	Open the grinder blades and check if there something inside (refer to paragraph 4.4).

15.1.3 Drip Tray Full

CAUTION Drip Tray Full

Why?

The **drip tray micro switch** is engaged.

Cause of fault	Troubleshooting measure(s)
The drip tray is full of waste water;	Remove the 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 micro switch is damaged;	Switch off the drip tray micro switch inside the programming, to let the machine working anyway (refer to chapter 5 of the user manual); Replace the micro switch.

15.1.4 Flow Meter K.O.

CAUTION
Flow Meter K.O.

Why?

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

Cause of fault	Troubleshooting measure(s)
<p>The message appears during a coffee cycle;</p>	<p>Check that the coffee is not too slow. If this is the cause, move the grinder blades to the coarse position;</p> <p>The coffee valve got fault. Replace it (refer to paragraph 10.5);</p> <p>The coffee valve may be blocked by lime scale. See below;</p>
<p>The message appears after a soluble drink or hot water;</p>	<p>Some valves may be blocked by lime scale. Try to run a de-scaling process. Check the “Service Index” (Refer to chapter 5 of the User manual), maybe the machine is not configured to ask the user to run a de-scaling process after certain liters;</p> <p>The valve responding to that drink got fault. Replace it (refer to paragraph 10.3);</p>
<p>The message appears while the machine is idle and the pump starts to run (the machine is trying to fill the steam boiler).</p>	<p>The steam boiler inlet solenoid valve may be blocked by lime scale. See above.</p> <p>The steam boiler inlet solenoid valve got fault. Replace it (refer to paragraph 10.3).</p>

15.1.5 Coffee Gear Motor

CAUTION Coffee Gear Motor

Why?

The **coffee gear motor** has run for more than 10 seconds, without engaging the **coffee gear motor micro switch**.

Cause of fault	Troubleshooting measure(s)
A loud noise comes from the coffee gear motor when the coffee group starts to run;	The gear motor is broken. Replace it (refer to paragraph 8.5).
The coffee group is not running at all and no sound comes.	The coffee gear motor cables may be disconnected. Check the 2 cables connected to the motor. Using a multimeter, check the continuity of the coffee gear motor cables from the main board to the coffee gear motor. Try to see if the coffee gear motor relay is clicking when the coffee gear motor should run. If not replace the main board.

15.1.6 Temp Sensor K.O.

CAUTION Temp Sensor K.O.

Why?

The temperature probe is measuring a temperature above 120°C or below 0°C inside the water boiler.

If possible, activate the “Show Temper.” option inside TECH MENU in order to check the temperature inside the boiler.

Cause of fault / Symptoms	Troubleshooting measure(s)
The boiler is hot and the message stands still;	Probably the temperature is above 120°C. Wait for the temperature to cool down.
The boiler is cold and the message stands still;	The temperature probe got fault, replace it;
The temperature on the display reaches the set point, but when dispensing drinks, boiling water comes out	The temperature probe got fault, replace it;
The temperature on the display keeps raising also above the set point, but the heating element LED on the main board is OFF.	The main board got fault. Replace it.

15.1.7 Check Water

<p style="text-align: center;">CAUTION Check Water</p>

Why?

The machine has asked for water inside the air-break for more than the time set on the option "Time Out W." inside TECH MENU.

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 low. If yes, it means the pressure of the plumb circuit is very low;	Raise up the "Time Out W" inside TECH MENU;
The machine is not filling water at all and the LED on the water level board is OFF;	The water level board is gone. Replace it.
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 drain the air-break first. See paragraph 15.1.7.1
The machine is not filling water at all but the LED on the water level board is ON. The inlet valve has been already unblocked;	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;	Check the sensibility bridge on the water level board. Only the position 1 should be engaged. If yes, the water level board 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 switches OFF once reached the probes;

The inlet water valve stays open all the time. Check with a multimeter if there's still voltage on the solenoid, also after the LED on the water level board is OFF.

If not, the inlet water valve got fault.
Replace it

If yes, the main board or the water level board got fault.

