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ERROR MESSAGES

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make it happen

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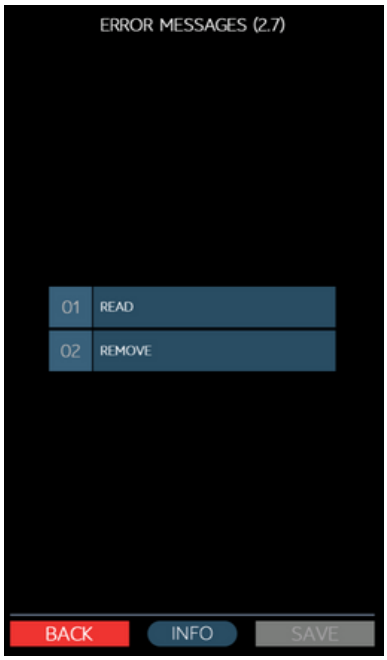
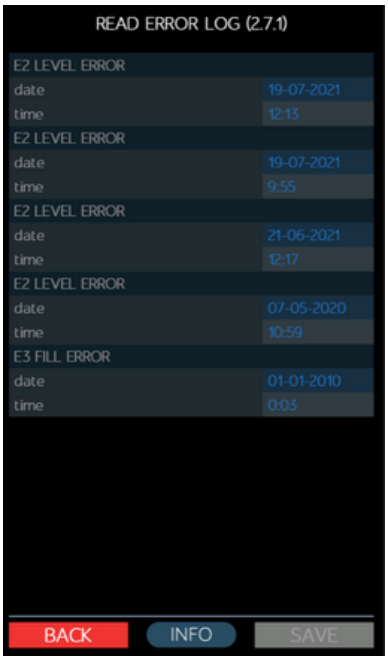
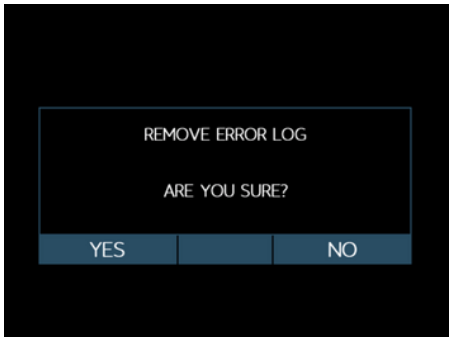
In the service menu, the error messages can be located in sub-menu 7:

It gives you the option the either read a log of the last 20 error messages, or remove the error log.

Ensure you save the option, before returning out of the sub-menu.







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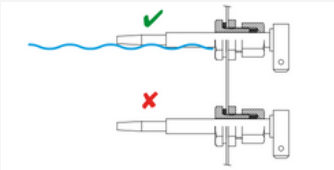
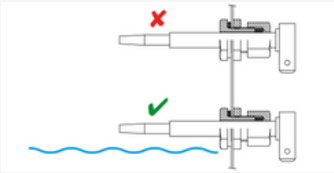
DISPLAY	POSSIBLE CAUSE	ACTION
Out of order E1 Level error	MINIMUM ELECTRODE ERROR	Minimum electrode detects no water but maximum electrode does - the inlet valve shuts - ensure the actual water level by opening the boiler.
		If water level is up to the max - check level sensor - check minimum level sensor calcification - switch device off and on again.
		If water level is under the max - check level sensor - check maximum level sensor for cracks in the insulation and check the boil dry protector tube - this should not touch the electrode tip. Switch device off and on again.
E2 Level error	MAX ELECTRODE ERROR - NOT REACHED IN 30SEC - INLET VALVE SHUTS	Boiler pressure fills up too slowly - water pressure has dropped or water tank is empty. Check the water pressure - turn water tap completely open, check tube for kinks. Switch off and on again.
E3 Level error	MIN ELECTRODE ERROR - NOT REACHED IN 90SEC	Boiler pressure fills up too slowly - water pressure has dropped or water tank is empty. Check the water pressure - turn water tap completely open, check tube for kinks. Switch off and on again.
E6 High temperature	TEMPERATURE SENSOR REACHES OVER 99°C	• Check the temperature sensor function in the service menu • Check if the steam thermostat in the overflow pipe has been triggered. Reset if necessary
E7 Mixer 1 error	MIXER 1 MOTOR STALLED - CONTROL HAS DISABLED OUTPUT	• Check whether mixer 1 is contaminated or incorrectly mounted. • Clean and check the impeller turns freely. • Switch machine off and on again.
E8 Mixer 2 error	MIXER 2 MOTOR STALLED - CONTROL HAS DISABLED OUTPUT	• Check whether mixer 2 is contaminated or incorrectly mounted. • Clean and check the impeller turns freely. • Switch machine off and on again.

