

primo

COMPACT

ERROR CODES



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COMPACT



Westomatic



A - RESET BUTTON

When the door is closed the reset button is NOT active. This prevents users from pressing the reset button. Only after opening the door is the reset button active (red).

B - ERROR NUMBER & DESCRIPTION

The error is also stored in the error log, which stores the last 20 errors complete with date and time.

C - INSTRUCTIONS FOR OPERATOR

If the error is caused by something the machine operator can solve the instructions are displayed here

D - WVS QR CODE

There is a QR code in every Westomatic machine - that links directly to the support page - here there are downloads and videos to solve most issues.

E - DEALER INFO

If you have requested your information be installed at set-up it will display here.

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COMPACT

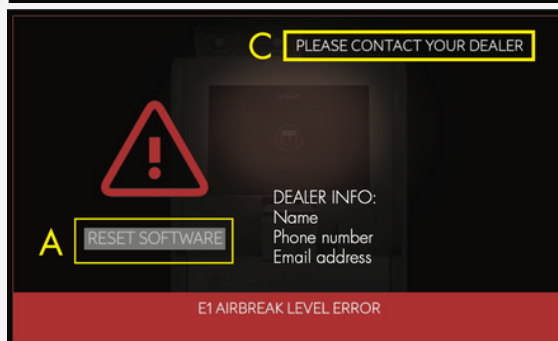
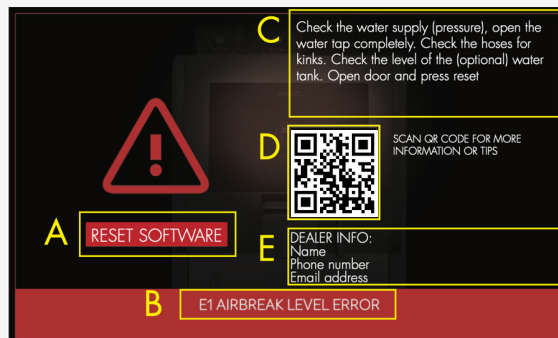


westomatic

RESET AN ERROR - OPERATOR

Follow the instructions C & D - operator solves the problem.

1. Open the door and press reset button (A).
2. Close the door - internal application will restart.
3. When no error is shown - the problem has been fixed. If the error message returns you can attempt it 2 more times.
4. After 3 reset attempts the reset button (A) is not active anymore. The message will say contact the dealer. An engineer will be needed to fix the issue.



RESET AN ERROR - SERVICE ENGINEER

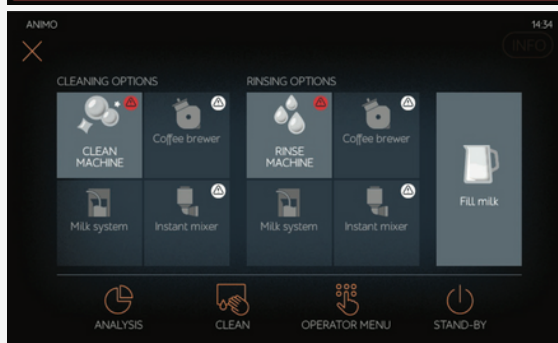
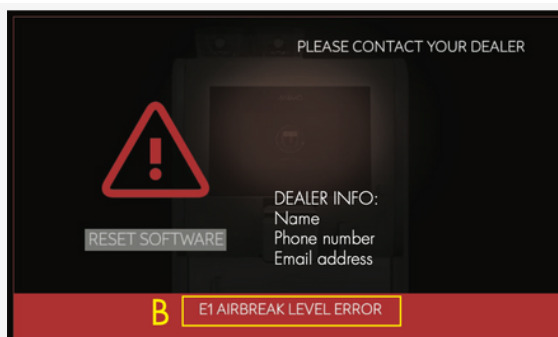
If the engineer wants to reset the software and the Reset Button (A) is no longer active, there are 2 options:

1. Open the door, Switch the machine OFF, and the 5 seconds later ON again.
2. Menu access via the error display.

MENU ACCESS VIA THE ERROR DISPLAY

You can still access the service menu when the display shows an error (B).

1. Open the door
2. Press the error text (B) in the red bar at the bottom. The menu will appear. Close the door for easy navigation.
3. Enter the OPERATOR MENU
4. Check components IN and OUTPUT: SERVICE MENU / 2.07 HARDWARE TEST / 2.07.00 INPUTS or 2.07.01 OUTPUTS and search for whats causing the problem.
5. To reset the software, go to: SERVICE MENU / 2.09 REMOVE LOG FILES / 2.09.03 RESET ERROR.

