primo COMPACT

ERROR CODES

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make it happen

Error display information

Reset button [A]
When the door is closed the reset button is NOT active. This prevents users from pressing the reset button. Only after opening the door by the operator the reset button is active (red).

Error number & description [B]
The error is also stored in the error log, which stores the 20 last errors complete with date and time.

Instructions for the machine Operator [C]
If the error if caused by something the machine operator can try to solve, instructions are displayed here.

QR code [D]
Scan the QR code (if available) with your smart phone for additional online instructions.

Dealer information [E]
This information will only appear if its entered during the installation of the machine.

Reset an Error (Operator)

Follow the instructions [C] and [D] is displayed to rectify the fault then:

1. Open the door and press the reset button [A].
2. Close the door. The internal Application will restart.
3. When no error is shown anymore the problem is solved. When the error returns you can repeat it two more times. (3 reset attempts can be made in total).
4. After 3 reset attempts the reset button [A] is not active anymore. The display will now show the message [C] PLEASE CONTACT YOUR DEALER. It is therefore very important that you entered your dealer details during installation so your customers know who to contact.

Reset an Error (Service Engineer)

If your service technician wants to reset the software and the reset button [A] is no longer active, there are two options:

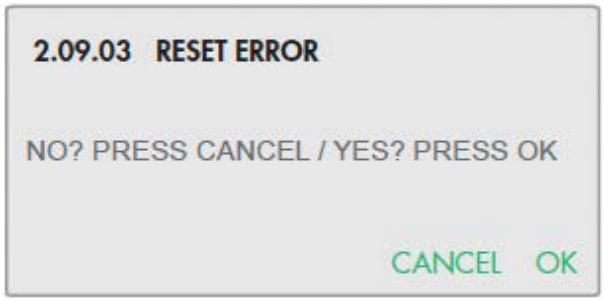
1. Open the door.
2. Switch the machine OFF, and 5 seconds later ON again.
3. The second option is given below.

Reset an Error (Service Engineer)

You can still access the service menu when the display shows you an error [B].

1. Open the door.
2. Press the error text line [B] in the red bar at the bottom. The menu will appear. Close the door for easy navigation.
3. Enter the OPERATOR MENU

4. To check components IN- and OUTPUT go to: SERVICE MENU / 2.07 HARDWARE TEST / 2.07.00 INPUTS or 2.07.01 OUTPUTS and search further what's causing the problem.
5. To reset the software, go to: SERVICE MENU / 2.09 REMOVE LOG FILES / 2.09.03 RESET ERROR.



Fill in your Dealer Details

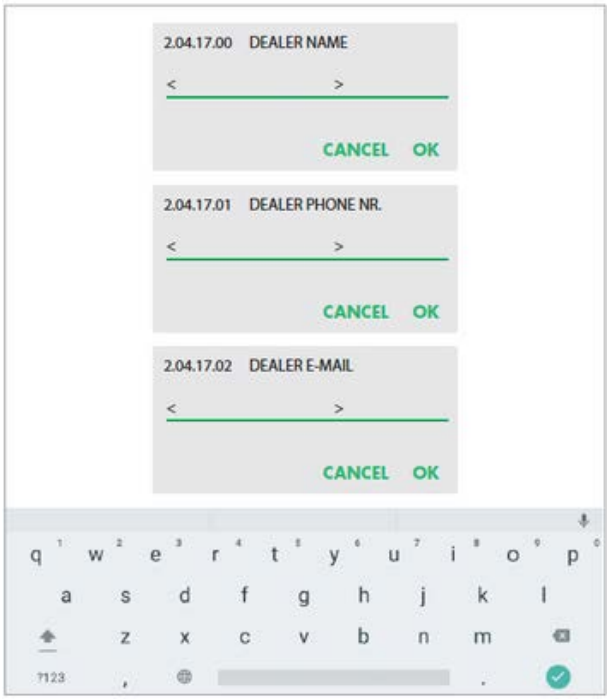
It is possible to enter your dealer info into the machine. Your dealer info will be shown in the following screens:

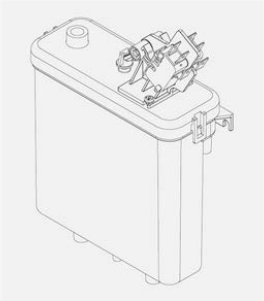
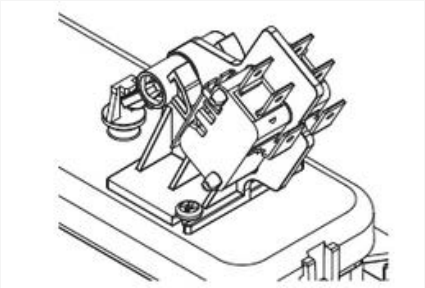
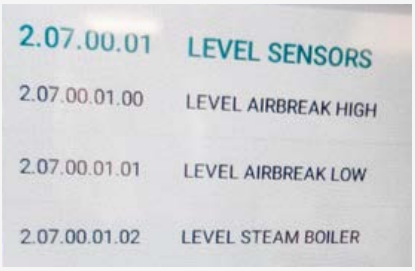
- Analyses Screen 

