

## 3 Event recording and troubleshooting

### 3.1 Events indicated in the display

#### Introduction

This section lists, in alphabetical order, events indicated in the display, explanations to these events and corrective action in cases where this is necessary.

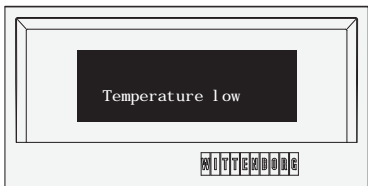
#### Event indications

Events in the machine are shown in the credit display for as long as they interrupt normal operation of the machine. These may be considered as active events. Subsequently, they are listed in the Event log book found in the Operator menu.

The Event log book registers the date and time of the first and last occurrence of each event and the number of times it has occurred.

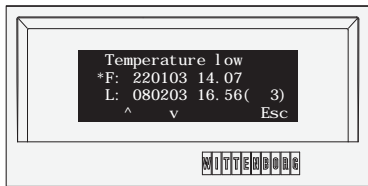
#### Example: Indication of event in the credit display

Active events are shown in the credit display in the following way:

Message in credit display	Explanation
	<p>This message indicates that the water temperature in the boiler has not reached the required temperature.</p> <p>The message stays in the display for as long as the machine is not operable.</p> <p>If two events are present at the same time, the last occurred event will be shown.</p>

#### Example: Indication of event in the Event log book

Events are stored in the Event log book and are shown in the display in the following way:

Message in Event log book	Explanation
	<p>F: = First time of occurrence (date+time)  L: = Latest occurrence (date+time)  (xxx): = number of times of occurrence</p>

### 3.1.1 Event messages in connection with Diagnostics/Test

#### Diagnostics/Test messages

Event messages that may appear during the testing of any of the machine's functions are explained in *chapter 4 Programming, Diagnostics/Test* as these messages are closely connected to the testing procedures.

### 3.1.2 Event messages in event log book and credit display

#### Branch pipe error

This message indicates a time-out error on the branch pipe causing the machine to stop operation.

Turn the machine off and on. If the error remains, investigate the possibilities in the table below.

Possible cause	Remedy
Defective branch pipe switch or switches	Check parts, replace if necessary. See <i>chap. 5C Dosing system</i> .
Defective branch pipe motor	
Cable connection defective	
Defective harness to motor	
Cup blocking the movement of the branch pipe	Remove cup.
Grease or dirt blocking or obstructing the movement of the branch pipe	Clean branch pipe system, i.e. distributor head, hoses and mixing funnels. See <i>Operator manual</i> .

#### Cup elevator error

This message indicates a problem with the cup elevator.

Possible cause	Remedy
Elevator top switch or safety switch pressed due to cup or other foreign body blocking the elevator	Remove blocking body.  If the elevator is stuck in its top position, open the door and turn the machine off and on. Close the door. The elevator will lower to Home position. Remove blocking foreign body.
Defective motor	Check, replace if necessary. See <i>chap. 5D Product delivery</i> .
Defective switch or switches	Check, replace if necessary. See <i>chap. 5D Product delivery</i> .
Foreign body stuck between elevator and base	Remove blocking foreign body.
Cup on elevator when the machine is turned on	Remove cup.

**Cup not delivered** This message indicates that the machine has not been able to dispense a cup, causing the machine to stop operating.

Possible cause	Remedy
Dirt or grease blocking cup slide	Clean cup slide.
Defective cup slide	Change cup slide. <i>See chap. 5D Product delivery.</i>
Defective cup drop ring	Replace cup drop ring. <i>See chap. 5D Product delivery.</i>
Incorrect cup size	Replace with cups that fit ring size. <i>See chap. 5D Product delivery.</i>
Cup blocking cup slide/cup ring area	Remove blocking cup.

**Cup storage error** This message indicates that the machine is not able to dispense a cup due to a condition in the cup storage area.

Possible cause	Remedy
Cup pile blocked	Remove blocking cup.
Switch incorrectly installed	Install correctly. <i>See chap. 5D Product delivery.</i>
Defective switch	Check, replace if necessary. <i>See chap. 5D Product delivery.</i>
Defective motor	Check, replace if necessary. <i>See chap. 5D Product delivery.</i>

**Cup transport error** This message indicates a time-out in the cup slide or cup catcher mechanism which causes the machine to stop operating.

