9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
003	Coffee group mobile chamber movement error	• Key missing • Mechanical block • Motor faulty • Motor encoder faulty • Limit switch faulty (when opening) • CPU faulty	• Insert key • Check for mechanical interference • Check motor function. Replace if necessary • Check limit stop function (Fcc). Replace if necessary • Check presence of magnets on chamber • Replace CPU • Check wiring • Replace drive sub group
004	Coffee group movement error	• error 003 or error 007 occurred 3 consecutive times	• After the 004 malfunction occurs, the machine is blocked: identify the origin by referring to the causes and actions for errors 003 and/or 007. Once the anomaly has been resolved, switch the machine off and on again to restore normal operation.
007	Coffee group lower piston movement error	• Mechanical block • Motor faulty • Motor encoder faulty • Limit switch faulty (in descent) • CPU faulty	• Check for mechanical interference • Check motor function. Replace if necessary • Check limit stop function (Fcp). Replace if necessary • Check presence of magnets on piston • Replace CPU • Check wiring • Replace drive sub group
008	Coffee group movement timeout	• Overload during operation for chamber and/or lower piston • Failure to achieve absorption during compression or drying • CPU faulty	• Check drive sub group function • Clean hydraulic sub group • Check group power supply • Replace CPU

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
017	Soluble dispenser motor-driver malfunction	• Short circuit in wiring or motor. • Faulty slave CPU expansion board.	• Check the wiring. • Check/replace the motor. • Check/replace the slave CPU expansion.
018	Spout movement timeout	• Mechanical block • Limit stop not functioning • Motor/encoder faulty • Incorrect setting of “delivery spout movement sensitivity” parameter.	• Check for mechanical interference • Check motor function. Replace motor • Check adequacy of delivery spout stroke according to set value. Replace motor • Check limit stop (EFC). Replace limit stop if necessary • Check wiring and mechanical assembly. Replace the assembly • Check motor power supply • Replace CPU • Reduce “delivery spout movement sensitivity” parameter.
019	No communication with slave CPU expansion board.	• Slave CPU board not updated (boot V.2.3 or later, code 538.092.050 or later). • Slave CPU expansion board not well connected. • Faulty slave CPU board. • Faulty slave CPU expansion board.	• Check the version of the slave CPU board. • Check the correct connection between the slave CPU board and the slave CPU expansion board. • Check the correct red LED status light present on the CPU slave expansion board and see if it is flashing (it should be flashing at 2 Hz in boot mode, flashing at 1 Hz in application mode, fixed light if connected but with no communication from slave CPU board). • If the error continues, replace the faulty board.
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
024	Clock malfunction	• Inconsistent date and time information.	• Reset date and time. • If the error persists, replace the master control panel.

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
025	Lower-piston motor power supply alarm	• Short circuit in wiring or motor	• Check that voltage is reaching the CPU board • Check the power supply (protection) • Check wiring
026	Milk-pump motor-driver malfunction	• Short circuit in wiring or motor	• Check the wiring. • Check/replace the motor • Check/replace the CPU
030	Slave CPU failure	• No communication with slave CPU board	• Check wiring, connections and power supply of the slave CPU. • If the problem error persists, replace the slave CPU board.
037	Milk conductivity sensor fault.	• Sensor disconnected from electricity. • Sensor faulty. • Faulty slave CPU board.	• Check the wiring. • Replace the sensor. • Replace the board. G6.
038	Milk temperature sensor fault.	• Sensor disconnected from electricity. • Sensor faulty. • Faulty slave CPU board.	• Check the wiring. • Replace the sensor. • Replace the board. C7.
039	Lack of detergent during milk wash.	• Milk wash carried out without using the appropriate detergent. • Inappropriate liquid detergent. • Faulty milk conductivity sensor. • Faulty slave CPU board.	• Perform the wash using the liquid detergent, observing the instructions of the procedure described in the user manuals. • Use the liquid detergent recommended in the user manuals. • Replace the sensor. D8 • Replace the board. D8.
040	Milk pump overcurrent alarm	• Overload during operation • Rotor blocked • Pump motor faulty	• Check wiring • Check/replace milk pump (Mpl) • Check/replace slave CPU

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
044	Lack of coffee MM1.	• Lack of coffee MM1 • MM1 coffee hopper blockage • MM1 grinding too fine • Blockage MM1 coffee chute • “No coffee” sensor faulty (where present) • MM1 motor faulty • Insufficient coffee dose	• Pour the coffee into the MM1 hopper • Check for coffee blockage in the MM1 hopper • Use a coarser grind for MM1 • Check for blockages of the MM1 coffee chute • Replace MM1 no-coffee sensor • Replace MM1 motor • Increase MM1 coffee dose
045	Lack of coffee MM2.	• Lack of coffee MM2 • MM2 coffee hopper blockage • MM2 grinding too fine • Blockage MM2 coffee chute • “No coffee” sensor faulty (where present) • MM2 motor faulty • Insufficient coffee dose	• Pour the coffee into the MM2 hopper • Check for coffee blockage in the MM2 hopper • Use a coarser grind for MM2 • Check for blockages of the MM2 coffee chute • Replace MM2 no-coffee sensor • Replace MM2 motor • Increase MM2 coffee dose
046	Lack of coffee DEK	• DEK dose not present • DEK chute blocked	• Add DEK dose • Check for blockages in coffee slides.
049	Dispensing stop due to lack of milk	• There is no milk in the container. • No milk was drawn. • Faulty milk conductivity sensor. • Faulty slave CPU board.	• Fill the milk container. • Check that the milk suction part of the circuit works properly. • Replace the sensor. • Replace the board.
050	Dispensing stop, low service boiler pressure.	• Incoming water is particularly cold. • Dissolved gas in the water being released in the service boiler.	• Check hardness and pH of the water entering the machine and the water treatment system. • Activate the cycle to reset the boiler pressure.

