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ERROR CODES

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Error Codes

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9	KEYBOARD FAULT (SIMPLICITY & CAFE ONLY)	• Disconnect external keypad and power up the machine, if fault disappears check keypad/loom - replace keypad. • If problem persists then replace processor board.
11	CUPS SOLD OUT OR PEELER MOTOR TIMED OUT	• Ensure there are cups present within the motorised cup unit. • Ensure the cup switch AND the carousel Index Switches in the cup unit both work correctly. • Check the cup peeler motor and peeler motor switch for correct operation.
12	WASTE / OVERFLOW BUCKET IS FULL	• Empty and replace the overflow bucket - make sure the brass pressure weight is back inside the bucket. • To reset the machine - power down for 10 seconds, then turn back on using the rocker switch • Test the pressure switch and replace if necessary.
13	BOILER PROBE SET HAS NOT DETECTED WATER AFTER 3 MINUTE TIME OUT	• Check the water has not been turned off at the stop cock. • Check water supply to inlet valves is no less than 20PSI. • Are there appliances nearby draining the water pressure? • Ensure the probe set terminals are a tight fit on top of the boiler lid. • Check continuity from the probe set to the processor on all terminals and plugs. • Check for scale obstructing the fill level probe inside the boiler. De-scale if necessary. • Replace the probe set.
14	TRIAC / CIRCUIT FAILURE	• Check the output table within diagnostics for the circuit at fault. (See table at back of this document) • Check the fuse associated with the circuit. For example F11 fuse protects whipper circuits 20 to 24. • Check all crimps and connectors to the motor / component. • Swap the motor / component over with neighbour - has the fault changed or gone? • Replace the motor / component with new.

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14	TRIAC / CIRCUIT FAILURE	• **FOR SERVICE ENGINEERS WHO DO NOT HAVE IMMEDIATE ACCESS TO PARTS.** • If you do not hold spare parts, disable the drinks associated with that particular motor / component. This will keep the machine up and running until you schedule a return visit to replace the motor / component. • If the fault is still present re-check the terminals to the motor / component. Also check the terminal within the output plug on the processor (Do all female terminals within this particular circuit make a good contact with the male terminals?). • Using a multi-meter check the output circuit and also the red common circuit for breaks. • Replace the control board.
16	CUP SENSOR HAS NOT DETECTED A CUP PLACEMENT FOR 5 CONSECUTIVE PLACEMENTS	• Ensure there is no fault with the cup unit and that cups are actually peeling correctly. • Ensure cup sensor is working and is adjusted correctly for the cup type being used.
17	MACHINE IS DETECTING MORE THAN ONE CURRENT ACTIVE ERRORS	• Check diagnostic log to view reported faults since the last power up of the machine. • **Once the errors have been rectified a power interruption is required to reset the machine. (Turn off and on again).**
20	WATER FAIL SAFE - CAUSED BY BOILER ATTEMPTING TO FILL	• Check the machine for internal water leak. • Check for scale obstructing the probe set inside the boiler. De-scale if necessary. • Fault code will be rectified by interrupting power.
21	LEAK DETECTED/ BOILER/VALVE LEAK DETECTION	Machine *assumes* a leak has occurred because it is wanting to refill for a duration without a drink being dispensed. • Check boiler for leaks. • Check / replace the main water inlet valves. • Check the leak detect value in software is correct. • Check for scale obstructing the fill level probe inside the boiler - de-scale if necessary. • Check boiler for scale. De-scale if necessary. • Follow the guidance under Error-13 - both errors are similar.

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30	DISPENSE ARM JAM TIME-OUT ACTIVATED	• The dispense arm has not moved or activated the switch within the time set (5 seconds) • Check the condition of the switches and the dispense arm motor. • Replace if necessary
50	BREWER 1 FAULT	• Check the brewer micro-switch is homing correctly.
52	BREWER 2 FAULT	• Check the brewer micro-switch is homing correctly.
56	BOILER FULL & EMPTY	• The processor detects signals from the boiler probe set that indicate that the boiler is both empty& full at the same time. • Ensure the probe set is free from scale. • Replace boiler probe set.
57	BOILER OVERFLOW OR BOILER OVER TEMPERATURE	• Ensure machine is level. • Ensure probes are connected and fitted to the boiler lid. • Ensure the boiler lid is fitted to the boiler and all gaskets are in place. • Ensure the probe set is free from scale.
58	BOILER UNDER TEMPERATURE	• Ensure the boiler MCB switch is in the on/up position. • Ensure the connectors are fitted correctly. • Check / replace the boiler fuse. • This fault will also show if there is no water to the machines.
59	TEMPERATURE THERMISTOR OPEN CIRCUIT	• Ensure the probe connectors are fitted correctly. • Ensure the probe is connected to the control board. • Replace boiler probes.
60	BEAN GRINDER TIME-OUT	• Ensure Grinder is connected. • Ensure the Grinder fuse is fitted. • Ensure no objects are jammed in the Grinder.
61	DRIVE MOTOR NOT REACHING HOME WITHIN THE TIME-OUT SET	• Ensure the brewer is mounted correctly in the machine. • Ensure the connectors are fitted correctly. • Replace the drive motor for the brewer.
84	FAULT GENERATED BY A BILL READER	• Check the EVA DTS code - this will be displayed within their fault log. • EVA & DTS codes can be Downloaded from: www.vending-europe.eu/standards/EVA-DTS.html