Possible cause	Remedy
Cup slide blocked	Remove blocking cup.
Grease or dirt blocking or obstructing the movement of the cup catcher	Clean cup catcher and cup slide areas.
Defective switch	Check, replace if necessary. <i>See chap. 5D Product delivery.</i>
Defective motor	Check, replace if necessary. <i>See chap. 5D Product delivery.</i>
Toothed belt defective or has come off pulley(s)	Check, put toothed belt back on or replace if necessary. <i>See chap. 5D Product delivery.</i>

**Door closed**  
(log book only)

The purpose of the [Door closed] message is to record the time and date of door closings. However, the message is also being given when power is returned to the machine.

**Door open**  
(log book only)

This message is either a status indication similar to the message above [Door closed] or an indication of a problem with the door.

Possible cause	Remedy
Door not closed properly	Close door properly.
Door switch defective	Check, replace if necessary.
Door harness defective	Check, replace if necessary.

**ES brewer faulty**  
(ES machines)

This message indicates that the ES-brewer has not been installed correctly or that a problem related to the brewer has caused the machine to stop operating.

Possible cause	Remedy
Brewer is installed incorrectly	Install brewer correctly: Important!: Check that the crank arm of the brewer motor is correctly engaged in its seat. <i>See chap. 5B Brewer system - Espresso version.</i>
Something is blocking the brewer.	Check, remove blocking part.
Defective harness between ES controller and switches	Replace harness.

**ES Grinder blocked**  
(ES machines)

This message indicates that the grinder is blocked or that a problem with the grinder has occurred.

Possible cause	Remedy
Foreign body stuck in grinder.	Remove foreign body from grinder. <i>See Operator manual.</i>
Defective grinder or grinder motor	Check grinder, replace whole unit, parts or motor as necessary. <i>See chap. 5B Brewer system - Espresso version.</i>

**ES Heater fault**  
(ES machines)

This message indicates that the ES boiler has not been able to heat the water sufficiently. Turn the machine off and on. If the message remains, investigate the possibilities in the table below.

Possible cause	Remedy
Heating element defective	Check the heating element, replace if necessary. <i>See chap. 5A Water system - Espresso version.</i>

Possible cause	Remedy
Harness for heating element defective	Check harness, replace if necessary. <i>See chap. 5A Water system - Espresso version.</i>
Temperature sensor or harness for temperature sensor defective	Check sensor and harness, replace if necessary. <i>See chap. 5A Water system - Espresso version.</i>
Dry boiling thermostat has triggered	Press the reset button. <i>chap 5A Water system - Espresso version.</i> If the heating element is not heating again or the dry boiling thermostat triggers repeatedly, check for other types of errors or check temperature setting. <i>See chap. 4 Programming.</i>

### ES Temperature low (ES machines)

This message indicates that the machine is not able to deliver hot ES drinks due to the water temperature being too low.

Possible cause	Remedy
The machine has been turned on recently or the water has not re-heated after a number of dispensings in quick succession.	Wait until the water is heated sufficiently (maximum 15 minutes).  The display is automatically cleared when the water in the boiler reaches the correct temperature.

### ES Water fault (ES machines)

This message appears if the ES boiler has not filled after the machine has been switched on, after a dispensing of an espresso drink or after an automatic check of the water level. The machine checks the water level every 20 minutes (may be adjusted via menu) and fills it up if necessary.

Switch the machine off, open the water tap, check water connection and hoses. If the message remains, please investigate the possibilities in the table below.

Possible cause	Remedy
Pump error	If there is no or an insufficient amount of water in the boiler, the problem may be caused by a pump error. <ul style="list-style-type: none"> <li>Defective motor. Check motor, replace if necessary. <i>See chap. 5A Espresso water system.</i></li> <li>Defective ES controller. Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i></li> <li>Defective harness. Check harness, replace if necessary.</li> </ul>

Possible cause	Remedy
Flowmeter error	If the boiler overflows, the problem may be caused by a flowmeter error. <ul style="list-style-type: none"> <li>Check the correct operation of the flowmeter. There must be 6-7 V DC on the terminals during the counter operation.</li> </ul>
Leaking valve	If the boiler overflows, the problem may be caused by a leak in the espresso water valve. <ul style="list-style-type: none"> <li>Check valve, replace if necessary. See overview of espresso water system in <i>chap. 5A Water system - Espresso version</i>.</li> </ul>

### ES Water level low (ES machines)

This message appears if the air-break tank has not filled within two and a half minutes after the machine has been switched on.

Switch the machine off, open the water tap, check water connection and hoses. If the message remains, investigate the possibilities in the table below.