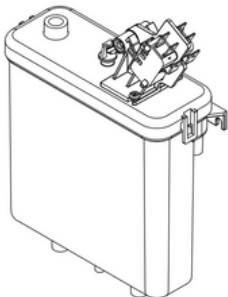
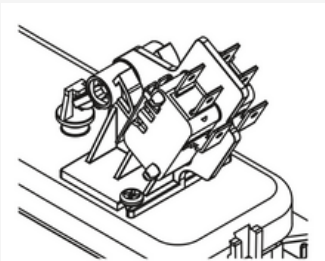


2.09.03 RESET ERROR

NO? PRESS CANCEL / YES? PRESS OK

CANCEL OK



PROBLEM	POSSIBLE CAUSE	ACTION
<p>E1 AIR BREAK LEVEL ERROR</p> 	<p>Air break minimum water levels switch DOES NOT detect water but the Maximum water level switch DOES detect water.</p> <p>The control has disabled the inlet valve outlet.</p> 	<p>Check the mechanical operation of the float mechanism from the air break.</p> <p>Check the operation of the level switches in the service menu: 2.07 Hardware test / inputs / level sensors / level air break low and high.</p>
<p>E2 AIR BREAK LEVEL ERROR</p>	<p>The air break MAXIMUM level switch must be reached within 20 seconds by the inlet valve KW1, when the espresso pump KW2 is NOT active.</p> <p>The control has disabled the inlet valve output</p>	<ul style="list-style-type: none"> • Check the water supply (pressure), fully open the water supply tap • Check the connecting hose for kinks • Check the water level in the water reservoir and refill if necessary
<p>E3 AIR BREAK FILL ERROR</p>	<p>During COMMISSIONING the EMPTY air break fills up too slowly.</p> <p>The airbreak MAXIMUM level switch must be reached within 50 seconds by the inlet valve KW1.</p> <p>The control has disabled the inlet valve and espresso pump output.</p>	



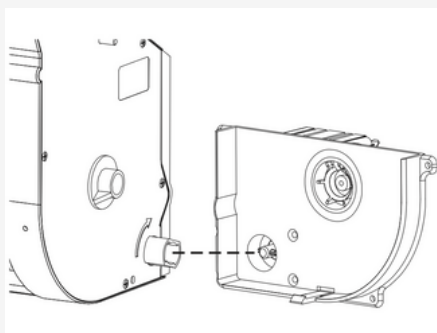
PROBLEM

POSSIBLE CAUSE

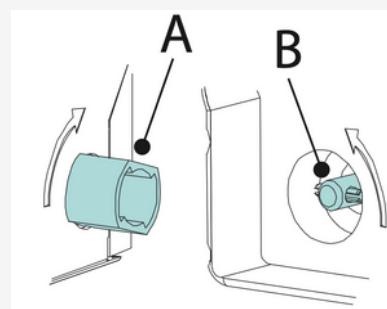
ACTION

E5 BREWER ERROR

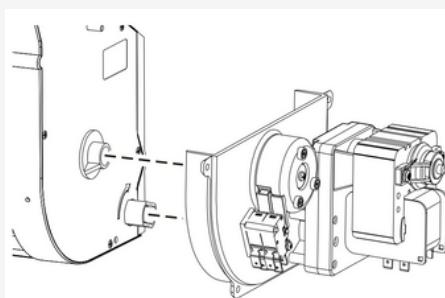
The brewer position switches detect that the brewer is NOT rotating. The control has disabled the brewer motor output.



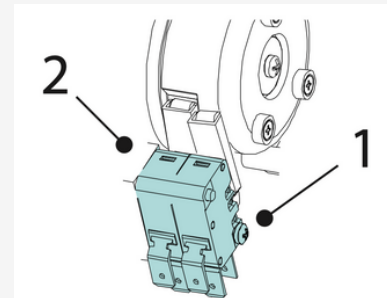
Check whether the brewer (A) is properly positioned in the motor unit (B).
Check if the brewer runs when the brewer motor is activated in service menu:
2.07 Hardware test / outputs / brewer motor



During the initialisation process the brewer runs 1 or 2 complete cycles. During these cycles both brewer switches must be detected. The control has disabled the brewer motor output.



Rotate the switch drum by hand and check both switch positions are passing.
Check the brewer switches for correct operation in the service menu:
2.07 Hardware test / inputs / brewer switch 1 & 2.





