

primo

COMPACT

ERRORS - NO ERROR CODE RELATED PROBLEMS



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PROBLEM

POSSIBLE CAUSE

ACTION

No coffee is brewed. Water ejecting straight in the drip tray during coffee brew process.

When the brewer returns to home position water sprays up from the cylinder.

When the brewer has reached the home position water remains behind the brewer cylinder.

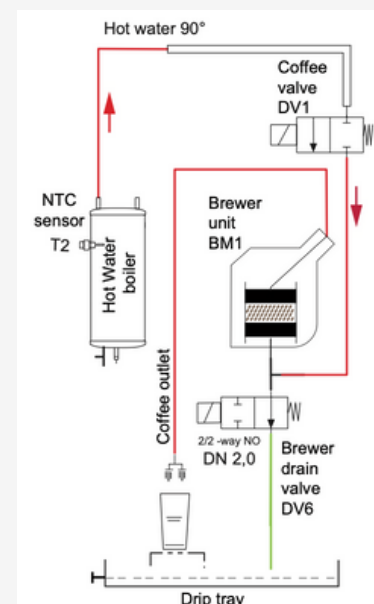
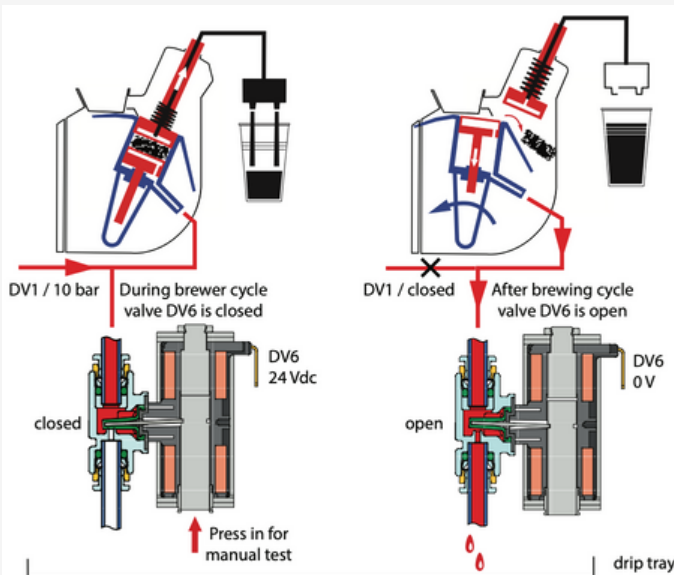
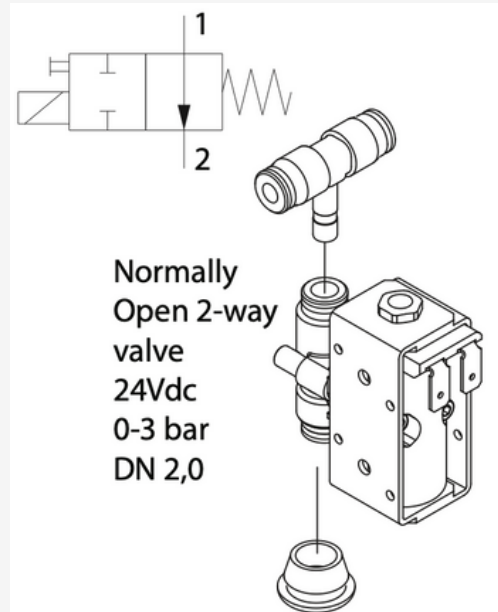
This water creates wet sticky coffee pucks when discharged from the brewer.

Valve DV6 which is located just before the brewer inlet does not open after the brewing cycle.



Valve DV6 is located just below the brewer motor and can be reached from the inside by removing the rear panel.

The valve can be taken apart completely and the interior cleaned. Or replace the valve entirely.