Possible cause	Remedy
Blocked water inlet filter	Remove impurities and clean, replace if necessary. See <i>chap. 5A Water system - Espresso version</i> .
Inlet valve defective or blocked by limescale build-up	Check, descale or replace if necessary. See <i>chap. 5A Water system - Espresso version</i> .
Blocked water filter for flowmeter	Check, replace if necessary. See <i>chap. 5A Water system - Espresso version</i> .
Water supply connection blocked	Remove impurities.
Defective air-break tank switch	Check, replace if necessary. See <i>chap. 5A Water system - Espresso version</i> .

### Factory info. XXXXXX (log book only)

This message indicates an internal application error which may or may not cause the machine to stop operating. The error code is for internal use and should be reported to the manufacturer.

Possible cause	Remedy
System error	Note! Report error to manufacturer together with error code (XXXXXX).

FB1(or FB2)  
assemble error  
(log book only)  
(FB machines)

This message indicates that the brewer has not been installed correctly or that a problem related to the brewer has caused the machine to stop operating.

Possible cause	Remedy
Filter plate or cylinder incorrectly installed or not installed at all	Install filter plate and brewer cylinder correctly. <i>See chap. 5B Brewer system - FB Delta version.</i>
Defective harness between FB printed circuit board and switches	Replace harness. <i>See chap. 5K Power supply unit and control.</i>
Micro switches maladjusted or worn	Adjust or replace switches. <i>See chap. 5B Brewer system - FB Delta version.</i>

FB1 (or FB2) error  
(log book only)  
(FB machines)

This message indicates that the brewer motor has been disabled causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Foreign body stuck between piston and filter plate	Remove foreign body from brewer. <i>See chap.5B Brewer system - FB Delta version.</i>
Harness for brewer defective or disconnected	Check, replace if necessary. <i>See chap. 5B Brewer system - FB Delta version.</i>
FB printed circuit board defective	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>
Defective brewer motor	Check brewer motor, replace if necessary. <i>See chap. 5B Brewer system - FB Delta version.</i>

FB1 (or FB2)  
Filter plate  
(log book only)  
(FB machines)

This message indicates a problem with the brewer causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Filter plate blocked	Clean / Descale filter. <i>See chap. 5B Brewer system - FB Delta version.</i>
Defective brewer motor	Check brewer motor, replace if necessary. <i>See chap. 5B Brewer system - FB Delta version.</i>

FB1 (or FB2) Ing  
motor1 t.out  
(log book only)  
(FB machines)

This message indicates that the brewer ingredient motor is not running correctly. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Calibration error	Check calibration of ingredients. <i>See chap. 4 Programming.</i>
Hardware error on FB printed circuit board	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

FB1 (or FB2)  
motor error  
(log book only)  
(FB machines)

This message indicates a brewer motor error causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective brewer motor	Check brewer motor and brewer connections. Adjust, repair or replace defective part if necessary. <i>See chap. 5B Brewer system - FB Delta version.</i>
Defective harness for brewer motor	
Defective harness between FB printed circuit board and switches	
Defective FB printed circuit board	Check, replace printed circuit board if necessary. <i>See chap. 5K Power supply unit and control.</i>

FB1 (or FB2)  
short circuit  
(log book only)  
(FB machines)

This message indicates a brewer motor error related to the FB printed circuit board. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective brewer motor	Check motor. <i>See chap. 5B Brewer system - FB Delta version.</i>
Defective FB printed circuit board	Check, replace printed circuit board if necessary. <i>See chap. 5K Power supply unit and control.</i>

FB1 unexp.  
current  
(log book only)  
(FB machines)

This message indicates an unexpected current from brewer causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective FB printed circuit board	Check printed circuit board, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>



FB1 unexpected  
tacho  
(log book only)  
(FB machines)

This message indicates an unexpected motion of the brewer motor or ingredient motor. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective FB printed circuit board	Check printed circuit board, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

FB waste bucket  
full  
(FB machines)

This message indicates that the FB (coffee grounds) waste bucket is full or another problem related to the FB waste bucket. The machine is not able to deliver freshbrew coffee.

Possible cause	Remedy
FB waste bucket full	Switch machine off, empty waste bucket and wipe dry the sensor. <i>See Operator manual.</i>
FB waste bucket sensor soiled	Clean and wipe dry sensor. <i>See Operator manual.</i>
Harness for waste bucket sensor defective	Check, replace if necessary.

