

4.3 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

4.4 Machine messages

Message	Reason of the message	Procedure to reset the message	Check the following
empty waste bin	the amount of cups passed the set amount of cups that fit the waste bin	empty the waste bin, door switch needs to be open for 5 seconds and closed again, a reset message appears in the screen if the waste bin is emptied	> <i>machine settings</i> > <i>process settings</i> > <i>waste bin counter</i>
the machine shows the 'flush brewer + mixer' message	the machine has passed the set amount of cups or days for the 'flush brewer + mixer' message	perform the 'flush brewer + mixer' program: > <i>'flush brewer + mixer'</i>	> <i>process settings</i> > <i>cleaning management</i>
the machine shows the 'clean brewer' message	the machine has passed the set amount of cups or days for the 'clean brewer' message	perform the 'clean brewer' program: > <i>'clean brewer'</i>	> <i>process settings</i> > <i>cleaning management</i>
the machine shows the water filter replacement message	the amount of litres or months has past the set value for the water filter	manually reset the replace water filter message: > <i>maintenance</i> > <i>replace water filter</i>	> <i>machine settings</i> > <i>process settings</i> > <i>water hardness</i> > <i>water hardness</i>
the machine shows the message 'The machine should be descaled'	the amount of litres used by the machine has passed the amount of litres used for the coffee and instant system, this amount is determined by the setting of the hardness of the water in the machine	perform the descale procedure for the coffee system: > <i>maintenance</i> > <i>descale</i>	> <i>machine settings</i> > <i>process settings</i> > <i>water hardness</i> > <i>water hardness</i>
the machine shows the 'enter the security PIN code for the programming'	a pin code for the machine settings is set on the machine, this pin code needs to be entered when accessing the programming menu of the machine settings	enter the pin code for the machine settings	> <i>general settings</i> > <i>put functions on / off</i> > <i>programming security</i>
the machine shows the 'enter the security PIN code for the service menu'	a pin code for the service menu is set on the machine, this pin code needs to be entered when accessing the programming menu of the service	enter the pin code for the service menu	> <i>general settings</i> > <i>put functions on / off</i> > <i>programming security</i>
energy saving mode	the machine is not used for the amount of time that is set in the 'energy saving mode'	touch the screen	> <i>process settings</i> > <i>energy saving mode</i>

Message	Reason of the message	Procedure to reset the message	Check the following
Attention! Too much coffee!	the machine detects that there is too much coffee in the brewer by the amount of pulses of the brewer motor	press the 'ok' button in the message	<ul style="list-style-type: none"> • calibrate the grinder • check if there is no grinded coffee behind the sieve of the brewer • check if press 2 in the drink settings 'strength and amount' is not a negative number
Attention! Out of Coffee beans!	the machine detects that there is not enough coffee in the brewer by the amount of pulses of the brewer motor	press the 'ok' button in the message	<i>fill the coffee canister with coffee beans</i>

4.5 Other problems

In addition to the messages and errors present in the machine, a number of other problems may occur; these problems are described below.

4.5.1 Machine related (Esprecious)

Problem description	Possible cause	Check the following
machine doesn't turn on	no power	<ul style="list-style-type: none"> • check power supply • check power cable connection
	main switch off	• main switch
	internal fuse blown (transformer	• replace fuse on the wiring of the transformer
	transformer issue	• transformer
	wiring issue	• internal wiring
	mainboard issue	• mainboard
	touch screen issue	• touch screen
ventilator doesn't turn	ventilator blocked	• ventilator
	ventilator motor defect	• ventilator motor
	ventilator speed turned off or too low in the programming	> <i>machine settings</i> > <i>process settings</i> > <i>fan speed</i>
drinks blocked and temperature doesn't raise	boiler not heating	• temperature safety device
		• heating element
		• temperature sensor
		• wiring
		• mainboard
heating message in the display but the temperature doesn't rise	boiler not heating	• temperature safety device
		• heating element
		• mainboard
coffee drinks greyed out, only instant drinks and hot water can be selected	temperature not yet on the desired temperature for coffee	• nothing, boiler needs to heat further to reach the desired temperature for coffee
	temperature sensors switched around on the mainboard	• temperature sensor connection on the mainboard
	temperature safety device not functioning correct	• temperature safety device

Problem description	Possible cause	Check the following
the waste bin needs to be emptied multiple times a day	the machine is used for more drinks than specified	<ul style="list-style-type: none"> consider to use the waste chute and a big waste bin underneath the counter
bean canister needs to be filled frequently	the machine is used for more drinks than specified the amount of coffee used per drink is higher than the standard amount which results in the bean canister being empty quicker	<ul style="list-style-type: none"> consider to use the bean canister extension set consider to use the bean canister extension set