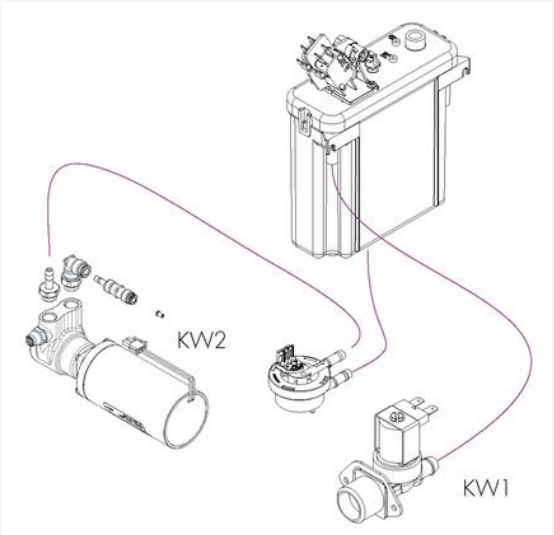
- Error Screen

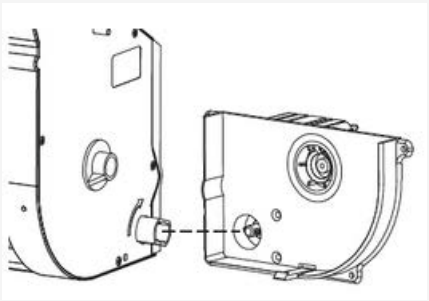
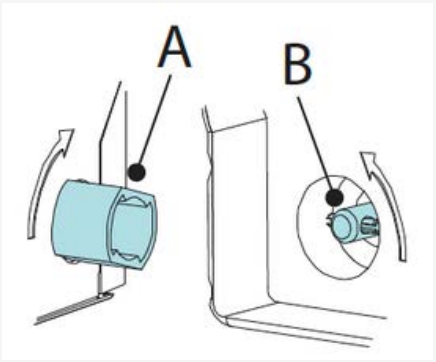
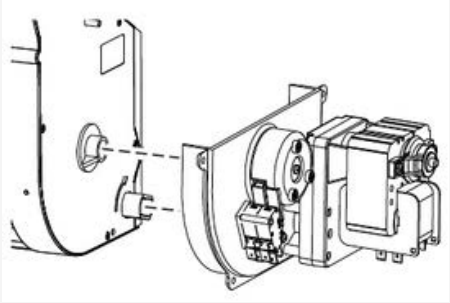
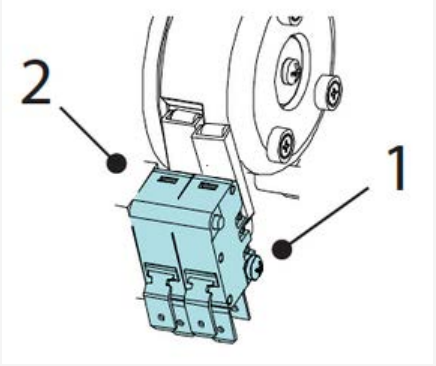
1. Enter the Service menu and navigate to 2.04. SETTINGS / 2.04.17 DEALER INFO

2. Select one of the items, a keyboard appears. Write your text and confirm with OK. If you want to use capital letters (fast) double click the shift button twice
3. When an error screen appears you dealer details are shown [A].



PROBLEM	POSSIBLE CAUSE	SOLUTION
 **AIR BREAK LEVEL ERROR** 	Air break minimum water level switch **does not** detect water but the maximum water level switch **does** detect water. The control has disabled the inlet valve output. 	Check the mechanical operation of the float mechanism from the air break. Check the microswithces activate and click when the float stem moves up and down. Check the operation of the level switches in the service menu 2.07. (Hardware test / inputs / level sensors / level air break low and high.) The **left** switch detects the maximum level. The **right** switch detects the minimum level. 

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **AIR BREAK LEVEL ERROR**	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. The control has disabled the inlet valve output.	Check the water supply (pressure), fully open the water supply tap. Check the connecting hose for kinks. Check the level from manual water tank.
 **AIR BREAK FILL ERROR**	During **commissioning** the EMPTY air break fills up too slowly. The air break **maximum** level switch must be reached within 50 seconds by the inlet valve KW1. The control has disabled the inlet valve and espresso pump output.	

PROBLEM	POSSIBLE CAUSE	SOLUTION
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 if when the brewer motor is activated in the service menu 2.07 Hardware test / outputs / brewer motor 
	During the initialisation process the brewer runs 1 or 2 complete cycles. During this cycle both brewer switches must be detected. The control has disabled the brewer motor output. 	Rotate the switch drum by hand and check If both switch positions are active. Check the brewer switches are correct for operation in the service menu 2.07 Hardware test / inputs / brewer switch 1 & 2. 