IngMotor xx error  
(log book only)

This message indicates an error related to one of the instant ingredient motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective instant ingredient motor	Check motor, replace if necessary. <i>See chap. 5D Dosing system.</i>
Defective VMC	Check VMC, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>
Defective harness	Check harness, replace if necessary.

Ingmotorxx  
overload  
(log book only)

This message indicates an overload of one of the instant ingredient motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Moist ingredient powder blocking motor	Check ingredient motor. <i>See chap. 5C Dosing system.</i>
Instant ingredient canister not properly positioned	Reposition canister.
Outlet spout of instant ingredient canister closed	Open outlet spout of canister.

Possible cause	Remedy
Outlet spout of instant ingredient canister blocked up	Clean Instant ingredient canister and outlet spout. See <i>Operator manual</i> .

No Coffee beans  
(ES machines)

Possible cause	Remedy
The coffee bean canister is empty	Refill coffee bean canister.
Shutter is closed	Check if shutter is closed. If necessary, open shutter. See <i>Operator manual</i> .

No cups

This message indicates that the cup magazine is empty or that another problem related to the cup dispensing system has caused the machine to stop operating. The message is followed by the message [Use own cup].

Possible cause	Remedy
Cup magazine empty	Use own cup / Refill cup magazine.
Defective cup sensor	Check, replace if necessary. See <i>chap. 5D Product delivery</i> .

No payment  
comm.

This message appears if a coin mechanism has been selected in the menu system, see 4.3.8.2 *Set payment type*, but the connection between the coin mechanism and the machine is missing.

Possible cause	Remedy
The coin mechanism has not been connected to the machine	Connect the coin mechanism cable to the coin mechanism switch inside the machine door. See <i>chap. 5P Payment system</i> .
Defective harness for coin mechanism	Check cable, replace if necessary. See <i>chap. 5P Payment system</i> .
Defective SPC	Check, replace if necessary. See <i>chap. 5K Power supply unit and control</i> .

No SB1 (or SB2)  
cyl. pressure  
(sigma brewer)

This message occurs if the upper valve of the brewing cylinder does not shut tightly and, therefore, is unable to create the necessary pressure in the cylinder.

Possible cause	Remedy
Upper valve blocked, e.g. by coffee bean	Remove blocking object.

Out of service

This message appears in the credit display if the machine is temporarily unable to operate due to a technical or a mechanical problem.

The cause of the error will be registered in the Event log book, e.g. as [FB1 motor error]. This and other possible event messages can be found in this alphabetical error list.

After the message [Out of service] has been shown on the display for five seconds, the error message(s) registered in the Event log book will automatically be shown.

#### SB (or SB 2) Init Failure (sigma brewer)

This message appears if an error occurs in the brewer during initialization of the machine, and the system did not detect a specific error.

Possible cause	Remedy
Defective brewer motor	Check motor, replace if necessary. <i>See chap. 5B Brewer system - FB Sigma version</i>
Harness for brewer defective or disconnected	Check harness, replace if necessary. <i>See chap. 5B Brewer system - FB Sigma version,</i>
Defective Sigma printed circuit board	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

#### SB (or SB 2) Piston error (sigma brewer)

This message indicates a blockage of the brewer piston causing the machine to interrupt the vend in progress.

Possible cause	Remedy
Grease or dirt blocking or obstructing the movement of the piston	Clean brewer unit <i>See Operator manual.</i>

#### SB (or SB 2) Scraper error (sigma brewer)

This message indicates a blockage of the brewer scraper causing the machine to interrupt the vend in progress.

Possible cause	Remedy
Grease or dirt blocking or obstructing the movement of the scraper	Clean brewer unit. <i>See Operator manual.</i>

#### SPC short circuit (log book only)

This message indicates a short circuit of the SPC printed circuit board causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective SPC	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

**Temperature low** This message indicates that the machine is not able to deliver hot drinks due to the water temperature being too low.

Possible cause	Remedy
The machine has been turned on recently	Wait until the water is heated sufficiently (maximum 15 minutes).  The display is automatically cleared when the water in the boiler reaches the correct temperature.
Heating element defective	Check the heating element, replace if necessary. <i>See chap. 5A Water system.</i>
Harness for heating element defective	Check harness, replace if necessary. <i>See chap. 5A Water system.</i>
Temperature sensor or harness for temperature sensor defective	Check sensor and harness, replace if necessary. <i>See chap. 5A Water system.</i>
Dry boiling thermostat has triggered	Press the reset button. <i>See chap. 5A Water system.</i>  If the heating element is not heating again or dry boiling thermostat triggers repeatedly, check for other types of errors or check temperature setting. <i>See chap. 4 Programming.</i>

**Unexpected xx reset (log book only)** This message indicates that one of the machine's circuit board modules (VMC, SPC, FB1, FB2, ES and SB) has made an unexpected reset.

