



7 TROUBLESHOOTING

7.1 Check list for coffee machine (all models)

Check	Error symptoms	Measure / repair work	Further measures / repair work
1 Check the coffee machine for visible damage	1.1 Housing parts broken or damaged	YES - replace housing parts if necessary NO - continue	
	1.2 Power cord damaged	YES - replace power cord NO - connect power cord of machine to the mains and continue	
2 Check mechanical components	2.1 Cup support does not remain in vertical position	YES - check if the capsule and waste water container are correctly inserted and mounted NO - continue	YES - replace damaged or deformed capsule container and/or waste water container.
	2.2 Cup support rattles when folded down	YES - check if 2 rubber stoppers are mounted on waste water container NO - continue	NO - replace stoppers
	2.3 Closing handle malfunction	YES - it is very difficult or almost impossible to close the handle and to press it all the way down NO - continue	YES - replace the compact brewing unit
	2.4 Closing handle - unusual noise during actuation	YES - check if damper is mounted underneath closing handle NO - continue	NO - replace damper
	2.5 Capsule is not ejected correctly	YES - replace brewing unit (TMBU) NO - continue	
	2.6 Seal on capsule cage is damaged (check seal with your finger)	YES - replace brewing unit (TMBU) NO - continue	
3 Fill water tank	3.1 Water tank leaks	YES - replace water tank NO - continue	
4 Activate On/Off switch to perform automatic self test	4.1 Coffee machine is not working (does not function)	a) YES - power cord is okay (loose connection)	YES - continue NO - replace power cord
		b) YES - On/Off switch is okay	YES - continue NO - replace On/Off switch
		c) YES - pump works (press a coffee button)	YES - continue with point f) NO - continue with point d)
		d) YES- both coffee buttons are working	YES - continue NO - replace electronic control board
		e) YES - thermostat on pump is defective	YES - replace thermostat NO - replace pump
		f) YES- fine wire fuse(s) (167 °C) on thermoblock defective	YES - replace electronic control board, if necessary replace thermoblock NO - continue
		g) YES - wiring is okay NO - continue with point 4.3	YES - replace electronic control board NO - replace defective cables
	4.2 Both coffee buttons are blinking 3x fast	YES - thermoblock is hot NO - self test ok - continue	YES - replace NTC temperature sensor NO - replace thermoblock

i After an initial inspection in accordance with this check list, errors are quickly found and corrected with the appropriate measure. Therefore, adhere to the sequence of the check list. Repair every occurring error and work the check list through until it is completed.




TROUBLESHOOTING

Check	Error symptoms	Measure / repair work	Further measures / repair work
5 Measure coffee temperature during preparation (see page 136)	5.1 No coffee	YES - a) water system is empty	YES - replace self priming device (APD) NO - continue
		YES - b) flow meter blocked	YES - clean or replace NO - continue
		YES - c) pyramide plate blocked	YES - replace the compact brewing unit NO - continue
		YES - d) coffee machine is calcified NO - continue	YES - descale coffee machine (see page 41)
	5.2 Temperature is too low (below 83°C)	YES - descale coffee machine (see page 41) NO - continue	
	5.3 Temperature too high (over 89 °C)	YES - replace NTC temperature sensor NO - continue	
6 Check for leakage (see page 133) and measure flow rate (see page 132)	6.1 Compact brewing unit leaks	YES - replace compact brewing unit NO - continue	
	6.2 Hose connections leak	YES - replace defective hoses and seals NO - continue	
	6.3 Rate of flow not in the standard range	YES - coffee machine is calcified NO - continue with point 9	YES - descale coffee machine (see page 41) NO - replace pump
7 Descale coffee machine (if necessary)	7.1 Coffee machine is calcified	YES - descale coffee machine (see page 41) NO - continue with point 9	
8 Check water tank contents after descaling and rinsing	8.1 Particles of calcium and rust visible in water	YES - descale and rinse coffee machine again to clean water circuit (see page 41) NO - continue	YES - inform customer to descale coffee machine periodically and to use specified descaling product only.
9 Final cleaning (see page 38)		No errors found according to check list?	YES - for more information please contact <i>Nespresso</i> Service Division
End of check list			



7.2 Check list for milk frother

Check	Error symptoms	Measure / repair work	Further measures / repair work
1 Check milk frother and accessory for visible damage	1.1 Lid/seal broken or damaged	YES - replace lid/seal NO - continue	
	1.2 Inside coating of jug badly scratched	YES - replace milk frother in agreement with customer NO - continue	YES - inform customer how to clean milk frother
	1.3 Whisks broken or damaged	YES - replace whisks NO - continue	
4 Place milk frother on platform connector. Attach whisk. Switch on coffee machine. Press start button briefly (hot milk preparation).	4.1 Milk frother is not working (does not function)	YES - a) coffee machine is heating up	YES - continue NO - continue with check list for coffee machine
		YES - b) connector on platform is ok (test it with another milk frother)	YES - replace milk frother NO - replace connector on platform (see page 73)
	4.2 Abnormal noise during preparation	YES - replace milk frother NO - continue	
	4.3 Milk frother does not switch off automatically	YES - replace milk frother NO - continue	
5 Press start button for at least 2 sec (cold milk preparation)	4.4 Inside of jug stays cold	YES - replace milk frother NO - continue	
	5.1 Start button is not backlighted in blue	YES - replace milk frother	
6 Final cleaning (see page 40)		No errors found according to check list?	YES - for more information please contact <i>Nespresso</i> Service Division
End of check list			


 The milk frother is part of the Citiz & milk model.