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COMPACT X

PROBLEM	POSSIBLE CAUSE	SOLUTION

E5

BREWER ERROR

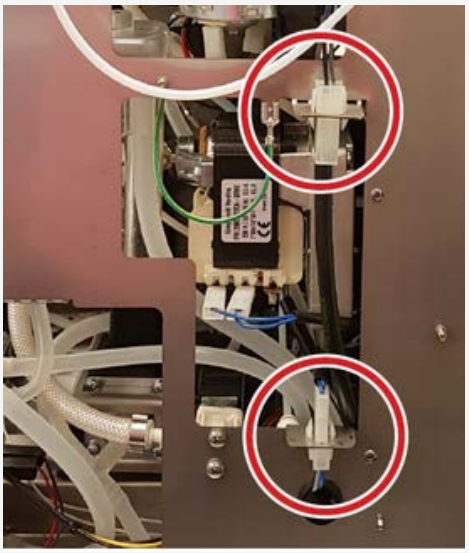
The problem can be caused by bad contact sockets from the 2 and 4 pole Molex connectors.

The connectors are found behind the left panel.

The 2 pole Molex is responsible for the motor signal 230Vac.

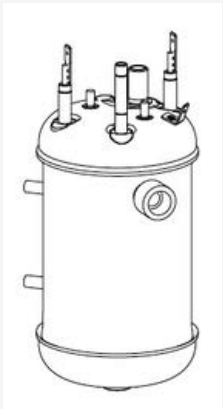
The 4 pole Molex is responsible for the position switch signals (low voltage).

Check if all the sockets (male/ female) make contact with each other.



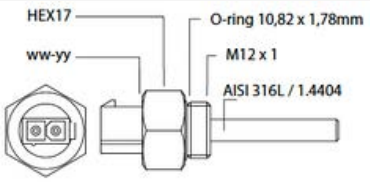
E6

TEMPERATURE HOT WATER BOILER TOO HIGH



Temperature sensor measures over 105°C.

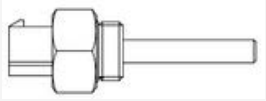
The control has disabled the heater output.



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

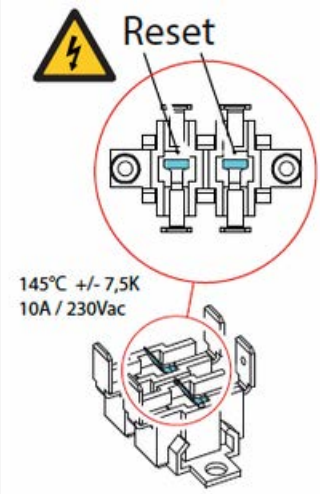
Check the temperature sensor operation in the service menu 2.07 Hardware test / inputs / temperature.



Boiler overheated -let the boiler cool down.

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

Attention; the metal reset levers are LIVE!



COMPACT X

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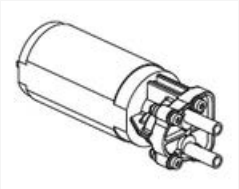
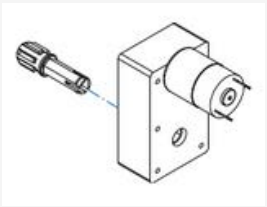
PROBLEM	POSSIBLE CAUSE	SOLUTION
 **MIXER ERROR** 	Mixer motor stalled. Mixer motor outputs overloaded. The motor current is over 3000mA. The control has disabled the mixer output.	Check whether mixer is contaminated or incorrectly mounted. Clean and/or check whether the rotor turns freely. Check the motor current in the service menu 2.07 Hardware test / outputs / Mixer motor. A motor current (unloaded) between 300-450mA is OK.
 **MILK PUMP ERROR** 	Milk pump motor stalled. Milk pump motor outputs overloaded. The motor current is over 3000mA. The control has disabled the milk pump output.	Check is the internal pump gear is contaminated. Check the motor current in the service menu 2.07 Hardware test / outputs / Milk motor. A motor current (unloaded) max. 150 mA is OK.
 **VALVE ERROR**	Valve outputs overloaded. The valve current is over 2500mA. The control has disabled the output.	Check the valves and wiring for short circuits.

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **INGREDIENT MOTOR ERROR** 	Ingredient- motor or canister stalled. Ingredient motor current is over 600mA. The control has disabled the output.	Empty the canisters and clean thoroughly.  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.
 **MIXER GROUP ERROR**	Mixer and Milk motor output group overload (current too high). The control has disabled the outputs.	Carry out the checks as specified for E8 and E9. Switch the machine off and on again to reset the error and restart the machine software.
 **OUTPUT ERROR**	Ingredient motor and valve output group overloaded (current too high). The control has disabled the output.	Carry out the checks as specified for E10 and E11. Switch the machine off and on again to reset the error and restart the machine software.