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DISPLAY	POSSIBLE CAUSE	ACTION
E9 Mixer 3 error	MIXER 3 MOTOR STALLED - CONTROL HAS DISABLED OUTPUT	• Check whether mixer 3 is contaminated or incorrectly mounted. • Clean and check the impeller turns freely. • Switch machine off and on again.
E10 Valve error	VALVE OR FAN OVERLOADED - CONTROL HAS DISABLED OUTPUT	• Check the valves and wiring for short circuits. • Switch machine off and on again.
E11 Ingr. m error	INGREDIENT MOTOR STALLED - CONTROL HAS DISABLED OUTPUT	• Check the operation of the drive motors in the service menu. • Empty the canister and clean thoroughly. • Switch machine off and on again.
E13 Mixer error	MIXER OUTPUT GROUP OVERLOADED - CONTROL HAS DISABLED OUTPUT	• Carry out checks for E7, E8, E9. • Switch machine off and on again.
E14 Output error	INGREDIENT MOTOR GROUP OVERLOADED OR VALVE OUTPUT GROUP OVERLOADED - CONTROL HAS DISABLED OUTPUT	• Carry out checks for E11. • Switch machine off and on again. • Carry out checks for E10. • Switch machine off and on again.
E16 Level error	ELECTRODE ERROR - MAX & MIN. NO WATER LEVEL DETECTED. INLET VALVE SHUTS	• Make sure there are no loeaks in the boiler • Check the water pressure - turn water tap completely open, check tube for kinks. • Switch off and on again.
E17 MDB error	NO COMMUNICATION BETWEEN MACHINE AND MDB PAYMENT SYSTEM	• Check the connection between the machine and the MDB payment system.
E18 Mixer FET error	BREWER/MIXER MOTOR STAY ACTIVATED	Brewer or mixer motor output defective. Replace control.
E19 Output FET error	INGREDIENT MOTOR/ VALVE / FAN STAY ACTIVATED	Ingredient motor/valve/fan output defective. Replace control.

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DISPLAY	POSSIBLE CAUSE	ACTION
E20 Software error	SOFTWARE ERROR	• Reset the defaults. • Load the defaults. • Install new software
E21 Boiler timeout	HEATING ELEMENT ACTIVE FOR 8MINS - TEMPERATURE STILL NOT RISEN	Steam and/or dry boil protection activated. Reset the steam thermostat, check the log menu. If E6 boiler temp error exists - boiler boiled too long. Check the NTC sensor and wiring/connection.
E26 Low temperature	TEMPERATURE SENSOR MEASURES BOILER TEMP BELOW 0°C	Boiler and/or NTC sensor is below 0°C. Let the machine warm up to room temperature.
E27 NTC short circuit	TEMPERATURE SENSOR HAS A SHORT CIRCUIT	Check the NTC sensor and wiring/ connection.
E28 NTC not detected	TEMPERATURE SENSOR IS NOT DETECTED	Check the NTC sensor and wiring/ connection.