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
051	Service boiler pressure sensor anomaly	• Sensor disconnected from electricity • Sensor faulty • CPU board faulty	• Check the wiring. • Replace the sensor. • Replace the board.
052	Time-out service boiler heating	• Resettable safety thermostat intervention. • Heating element wiring and/or triac board interrupted. • Heating element interrupted. • Triac board or CPU slave malfunction	• 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.
058	Service boiler over-pressure anomaly	• Level probe malfunction; service boiler clogged. • Heating element continuously supplied. • Triac board faulty. • Pressure sensor faulty.	• Check the level probe. • Check the wiring. • Replace triac board. • Replace pressure sensor.
059	Time-out service boiler loading	• Water circuit supply interrupted • Solenoid valve Evi faulty or disconnected • Water pump (Pvb) faulty or disconnected • Loading circuit blocked • Break in wiring • CPU board faulty • Level sensor dirty or faulty	• Check connection to the water supply (> 2 bar) (in the case of suction from a water tank, use of an auxiliary pump) • Check/replace the Evi solenoid valve. • Check/replace water pump (Pvb) • Check/replace pressure reducer (Rp) • Check flowmeter (DV) • Check wiring • Check/replace level probe • Replace CPU board

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
060	Service boiler level signal anomaly.	• Electrical disturbance in earth connection.	• Check earthing and machine insulation.
066	Incorrect dose during coffee dispensing	• Water circuit supply interrupted • Excessive ground coffee dose • Ground coffee too fine • EvG solenoid valve blocked • Solenoid valve Evi faulty or disconnected • Water pump (Pvb) faulty or disconnected • Water pump (Pvb) bypass faulty • Expansion valve (Ve) faulty • Flowmeter faulty. • Filter/sprayhead blocked • CPU board faulty	• Check connection to the water supply (> 2 bar) (in the case of suction from a water tank, use of an auxiliary pump) • Check ground coffee dose and grind level • Check/clean coffee filter and sprayhead • Check/clean EvG solenoid valve • Check/replace the Evi solenoid valve. • Check/replace water pump (Pvb) • Check flowmeter (DV) reading increase during dispensing • Check replacement of expansion valve (Ve) • Check/replace water pump (Pvb) bypass • Replace flowmeter • Check wiring • Replace CPU board
067	Irregular flow from delivery spout during coffee group wash	• Water circuit supply interrupted • Filter/sprayhead blocked • Coffee circuit blocked • EvG solenoid valve blocked • Solenoid valve Evi faulty or disconnected • Water pump (Pvb) faulty or disconnected • Water pump (Pvb) bypass faulty • Expansion valve (Ve) faulty • Flowmeter faulty.	• Check connection to the water supply (> 2 bar) (in the case of suction from a water tank, use of an auxiliary pump) • Check/clean coffee filter and sprayhead • Check/clean coffee circuit • Check/clean EvG solenoid valve • Check/replace the Evi solenoid valve. • Check/replace water pump (Pvb) • Check replacement of expansion valve (Ve) • Check/replace water pump (Pvb) bypass • Replace flowmeter • Check wiring • Replace CPU board.

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
088	NVM EEPROM data integrity error	• Data integrity error in non-volatile memory of the slave CPU.	• Turn the machine off and on again. • If the problem error persists, replace the slave CPU board.
089	NVM RAM data integrity error.	• Data integrity error in non-volatile RAM memory of the master CPU.	• Turn the machine off and on again. If the error persists, replace the master control panel.
092	Request water softener resin regeneration.		• Softener maintenance.
093	Need to replace water filter.		• Replace the water-softner filter.
094	Enable boiler safety valve test.	• Access was made with a specific USB key to enable the service boiler safety valve test function.	
095	Event logged each time a Master authorisation is performed.		
096	Maintenance due alarm.		• Carry out ordinary maintenance.
097	Reset password.	• Action desired by the user by entering the relevant code.	
098	Malfunction archive reset.	• Initialisation malfunction history structure	

9. Diagnostics messages

FAULT CODE	DESCRIPTION	POSSIBLE CAUSES	ACTIONS
099	Loading standard data.	• Load factory settings requested.	• If the error persists, replace the master control panel.
100	Database integrity error	• Data integrity error in the database of the master CPU.	• Turn the machine off and on again. Check interconnection wiring between the CPU boards. • If the error persists, replace the master control panel.
101	Serial port to slave CPU malfunction.	• Malfunction of the serial communication port with the slave CPU.	
102	Touchscreen fault. The touchscreen does not respond.	• Electrical disturbances.	When the problem occurs, the machine immediately carries out a reset procedure to return to normal operation. • Check earthing and machine insulation.
103	Restore NVM CPU master parameters.	• Power supply anomalies. • Electrical disturbances.	When the problem occurs, the machine immediately carries out a reset procedure to return to normal operation. • If necessary, check earthing and machine insulation.
106	Event logged each time the maintenance check is deactivated.		
107	Opening master panel.	• Open panel indicator.	