

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

Basetray full (FB Delta brewers)

This message indicates a problem related to the base tray which has caused the machine to stop operating.

Possible cause	Remedy
Base tray and/or base tray sensors wet or soiled	Switch machine off, wipe dry base tray. See <i>Operator manual</i> .
Base tray sensors defective	Check, replace if necessary.
Harness for base tray sensors defective	Check, replace if necessary.

Cleaning required

This message indicates that the rinse time interval is exceeded, causing the machine to stop operating. Rinse time intervals are defined under Set Rinse Timeout in *chapter 4 Programming*.

Possible cause	Remedy
Rinse time exceeded	Clean the machine using one of the rinse functions.

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. See <i>chap. 5G Housing/Cabinet</i> .
Door harness defective	Check, replace if necessary.

Drip tray full

This message indicates that the drip tray is full or that another problem related to the drip tray has caused the machine to stop operating.

Possible cause	Remedy
Drip tray full	Switch machine off, empty drip tray and wipe dry sensors. <i>See Operator manual.</i>
Drip tray sensors soiled	Clean and wipe dry sensors. <i>See Operator manual</i>
Drip tray sensors defective	Check, replace if necessary. <i>See chap. 5D Dosing system.</i>
Harness for drip tray sensors defective	Check, replace if necessary. <i>See chap. 5D Dosing system.</i>

ES brewer faulty
(ES brewers)

This message indicates that the ES-brewer has not been installed correctly or that a problem related to the brewer has made the machine unable to dispense freshbrew drinks.

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.</i>
Something is blocking the brewer.	Check, remove blocking part.
Defective harness between ES controller and switches.	Replace harness.

ES Grinder blocked
(ES brewers)

This messages 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.

ES Heater fault
(ES brewers)

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.</i>
Harness for heating element defective	Check harness, replace if necessary. <i>See chap. 5A Water system.</i>

Possible cause	Remedy
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. 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, Temperatures.</i>

ES Temperature low (ES brewers)

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 brewers)

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, 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"> Defective motor. Check motor, replace if necessary. <i>See chap. 5A Water system.</i> Defective ES controller. Check, replace if necessary. <i>See chap. 5A Water system.</i> Defective harness. Check harness, replace if necessary.

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

ES Water level low (ES brewers)

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

Factory info XXXXXX (log book only)

This message indicates an internal software application error which may or may not cause the machine to stop operating. This 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).

FB1assemble error (log book only) (FB Delta brewers)

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. See <i>chap. 5B Brewer system</i> .

Possible cause	Remedy
Defective harness between FB printed circuit board and switches	Replace harness. See <i>chap. 5K Power supply unit and control.</i>
Micro switches maladjusted or worn	Adjust or replace switches. See <i>chap. 5B Brewer system.</i>

FB1 error
(log book only)
(FB Delta brewers)

This message indicates that the brewer 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. See <i>chap. 5B Brewer system.</i>
Harness for brewer defective or disconnected	Check, replace if necessary. See <i>chap. 5B Brewer system.</i>
FB printed circuit board defective	Check, replace if necessary. See <i>chap. 5K Power supply unit and control.</i>
Defective brewer motor	Check brewer motor, replace if necessary. See <i>chap. 5B Brewer system.</i>

FB1 filter plate
(log book only)
(FB Delta brewers)

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. See <i>chap. 5B Brewer system.</i>
Defective brewer motor	Check brewer motor, replace if necessary. See <i>chap. 5B Brewer system.</i>

FB1 Ing motor
t.out
(log book only)
(FB Delta brewers)

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

FB1 motor error
(log book only)
(FB Delta brewers)

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.</i>
Defective harness between FB printed circuit board and switches	
Defective harness for brewer motor	
Defective FB printed circuit board	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

FB1 short circuit
(log book only)
(FB Delta brewers)

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.</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 Delta brewers)

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 Delta brewers)

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>

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. 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.

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

No Coffee beans
(ES brewers)

This message indicates that the machine is not able to deliver coffee beans.

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

No payment
comm.

This message appears if a coin mechanism has been selected in the menu system, but the connection between the coin mechanism and the machine is missing. See *chap. 4 Programming, Set payment type*.

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 systems</i> .
Defective harness for coin mechanism	Check cable, replace if necessary. See <i>chap. 5P Payment systems</i> .

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

No SB1 cyl.
pressure
(FB Sigma
brewers)

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

Regenerate
softener

This message indicates that the set number of drinks to be dispensed before the water softener filter should be replaced is exceeded. The message will be shown on every opening of the door until the counter has been reset.

Possible cause	Remedy
Change of softener filter required	Change filter and reset counter. <i>See chap. 4 Programming, Softener counter.</i>

SB Init Failure
(FB Sigma
brewers)

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.</i>
Harness for brewer defective or disconnected.	Check harness, replace if necessary. <i>See chap. 5B Brewer system.</i>
Defective Sigma controller board	Check, replace if necessary. <i>See chap. 5K Power supply unit and control.</i>

SB Piston error
(FB Sigma
brewers)

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 See <i>Operator manual</i> .

SB Scraper error
(FB Sigma
brewers)

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. See <i>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. See <i>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 13 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. See <i>chap. 5A Water system</i> .
Harness for heating element defective	Check harness, replace if necessary. See <i>chap. 5A Water system</i> .
Temperature sensor or harness for temperature sensor defective	Check sensor and harness, replace if necessary. See <i>chap. 5A Water system</i> .

Possible cause	Remedy
Dry boiling thermostat has triggered	<p>Press the reset button. See <i>chap. 5A Water system - Freshbrewer version</i>.</p> <p>If the heating element is not heating again or dry boiling thermostat triggers repeatedly, check for other types of errors or check temperature setting. See <i>chap. 4 Programming, Temperatures</i>.</p>

Unexpected xx
reset
(log book only)

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

Possible cause	Remedy
Defective module.	Check the module, replace if necessary. See <i>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	<p>Check motors, replace if necessary. See</p> <ul style="list-style-type: none"> • <i>chap. 5C Dosing system, (instant ingredient motor or whipper motor)</i> or • <i>chap. 5A Water system, (pump)</i>.
Defective VMC	Check, replace if necessary. See <i>chap. 5K Power supply unit and control</i> .

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 limescale build-up	Check, descale or replace if necessary. See <i>chap. 5A 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. See <i>chap. 5A Water 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.

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. See <i>chap. 5A Water system</i> .
Foreign body blocking pump	Disassemble water system, 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 Water system</i> .
Overboil thermostat is defective	Check, replace if necessary. See <i>chap. 5A 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. <i>See chap. 5C Product delivery.</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.

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