PROBLEM	POSSIBLE CAUSE	ACTION
Valve DV6 is dirty.	<p>To clean the valve:</p> <ul style="list-style-type: none"> Disassemble the coil from the body. Clean the silicon lever and inside of the valve body. Pay attention to the notch position when assembling the valve. 	
Grinder motor runs but no ground coffee comes out.	<p>Check whether the bean slide of the bean canister is fully open. Slide/s must be pressed in</p> <ul style="list-style-type: none"> Grinder motor 230VDC isn't properly connected. Grinder discs rotate clockwise (counter-clockwise is correct) 	<ul style="list-style-type: none"> Check the direction of rotation by watching from above. If the grinding disk turns clockwise the motor connection polarity must be reversed. UNPLUG THE MACHINE before disconnecting motor wires.
	<p>Grinder is set too fine</p>	<p>Set the grinder 1/4 turn chaser and try again</p>

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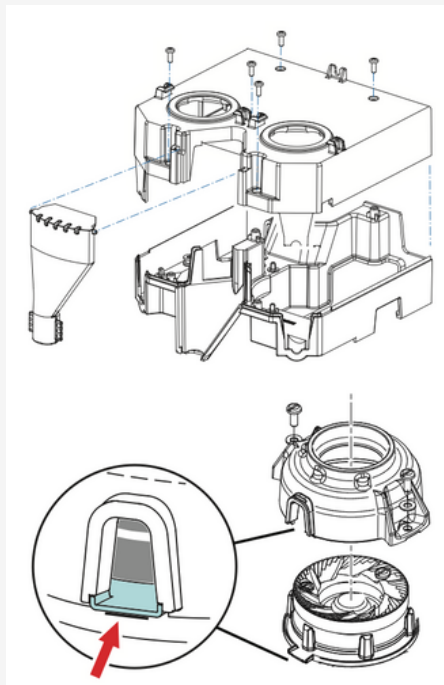
PROBLEM

POSSIBLE CAUSE

ACTION

Grinder motor/s do not run.

The coffee grinder is jammed by a foreign object.



Disassemble the upper part where the grinder/s are built in.

Disassemble the top half of the coffee grinder

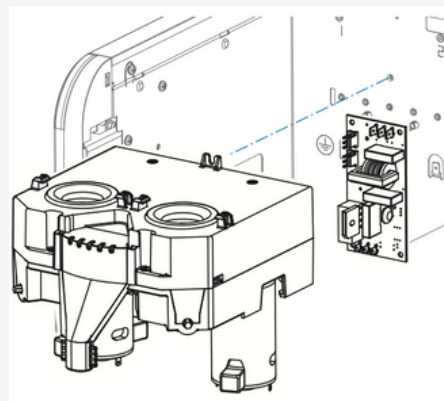
Vacuum/brush away all coffee residues and check the grinding discs for damage.

If necessary, clean the grinding wheel grooves with a copper wire brush.

Refit the top and test the grinder.

IMPORTANT - Ensure the plastic disc falls back into the recess after installation.

The grinder PC board does not operate.



To reach the grinder PC Board the complete grinder housing must be removed.

UNPLUG THE MACHINE - before disconnecting the motor wires.

There is one screw hidden behind the left panel. The second screw can be reached from the front. Now the complete grinder 'box' can be tilted out of the machine from the front.