Possible cause	Remedy
Defective module	Check the module, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

**VMC short circuit (log book only)** This message indicates a short circuit causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Short circuit in Harness	Check harness, replace if necessary.
Defective motor for instant ingredients, whipper or pump	Check motors, replace if necessary. <i>See chap. 5C Dosing system (instant ingredient motor and whipper motor) or 5A Water system (pump).</i>
Defective VMC	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

**Waste bucket full** This message indicates that the waste bucket is full or that a problem related to the waste bucket has caused the machine to stop operating.

Possible cause	Remedy
Waste bucket full	Switch machine off, empty waste bucket and dry the sensor.
Waste bucket sensor soiled	Clean and wipe dry sensor. <i>See Operator manual.</i>
Harness for waste bucket sensor defective	Check, replace if necessary.

**Water level low** This message appears if the boiler has not filled within three minutes after the machine has been switched on.

Switch the machine off, open the water tap, check water connection and hoses. If the message remains, investigate the possibilities in the table below.

Possible cause	Remedy
Inlet valve defective or blocked by lime scale build-up	Check, descale or replace if necessary. <i>See chap. 5A Freshbrew / Instant water system.</i>
Blocked water filter	Remove impurities and clean, replace if necessary. <i>See chap. 5A Freshbrew / Instant water system.</i>
Water supply connection blocked	Remove impurities.

**Water pump error (log book only)** This message indicates a problem with the water pump causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective pump	Check motor, replace if necessary. <i>See chap. 5A Water system.</i>
Defective VMC	Check VMC, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>
Defective harness	Check harness, replace if necessary.

**Water pump overload (log book only)** This message indicates an overload of the water pump causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Limescale build-up blocking pump	Descale pump. <i>See chap. 5A Water system.</i>

Possible cause	Remedy
Foreign body blocking pump	Disassemble water pump, remove foreign body. See <i>chap. 5A Water system</i> .

### Water system failure

This message appears if the machine has dispensed three hot drinks without refilling the boiler.

Possible cause	Remedy
Defective water pump	Check, replace if necessary. See <i>chap. 5A Water system</i> .
Defective water level sensor	Check, replace if necessary. See <i>chap. 5A Water system</i> .

### Water tank overboil

This message indicates that the water temperature has reached boiling point, causing the machine to stop operating.

Possible cause	Remedy
Overboil thermostat has triggered	Press the reset button. See <i>chap. 5A Freshbrew / Instant water system</i> .
Overboil thermostat is defective	Check, replace if necessary. See <i>chap. 5A Freshbrew / Instant water system</i> .
Harness for overboil thermostat is defective	
Temperature sensor is defective	Check, replace if necessary. See <i>chap. 5A Water system</i> .
Harness for temperature sensor is defective	

### Whipper xx error (log book only)

This message indicates a problem with one of the whipper motors causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Defective whipper motor	Check motor, replace if necessary. See <i>chap. 5C Dosing system</i> .
Defective VMC	Check VMC, replace if necessary. See <i>chap. 5K Power supply unit and control</i> .
Defective harness	Check harness, replace if necessary.

### Whipper xx overload (logbook only)

This message indicates an overload of one of the whippers causing the machine to stop operating. The message [Out of service] appears in the credit display.

Possible cause	Remedy
Instant ingredient system blocked up	Clean Instant ingredient system (whipper, mixing funnel, powder trap). <i>See Operator manual.</i>
Foreign body blocking instant ingredient system	Remove foreign body.

## 3.2 Troubleshooting - Events not indicated in display

### Introduction

This section describes errors that are *not* indicated in the credit display and Event log book, and suggestions for remedy.

### Machine is out of function no display

Possible cause	Remedy
Power supply interrupted	Check the power supply.
Main switch defective	Check the main switch, replace if necessary.
Power supply cable defective	Check, replace if necessary. See <i>chap. 5K Power supply unit and control</i> .
Plug contact fault	Check contacts, replace if necessary.
Fuse defective	Check the power supply, replace the fuse if necessary. See <i>chap. 5K Power supply unit and control</i> .