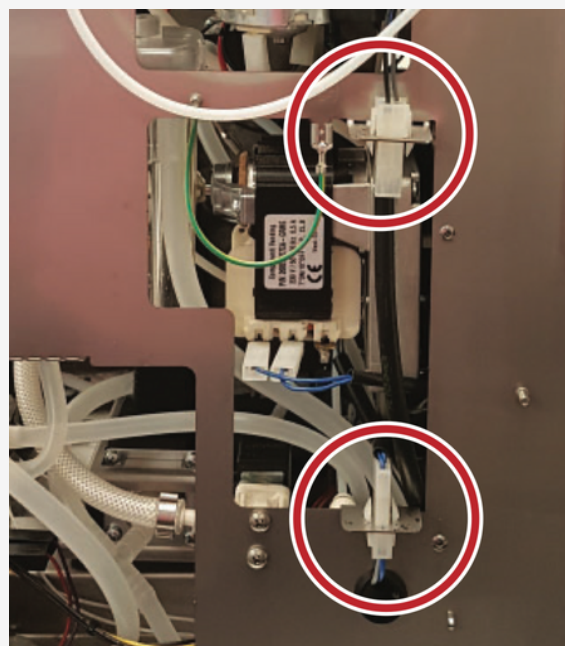
PROBLEM

POSSIBLE CAUSE

ACTION

E5 BREWER ERROR

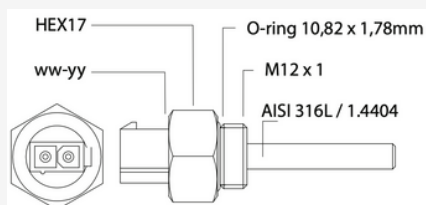
- The problem can be caused by bad contact sockets from the 2 pole and 4 pole molex connectors. Check if all the sockets (male/female) make contact with each other.
- The connectors are to be found behind the left panel.
- The 2 pole molex is responsible for the motor signal 230V.
- The 4 pole molex is responsible for the position of the switch signals (low voltage).



E6 TEMPERATURE HOT WATER BOILER TO HIGH



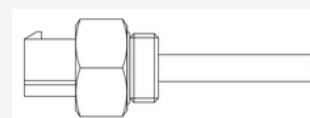
Temperature sensor measures a temperature over 105°C. The control has disabled the heater output.



T (°C)	R (Ohm)	T (°C)	R (Ohm)
0	334.000	70	16.874
10	201.660	75	14.198
20	125.470	80	11.998
25	100.000	85	10.181
30	80.223	90	8.674
40	52.589	95	7.419
45	42.951	100	6.369
50	35.272	120	3.581
55	29.119	140	2.117
60	24.161	160	1.307
65	20.144		

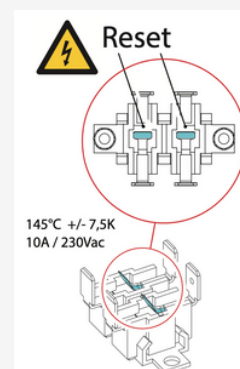
NTC resistance table

Check the temperature sensor operation in the service menu: 2.07 Hardware test / inputs / temperature

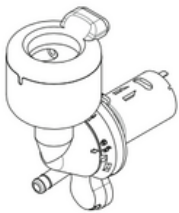
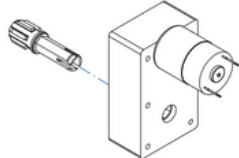



Boiler overheated, let the boiler cool down. Check whether the boil-dry protection was activated. Reset if necessary.

IMPORTANT:
Metal reset
levers are
LIVE!!





PROBLEM	POSSIBLE CAUSE	ACTION
<p>E8 MIXER ERROR</p> 	<ul style="list-style-type: none"> • Mixer motor stalled. • Mixer motor outputs overloaded. • The motor current is over 3000mA. • The control has disabled the mixer output. 	<p>Check whether mixer is dirty or incorrectly mounted. Clean and check the impeller turns freely. Check the motor current in the service menu: 2.07 Hardware test / outputs / mixer motor A motor current (unloaded) between 300-450mA is OK.</p>
<p>E9 MILK PUMP ERROR</p> 	<ul style="list-style-type: none"> • Milk pump motor stalled. Milk pump motor outputs overloaded. • The motor current is over 3000mA. • The control has disabled the milk pump outlet. 	<p>Check if the internal pump gear is dirty. Check the motor current in the service menu: 2.07 Hardware test / outputs / milk motor. A motor current (unloaded) max 150 mA is OK.</p>
<p>E10 VALVE ERROR</p>	<ul style="list-style-type: none"> • Valve outputs overloaded. • The valve current is over 2500mA. • The control has disabled the output. 	<p>Check the valves and wiring for a short circuit.</p>
<p>E11 INGREDIENT MOTOR ERROR</p> 	<ul style="list-style-type: none"> • Ingredient motor or canister stalled. • Ingredient motor current is over 600mA. • The control has disabled the output. 	<p>Empty the canisters and clean thoroughly.</p>  <p>Check the motor current of the ingredient motors in the service menu: 2.07 Hardware test / outputs / ingredient motor. A motor current (unloaded) between 25-50mA is OK.</p>

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PROBLEM	POSSIBLE CAUSE	ACTION
E13 MIXER GROUP ERROR	<ul style="list-style-type: none">• Mixer and Milk motor output group overload (current too high).• The control has disabled the outputs.	Carry out the checks specified for E8 / E9.
E14 OUTPUT ERROR	<ul style="list-style-type: none">• Ingredient motor and valve output group overloaded (current too high).• The control has disabled the output.	Carry out the checks specified for E10 / E11.
E15 AIR BREAK LEVEL ERROR	<ul style="list-style-type: none">• Air break MINIMUM water level switch DOES NOT detect water for 8 seconds during the espresso pump KW2 is active.• The control has disabled the espresso pump outlet.	Check the water supply (pressure), fully open the water supply tap. Check the connecting hose for kinks. Check the level of the water reservoir - refill if necessary.
E17 MDB ERROR	<ul style="list-style-type: none">• There is no communication between the machine and the MDB payment system.	Check the connection between the machine and the MDB payment system. Restart the machine.
E18 MIXER GROUP FET ERROR	<ul style="list-style-type: none">• Brewer or mixer motor output remains activated.	Brewer or mixer motor output (FET) is defective. Replace the main control board on the right.
E19 OUTPUT FET ERROR	<ul style="list-style-type: none">• Ingredient motor / valve remains activated.	Ingredient motor / valve output (FET) defective. Replace the control board.



