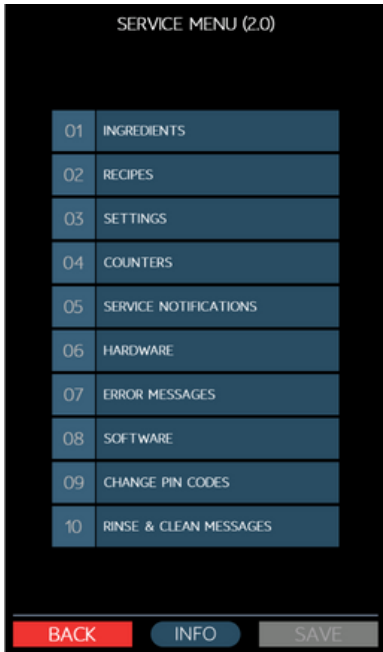


primo

TOUCH/4

ERRORS

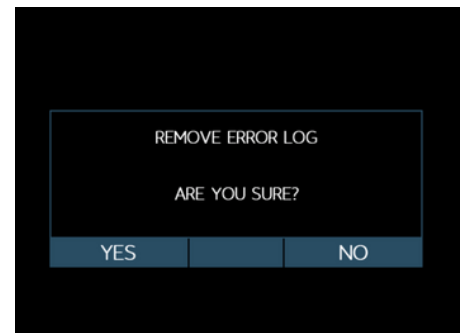
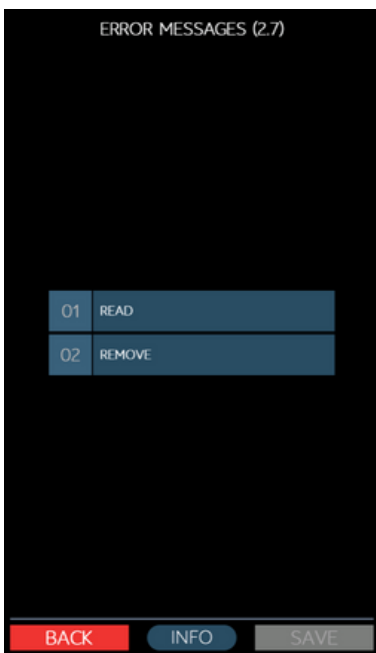




In the service menu, the error messages can be located in sub-menu 7:

It gives you the option to 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.





PROBLEM

STEP BY STEP INSTRUCTIONS

<p>E3 - FILL ERROR</p>	<p>BOILER IS FILLING UP TOO SLOWLY</p>	<ul style="list-style-type: none"> • Check the water pressure. • Turn the water supply tap completely open. • Check the connection tube for any kinks. • Switch the machine off and on again.
<p>E5 - FILL ERROR</p>	<p>BREWER ERROR DURING START-UP</p>	<ul style="list-style-type: none"> • Switch the machine off and on again. • Engineer assistance required.
<p>E6 - HIGH TEMPERATURE</p>	<p>TEMPERATURE SENSOR PROBLEM</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E7 - BREWER MOTOR ERROR</p>	<p>BREWER MOTOR OVERLOAD/STUCK</p>	<ul style="list-style-type: none"> • Remove the brewer from the machine, clean and reinstall the brewer correctly. • Switch the machine off and on again. • Use the brush to clean the brewer. • Engineer assistance required.
<p>E8 - MIXER 2 ERROR</p>	<p>MIXER 2 OVERLOAD / STUCK</p>	<ul style="list-style-type: none"> • Remove the mixer from the machine, clean and reinstall the mixer correctly. • Switch the machine off and on again.
<p>E10 - VALVE ERROR</p>	<p>VALVE OVERLOAD / STUCK</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E11 - INGREDIENT MOTOR ERROR</p>	<p>INGREDIENT MOTOR OVERLOAD / STUCK</p>	<ul style="list-style-type: none"> • Clean the canisters. • Switch machine off and on again.