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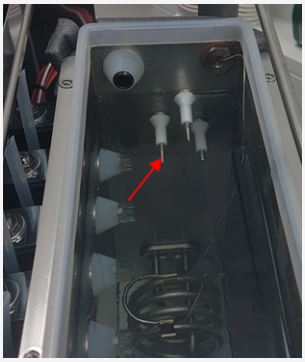
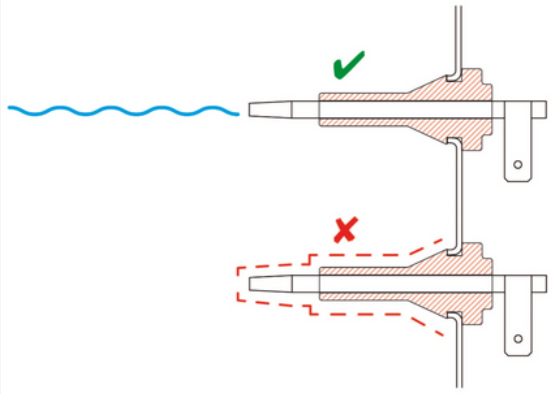
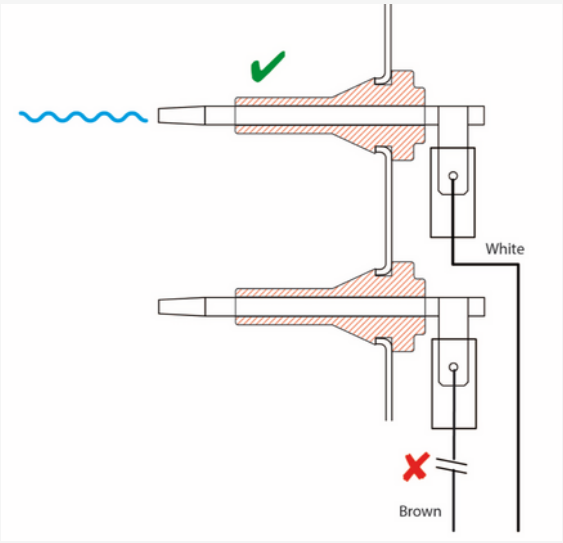
PROBLEM	STEP BY STEP INSTRUCTIONS	
E1 - LEVEL ERROR	• Minimum Level Error • The minimum water level sensor does not detect water, but the maximum water level sensor does. • The water inlet valve shuts	
	CHECK 1: Ensure the actual water level by opening the boiler. Water level up to maximum level sensor? 1. Check if a layer of (lime)scale has built up on the minimum level sensor. 2. Remove the scale from the level sensors and descale the entire boiler if necessary 3. Reset the error on the screen.	
	CHECK 2: Visually ensure the correct water level by removing the boiler lid. Water level up to maximum level sensor? 1. Check the minimum level sensor connection.	

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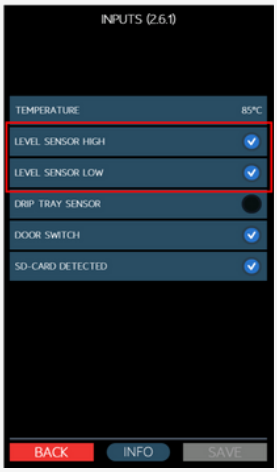
PROBLEM	STEP BY STEP INSTRUCTIONS	
E1 - LEVEL ERROR (cont)	**How to test the level sensor signal?** • **Select 06 HARDWARE** • **Select 01 INPUTS**	
	The INPUTS screen shows: • **the *level sensor high* detects water = V** • **the *level sensor low* detects water = V**	

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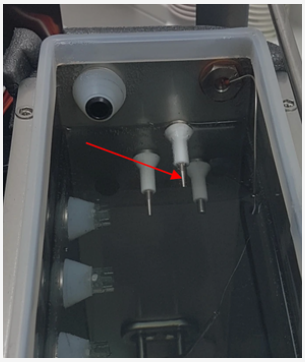
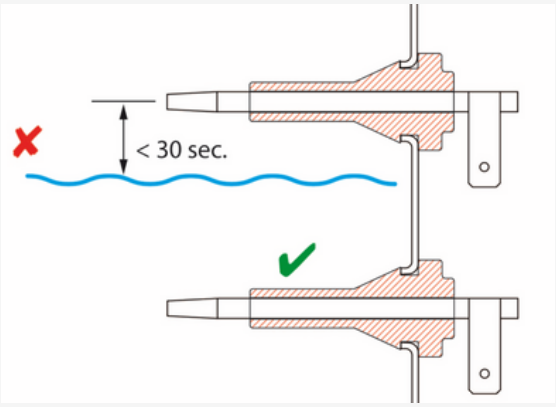
PROBLEM	STEP BY STEP INSTRUCTIONS	
E2 - LEVEL ERROR	• **Maximum electrode error.** • **Boiler fills up too slowly during dispensing.** • **The maximum electrode should detect water again within 30 seconds of being released.** • **The water inlet valve shuts/error 2 displayed.**	
	The boiler fills up too slowly. **Water pressure is too low or the water tank (stand-alone) is empty.** **CHECK:** 1. **Water pressure** 2. **Open water supply tap completely** 3. **Water supply hose for any kinks** 4. **Inlet valve flow and inlet valve dirt filter** 5. **Flow of each dispensing valve. The water flows out of the boiler faster than it refills.** 6. **Reset the error on the screen**	