Replace the water level board first if nothing changes, put back the old water level board and replace the main board.

If nothing changes replace both the boards.

15.1.7.1 How to unblock the main inlet water valve

- Switch OFF the machine;
- Disconnect the water line pipe;
- Disconnect the overflow silicon pipe from the main inlet valve and drain the eventually water inside;
- Switch back ON the machine for 10 seconds to let the valve open;
- Switch OFF the machine and connect back the water line pipe and the overflow silicon pipe;
- Switch ON the machine.

15.1.8 Serial Time Out

<p>* A L L A R M * Serial Time Out</p>
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Why?

The communication between the main board and the front door board is compromised.

Cause of fault	Troubleshooting measure(s)
The message appears after a replacement of the microchip;	The microchip is not programmed or it's mounted upside down.
The microchip got fault;	Install another microchip, which for sure works and see if the problem is fixed. If yes, replace the microchip.
The main board or the front door board got fault.	Replace the door board first and at least the main board.

15.1.9 Clean Cof. Group

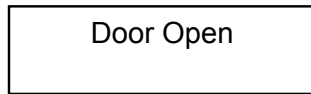
<p>Clean Cof. Group</p>

Why?

More than 1.000 coffee cycles has been run.

Cause of fault	Troubleshooting measure(s)
	Tap the CLEANING button to get rid of it.

15.1.10 Door Open



Why?

The front door micro switch is closed.

Cause of fault	Troubleshooting measure(s)
The front door is open;	Close the front door;
The front door is closed, but the message stays still.	The front door micro switch is damaged. Replace it (refer to paragraph 8.6 Errore. L'origine riferimento non è stata trovata.)

15.1.11 Descaling / Filter

Descaling / Filter

Why?

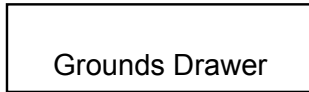
It's programmed to do a de-scaling procedure or to change the water filter.

Cause of fault**Troubleshooting measure(s)**

Tap the CLEANING button to get rid of the message and replace the filter.

Refer to the user manual to de-activate the message.

15.1.12 Grounds Drawer



Why?

The machine has count 40 puck inside the **grounds drawer**.

Cause of fault	Troubleshooting measure(s)
	Tap the CLEANING button to get rid of the message. Refer to the user manual to de-activate the message.

15.1.13 Entire Cleaning Required

Entire Cleaning Required

Why?

The machine has count 250 coffee cycles, so it's time to make an "Entire Cleaning".

Cause of fault**Troubleshooting measure(s)**

Run an "Entire Cleaning" to clear the message.

Turn to N the option "Ent.Clea.Mes." if you want to switch OFF this message. See paragraph 12.3.1

15.2 Strange behaviours

15.2.1 The LCD display is blanked or shows lots of squares

Cause of fault	Troubleshooting measure(s)
The problem happened after a replacement of the microchip;	The microchip is not programmed or it has been mounted upside down;
The problem happened suddenly	Replace the LCD display first and at least the front door board

15.2.2 The drinks are cold

Activate the option "Show Temper." inside TECH MENU to check the temperature inside the boiler.

Cause of fault	Troubleshooting measure(s)
The temperature is above the set point	The temperature probe is gone. Replace it.
The temperature is low (60° is the minimum shown)	The machine may be over heated. Check if the manual thermostat of the water boiler has the pin pulled up. If yes, push it down and check the way of the machine is heating up. (refer to paragraph 15.1.6 to see how to manage)

15.2.3 "Wait for Heating" stays all the time on the display

Refer to paragraph 15.2.2

15.2.4 “ENTIRE CLEANING” and all the instructions for the “Entire Cleaning” routine, appear straight away even when just switch ON the machine.**Why?**

The message “Entire Cleaning Required” has kept blinking for further 100 coffee cycles. The machine is forcing the “Entire Cleaning” routine.

Cause of fault**Troubleshooting measure(s)**

Run an “Entire Cleaning” to clear the message.

Turn to N the option “Force.Ent.Cle.” if you want to switch OFF this procedure. See paragraph 12.3.1
