

18. Defects - Malfunctions (1/3)

MALFUN.

Code	DESCRIPTION	POSSIBLE CAUSES	SOLUTIONS
001	Difficult movement of the coffee unit	<ul style="list-style-type: none"> Excessive dirt causes the lower piston movement roller on the tilting cam to stick. Increased friction between the upper piston o-ring and the infusion chamber after long periods of inactivity. Malfunctioning of the coffee unit motor. 	<p>No operator intervention is required.</p> <p>Two attempts are made to move the unit via software in case of sticking:</p> <ul style="list-style-type: none"> - an error 001 is logged (not on the display but in the faults list) if the unit moves to the correct position, following this movement; - error 008 is shown on the display and logged when timeout is reached, should the block situation persist.
002	Coffee group piston descent timeout during the repositioning phase after one minute in the grinding position.	<ul style="list-style-type: none"> The motor group is malfunctioning There is a foreign body inside the chamber. The tray has been removed. The coffee grounds drawer has been removed 	<ul style="list-style-type: none"> Replace the motor group. Check and clean the coffee group. Ensure correct positioning and operating microswitch (tray / grounds drawer).
003	The coffee group piston did not reach the dispensing zone, but the compression sensor has intervened	<ul style="list-style-type: none"> The coffee group is malfunctioning The ground coffee dose is more than maximum amount allowed. There is a foreign body inside the chamber 	<ul style="list-style-type: none"> Check and, if the case, replace the coffee group. Check and, if the case, reduce the coffee dose. Check and clean the coffee group.
007	The coffee group piston has reached the dispensing zone, but the positioning timeout has intervened because the compression sensor and the limit switch sensor did not commute.	<ul style="list-style-type: none"> The fastening screw is loose and the group is being pulled in an abnormal way by the motor crank. The compression sensor is malfunctioning. The limit switch signal is lost 	<ul style="list-style-type: none"> Check and, if the case, tight the fastening screw. Check the correct working in manual commands. Check the correct working in manual commands.
008	Unit movement timeout	<ul style="list-style-type: none"> Broken motor Defective limit switch Blocked mechanism 	<ol style="list-style-type: none"> 1 Open the machine 2 Activate the manual control panel 3 Start the motor unit <ul style="list-style-type: none"> - <i>The motor starts</i> <ul style="list-style-type: none"> - Use the manual control panel to check if the F1, F2, F3 limit switches work - <i>The motor doesn't start</i> <ul style="list-style-type: none"> - Use the manual control panel to check if the power is on for the motor. - <u>If the power is switched on:</u> <ul style="list-style-type: none"> - Check if there is a mechanical block. - <u>If there is no power</u> <ul style="list-style-type: none"> - Check the power from the card to contacts: 1 and 2 on the Y12 connector - If there is no power from the card, replace the card.
009	The coffee group piston has not reached the dispensing zone and the positioning timeout was reached because the compression sensor did not intervene.	<ul style="list-style-type: none"> The compression sensor is malfunctioning. The limit switch signal is lost. The fastening screw is loose and the group is being pulled in an abnormal way by the motor crank 	<ul style="list-style-type: none"> Check the correct working in manual commands. Check the correct working in manual commands. Check and, if the case, tight the fastening screw.
011	MM1 grinder encoder impulses are not read	<ul style="list-style-type: none"> The grinder is blocked. The grinder is malfunctioning. The encoder is malfunctioning. 	<ol style="list-style-type: none"> 1 Open the machine 2 Activate the manual control panel 3 Start the grinder <ul style="list-style-type: none"> - <i>If the grinder does NOT work</i> <ul style="list-style-type: none"> - Check motor voltage - <u>If there's power:</u> <ul style="list-style-type: none"> - check if any foreign objects are blocking the grinders - Replace the motor
021	MM2 grinder encoder impulses are not read	<ul style="list-style-type: none"> The encoder photocell was incorrectly installed 	
029	LCD display not connected	<ul style="list-style-type: none"> Break in cabling. Display fault. 	<ul style="list-style-type: none"> Check cabling Substitute the display.

18. Defects - Malfunctions (2/3)

MALFUN. COD	DESCRIPTION	POSSIBLE CAUSES	SOLUTIONS
041	The overcurrent alarm sounds when the milk pump starts	<ul style="list-style-type: none"> There is excessive stress during functioning. The gear pump is malfunctioning 	<ul style="list-style-type: none"> Replace the gear pump.
042	"No water Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status"		
043	"Spill tray full Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status"		
044	"No coffee in hopper 1 Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status"		
045	"No coffee in hopper 2 Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status"		
047	"No milk 1 Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status"		
051	Boiler temperature sensor malfunction	<p>The sensor is electrically disconnected.</p> <ul style="list-style-type: none"> The sensor is malfunctioning. There is a CPU card malfunction 	<p>Open the machine</p> <ul style="list-style-type: none"> - Check cabling - Replace the sensor - Replace the card
052	Service boiler heating timeout	<p>The resettable safety thermostat has intervened.</p> <ul style="list-style-type: none"> The heating element has been disconnected. The Triac card is malfunctioning. <p>The heating element wiring and/or Triac control is disconnected</p>	<p>Open the machine</p> <ul style="list-style-type: none"> - Check if the safety thermostat has been triggered, and reset it if necessary - Check if there are interruptions or detached fastons on the cabling - Check that the boiler resistance is not interrupted and replace it if necessary - Replace the Triac card