8 REPAIRS

These repair instructions

- are based on exploded drawings with position numbers combined with repair and mounting tips,
- presuppose basic knowledge in repairing *Nespresso* coffee machines.

 **As a rule, identical components (e.g. pumps, thermoblocks etc.) are presented in detail only once.**

8.1 Safety instructions



Risk of fatal electrical shock!

Mains voltage inside the coffee machine.

Disconnect the mains plug before disassembly - the coffee machine must be free of voltage.



Danger of burns!

Hot parts and water under pressure inside the coffee machine (thermoblock in particular).

Let coffee machine cool down before disassembly.

8.2 Repair and mounting tips


These general advices are completed with specific repair tips in this chapter.

Additional information


For components not mentioned in this repair chapter, refer to the chapters "Explosion Drawings" on page 148 and "Parts List" on page 154.

Snap connections

Parts of the case and components of the coffee machine are connected screwless with latches.

 **When loosening these latches, proceed with care and patience to avoid causing any damage.**

The side panels of the core unit have delicate snap connections that can brake easily.

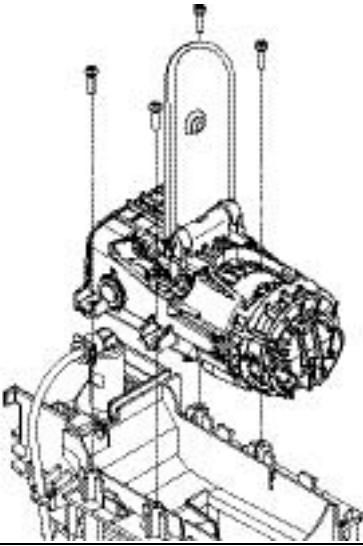
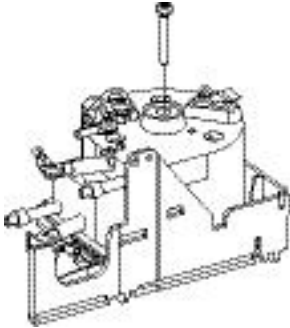
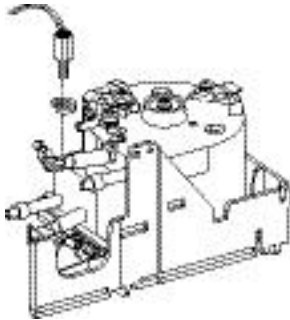
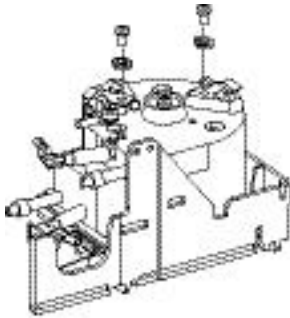
 **When removing these side panels, use the special disassembly tool and proceed according to the disassembly instructions.**

Screw connections

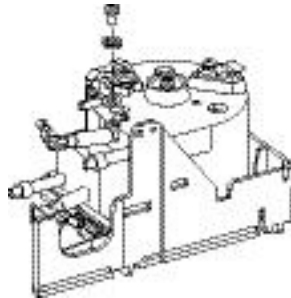
Do not overtighten screws. Plastic threads and inserts are delicate.

Observe max. torque for the screw connections according to the following table.




Screw / screw connection	Torque	Position
Screw with oval shaped head	50 (+30/-0) Ncm 0.5 (+0.3/-0) Nm	Bottom of platform
TX 10 screw (4 x) / brewing unit (TMBU)	50 (+30/-0) Ncm 0.5 (+0.3/-0) Nm	
TX 10 screw / thermoblock support (central)	150 (+30/-0) Ncm 1.5 (+0.3/-0) Nm	
NTC fixation on thermoblock	80-100 Ncm 0.8-1.0 Nm	
TX 20 screw (2 x) / thermo fuse fixations on ther- moblock	150 (+30/-0) Ncm 1.5 (+0.3/-0) Nm	



Screw / screw connection	Torque	Position
TX 20 screw / ground connection (PE) on ther- moblock	150 (+30/-0) Ncm 1.5 (+0.3/-0) Nm	

Designation of spare parts

The components in the following illustrations are indexed with position numbers. See separate spare parts list for corresponding spare part numbers.

 **Distinguish between spare parts of the different models and core unit versions.**

Electrostatic discharge protection

When installing a new electronic control board, the service technician must be earthed with a grounding band.

Wiring arrangement

Random changes in the wiring arrangement during a repair can cause

- electromagnetic interferences,
- squeezed wires,
- insulation defects due to contact with hot parts,
- insulation problems if low and high voltage wires are not separated.

Protective measures:

- Do not change the course of internal wiring during repair.
- Make sure that wires are distant from hot parts - use existing cable ducts and clips.

Residual water

- If it is necessary to pull off hoses from components, hold ready a small beaker and a towel to collect and wipe away leaking water.
- A special procedure is necessary to empty the fluid system of the coffee machine for repair or shipment (refer to "Empty water system" on page 37).