PROBLEM

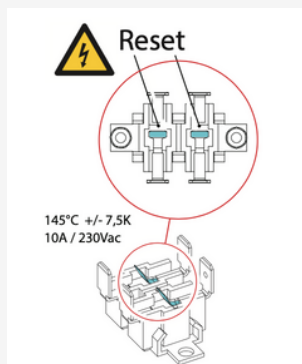
POSSIBLE CAUSE

ACTION

E21
HOT WATER BOILER
TIME OUT



- Heating element is active for 6 minutes.
- The error occurs if the boiler has not come to the set temperature.
- The control has disabled the heater output.



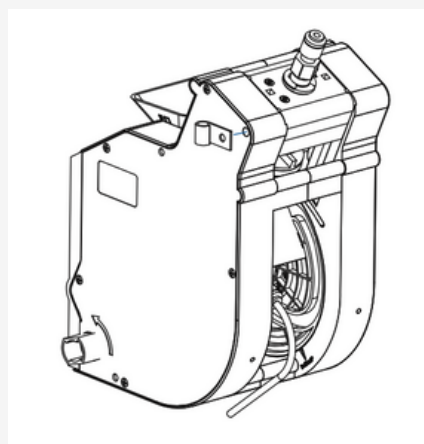
Check the log menu. If E6 Temperature hot water too high error also occurred, the boiler has boiler dry. Check the NTC sensor and wiring / connection and check the relays.

Check whether the boil-dry protection was activated. Reset if necessary.
Attention - the metal reset levers are LIVE!

Check the heating element. The resistance must be approx 30 Ω .

E22
BREW
TIME OUT

- Maximum coffee preparation time has exceeded 120seconds.



Wipe the upper brewer filter with a clean towel.

Run the BREWER CLEANING program.

Check if the coffee grind is too fine.

Check the brewer system for internal obstructions.

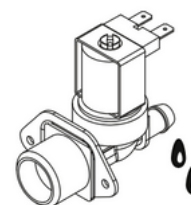
Check the pump pressure (10bar). Use the pump test program.

Clean or replace the brewer filters.

E23
INLET VALVE
ERROR

- Flow meter registers water flow while the inlet valve is electrically closed.

Check the operation of the inlet valve.





PROBLEM

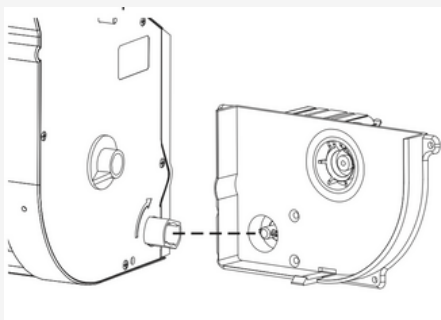
POSSIBLE CAUSE

ACTION

E24

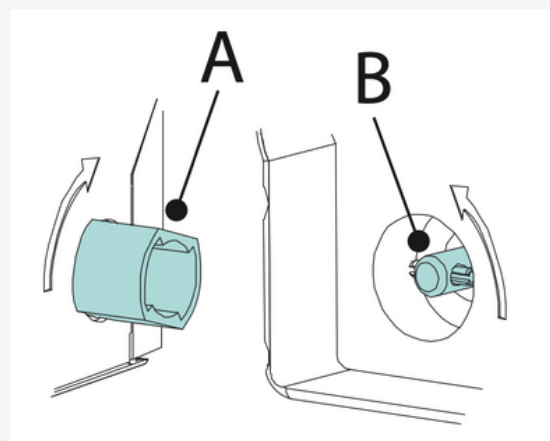
BREWER
ERROR

- The brewer position switches detect that the brewer is NOT rotating.
- The control has disabled the brewer motor output.

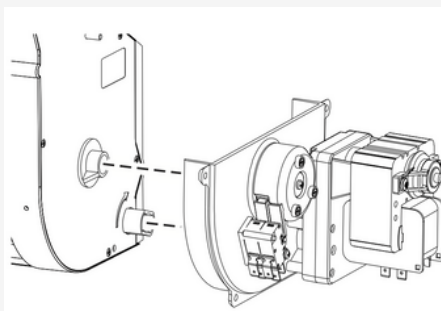


Check whether the brewer (A) is properly positioned in the motor unit (B).