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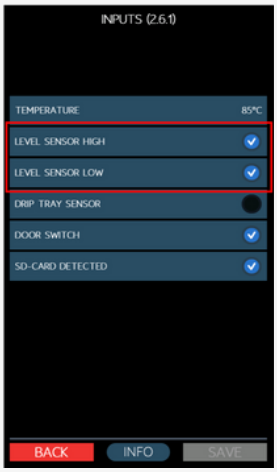
PROBLEM	STEP BY STEP INSTRUCTIONS	
E2 - LEVEL ERROR (cont)	**How to test the level sensor signal?** • **Select 06 HARDWARE** • **Select 01 INPUTS**	
	The INPUTS screen shows: • **the *level sensor high* detects water = V** • **the *level sensor low* detects water = V**	

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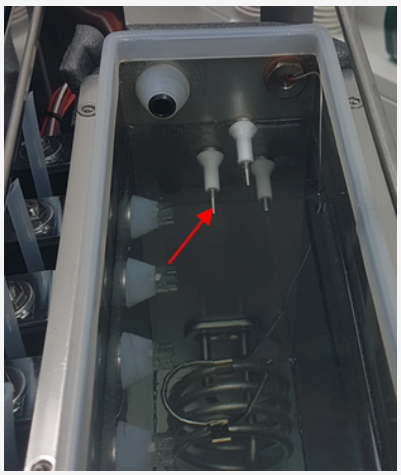
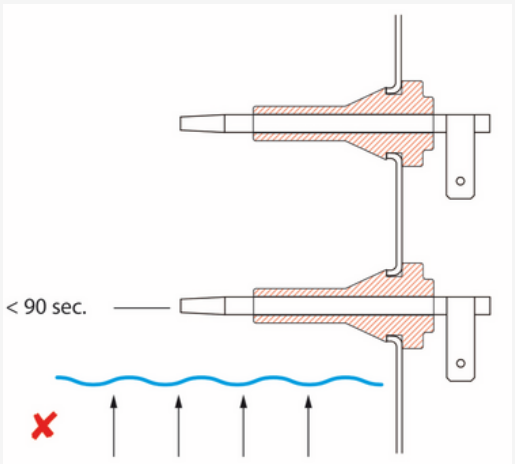
PROBLEM	STEP BY STEP INSTRUCTIONS	
E3 - LEVEL ERROR	**Boiler fills up too slowly during installation.** • **The minimum level sensor was not reached within 90seconds.** • **The water inlet valve shuts.** **(The minimum water sensor activates the heating relay when it is reached by the waterlevel.)**	
	CHECK: **Bad water pressure or the water tank (stand alone) is empty.**	