### No drinks delivered

Possible cause	Remedy
Harness or sensor for water level control blocked by limescale build-up or incorrectly installed	Check, descale or replace if necessary. See <i>chap. 5A Water system</i> .
Water in hose between bottom of boiler and overflow thermostat	Empty hose into waste bucket. See <i>chap. 5A Water system</i> .

### Water system overflows

Note: It is important that the possible causes be checked in the order listed in the table.



Open the machine, leave the power supply on and the water tap open. Remove cover at boiler, see *chap 5A Water system*, and check for the following types of errors:

Possible cause	Remedy
Inlet valve defective	Check valve by removing one of the terminals from the inlet valve. <ul style="list-style-type: none"> <li>If the problem persists, replace the inlet valve. See <i>chap. 5A Water system</i>.</li> <li>If the water stops running, the valve is ok.</li> </ul>
Harness or sensor for water level control blocked by limescale build-up or incorrectly installed	Check, descale or replace if necessary. See <i>chap. 5A Water system</i> .



Possible cause	Remedy
Short-circuit on printed circuit board	Using a voltmeter, measure voltage across inlet valve terminal. A constant voltage (of 24 V DC) indicates a controller fault. Change the VMC. <i>See chap. 5K Power supply unit and control.</i>

## Coins stuck

Possible cause	Remedy
Coin may be stuck in the coin mechanism	Press the coin return button.
Coin track dirty or greasy	Open coin rejector and clean coin track. <i>See manual for coin mechanism.</i>
Foreign body stuck in coin track	Open coin rejector and remove foreign body. <i>See manual for coin mechanism.</i>

## Drinks are too cold

Possible cause	Remedy
Wrong temperature setting	Readjust temperature setting either via the Technician menu, see <i>chap. 4 Programming</i> , or from a pc.

## The water quantity delivered is too low or irregular

Possible cause	Remedy
Boiler blocked by limescale build-up or defective	Check boiler and descale, if required, or replace. <i>See chap. 5A Water system</i>
Water supply lines are blocked	Check the water supply lines and clean them if required.
Water valves are incorrectly calibrated	Calibrate the water valves either via the Technician menu, see <i>chap. 4 Programming</i> , or from a pc.

## No water is dispensed

Possible cause	Remedy
Water supply lines are blocked	Check the water supply lines and clean them if required.

Only water is dispensed

Possible cause	Remedy
Canister is empty	Refill.
Canister dislocated	Relocate canister.
Blocked up mixing funnels	Check, and clean if necessary.

Quantity of drink is inadequate

Possible cause	Remedy
Ingredient residue blocking funnel/whipper housing/delivery tube	Clean/replace blocked component(s).
Dispensing hose has a kink	Check hoses. Install hose of correct length.

Delivered coffee is not whipped

Possible cause	Remedy
Mixing unit dirty	Clean the mixing unit.
Whipper motor defective	Check the motor and replace if necessary. <i>See chap. 5C Dosing system</i>

Flavour of drink unsatisfactory

Possible cause	Remedy
Wrong ingredients	Use correct ingredients, i.e. correct whitener for coffee and tea.
Dispensing system dirty	Clean/replace components.
Expiry date overdue	Replace ingredients.

Ingredients are moist and become lumpy in canisters

Possible cause	Remedy
Steam rising from mixing funnel	Working from outside, remove dust from the grille at rear of machine or, from inside, remove dust from fan. <i>See chap. 5G Housing.</i>
Powder traps or suction hoses blocked	Check powder traps and their suction hoses. Clean if necessary.

Mixing system overflows

Possible cause	Remedy
Mixing unit blocked	<ul style="list-style-type: none"> <li>Clean or replace blocked part or parts. Check if they are positioned correctly.</li> <li>Check powder traps and corresponding extraction tubes.</li> </ul>

Leak in mixing system

Possible cause	Remedy
Funnel/Whipper housing not correctly connected	Reinstall and reconnect components.
Seal for whipper housing leaking or not installed	Replace seal.

Machine does not block when bucket is full

Possible cause	Remedy
Foreign body blocking sensors for buckets	Clean sensors.
Sensors not in buckets	Reposition sensors (sensor must be in bucket).
Sensor defective	Replace sensor.

Liquid escaping from vending machine

Possible cause	Remedy
Bucket/canister/whipper housing/mixing funnels/delivery hoses not correctly inserted	Install component or components correctly.
Sensor(s) not in bucket(s)	Reposition sensor(s) (sensor must be in bucket).