Check if the brewer runs when the brewer motor is activated in the service menu:
2.07 Hardware Test / Outputs / brewer motor

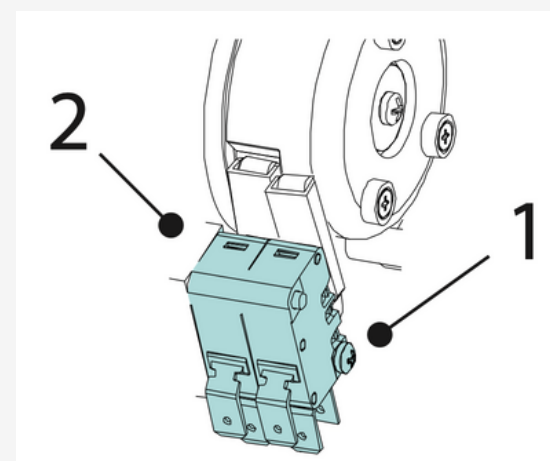


- The brewer runs 1 or 2 cycles during the initialisation process.
- During the cycle both brewer switches must be detected.
- If these are not detected the control will disable the brewer motor output.



Rotate the switch drum by hand and check both switch positions.

Check the brewer switches for correct operation in the service menu:
2.07 Hardware Test / Inputs / brewer switch 1 & 2





PROBLEM	POSSIBLE CAUSE	ACTION
<p>E24 BREWER ERROR</p>	<ul style="list-style-type: none"> • The problem can be caused by faulty contact sockets between the 2 and 4 pole Molex connectors. • The connectors are found behind the left panel • The 2 pole Molex is responsible for the motor signal 230Vac. • The 4 pole Molex is responsible for the position switch signals (low voltage). 	
<p>E25 FLOW METER ERROR</p>	<ul style="list-style-type: none"> • The pathways of water and coffee in the brewer are clogged with dirt. <p>NB: Flow Meter Error - does not always mean that the flow meter is defective.</p> <p>When software starts the espresso pump - the flow meter must produce impulses. Investigate if these aren't produced.</p>	<p>Clean the brewer inlet and outlet for dirt and/or obstructions.</p>



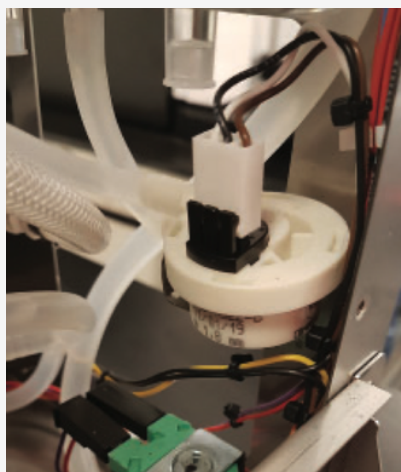
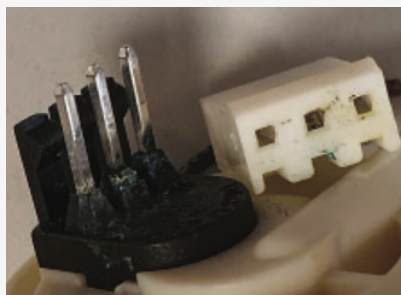
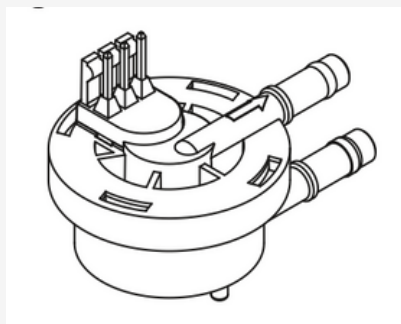
PROBLEM

POSSIBLE CAUSE

ACTION

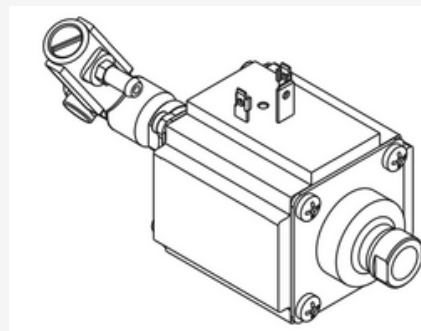
E25 FLOW METER ERROR

- The espresso pump KW2 is activated and takes water from the air break - but the flow meter FL1 does not register water flow.



Check if the espresso pump KW2 is working

If the pump does not function follow instructions for "NO ERROR CODE RELATED PROBLEMS"

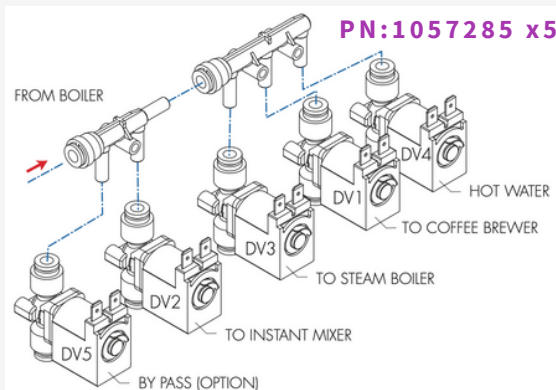


Check if the flow meter FL1 connector is mounted correctly

Check that the connector is not wet or oxidised.