18. Defects - Malfunctions (3/3)

MALFUN. COD	DESCRIPTION	POSSIBLE CAUSES	SOLUTIONS
056	Boiler temperature sensor malfunction. Out of range value obtained.	<ul style="list-style-type: none"> The temperature sensor is malfunctioning. The temperature sensor wiring is disconnected. There is a CPU card malfunction 	<ul style="list-style-type: none"> Check cabling Replace the sensor Replace the CPU card
057	Heating coffee boiler timeout	<ul style="list-style-type: none"> The resettable safety thermostat has intervened. The heating element has been disconnected. The Triac card is malfunctioning. The heating element wiring and/or Triac control is disconnected 	<ul style="list-style-type: none"> Reset thermostat Check resistance Replace the CPU card
058	Overpressure alarm in service boiler	<ul style="list-style-type: none"> The Triac card is malfunctioning 	<ul style="list-style-type: none"> Check cabling Replace the Triac card
059	Service boiler filling timeout	<ul style="list-style-type: none"> The water supply has been cut off. The Evc is malfunctioning or electrically disconnected. The check valve is malfunctioning. The check valve filter is dirty. There is a CPU card malfunction. 	<ul style="list-style-type: none"> Check the connection at the water supply. Check the Evc solenoid valve. Replace the check valve. Check filtro check valve. Replace the CPU card.
061	Error while checking the correct filling of the coffee boiler. The malfunction is only stored and it doesn't appear on the display during the normal machine operation.	<ul style="list-style-type: none"> Volumetric meter inlet check valve is malfunctioning. Losses in the hydraulic circuit. Evc solenoid valve malfunction. 	<ul style="list-style-type: none"> If a marked change of coffee dose is noticed, replace the check valve. Check the seals of the hydraulic circuit. Check the Evc solenoid valve.
066	No reading of coffee circuit volumetric counter pulses during the dispensing cycle.	<ul style="list-style-type: none"> The water supply has been cut off. The volumetric counter is malfunctioning or is electrically disconnected. The G solenoid valve is malfunctioning or is electrically disconnected. The pump is malfunctioning (only in case of intake from reservoir) The check valve filter is clogged. The coffee group filters are clogged. The coffee grounds are too fine 	<p>1 Open the machine</p> <p>2 Use test panel to check if the counter function works during coffee dispensing</p> <ul style="list-style-type: none"> - If the counter works only with a few impulses: <ul style="list-style-type: none"> - Check the granulometry and quality of the ground coffee - Clean the filters - Check if the coffee solenoid valve and coffee hydraulic circuit are clogged - If the counter does NOT function: <ul style="list-style-type: none"> - Check if there is water and if the pump works - Replace the turbine - Check the cabling
067	No reading of coffee circuit volumetric counter pulses during the washing cycle.	<ul style="list-style-type: none"> The water supply has been cut off. The volumetric counter is malfunctioning or is electrically disconnected. The G solenoid valve is malfunctioning or is electrically disconnected. The pump is malfunctioning (only in case of intake from reservoir) The check valve filter is clogged. The coffee group filters are clogged 	<p>1 Open the machine</p> <p>2 Use test panel to check if the counter function works during the wash cycle</p> <ul style="list-style-type: none"> - If the counter works only with a few impulses: <ul style="list-style-type: none"> - Clean the filters - Check if the coffee solenoid valve and coffee hydraulic circuit are clogged - If the counter does NOT function: <ul style="list-style-type: none"> - Check if there is water and if the pump works - Replace the turbine - Check the cabling
068	The coffee group racks are unhooked, making the group unstable.	<ul style="list-style-type: none"> The coffee grounds are too coarse, the infusion time is too long, or group input pressure is below 4 bar. The group rack is malfunctioning. The coffee group motor is malfunctioning 	<ul style="list-style-type: none"> Check the condition of the racks. Replace group motor.

18. Defects - Malfunctions (4/3)

English

MALFUN. COD	DESCRIPTION	POSSIBLE CAUSES	SOLUTIONS
069	"Check boiler" phase failed: machine out of use. Some anomalies did not allow the correct loading of the hydraulic circuit.	<ul style="list-style-type: none"> The water supply is not connected. Water supply closed. Water tank is empty or not completely filled. Volumetric meter is malfunctioning. Boiler inlet check valve is blocked. The solenoid valve (Fi, Elf, Evc) on the inlet water circuit is blocked. Safety filter (Fi) is clogged. 	<ul style="list-style-type: none"> Connect the machine at the water supply. Open the water supply. Insert a water tank completely filled. Remove and re-insert the water tank. Replace the volumetric meter. Replace the inlet check valve. Check the solenoid valve on the inlet water circuit. Clean the filter (Fi) of the safety solenoid valve. Switch off the machine and then switch it back on Replace the card.
070	Wrong data reading by RAM clock or by EEPROM	<ul style="list-style-type: none"> There is a card malfunction. 	<ul style="list-style-type: none"> Softener maintenance.
090	<ul style="list-style-type: none"> Payment system anomaly Wi-Fi (SELF or versions with active programme keypad lock only): event not stored in malfunction history, but sent via Wi-Fi to the PLAT-ONE platform. (Error code + 100) = restore normal operating status" 		
092	Need to regenerate the resins of the water softener.		Replace the water-softner filter.
093	Need to replace water filter.		<ul style="list-style-type: none"> Carry out ordinary maintenance.
096	Need to carry out maintenance.		
098	Error log and washing log reset.	<ul style="list-style-type: none"> Initialization has begun for the error log and washing log structure. 	
099	Default data loading.		
158	Boiler excess temperature anomaly.	<ul style="list-style-type: none"> Water level low or boiler empty. Heating element continuously supplied. Triac/CPU board anomaly 	<ul style="list-style-type: none"> Check level Check wiring Replace board