COMPACT X

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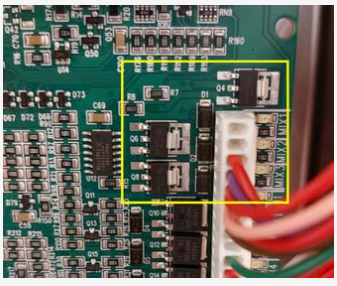
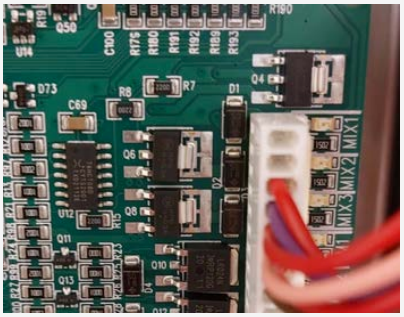
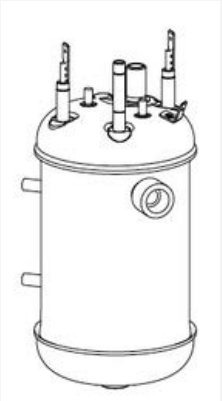
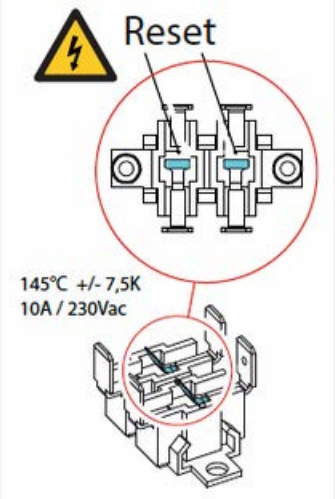
PROBLEM	POSSIBLE CAUSE	SOLUTION
E15 **OUTPUT FET ERROR**	Air break **minimum** water level switch **does not** detect water for 8 seconds during the espresso pump KW2 is active. The control has disabled the espresso pump output.	Check the water supply (pressure), fully open the water supply tap. Check the connecting hose for kinks. Check the level from manual water tank.
E17 **MDB ERROR**	There is no communication between the machine and the MDB payment system.	Check the connection between the machine and the MDB payment system.  Switch the machine off and on again to reset the error and restart the machine software.
E18 **MIXER GROUP FET ERROR**	Brewer or mixer motor output remains activated.	Brewer or mixer motor output (FET) is defective. Replace the main control board on the right. 

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **OUTPUT FET ERROR**	Ingredient motor / valve remains activated.	Ingredient motor / valve output (FET) defective. Replace the main control board on the right. 
 **HOT WATER BOILER TIME OUT** 	Heating element is active for 6 minutes. If the boiler has reached the set temperature this error occurs. The control has disabled the heater output. 	Check the log menu. If E6 Temperature hot water to high error also occurred, the boiler has boiled 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.

COMPACT X

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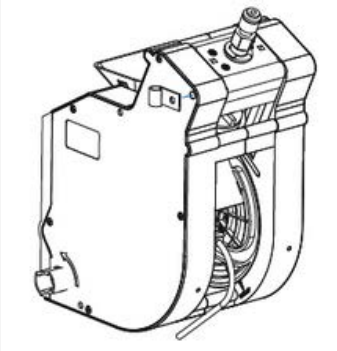
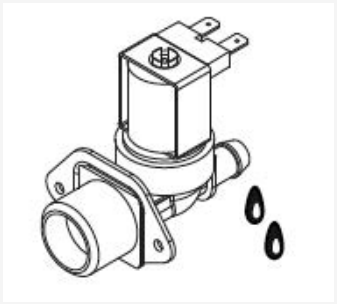
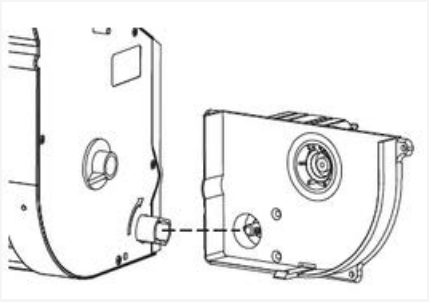
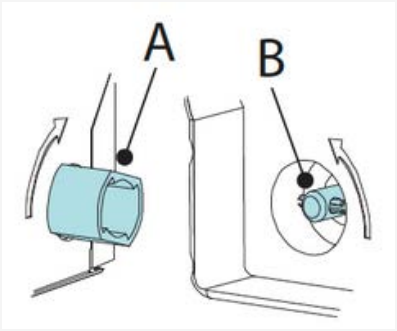
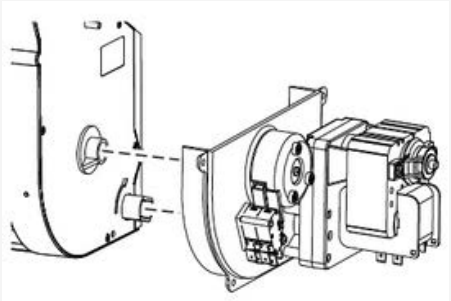
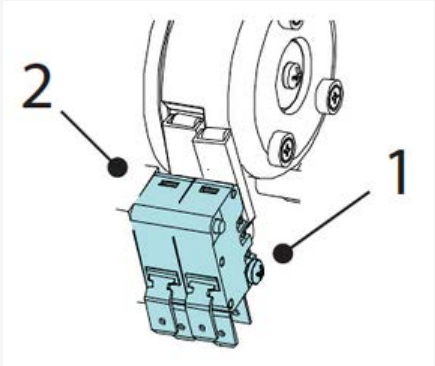
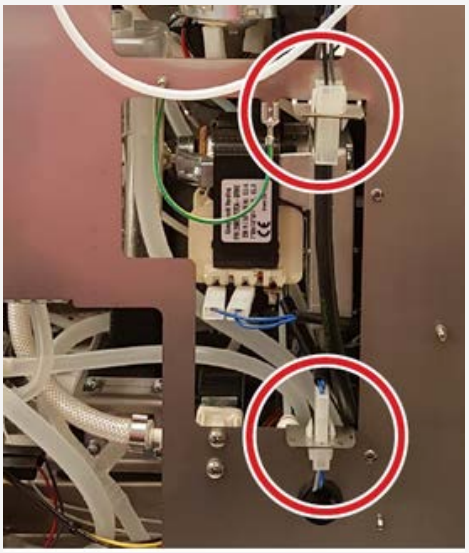
PROBLEM	POSSIBLE CAUSE	SOLUTION
 **BREW TIME OUT**	Maximum coffee preparation time has been exceeded (120 sec). 	Wipe the upper brewer filter with a clean towel. Run the BREWER CLEANING program. Check if the coffee grind is not too fine. Check the brewer system for internal obstructions. Check the pump pressure (10 bar). Use the pump test program. Clean or replace the brewer filters.
 **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	SOLUTION
 **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 if when the brewer motor is activated in the service menu 2.07 Hardware test / outputs / brewer motor. 
	During the initialisation process runs the brewer 1 or 2 complete cycles. During this cycle both brewer switches must be detected. The control has disabled the brewer motor output. 	Rotate the switch drum by hand and check of both switch positions are active. Check the brewer switches for correct operation in the service menu 2.07 Hardware test / inputs / brewer switch 1 & 2. 