Check when the error occurs (after which drink) and if one of the dispensing valves mentioned below is involved in the problem. Replace if necessary.

**DV1 - Brewer
DV2 - Mixer
DV4 - Hot Water Recipe**





PROBLEM

POSSIBLE CAUSE

ACTION

E26
TEMPERATURE HOT
WATER BOILER
TOO LOW

- Temperature sensor in hot water boiler measures a boiler temperature below 0°C.

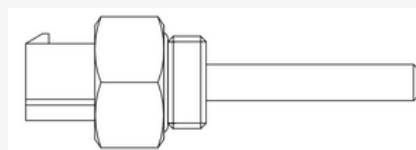
Boiler and/or NTC sensor is below 0°C. Let the machine warm up to room temperature.

E27
NTC SHORT CIRCUIT
HOT WATER BOILER



- Temperature sensor measure a temperature over 125°C or has a short circuit.
- The control disables the heater output.

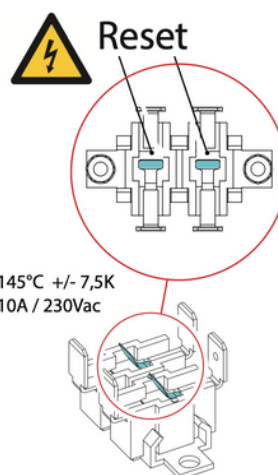
Check the temperature sensor operation in the service menu: 2.07 Hardware Test / inputs / temperature.



T (°C)	R (Ohm)	T (°C)	R (Ohm)
0	334.000	70	16.874
10	201.660	75	14.198
20	125.470	80	11.998
25	100.000	85	10.181
30	80.223	90	8.674
40	52.589	95	7.419
45	42.951	100	6.369
50	35.272	120	3.581
55	29.119	140	2.117
60	24.161	160	1.307
65	20.144		

NTC resistance table

Boiler overheated, let the boiler cool down.
Check whether the boil-dry protection was activated. Reset if necessary.



IMPORTANT:
The metal
reset levers
are LIVE!

E28
NO NTC
HOT WATER BOILER
DETECTED

- Temperature sensor is not detected.

Check the NTC sensor and wiring / connection.



PROBLEM	POSSIBLE CAUSE	ACTION
E29 BREWER LEAVE HOME TIME OUT	<ul style="list-style-type: none"> The brewer did not leave the home position with 1.7 seconds. 	<p>Check if the brewer unit is blocked.</p> <p>Take the brewer out. Open the brewer and remove all the coffee residue from the cylinder and clean thoroughly under the hot water tap.</p> <p>Treat the error like described in E30.</p>
E30 BREWER REACH BREW TIME OUT	<ul style="list-style-type: none"> The brewer left the home position - but did not reach the brew position within 5.1 seconds. Too much ground coffee dispensed in the brewer cylinder. This happens during or at the end of the run-in time of the grinder blades. The used coffee puck is not pushed out completely, so when fresh coffee is dispensed again the brewer cylinder is overfilled. 	<p>Check if the brewer motor runs.</p> <p>Check if the brewer unit is blocked.</p> <p>Check if the dispensed ground coffee does not exceed the brewer cylinder volume (overfill) and readjust the grinder.</p> <p>Check if the coffee puck is too wet and pushed out completely.</p> <p>Brewer cylinder must be empty after the puck has been emitted.</p> <p>The coffee puck should not stick to the slide, this causes Error 30.</p>



PROBLEM

POSSIBLE CAUSE

ACTION

E31
BREWER LEAVE
BREW
TIME OUT

- The brewer did not leave its brewing position within 1.3 seconds.
- The brewer can't open anymore after a brewing cycle.

Check if there is a mechanical blockage with the brewer unit.

Remove brewer and open it.

Remove all the coffee residue from the cylinder.

Clean thoroughly under the hot water tap.

See actions from E30.

E32
BREWER REACH
HOME TIME OUT

- The brewer has left its brewing position but did not reach its home position within 6.6 seconds.

Check if the brewer motor runs.

Check if the brewer unit is blocked.

E33
TEMPERATURE STEAM
BOILER TOO HIGH

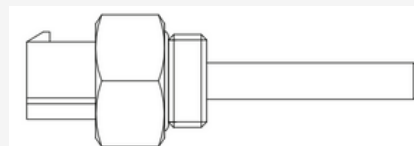


- Temperature sensor measures a temperature over 140°C
- The control has disabled the heater output.