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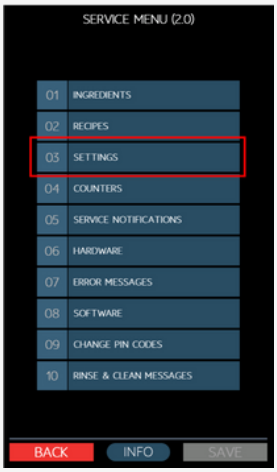
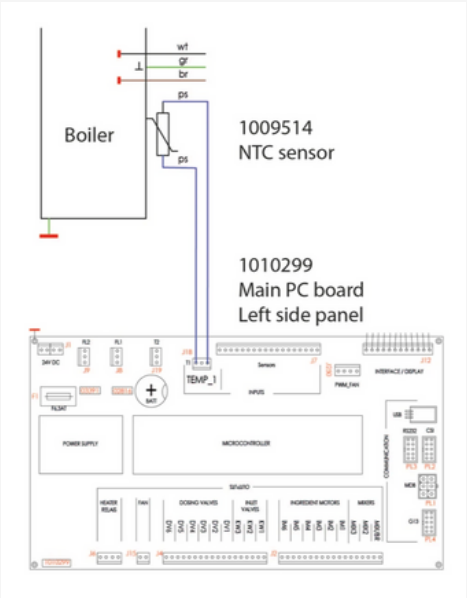
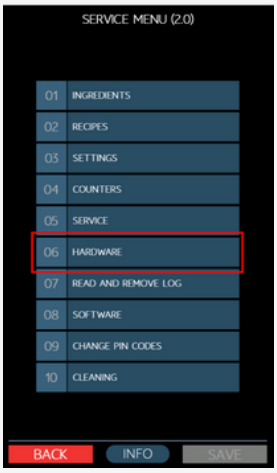
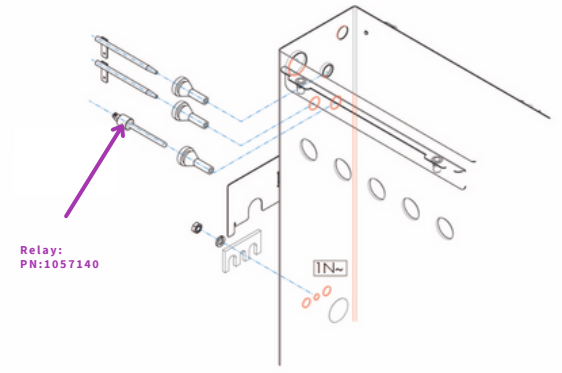
PROBLEM	STEP BY STEP INSTRUCTIONS	
E6 - HIGH TEMPERATURE	**The temperature sensor measures a temperature *over* 90°C.** **In general, instant coffee tastes best with a set boiler temperature of 83°C.** **Factory setting is 85°C and can be raised because of capacity reasons - but this will likely negatively impact affect the taste of your coffee.**	 **CHECK 1:** 1. **Check the set temperature setting in the SERVICE MENU/03 SETTINGS/02 TEMPERATURE** 2. **The advised (default) boiler temperature is 85°C. (max is 90°C)**
	CHECK 2: **A bad connection of the NTC sensor wiring can cause an extra contact resistance causing the electronics/software to receive false resistance information and wrongly think that the boiler temperature is too high.** 1. **Reconnect the wiring from the NTC sensor and MAIN PC board side.** 2. **Check if the boiler temperature control works properly again.**	

PROBLEM	STEP BY STEP INSTRUCTIONS	
E6 - HIGH TEMPERATURE (cont)	**CHECK 3:** 1. **Open the back-side panel and take off the boiler lid.** 2. **Measure the *real* water temperature in the boiler.** 3. **Compare the measured temperature with the temperature the temperature sensor is showing in the SERVICE MENU/06 HARDWARE / INPUTS / TEMPERATURE.** 4. **If the actual temperature and NTC sensors measured temperature differs more than 2°C: replace the NTC Sensor.**	
	Replacing the NTC Sensor **PN: 1057140** **How to reach:** 1. **Remove back-side panel** 2. **Take off the boiler lid** 3. **Lower the water boiler level by the drain hose** 4. **Disconnect the connector on the sensor** 5. **Pull the sensor out of the grommet (no tools needed)** 6. **Refit the new sensor and connect the wiring again** 7. **Switch the machine ON and test the boiler temperature**	

PROBLEM	STEP BY STEP INSTRUCTIONS

E6 - HIGH TEMPERATURE (cont)

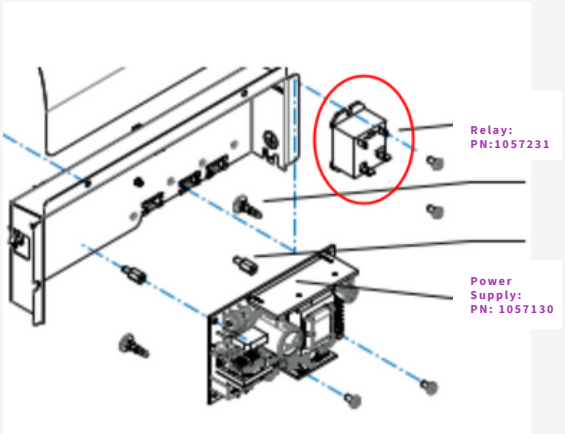
Resistance table NTC sensor

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 4:

