4. Trouble shooting

4.1 Machine errors

code	description	detection	suspected components
00000	communication error bus system	the bus systems circuit is interrupted	• cable between mainboard and touch screen
			• mainboard
			• touch screen
00001	canister motor runs insufficiently	no rotation of the canister motor detected by the software	• resistance in canister too high due to much powder in canister
			• canister motor
			• wiring
			• mainboard
00101	mixer motor runs insufficiently	no rotation of the mixer motor detected by the software	• mix system clogged
			• mixer motor
			• wiring
			• mainboard
00201	low-pressure pump runs insufficiently	light sensor receives not enough pulses for too long a time	• low pressure pump
			• blockage (scale) low pressure pump
			• encoder blocked
			• wiring
			• mainboard
00401	grinder runs insufficiently	the software has not received pulses from the hall sensor for too long a time	• grinder blocked, something between the grinder discs
			• grinder motor
			• hall sensor
			• wiring
			• mainboard
00402	grinder is incorrectly controlled	if a semiconductor on the mainboard gets defect the grinder runs unjustified	• mainboard
			• coffee (static) around the hall sensor
00701	filling process steam boiler takes too long	the water inlet valve of the steam boiler is opened for a short period and the electrode inside the steam boiler does not detect water	• mains water pressure too low (< 2 bar)
			• mains water supply not opened
			• inlet valve
			• scale
			• electrode
			• wiring

code	description	detection	suspected components
00702	steam boiler does not pressurize	the steam boiler does not get on pressure within an amount of time	• pressure safety switch activated • steam boiler heating element • relay • wiring
00703	steam boiler error	the electrode inside the steam boiler keeps measuring water whilst during some period milk related beverages are prepared ► *If this happens it could indicate that there's a problem in the water detection and the steam boiler could boil dry.*	• inlet valve • electrode • wiring
00705	steam boiler fills up 3 times without selection	the magnetic inlet valve of the steam boiler is opened 3 times within a short period and no drink has been selected, this indicates that there is a leak in the water system of the steam part of the machine	• steam valve leaks • leak in steam boiler
00706	the steam boiler builds up too much pressure during the filling process	the pressure rises too quickly, the software has to open the steam valve for a short time, but the pressure still remains too high ► *When the machine is switched on or when it comes out of Eco mode, pressure is built up in the steam boiler.*	• steam valve doesn't open (sticks or defect)
02001	filling process takes too long	the water inlet valve was open for 20 seconds in succession and the float did not rise	• water tap not opened • water supply hose kinked • water pressure too low • water flow too low • inlet valve • wiring • float
02002	fill up 3 times without selection	the magnetic inlet valve is opened 3 times within a short period and no drink has been selected	• leakage in the water system • float • machine moved without switching it off
02101	break temperature sensor boiler	a NTC measures a resistance that is higher than normal	• temperature sensor • wiring • mainboard

code	description	detection	suspected components
02102	short-circuit temperature sensor boiler	a NTC measures a resistance that is lower than normal	• temperature sensor • wiring • mainboard
02201	no pulse detection water selector sensor	the light sensor receives not enough pulses for too long a time	• scale inside water selector • motor water selector • light sensor • wiring • mainboard
02202	water selector in wrong position	the hot water selector cannot find its zero position	• scale inside water selector • water rotation disc
04301	rotation brewer does not move	the espresso brewer mechanism is not reaching the desired position	• brewer not mounted correct • brewer motor defect • wiring
04401	water counter gives no pulses	pulses from the flow meter have not been measured for too long a time or when both high pressure pumps do not work	• air in hoses • high pressure pumps • wiring • water counter
10001	general I/O error	the I/O module is reporting an error	• mainboard

4.2 Coin mechanism errors

code	description
07001	coin mechanism missing
07002	coin mechanism defective
07003	coin mechanism blocked
07004	coin mechanism sabotaged
07005	communication error coin mechanism
07006	general error coin mechanism
07101	error in cashless device