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **BREWER ERROR**	The problem can be caused by bad contact sockets from 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).	Check if all the sockets (male/ female) make contact with each other. 

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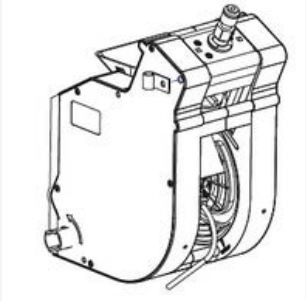
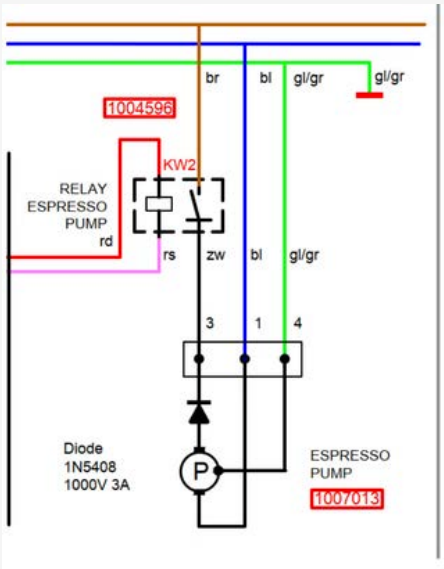
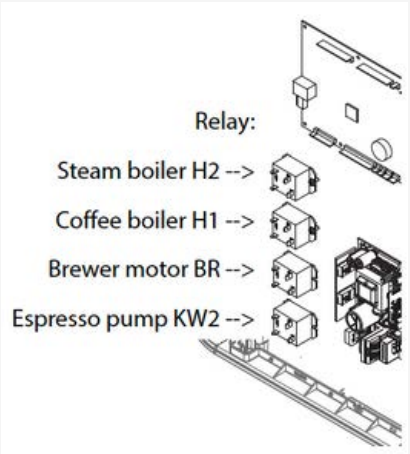
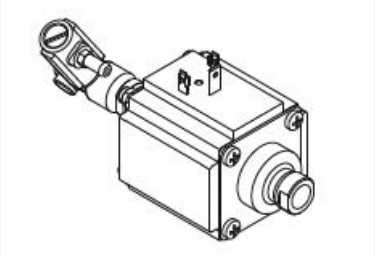
COMPACT X

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **FLOW METER ERROR** **Attention**; Flow meter error does not always mean that the flow meter is defect. When the software starts the espresso pump the flow meter must produce impulses. Why the flow meter impulses are not made or do not arrive must be investigated.	The pump just makes a noise (vibrate). There is probably an air bubble in the pump supply that prevents the pump from taking water in. As a result, there is no water flow, which causes the flow meter to not produce impulses. This can occur if the machine has been held in stock for a long period and the machine is commissioned for the first time.	Remove the back wall of the machine. Locate the pump. Remove the bypass hose from the brass control valve (see red circle).  Let the air escape from the hose and put the hose back on the control valve.  It may help to squeeze the supply hose a few times. Perform these actions while the pump is running. Activate the pump in the Service menu 2.07 Hardware test / outputs / pump (KW2)
	The water and coffee ways in the brewer is blocked by dirt.	Clean the brewer inlet (douche) and outlet (micro filter) for dirt and/or obstructions. 

PROBLEM	POSSIBLE CAUSE	SOLUTION
E25 **FLOW METER ERROR** **Attention**; Flow meter error does not always mean that the flow meter is defect. When the software starts the espresso pump the flow meter must produce impulses. Why the flow meter impulses are not made or do not arrive must be investigated.	There is a defect with the pump coil.	Resistance pump coil is approx. 102 Ohm.
	There is a defect with the diode. 	The pump connector contains a build-in diode. Type 1N5408 1000V / 3A which may not be removed. Attention; the pump may not operate without diode! 
	The pump does not get power (230Vac) by the relays KW2. 	Check if you hear the pump relay KW2 click. Service menu 2.07 Hardware test / outputs / Pump (KW3) The KW2 relay can be found by removing the left side panel. 