4.5.2 Coffee related

Problem description	Possible cause	Check the following
coffee related drink too weak	almost out of coffee beans	• fill bean canister
	grinder calibration	• grinder calibration
	grind size not correct	• adjust the grind size
	strength too low	• adjust the strength setting of the drink
	contact time too low	• adjust brewer settings to get a longer contact time
	brewer issue	• brewer and brewer process
coffee related drink too strong	grind size	• adjust the grind size
	strength setting to high	• adjust the strength setting of the drink
less coffee in the cup than normal	brewer leaking	• brewer and brewer process
not enough crema on coffee	drink setting not correct	• adjust drink settings
	grinder setting	• adjust grinder
	grinder calibration	• calibrate grinder
	brewer not cleaned	• run cleaning brewer program with coffee cleaning pill
	coffee outdated, date expired	• use new coffee beans

4.5.3 Instant ingredients related

Problem description	Possible cause	Check the following
instant related drink too weak	almost out of powder in ingredient canister	• ingredient container
	strength not correct	• adjust drink settings, strength instant
instant related drink too strong	strength not correct	• adjust drink settings, strength instant
no water dosed (instant and hot water related)	water level too low	• float
	hose blocked (scale)	• all related hoses

Problem description	Possible cause	Check the following
mixing bowl clogs up	too much powder used	• check the advise dosing of the packaging of the powder, use a scale to weight the amount of powder used
	low pressure pump calibration not correct	• calibrate the low pressure pump
	water selector gives water in wrong outlet	• water selector
	hose blocked	• all related hoses
mixing bowl overflows water	low pressure pump calibration too high	• calibrate the low pressure pump
	mixing bowl clogged up	• mixing bowl
mixing bowl leaks	mixing bowl seal worn	• seal mixing bowl
no foam on instant drink	mixer speed not correct	• adjust drink setting, mixer speed
	type of instant ingredient	• try a different instant ingredient
to much foam on instant drink	mixer speed not correct	• adjust drink setting, mixer speed
water dispensed in wrong outlet	scale in water selector	• clean water selector
	hose blocked	• all related hoses

4.5.4 FreshMilk machine related

Problem description	Possible cause	Check the following
machine doesn't turn on	no power	• power supply
		• power cable connection
	main switch off	• main switch
	internal fuse blown (power supply)	• internal fuse
	power supply issue	• power supply
	wiring issue	• internal wiring
refrigerator not cold	mainboard issue	• mainboard
	thermostat not correctly set	• adjust thermostat
	fan blocked	• fan dirty
		• condensor dirty
	fan doesn't rotate	• fan
		• wiring
		• mainboard
	cooling system issue	• cooling system
	thermostat issue	• thermostat

4.5.5 Milk related

Problem description	Possible cause	Check the following
no milk dosed, only steam	out of milk	• milk carton / milk reservoir
	milk tube blocked	• milk tube
almost no milk foam	air restriction not set correct	• calibrate the air restriction (see section 5.2.1 on p.37)
	3 way valve doesn't open	• 3 way valve
	tube blocked	• tube between air restriction and 3 way valve

Problem description	Possible cause	Check the following
cold milk dosed and no steam	steam valve doesn't open	<ul style="list-style-type: none"> • steam valve
milk splashes a lot when dosed	milk not cold	<ul style="list-style-type: none"> • milk temperature ($\pm 5^{\circ}\text{C}$)
	air restriction not set correct	<ul style="list-style-type: none"> • calibrate the air restriction (see section 5.2.1 on p.37)
	milk pump not calibrated	<ul style="list-style-type: none"> • calibrate the milk pump (programming > milk module > service > calibrate milk pump)
	tubes not correctly attached to the milk foamer	<ul style="list-style-type: none"> • tubes connected to the milk foamer
milk drink greyed out, can't be selected (no message displayed)	connection problem between mainboard FreshMilk and interface board	<ul style="list-style-type: none"> • connection cable between FreshMilk and Esprecious
		<ul style="list-style-type: none"> • connection cable (inside the Esprecious) from Interface board to the 6-pin connector
		<ul style="list-style-type: none"> • interface board (Esprecious)
		<ul style="list-style-type: none"> • mainboard FreshMilk
milk drinks greyed out, cleaning message in the display	perform a milk system cleaning cycle	<ul style="list-style-type: none"> • advise the responsible person that is in charge of the coffee machine that a milk cleaning cycle is advised
the machine displays more than 1 time a day the milk cleaning cycle	the machine is turned off for a longer period, 3 hours or more	<ul style="list-style-type: none"> • don't turn the machine off but use the Eco modus setting
milk leaks around the milk pump	milk tube leaks	<ul style="list-style-type: none"> • replace the milk tube within 10.000 milk drinks