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Error Codes

ESPRESSO BREWER ERROR CODES

32	BREWER 1 NO FLOW
33	BREWER 2 NO FLOW
34	BREWER 1 SLOW FLOW
35	BREWER 2 SLOW FLOW
36	BREWER 1 DOSER FAULT
37	BREWER 2 DOSER FAULT
38	HIGH PRESSURE BOILER LEAK
41	BREWER 1 CHAMBER REMOVED WITH DOOR CLOSED
42	BREWER 2 CHAMBER REMOVED WITH DOOR CLOSED
43	HIGH PRESSURE BOILER NO FILL
44	HIGH PRESSURE UNDER TEMPERATURE
45	HIGH PRESSURE BOILER TEMPERATURE SENSOR FAIL
46	HIGH PRESSURE BOILER LEVEL SENSOR FAIL
62	BREWER 1 24V LOST
63	BREWER 2 24V LOST
67	BREWER 1 PCB OVER - TEMPERATURE
68	BREWER 2 PCB OVER - TEMPERATURE

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Error 14 Triac / Circuit Failure

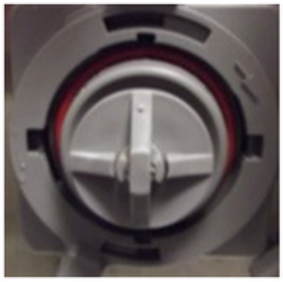
14 - 20 TRIAC ERROR

You may see this more than once on your Sigma LCD display.

The error code 14 represents a circuit failure - Nothing more. The number after the hyphen represents the circuit with the issue/problem.

14- 20 on a Sigma would mean you have a problem with Whipper Station 1. Possible whipper issues could include:

- **The operator has fitted the impeller incorrectly - Most Common!**
- **The fuse has then blown - very likely.**
- **The whipper base seal has worn causing liquid leakage onto the motor - common.**
- **The whipper motor is faulty - rare.**
- **The terminal and crimps to the motor are loose / disconnected - rare.**
- **An engineer, operator or a site service engineer has decided to fit a higher rated fuse to protect the whipper motor circuit which has damaged the main cabinet loom and processor - extremely rare.**



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Triac Machine Layout & Circuit Table

In the event of a circuit failure the 14 represents an open circuit, the number after the hyphen represents the circuit with the fault. The table below allows you to pinpoint the component with the fault for example: 14-20 would be an open circuit regarding the Whipper Station 1.

						BAY 1	BAY 2	
	Station 1	Station 2	Station 3	Station 4	Station 5	Station 6	Station 7	Hot Water
Ingredient Motor	13	14	15	16	17	18	19	
Water Dispense Valve	06	07	08	09	10	11	12	33
Whipper Motor (Brewer Motor in Brewer Bay Positions)	20	21	22	23	24	25	34	
Exit Pinch Solenoid (Tea Brewers)						30	29	
Air Pump (Coffee Brewers)						31	32	
Air Pinch Solenoid (Coffee Brewers)						04	05	
Triple Brew Brewer Motor						41		

	Chiller Unit (Where Fitted)							
Syrup Pump 1	36							
Syrup Pump 2	37							
Syrup Pump 3	38							
Still Water Dispense Valve	39							
Carb. Water Dispense Valve	53							

MACHINE TYPE								
A - All Instant	Hot Water	Soup	Instant Tea	Coffee 2	Sugar	Coffee 2	Chocolate	Whitener
B - FBT/Instant	Hot Water	Whitener		Coffee 2 Or Soup	Sugar	Coffee 1	Chocolate	FB Tea
C - FBC/Instant	Hot Water	Whitener		Coffee 2 Or Soup	Sugar	Coffee 1	Chocolate	FB Coffee
D - FBC/FBT	Hot Water	Whitener		Chocolate	Sugar	Coffee 1	FB Coffee	FB Tea
E - BTC/FBT	Hot Water	Whitener		Chocolate	Sugar	Coffee 1	BTC	FB Tea
F - BTC/Instant	Hot Water	Whitener		Instant 2	Sugar	Instant 1	Chocolate	BTC
G - 2 x FBC/FBT	Hot Water	Whitener		Chocolate	Sugar	Coffee 1	FB Coffee 1 FB Coffee 2	FB Tea

DO NOT FIT A DIFFERENT TYPE OF FUSE RATING OTHER THAN THE FUSES SPECIFIED IN THE FOLLOWING TABLE...