COMPACT X

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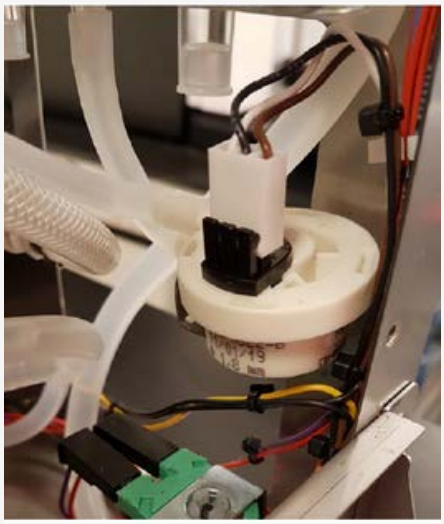
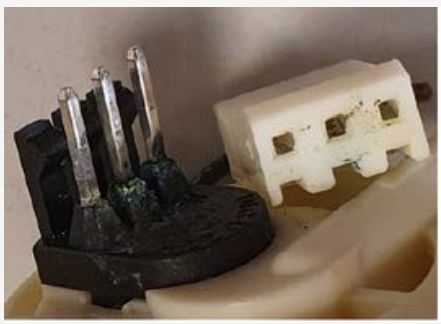
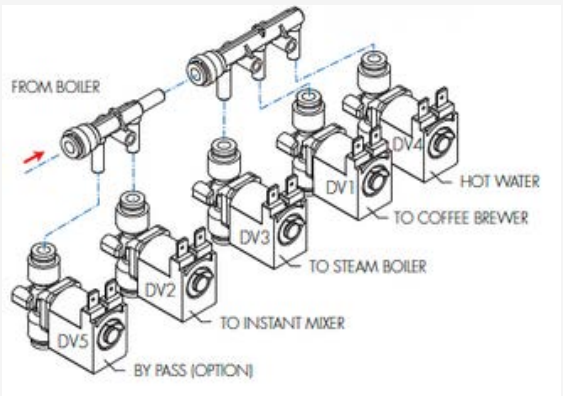
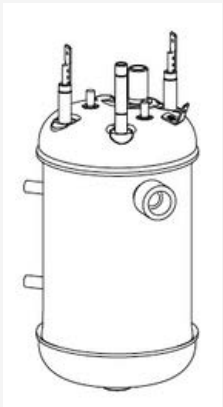
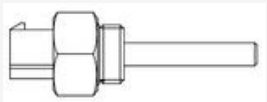
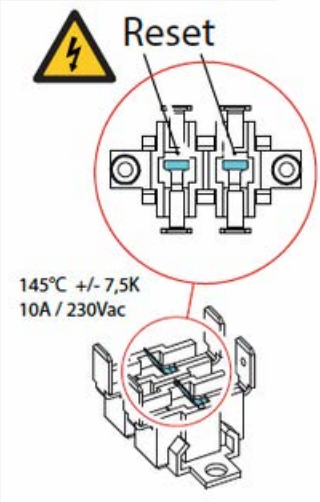
PROBLEM	POSSIBLE CAUSE	SOLUTION
 **FLOW METER ERROR** **Attention**; Flow meter error does not always mean that the flow meter is defect. When the software starts the espresso pump the flow meter must produce impulses. Why the flow meter impulses are not made or do not arrive must be investigated.	Pump still does not work despite hearing the relay clicking and the pump gets power.	Try to shock the pump by tapping it with the back of a screwdriver. No result Replace the pump.
	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 flow meter FL1 connector is mounted correctly. Check that the connector is not wet or oxidised. See picture on the left. Check after which recipe the error occurs and check if one of below mentioned dispensing valves are involved with the problem: DV1 brewer, DV2 mixer, DV4 hot water recipe. Replace if necessary. 

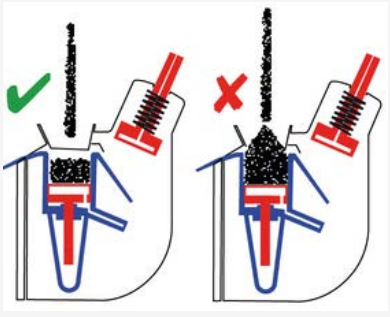
COMPACT X

westomatic

PROBLEM	POSSIBLE CAUSE	SOLUTION
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 measures a temperature over 125 °C or has a 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.  Boiler overheated -let the boiler cool down. Check whether the boil-dry protection was activated. Reset if necessary. Attention; 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.