PROBLEM

STEP BY STEP INSTRUCTIONS

<p>E13 - MIXER GROUP ERROR</p>	<p>BREWER AND MIXER GROUP OVERLOAD</p>	<ul style="list-style-type: none"> • Clean the mixer impeller. • Switch machine off and on again.
<p>E14 - MIXER GROUP ERROR</p>	<p>OUTLET GROUP OF INGREDIENT MOTOR OVERLOAD</p>	<ul style="list-style-type: none"> • Clean the canisters. • Switch the machine off and on again.
	<p>VALVE OUTLET GROUP OVERLOAD</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E17 - MDB ERROR</p>	<p>THERE IS NO COMMUNICATION BETWEEN THE MACHINE AND MDB PAYMENT SYSTEM</p>	<ul style="list-style-type: none"> • Switch the machine off and on again. • Engineer assistance required.
<p>E18 - MIXER GROUP FET ERROR</p>	<p>BREWER OR MIXER MOTOR STILL ACTIVE</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E19 - OUTPUT FET ERROR</p>	<p>INGREDIENT MOTOR, VALVE OR VENTILATION MOTOR STILL ACTIVE</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E20 - SOFTWARE ERROR</p>	<p>SOFTWARE ERROR</p>	<ul style="list-style-type: none"> • Switch the machine off and on again. • Engineer assistance required.
<p>E21 - BOILER TIMEOUT</p>	<p>BOILER IS NOT HEATING</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E22 - BREW TIMEOUT</p>	<p>BREWER PROCESS IS TOO LONG</p>	<ul style="list-style-type: none"> • Switch machine off and on again. • Clean or rinse the machine. • Engineer assistance required.



PROBLEM

STEP BY STEP INSTRUCTIONS

<p>E23 - INLET VALVE ERROR</p>	<p>INLET VALVE IS LEAKING</p>	<ul style="list-style-type: none"> • Close the water tap. • Engineer assistance required.
<p>E24 - BREWER ERROR</p>	<p>BREWER ERROR DURING COFFEE MAKING</p>	<ul style="list-style-type: none"> • Switch the machine off and on again. • Engineer assistance required.
<p>E25 - FLOWMETER ERROR</p>	<p>NO WATER PRESSURE. WATER TANK IS EMPTY</p>	<ul style="list-style-type: none"> • Check water pressure. • Open the water supply. • Check water hose. • Switch machine off and on again.
<p>E26 - LOW TEMPERATURE</p>	<p>TEMPERATURE SENSOR PROBLEM</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E27 - NTC SHORT CIRCUIT</p>	<p>TEMPERATURE SENSOR PROBLEM</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E28 - NTC NOT DETECTED</p>	<p>TEMPERATURE SENSOR PROBLEM</p>	<ul style="list-style-type: none"> • Engineer assistance required.
<p>E29 - BREWER LEAVE HOME TIMEOUT</p>	<p>THE BREWER DID NOT LEAVE THE STARTING POSITION</p>	<ul style="list-style-type: none"> • Check if brewer motor runs. • Check if brewer unit is blocked.
<p>E30 - BREWER REACH BREW TIMEOUT</p>	<p>THE BREWER HAS LEFT THE STARTING POSITION BUT DID NOT REACH THE BREWER POSITION</p>	<ul style="list-style-type: none"> • Check if brewer motor runs. • Check if brewer unit is blocked.
<p>E31 - BREWER LEAVE BREW TIMEOUT</p>	<p>THE BREWER DID NOT LEAVE ITS BREWING POSITION</p>	<ul style="list-style-type: none"> • Check if brewer motor runs. • Check if brewer unit is blocked.
<p>E32 - BREWER REACH HOME TIMEOUT</p>	<p>THE BREWER HAS LEFT ITS BREWING POSITION BUT DID NOT REACH ITS STARTING POSITION</p>	<ul style="list-style-type: none"> • Check if brewer motor runs. • Check if brewer unit is blocked.



PROBLEM	POSSIBLE CAUSE	CORRECTION
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<p>THE MACHINE IS NOT WORKING</p>	<ul style="list-style-type: none"> • Broken Fuse • The machine is switched off. • Broken Cable 	<ul style="list-style-type: none"> • Check the Fuses • Switch on machine • Check the power cable
<p>THE MACHINE DOES NOT RESPOND</p>	<p>The machine is on stand-by mode.</p>	<p>Switch off stand-by</p>
<p>BAD PRODUCT TASTE</p>	<ul style="list-style-type: none"> • The canister is empty. • The canister is incorrectly positioned. • The canister chute is blocked. • The canister auger does not work. • Wrong Ingredient. • The ingredient is solidified. • The mixer is dirty. • The ingredient has expired. • The boiler temperature is too low. • The ingredient is damp. 	<ul style="list-style-type: none"> • Fill the canister. • Position the canister correctly. • Clean the canister chute. • Check the auger and clean if necessary. • Use correct ingredient type. • Replace the ingredient. • Clean the mixer. • Replace the ingredient. • Engineer Assistance required - reset temperature. • Check ventilation system and replace ingredient.