- **If an E6 is only appearing from *time to time*, and all previous steps were checked and found OK, it could be the heater relay malfunctioning.**
- **Replace the relay PN: 1057231 as a precaution.**



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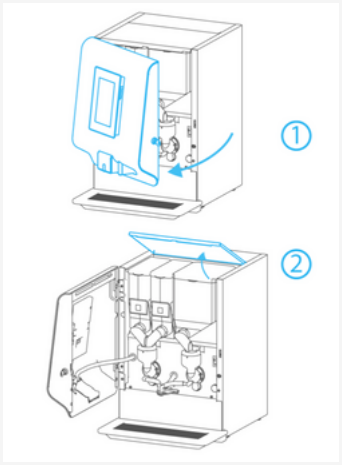
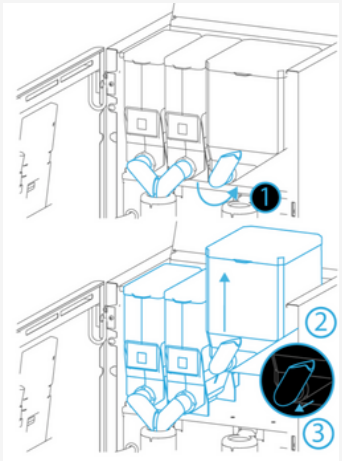
PROBLEM	STEP BY STEP INSTRUCTIONS	
E7 / E8 / E9 - MIXER ERROR	**One of the mixer bowls needs attention:** **It could be dirty or not properly mounted.** • **If your machine has 1 mixer bowl E7 = mixer** • **If your machine has 2 mixer bowls E7 = Left mixer / E8 = Right mixer** • **If your machine has 3 mixer bowls E7 = Left mixer / E8 = Middle mixer / E9 = Right mixer**	
	1. **Open the door** 2. **Lift the upper lid**	
	Take away the canister(s) above the mixer which need attention: 1. **Turn canister chute upwards** 2. **Take out the canister**	

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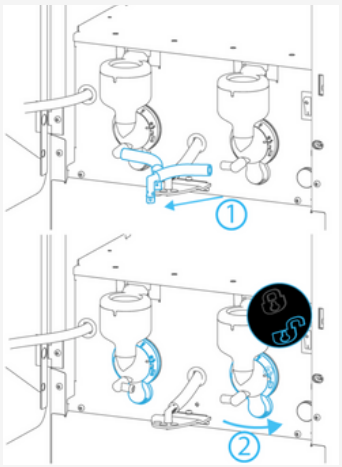
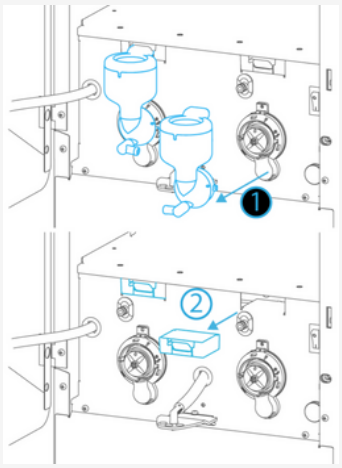
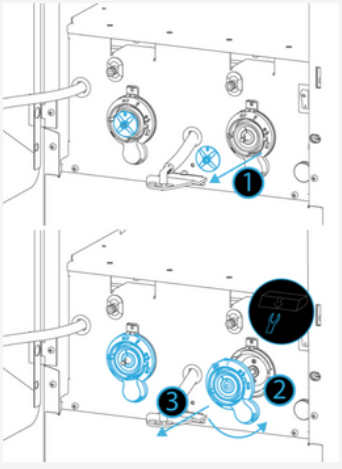
PROBLEM	STEP BY STEP INSTRUCTIONS	
E7 / E8 / E9 - MIXER ERROR (cont)	**Take away the tube from the mixer which needs attention:** 1. **Disassemble the outlet tube.** 2. **Unlock the whipper base.**	
	Take away the mixer bowl which needs attention: 1. **Remove the mixer bowl.** 2. **Remove the dust tray.**	
	1. **Remove the mixer impeller.** 2. **Unlock the whipper base and remove it.**	