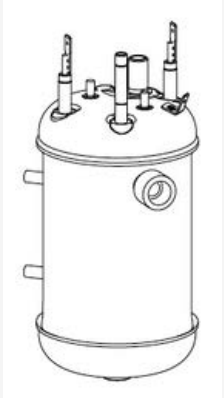
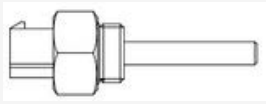
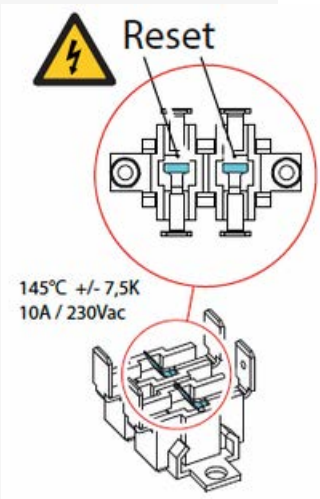
COMPACT X

westomatic

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **BREWER LEAVE HOME TIME OUT**	The brewer did not leave the home position within 1.7 sec.	Check if the brewer unit is blocked. Take the brewer out. Open the brewer and remove all the coffee residue from the cylinder and clean with hot water. Treat the error like described in Error 30.
 **BREWER REACH BREW TIME OUT**	The brewer has left the home position but did not reach the brew position within 5,1 sec. To much ground coffee dispensed in the brewer cylinder. This happens during or on the end of the run-in time of the grinder discs. The used coffee puck is not pushed out completely, so when fresh coffee is dispensed again the brewer cylinder is overfilled. 	Check if the brewer motor runs. Check if the brewer unit is blocked. Check if dispensed ground coffee does not exceed the brewer cylinder volume (overfill) and readjust the grinder. Check is the coffee puck is not to wet and if it is pushed out completely. Brewer cylinder must me empty after the puck has been emitted. The coffee puck should not stick to the slide, this causes Error 30 again!

COMPACT X

westomatic

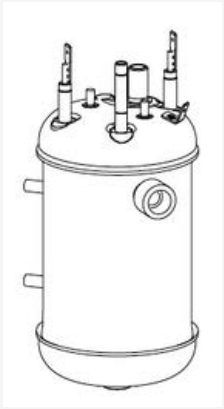
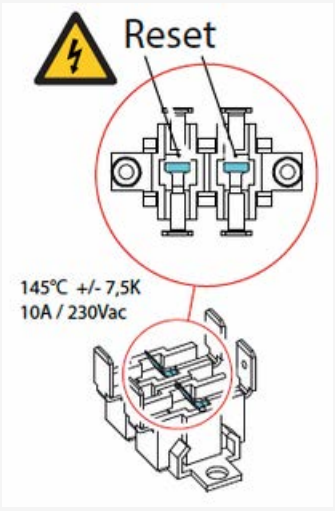
PROBLEM	POSSIBLE CAUSE	SOLUTION
 **BREWER LEAVE BREW TIME OUT**	The brewer did not leave its brewing position within 1,3 sec. The brewer can't open anymore after a brewing cycle.	Check if the brewer unit is mechanical blocked. Take the brewer out. Open the brewer. Remove all the coffee residue from the cylinder. Clean with hot water. Treat the error like described as Error 30.
 **BREWER REACH HOME TIME OUT**	The brewer has left its brewing position but did not reach its home position within 6.6 sec.	Check if the brewer motor runs. Check if the brewer unit is blocked.
 **TEMPERATURE STEM BOILER TOO HIGH** 	Temperature sensor measures a temperature over 140 °C. The control has disabled the heater output.	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. Attention; the metal reset levers are LIVE! 

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

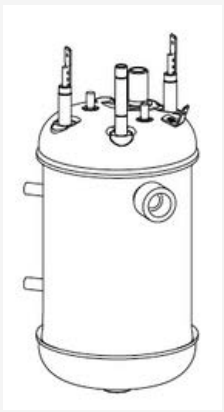
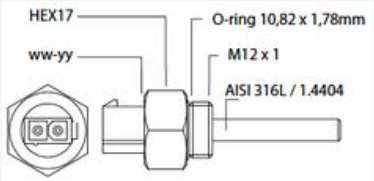
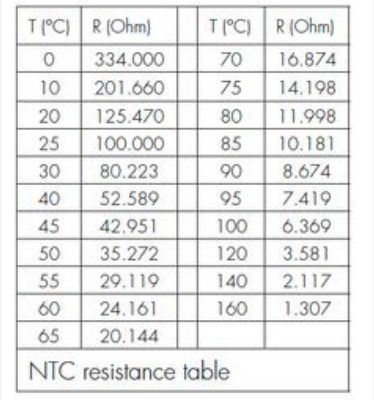
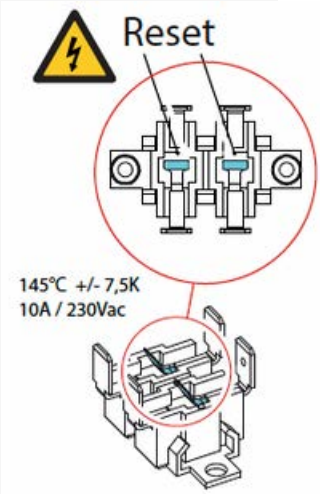
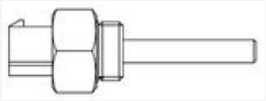
COMPACT X

westomatic

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **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 the log menu. If Error 33 steam boiler overheated was registered, the steam boiler has boiled 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 steam boiler heating element. The resistance must be approx. 30 Ω
 **TEMPERATURE STEAM BOILER TOO 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.