CIRCUIT NUMBER	FUNCTION	RELATED FUSE	CPU CONNECTOR	FUSE RATING
1	Master Water Inlet Valve	F10	P10	T2.0
2	Boiler Fill Valve	F10	P9	T2.0
3	Cold Water Inlet Valve	F10	P8	T.20
4	Brewer 1 Air Pinch Solenoid – Coffee Brewer in Bay 1 Position	F15	P7	T3.15
5	Brewer 2 Air Pinch Solenoid – Coffee Brewer in Bay 2 Position	F16	P6	HP – T5.0 LP – T3.15
6	Boiler Valve 1	F12	P5	T3.15
7	Boiler Valve 2 (Instant machines only)	F12	P4	T3.15
8	Boiler Valve 3	F12	P3	T3.15
9	Boiler Valve 4	F12	P2	T3.15
10	Boiler Valve 5	F12	P1	T3.15
11	Boiler Valve 6 (Bay 1)	F12	O12	T3.15
12	Boiler Valve 7 (Bay 2)	F12	O11	T3.15
13	Ingredient Motor 1	F13	O10	T3.15
14	Ingredient Motor 2 (Instant Machines Only)	F13	O9	T3.15
15	Ingredient Motor 3	F13	O8	T3.15
16	Ingredient Motor 4	F13	O7	T3.15
17	Ingredient Motor 5	F13	O6	T3.15
18	Ingredient Motor 6 (Bay 1)	F15	O5	T3.15
19	Ingredient Motor 7 (Bay 2)	F16	O4	HP – T5.0 LP – T3.15

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CIRCUIT NUMBER	FUNCTION	RELATED FUSE	CPU CONNECTOR	FUSE RATING
20	Whipper Motor 1	F11	O3	T3.15
21	Whipper Motor 2 (Instant Only Machines)	F11	O2	T3.15
22	Whipper Motor 3	F11	O1	T3.15
23	Whipper Motor 4	F11	N10	T3.15
24	Whipper Motor 5	F11	N9	T3.15
25	Whipper Motor 6 (Bay 1)	F15	N8	T3.15
26	Cup Unit Peeler Motor	F9	N7	T2.0
27	Cup Unit Transfer Motor	F9	N6	T2.0
28	Moving Dispense Head Motor	F10	N5	T2.0
29	Exit Pinch Solenoid – Tea Brewer in Bay 2 Position	F16	N4	HP – T5.0 LP – T3.15
30	Exit Pinch Solenoid – Tea Brewer in Bay 1 Position	F15	N3	T3.15
31	Air Pump Motor – Coffee Brewer in Bay 1 Position	F15	N2	T3.15
32	Air Pump Motor – Coffee Brewer in Bay 2 Position	F16	N1	HP – T5.0 LP – T3.15
33	Boiler Valve 8 – Hot Water Valve	F12	R8	T3.15
34	Instant Machines – Whipper Motor 7 (Bay 2 Position) FB/BTC Machines – Brewer Motor (Bay 2 Position)	F16 F16	R7	HP – T5.0 LP – T3.15
35	UV Lamp			
36	Syrup Pump 1	F14	R6	T2.0
37	Syrup Pump 2	F14	R5	T2.0
38	Syrup Pump 3	F14	R4	T2.0
39	Still Cold Water Dispense Solenoid	F14	R3	T2.0
40	Carbonated Water Dispense Solenoid	F14	R2	T2.0
41	Triple Brewer Ingredient Motor	F15	R1	T3.15
42	Internal LED Lighting Strip	F8	Q8	T3.15
43	Uncommitted		Q7	
44	Uncommitted		Q6	
45	Uncommitted		Q5	
46	Uncommitted		Q4	
47	Cup Station LEDs	F7	Q3	T3.15
48	Uncommitted		Q2	

Fuse
T3.15 Amp

PN: 1025002

Fuse
T2.0 Amp

PN: 1025001

Fuse
T5.0 Amp

PN: 1025007