3. DIAGNOSTICS MESSAGES

English

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
020	**USB power-supply malfunction**	• USB-port current-consumption too high	•Check the status of the USB port and its connections in order to identify possible causes of excessive consumption (e.g., short-circuit). •Once the cause of the malfunction is fixed the USB port should restore itself automatically and return to normal operation. •If the problem persists, replace the CPU board.
(x)21*	**Group x boiler pressure sensor out of range (x = 1, 2, 3, 4)** Note: group 1 is the one at the far left.	• Sensor faulty • Board failure.	•Check wiring •Replace the sensor •Replace the board.
023	**AC 24 V power supply malfunction.**	•The glass fuse on the CPU board is likely broken.	• Replace the fuse.
024	**Clock malfunction**	• Contacts oxidised. • Dead battery. • Clock locked.	• Clean the contacts on the battery. • Measure the voltage of the battery (3 V DC) and, if necessary, replace it. If the battery is OK try, with the machine turned off, to remove it from the board and wait 2-3 minutes. Then reinsert the battery and check that the clock is working properly.
025*	**Power failure: group, EV, milk pump**	• Voltage drop on the power network	•Make sure that voltage is reaching the CPU board •Check power supply (protection) •Check wiring
029*	**LCD display not connected**	• Break in wiring. • Display fault.	•Check wiring
030	**Slave micro processor malfunction**		•If the problem persists, replace the Idea board.
041*	**Milk pump motor overcurrent**	• Consequence of applied force • Rotor blocked • Pump motor faulty	•Check wiring. •Check whether the circuit or pump is clogged. •Replace the pump.
051	**Boiler temperature sensor out of range**	• Sensor faulty • Board failure.	•Check wiring •Replace the sensor •Replace the board.
(x)51*	**Group x boiler temperature sensor out of range (x = 1, 2, 3, 4)** Note: group 1 is the one at the far left.	• Disconnected thermocouple • Sensor faulty	•Check wiring •Replace the sensor
052	**Time-out boiler heating - 45 MINUTES**	• The safety thermostat has tripped • Heating element faulty (wiring defect) • Triac board fault	•Check if the safety thermostat has tripped and, if it has, reset it. •Check whether there are interruptions or detached faston connectors in the wiring. •Check that the boiler heating element is not interrupted and if so replace it. •Replace Triac board

English

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
(x)52*	**Timeout boiler heating group x - 20 minutes (x = 1, 2, 3, 4)** Note: group 1 is the one at the far left.	• The group x boiler safety thermostat has tripped • Heating element faulty (wiring defect) • Triac board fault	•Check if the group x boiler safety thermostat has tripped and, if it has, reset it. •Check whether there are interruptions or detached faston connectors in the wiring. •Check that the group x boiler heating element is not interrupted and if so replace it. •Replace Triac board
(x) 53*	**Steam thermocouple out of range.** **R > 053; L > 153**	• Disconnected thermocouple • Wrong configuration when entering Standard Data.	•Enter programming and enter the correct Standard Data of the machine. •Check the electrical connections. •Replace the steam temperature probe.
058	**Boiler over-pressure**	•Heating element continuously supplied. •Temperature sensor out of range	•Check the wiring. •Replace the sensor
059	**Time-out boiler load - 15 minutes**	• Out of water. • EV load faulty. • Break in wiring. • Board failure.	•Check that the machine is connected to the water system and that water is entering the hydraulic circuit. •Replace solenoid valve. •Check the wiring. •Replace the board.
060	**Boiler-level signal errors.**	• Electrical fault. • Leakage to earth.	• Check wiring. • Check, by activating the components individually on the manual control panel, that the level signal does not show any anomalies (%).
062	**Coffee dispensed referred to MM1 with flow under the limit (3 consecutive dispensings)**	• coffee filter blocked • coffee type changed • qref calibration wrong • grind too fine, excessive dose ground	• wash the group • clean/replace the coffee filter • use a coarser grind • calibrate the machine correctly on the basis of the coffee/recipe
063	**Coffee dispensed referred to MM1 with flow over the limit (3 consecutive dispensings)**	• coffee type changed • qref calibration wrong • grinding too coarse • grinder/dispenser locked, insufficient dose of ground coffee	• check that there are no external elements in the grinders • check that the measure grinder is working (pick-up current and fuses) • use a finer grind • calibrate the machine correctly on the basis of the coffee/recipe
064	**Coffee dispensed referred to MM2 with flow under the limit (3 consecutive dispensings)**	• coffee filter blocked • coffee type changed • qref calibration wrong • grind too fine, excessive dose ground	• wash the group • clean/replace the coffee filter • use a coarser grind • calibrate the machine correctly on the basis of the coffee/recipe

English

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
065	**Coffee dispensed referred to MM2 with flow over the limit (3 consecutive dispensings)**	• coffee type changed • qref calibration wrong • grinding too coarse • grinder/dispenser locked, low dose of ground coffee	• check that there are no external elements in the grinders •check that the grinder/dispenser is working (pick-up current and fuses) • use a finer grind • calibrate the machine correctly on the basis of the coffee/recipe
(x)66	**Error in the group that is dispensing. (x = 1, 2, 3, 4)** Note: group 1 is the one at the far left.	• Hydraulic circuit clogged. • Volumetric dosing device fault.	•Check that the machine is connected to the water system and that water is entering the hydraulic circuit. •Check that the pipes are not clogged and that there are no leaks. •Check the electrical connections of the volumetric dosing device. •Replace the volumetric dosing device if broken. •Replace the board if broken.
(x)70	**Grinder/dispenser Bluetooth settings set up by the technician (x = 1, 2) MM1 > 170; MM2 > 270**		• Event only archived and not displayed on the display during normal machine operation.
082	**Temporary communication problem with the keyboards/TFT display.**		•Check the insulation. •Check wiring and connections.
083	**Service keyboard board communication error.**	• Incorrect keyboard configuration (if applicable). • Break in wiring. • Board failure.	•Check that the dip switches are correctly configured on the key board (if applicable). •Check wiring. •Replace key board
(x)83*	**Communication error group x keypad (x = 1, 2, 3, 4)** Note: group 1 is the one at the far left.	• Incorrect keyboard configuration (if applicable). • Break in wiring. • Board failure.	• Check that the dip switches are correctly configured on the key board (if applicable). •Check wiring. •Replace key board
(x)85*	**Communication error Bluetooth (x = 1, 2) MM1 > 185; MM2 > 285**	• Measure grinder turned off. • Incorrect association with measure grinder.	• Turn on the grinder/dispenser. • Repeat device pairing.
089	**NVM RAM data integrity error**	Data integrity error in non-volatile RAM memory of the CPU board.	• Turn the machine off and on again. If the error continues, replace the CPU board. Check the condition of the clock battery.
091*	**No tank during milk washing cycle**	• Removal of tank during the wash. • Tank presence sensor faulty.	• Check the correct operation of the tank presence sensor on the manual control panel. • Check the wiring.

English

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
092	**Request water softener resin regeneration.**		• Softener maintenance.
093	**Request replacement water filter.**		• Replace the water softener filter.
096	**Maintenance due.**		• The machine has displayed the message to warn the user that maintenance must be performed.
097*	**Standard Password Reset**	• Action desired by the user by entering the special code (applicable only for machines with TFT display).	
098	**Log reset.**	• Initialisation malfunction history (and washing history for machines without TFT display).	• Event only archived and not displayed on the display during normal machine operation.
099	**Entering standard data for menu configuration**		

The malfunctions - * - only appear with certain product configurations.