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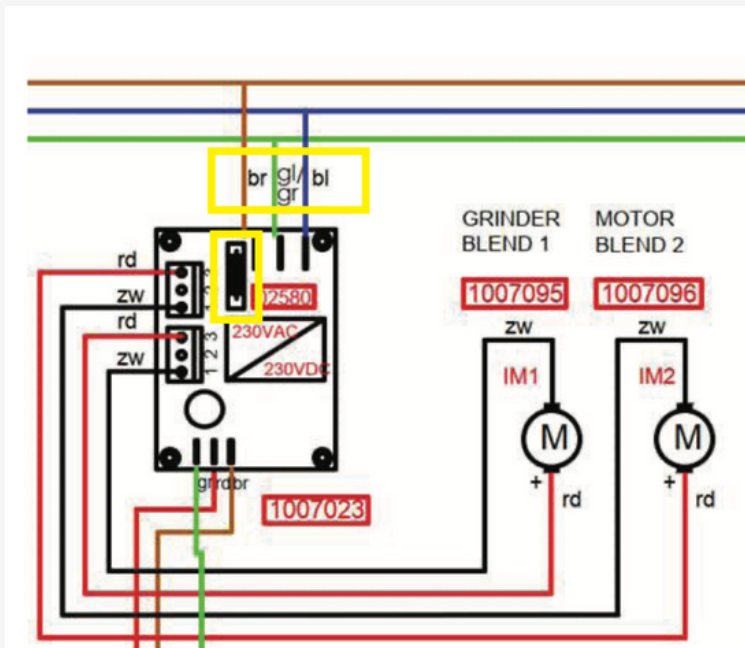
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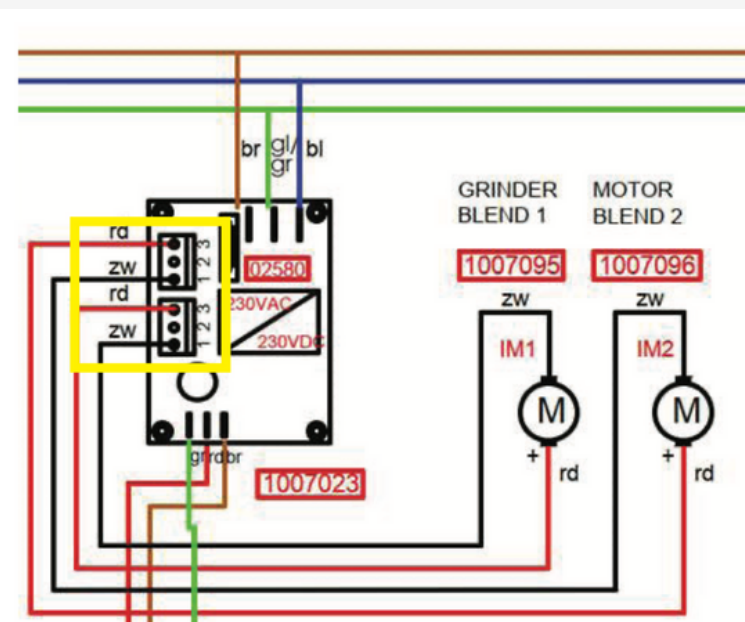
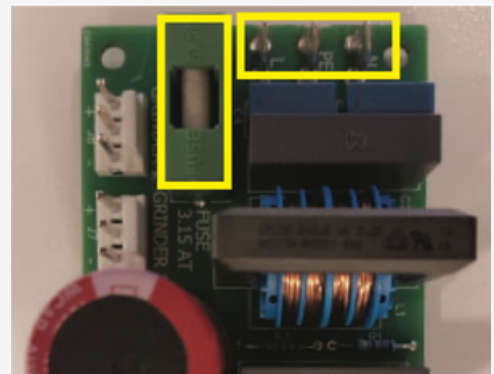
COMPACT

PROBLEM	POSSIBLE CAUSE	ACTION
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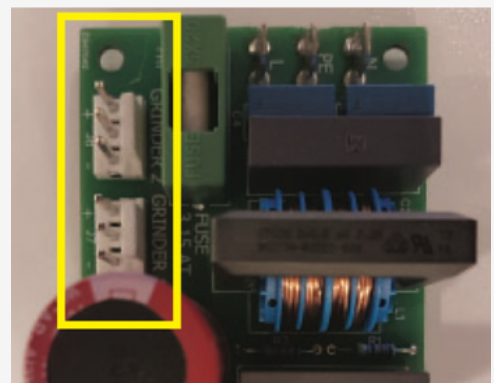
Check the following connections and signals:

Power (top) - The grinder board must be connected to the 230V brown and blue.
Fuse - the fuse secures the Phase T3.15A.