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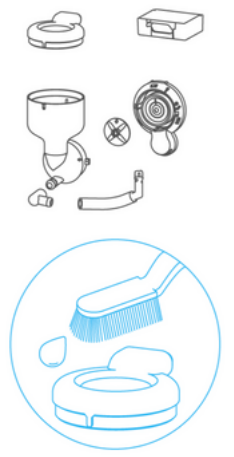
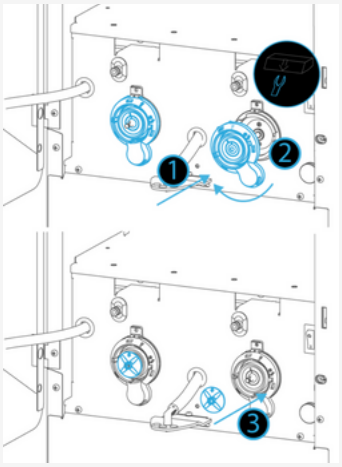
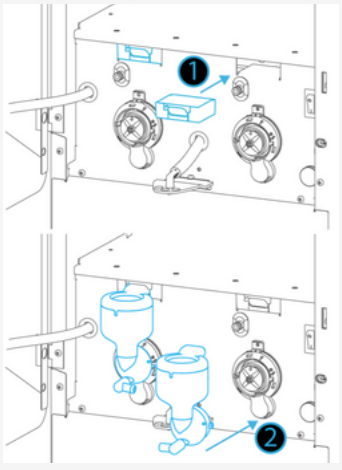
PROBLEM	STEP BY STEP INSTRUCTIONS	
E7 / E8 / E9 - MIXER ERROR (cont)	**CLEAN all the removed parts.**	
	1. **Fix the whipper base back onto the machine.** 2. **Rotate it til the first stop.** 3. **Refit the whipper impeller*** ***the arrow must point towards the flat side of the motor shaft.**	
	1. **Place the dust tray back into the machine.** 2. **Place the mixer bowl back into the machine.**	

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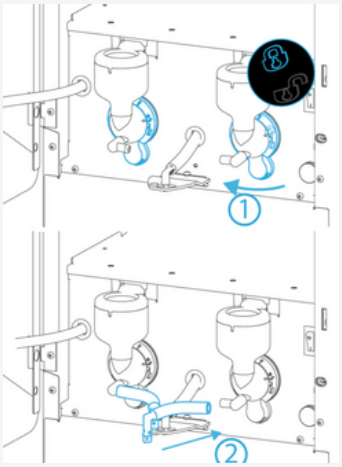
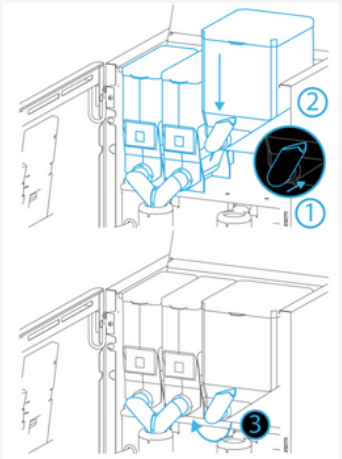
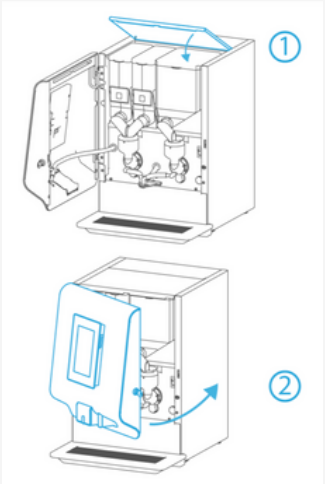
PROBLEM	STEP BY STEP INSTRUCTIONS	
E7 / E8 / E9 - MIXER ERROR (cont)	1. **Lock the whipper base into place.** 2. **Assemble the outlet tube.**	
	1. **Position the canister(s).** 2. **Turn the canister chutes(s) downwards.**	
	1. **Close the upper lid.** 2. **Close and lock the door.**	