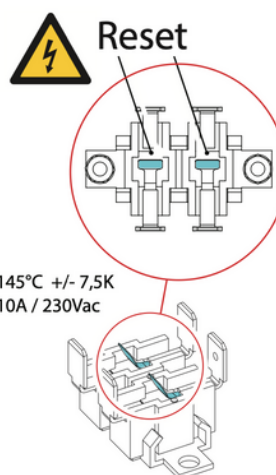
T (°C)	R (Ohm)	T (°C)	R (Ohm)
0	334.000	70	16.874
10	201.660	75	14.198
20	125.470	80	11.998
25	100.000	85	10.181
30	80.223	90	8.674
40	52.589	95	7.419
45	42.951	100	6.369
50	35.272	120	3.581
55	29.119	140	2.117
60	24.161	160	1.307
65	20.144		

NTC resistance table

Check the temperature sensor operation in the service menu: 2.07 Hardware Test / inputs / temperature.



Check whether the boil-dry protection was activated. Reset if necessary.



IMPORTANT:
The metal
reset levers
are LIVE!

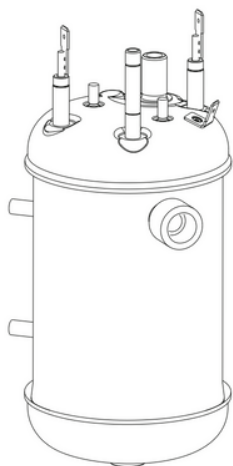


PROBLEM

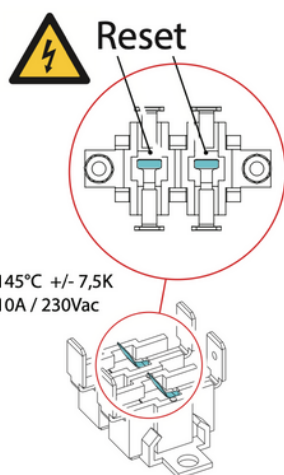
POSSIBLE CAUSE

ACTION

E34 STEAM BOILER TIME OUT



- **DURING COMMISSIONING** - the steam boiler does not heat up to the set temperature within 6 minutes.
- The control has disabled the heater output.



Check if the log menu. If Error 33 steam boiler overheated was registered, the steam boiler has boiler dry. Check the NTC sensor and wiring/connection and check the relays.

Check whether the boil-dry protection was activated. Reset if necessary.

IMPORTANT: the metal reset levers are LIVE!

Check the steam boiler heating element. The resistance must be approx. 30 Ω .

E35 TEMPERATURE STEAM BOILER TO LOW

- Temperature sensor measures a boiler temperature below 0°C.

Steam boiler and/or NTC sensor is below 0°C. Let the machine warm up to room temperature.

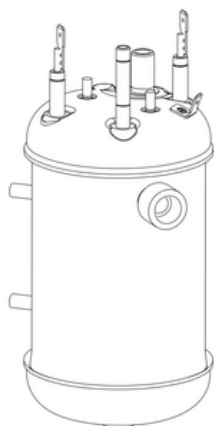


PROBLEM

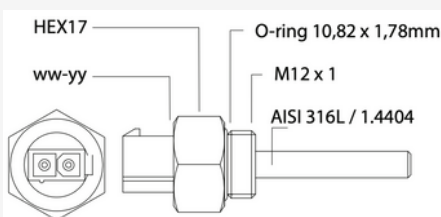
POSSIBLE CAUSE

ACTION

E36
NTC SHORT
CIRCUIT
STEAM BOILER



- Temperature sensor measures a temperature over 145°C or the NTC sensor is short circuit.
- The control has disabled the heater output.



T (°C)	R (Ohm)	T (°C)	R (Ohm)
0	334.000	70	16.874
10	201.660	75	14.198
20	125.470	80	11.998
25	100.000	85	10.181
30	80.223	90	8.674
40	52.589	95	7.419
45	42.951	100	6.369
50	35.272	120	3.581
55	29.119	140	2.117
60	24.161	160	1.307
65	20.144		

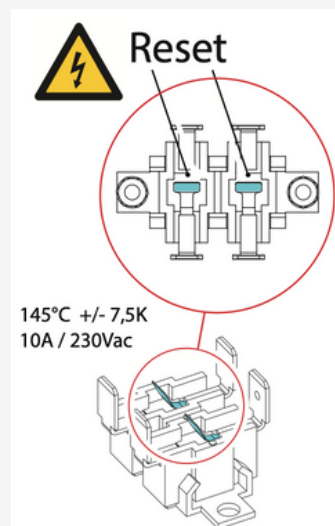
NTC resistance table

Check the temperature sensor operation in the Service menu: 2.07 / Hardware test / inputs / Temperature steam boiler.

Boiler overheated, let the boiler cool down.

Check whether the boil-dry protection was activated. Reset if necessary.

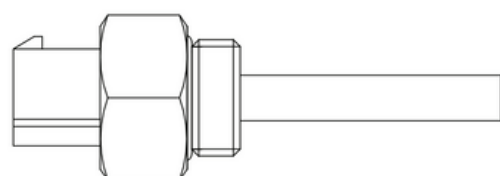
IMPORTANT: the metal reset levers are LIVE!



