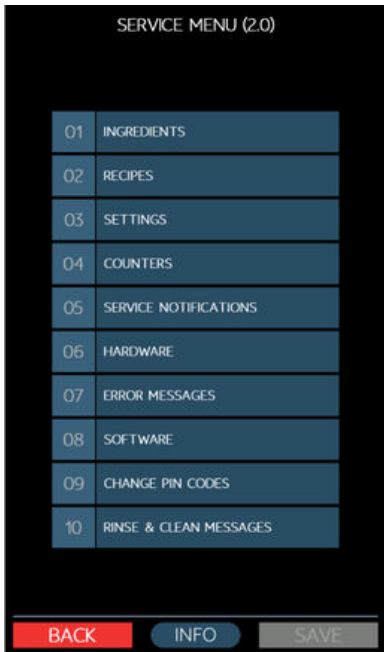


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TOUCH/4

ERRORS

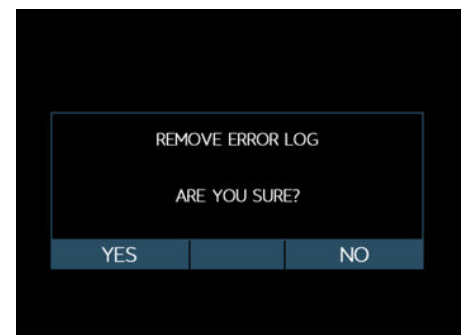
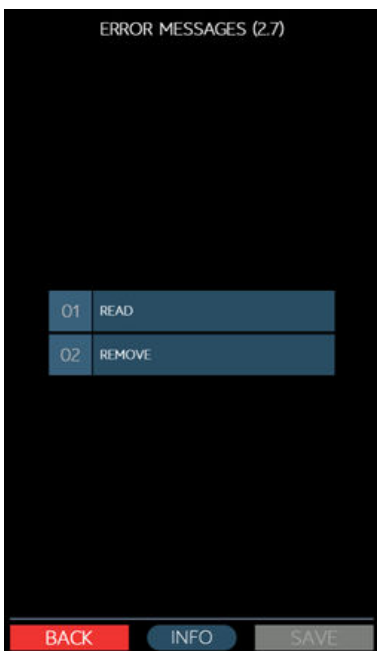




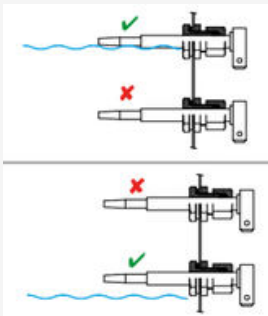
In the service menu, the error messages can be located in sub-menu 7:

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.





DISPLAY	POSSIBLE CAUSE	ACTION
OUT OF ORDER E1 Level error	<p>Minimum electrode error: minimum electrode detects no water but maximum electrode does. Inlet valve shuts.</p> 	<p>Ensure the actual water level by opening the boiler.</p> <p>Water level up to max. level sensor? Check min. Level sensor calcification. Switch the device off and on again.</p> <p>Water under the min. Level sensor? Check max. level sensor for cracks in the insulation and check if capillary tube of the boil-dry protection. This should not touch the electrode tip. Switch the device off and on again.</p>
E2 Level error	<p>Maximum electrode error: maximum electrode not reached within 30 sec. Inlet valve shuts. Boiler fills up too slowly. Water pressure has dropped or the water tank (stand-alone) is empty.</p>	<p>Check the water pressure, turn the water supply tap completely open and check the connection tube for any kinks. Switch the device off and on again.</p>
E3 Level error	<p>Electrode error: minimum electrode not reached within 90 sec. Boiler fills up too slowly. Water pressure has dropped or the water tank (stand-alone) is empty.</p>	<p>Check the water pressure, turn the water supply tap completely open and check the connection tube for any kinks. Switch the device off and on again.</p>
E6 High temperature	<p>Temperature sensor measures a temperature over 99°C</p>	<p>Check the temperature sensor function in the service menu 2.7 Hardware test.</p> <p>Check if the steam thermostat in the overflow pipe has been triggered. Reset if necessary.</p>
E7 Mixer 1 error	<p>Mixer 1 motor stalled. Mixer 1 motor output(s) overloaded (current too high). The control has disabled the output.</p>	<p>Check whether mixer 1 is contaminated or incorrectly mounted. Clean and/or check whether the rotor turns freely.</p> <p>Switch the machine off and on again.</p>