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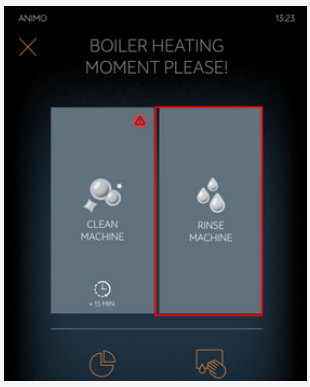
PROBLEM	STEP BY STEP INSTRUCTIONS	
E7 / E8 / E9 - MIXER ERROR (cont)	**Switch the machine OFF and ON again to reset the error.**	
	Enter the main menu and start begin the flushing program.	
	Follow on-screen instructions.	

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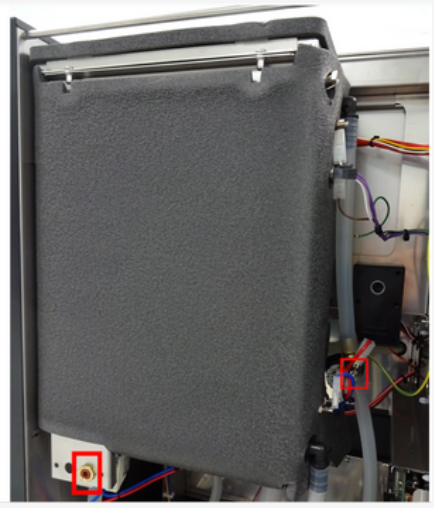
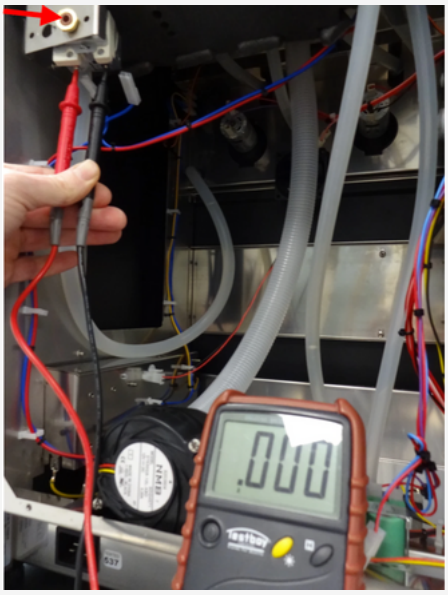
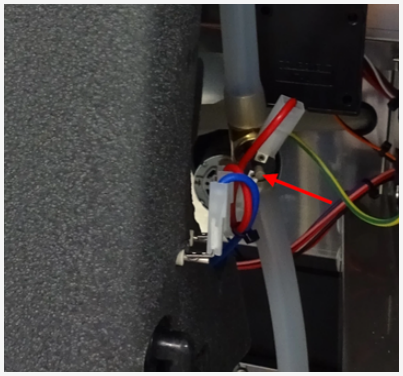
PROBLEM	STEP BY STEP INSTRUCTIONS	
E21 - BOILER TIMEOUT	**Heating Time Out** **The heating relay was active for *8 minutes*, but the set-point was not reached *within* this time.** • **Check the dry-boil safety thermostat** • **Check the over-flow clixon** • **Check the heating element** • **Check the heating relay(s)**	
	Dry Boil Safety Thermostat: **PN: 1057254** 1. **Reset the safety thermostat by pushing the central knob** 2. **If reset does not restore the heating, move onto next step.** ***If you doubt or want to check the proper working of the safety thermostat beneath the boiler - check the resistance on a multi-meter.**	
	Push the rest button on the over-flow clixon **IMPORTANT: Always disconnect the machine from the power supply**	

PROBLEM	STEP BY STEP INSTRUCTIONS	
E21 - BOILER TIMEOUT (cont)	**When you are sure *both* safety thermostats are working OK.** **Check the heating element is OK by testing its resistance:** 1. **Disconnect both cables (red + blue) from the heating element** 2. **Connect both pins of the multi-meter (select 200Ω** 3. **The reading should be +/- 16Ω. (resistance 3250 Watt)**	
	If all the previous steps did not solve the problem: 1. **Take off the R-Side panel.** 2. **Replace the heater relay PN: 1057231**