COMPACT X

westomatic

PROBLEM	POSSIBLE CAUSE	SOLUTION
E36 **NTC SHORT CIRCUIT STEAM BOILER**	Temperature sensor measures over 145°C or the NTC sensor has short circuited. The control has disabled the heater output.	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. Attention; 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.
		

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

PROBLEM	POSSIBLE CAUSE	SOLUTION

STEAM BOILER LEVEL ERROR

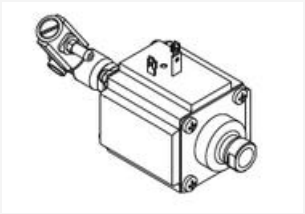
E38: During use the steam boiler does not REFILL or fills up to slowly.

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.

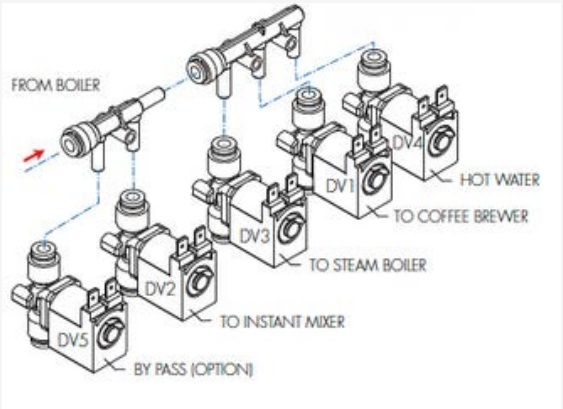
The espresso pump KW2 and dosing valve DV3 is responsible for the water supply.

If the steam boiler gets overfilled the espresso pump presses the excess water into the drip tray via the 4bar overpressure valve.

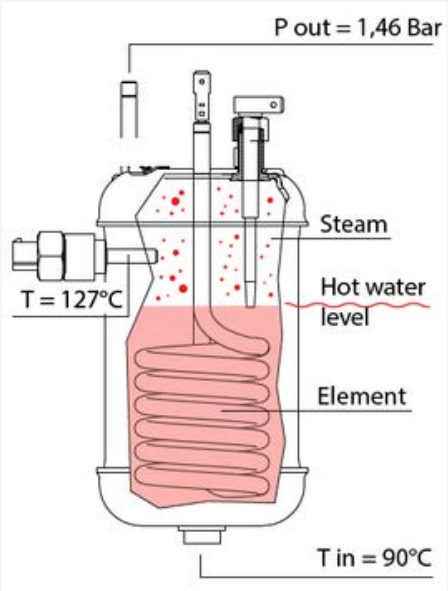
Check if espresso pump is functioning.
Service menu 2.07 Hardware test / inputs / espresso pump.



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



STEAM BOILER FILL ERROR

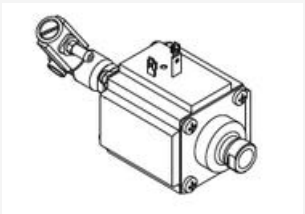


Check the steam boiler level sensor operation. Service menu 2.07 Hardware test / inputs / level steam boiler.

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

COMPACT X

westomatic

PROBLEM	POSSIBLE CAUSE	SOLUTION
 **STEAM BOILER FILL ERROR**	**E39: During commissioning** the EMPTY steam boiler does not fill or fills up to 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.	Before taking out the level sensor the steam system it needs to be de-pressurised. Service menu 2.14 Installation / Shut down / de-pressurise system.
 **HOT WATER BOILER FILL ERROR**	**During commissioning** the EMPTY coffee boiler does not fill or fills up to slowly. The espresso pump KW2 must fill the coffee boiler within 2 minutes.	Check if espresso pump is functioning. Service menu 2.07 Hardware test / inputs / espresso pump. 

COMPACT X

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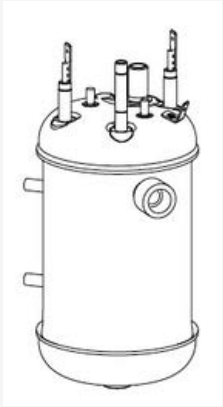
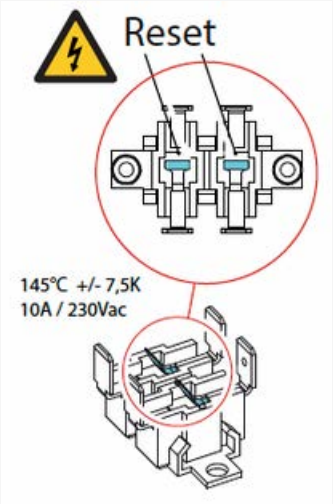
PROBLEM	POSSIBLE CAUSE	SOLUTION
E41 **STEAM BOILER FILL ERROR** 	**During normal** use the steam boiler does not heat up to the set temperature (default 127°C) within 2 minutes. The control has disabled the heater output.	Check whether the boil-dry protection was activated. Reset if necessary. Attention; the metal reset levers are LIVE!  Check the steam boiler heating element. The resistance must be approx. 30 Ω
E42 **LEVEL ERROR**	The water level in the air break refills for the 2nd time without the espresso pump KW2 is activated. This suggests water is leaking away somewhere after the air break.	Check if water leaks away from water circuit: Check air break, flow meter FL1 or espresso pump KW2.