Grinder motor/s - both motors (230VDC) must be connected on the 2 pin connectors.

Top left connector is IM2 motor (blend 2).
Bottom left connector is IM1 motor (blend 1).



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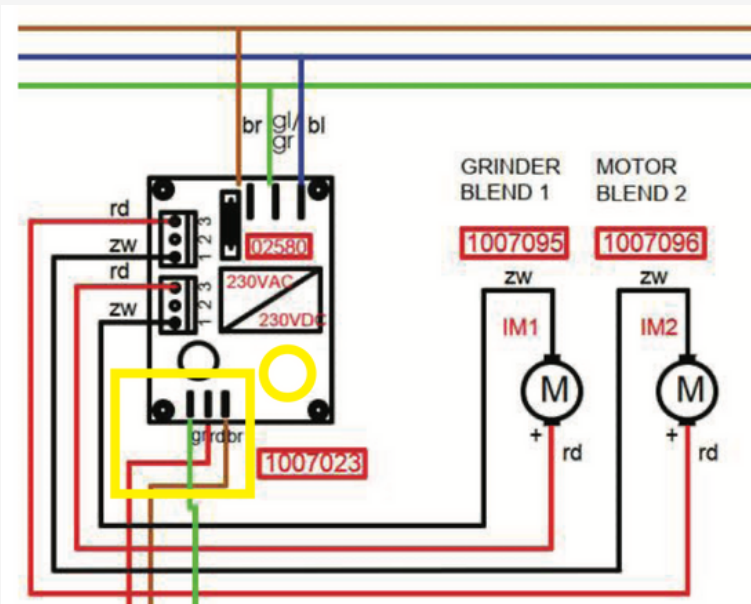
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PROBLEM

POSSIBLE
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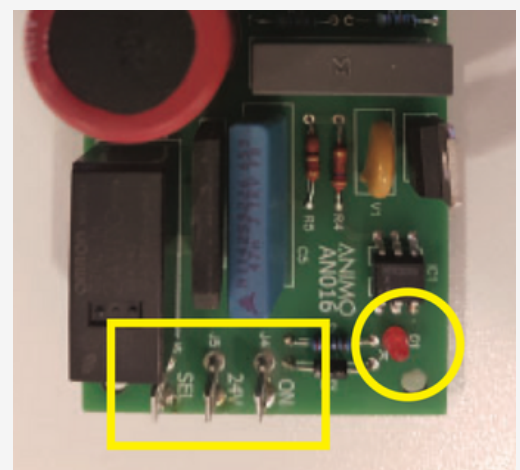
LED - the LED lights up when one of the grinder motor signals are activated.

Signals - from the I/O Board:

- RED - 24V from the I/O
- Brown - signal to start grinder motor 1 (left grinder)
- Green - signal to start grinder motor 2 (right grinder)

Grinder motor 2 is controlled in the following way:

First signal on Green arrives from main board IM2 (you must hear a click from the relay on the grinder board) and delayed signal on Brown from main board IM1 to start motor 2.



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PROBLEM	POSSIBLE CAUSE	ACTION
E25 Error During troubleshooting the espresso pump does not work.	<p>The pump does not get power (230VDC) by the relays KW2.</p>	<p>Check if you hear the pump relay KW2 click.</p> <p>Service menu: 2.07 Hardware test / outputs / Pump (KW2)</p> <p>The KW2 relay can be found by removing the left side panel.</p>
	<p>Pump still does not work despite hearing the relay clicking and the pump is getting power.</p>	<p>Try to shock the pump by tapping it with the end of a screwdriver. No result - replace the pump.</p>
	<p>The pump coil is defective.</p>	<p>Resistance pump coil si approx. 102Ω.</p>
	<p>The diode is defective.</p>	<p>The pump connector contains a built-in diode. Type 1N5408 1000V / 3 A - this CANNOT be removed.</p>

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