E37
NO NTC
STEAM BOILER
DETECTED

- Temperature sensor is not detected.

Check the NTC sensor and wiring / connection from the steam boiler.





PROBLEM

POSSIBLE CAUSE

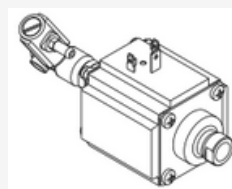
ACTION

E38 STEAM BOILER LEVEL ERROR

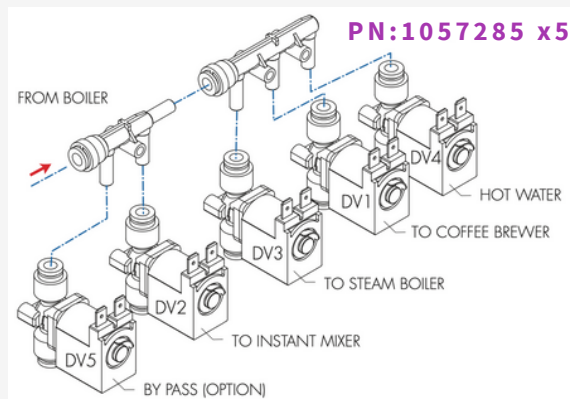
- **E38: DURING USE:** the steam boiler does not REFILL or fills up too slowly.
- The steam boiler dosing valve DV3 must REFILL the steam boiler within *20 seconds* with hot water from the coffee boiler until the level sensor is reached.
- The espresso pump KW2 and dosing valve DV3 are responsible for the water supply.
- If the steam boiler over fills - the espresso pump presses the excess water into the drip tray via the 4Bar overpressure valve.

Check if espresso pump is functioning. Service Menu: 2.07 Hardware Test / inputs / espresso pump

If the pump does not function follow instructions for "NO ERROR CODE RELATED PROBLEMS"



Check if valve DV3 is functioning. Service menu: 2.07 Hardware Test / outputs / dosing valve 3 (DV3)

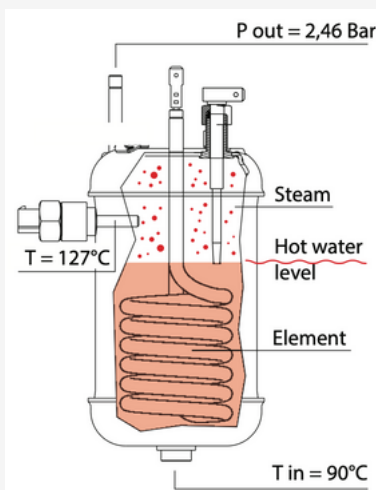


Check the steam boiler level sensor operation. Service menu: 2.07 Hardware test / inputs / level steam boiler

Check the steam boiler level sensor for lime-scale build up. This scale can insulate the tip of the sensor so no water will be detected.

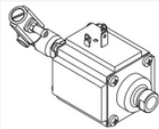
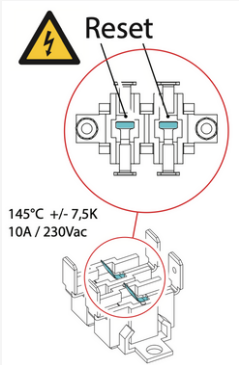
The level sensor must be de-pressurised before removal
Service menu: 2.14 Installation / shut down / de-pressurise system.

E39 STEAM BOILER FILL ERROR



- **E39: During Commissioning** the EMPTY steam boiler does not fill up too slowly.
- The steam boiler dosing valve DV3 must fill the EMPTY steam boiler within *80 Seconds* with hot water from the coffee boiler until the level sensor is reached.



PROBLEM	POSSIBLE CAUSE	ACTION
E40 HOT WATER BOILER FILL ERROR	<ul style="list-style-type: none"> • DURING COMMISSIONING the EMPTY coffee boiler does not fill or fills up too slowly. • The espresso pump KW2 must fill the coffee boiler within 2 minutes. 	<p>Check if espresso pump is functioning. Service Menu: 2.07 Hardware Test / inputs / espresso pump</p> <p>If the pump does not function follow instructions for "NO ERROR CODE RELATED PROBLEMS"</p> 
E41 STEAM BOILER TIME OUT	<ul style="list-style-type: none"> • DURING NORMAL use the steam boiler does not heat up to the set temperature (default 127°C) within 2 minutes. • The control has disabled the heater output. 	<p>Check whether the boil-dry protection was activated. Reset if necessary.</p> <p>IMPORTANT: the metal reset levers are LIVE!</p>  <p>Check the steam boiler heating element. The resistance must be approx. 30Ω.</p>
E42 LEVEL ERROR	<ul style="list-style-type: none"> • If the water level in the air break refills for a 2nd time without the espresso pump KW2 being activated. • This suggests there are water leaks somewhere in the system after the air break. 	<p>Check if there are water leaks within the water circuit. Check the Air break; flow meter FL1 and the Espresso Pump KW2.</p> 