DISPLAY	POSSIBLE CAUSE	ACTION
E8 Mixer 2 error	Mixer 2 motor stalled. Mixer 2 motor output(s) overloaded (current too high). The control has disabled the output.	Check whether mixer 2 is contaminated or incorrectly mounted. Clean and/or check whether the rotor turns freely. Switch the machine off and on again.
E9 Mixer 3 error	Mixer 3 motor stalled. Mixer 3 motor output(s) overloaded (current too high). The control has disabled the output.	Check whether mixer 3 is contaminated or incorrectly mounted. Clean and/or check whether the rotor turns freely. Switch the machine off and on again.
E10 Valve error	Valve or Fan output(s) overloaded (current too high). The control has disabled the output.	Check the valves and wiring for short circuits. Switch the machine off and on again.
E11 Ingredient Motor error	Ingredient motor(s) stalled. Ingredient motor output(s) overloaded (current too high). The control has disabled the output.	Check the operation of the drive motors in the service menu 2.7 Hardware test. Empty the canister(s) and clean thoroughly. Switch the machine off and on again.
E13 Mixer error	Mixer output group overloaded (current too high). The control has disabled the output.	Carry out the checks as specified for E7, E8 and E9. Switch the machine off and on again.
E14 Output error	Ingredient motor output group overloaded (current too high). The control has disabled the output. Valve output group overloaded (current too high). The control has disabled the outputs.	Carry out the checks as specified for E11. Switch the machine off and on again. Carry out the checks as specified for E10. Switch the machine off and on again.
E16 Level error	Electrode error; Max. and Min. Electrode both suddenly detect no water level. Inlet valve shuts.	Make sure if the boiler does not leak. Check the water pressure, turn the water supply tap completely open and check the connection tube for any kinks. Switch the device off and on again.
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.
E18 Mixer FET error	Brewer or mixer motor output remains activated.	Brewer or mixer motor output (FET) defective. Replace control.
E19 Output FET error	Ingredient motor / valve / fan output remains activated.	Ingredient motor / valve / fan output (FET) defective. Replace control.



DISPLAY	POSSIBLE CAUSE	ACTION
E20 Software error	Software error	Reset the machine. Load the defaults. Install new software.
E21 Boiler timeout	Heating element active for 8 minutes. If the boiler has still not come up to temperature, this error results. Steam- and /or dry boil protection activated.	Reset the steam thermostat, see Chapter 1.8. Check the log menu. If a E6 boiler temp. the boiler has boiled too long. Check the NTC sensor and wiring / connection.
E22 Brew timeout	<p>Maximum brewing time exceeded (120 sec.).</p> <p>The recipe's brewing time is exceeded.</p> <p>Standard brewer: 120 sec.</p> <p>XL brewer: 180 sec.</p>	<p>Switch the appliance off and on again. Run the rinse program.</p> <p>Turn the device off and on again. Run the cleaning program.</p> <p>Switch the device off and on again. Check the pump pressure (10 bar).</p> <p>Turn the appliance off and on again.</p> <p>Check that the coffee grind is not too fine.</p> <p>Replace the brewer screens.</p>
E23 Inlet valve error	The flow meter registers water flow while the inlet valve is electrically closed.	Switch the appliance off and on again. Check the inlet valve for proper operation.
E24 Brewer error	Brewer switches do not reach the correct position during the brewing process. Detected by brewer switch 2 (left).	Check that the brewer is correctly seated in the motor unit. Check the brewer switch 2 and the left brewer lever for correct operation in the service menu (2.7 Hardware test).
E25 Out of use Flowmeter Fout	<p>Inlet valve is electrically opened, but flow meter registers no water flow.</p> <p>Water pressure has been lost, or the water tank (stand-alone setup) is empty.</p>	<p>Check the water pressure, fully open the water supply valve, and check the connection hose for kinks. Check the inlet valve and flow meter for proper operation. Switch the appliance off and on again.</p> <p>Check which recipe triggers the error and verify that the dispensing valves are functioning correctly: DV1 (brewer), DV2 (mixer), and DV4 (hot water). Replace if necessary. Switch the machine off and back on.</p>



DISPLAY	POSSIBLE CAUSE	ACTION
E26 Low temperature	Temperature sensor 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	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.
E29 Brewer leave home timeout	The brewer did not leave the starting position	Check if brewer motor runs. Check if brewer unit is blocked.
E30 Brewer reach brew timeout	The brewer has left the starting position but did not reach the brewer position	Check if brewer motor runs. Check if brewer unit is blocked.
E31 Brewer leave brew timeout	The brewer did not leave its brewing position	Check if brewer motor runs. Check if brewer unit is blocked.
E32 Brewer reach home timeout	The brewer has left its brewing position but did not reach its starting position	Check if brewer motor runs. Check if brewer unit is blocked.



DISPLAY	POSSIBLE CAUSE	ACTION
THE MACHINE IS NOT WORKING	<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
THE MACHINE DOES NOT RESPOND	The machine is on stand-by mode.	Switch off stand-by
BAD PRODUCT TASTE	<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.