## 10. Coffee Circuit Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **The machine does not dispense the beverages requested** | a) Boiler pressure not reached<br>b) incorrect grind<br>c) coffee group not functioning<br>d) coffee filter blocked<br>e) FEP tube from the coffee dispenser group blocked<br>f) coffee delivery spout openings blocked<br>g) water pump not functioning<br>h) no water supply (or pressure/flow insufficient)<br>i) water pump bypass faulty<br>j) expansion valve faulty (added)<br>k) EvG blocked or not functioning<br>l) Evi input not functioning |
| **Difficulty in assembling top cover** | a) presence of coffee beans in the supply tube of the grinding chamber<br>b) electrical wires pinched between the cover and the frame of the machine |
| **Difficulty correctly positioning the hopper in the machine** | a) make sure the shutter is open |
| **The dispenser group does not move or moves incorrectly** | a) mobile chamber gearmotor or lower piston not functioning<br>b) mobile chamber gearmotor encoder or lower piston not functioning<br>c) Fcc or Fcp limit stop not functioning<br>d) CPU slave board not functioning<br>e) grounds drawer removed<br>f) front panel not closed correctly<br>g) technical key not correctly inserted |
| **Grinder/dispenser not functioning** | a) gearmotor not functioning<br>b) rotating grinder mechanically blocked<br>c) gearmotor power supply with inverted polarity (added)<br>d) grinding too fine<br>e) intervention of motor overheating protection |
| **The final temperature of the beverage is incorrect** | a) opening of mixing regulator incorrect<br>b) resettable safety thermostats intervention<br>c) beverage flow inadequate<br>d) manual warming cycle not carried out |

## 10. Coffee Circuit Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **Beverage dispensing time incorrect** | a) ground coffee dose incorrect<br>b) ground coffee grind incorrect<br>c) coffee conveyor on dispenser group not present<br>d) coffee filter blocked<br>f) coffee beans are causing an accidental obstruction in the hopper<br>g) rotating grinder mechanically blocked<br>h) manual warming cycle not carried out |
| **Beverage division dose discard >10%** | e) delivery-spout-cover holes clogged with dried coffee<br>f) Ø 2 holes for pressurised division clogged by dried coffee<br>g) Ø 2 holes for pressurised division with presence of processing residues<br>h) grinding too fine |
| **Dry ground coffee residues on the group and/or machine base** | a) ground coffee manifold incorrectly positioned<br>b) incorrect grounds limit setting |
| **Formation of bubbles and/or poor beverage quality** | a) extraction temperature incorrect<br>b) incorrect grind<br>c) ground coffee dose incorrect<br>d) air leaking from delivery-spout-cover gasket<br>e) coffee beans old<br>f) coffee conveyor on dispenser group not present |
| **Uneven beverage colour** | a) extraction temperature incorrect<br>b) coffee residues in tubes at the end of dispensing. Wash coffee circuit<br>c) incorrect grind<br>d) coffee dose incorrect |
| **Only water comes out of delivery spout (except during washing cycle)** | a) grinder/dispenser gearmotor not functioning<br>b) rotating grinder mechanically blocked<br>c) coffee beans are causing an accidental obstruction in the hopper<br>d) recipe coffee dose setting incorrect |
| **Inconsistent coffee dose in cup** | a) volumetric counter failed<br>b) flowmeter accidentally in contact with machine frame |

## 10. Milk circuit anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **The machine does not dispense the beverages requested** | a) boiler temperature setting not reached (1st heating)<br>b) no milk<br>c) milk suction line not immersed or pinched<br>d) blockage of filter connected to milk suction tube<br>e) incorrect "trigger" parameter setting<br>f) milk pump not functioning<br>g) milk pump encoder not functioning<br>h) Ed solenoid valve not functioning<br>i) excessive opening of air regulator<br>j) low milk pump rotation speed<br>k) accidental leakage of air from tubes |
| **The gear pump does not trigger the fluid stream** | a) excessive opening of air regulator<br>b) incorrect "trigger" parameter setting<br>c) blockage of filter connected to milk suction tube<br>d) gear pump v Mpl setting incorrect<br>e) accidental leakage of air from tubes |
| **Low dose in cup** | a) gear pump v Mpl setting incorrect<br>b) milk circuit tube partially blocked<br>c) incorrect "trigger" parameter setting |
| **Low temperature in cup** | a) over-heated air in the boiler<br>b) gear pump v Mpl setting incorrect<br>c) suctioned milk temperature close to 0°C<br>d) insufficient opening of air regulator (frothed milk)<br>e) anti-backflow valve on steam line faulty or not facing the right direction<br>f) anti-backflow valve on air line faulty or not facing the right direction |
| **Temperature in cup excessive compared to the set value** | a) suctioned milk temperature >3-5°C<br>b) blockage of filter connected to milk suction tube<br>c) excessive opening of air regulator (frothed milk) (added)<br>d) gear pump v Mpl setting incorrect |
| **Division of the dose not equal** | a) dry milk residue inside the delivery spout<br>b) excessive opening of the air regulator |
| **Poor quality in cup** | c) inadequate opening of air regulator<br>d) blockage of filter connected to milk suction tube<br>e) final temperature > 72-75°C<br>f) gear pump v Mpl setting incorrect<br>g) incorrect "trigger" parameter setting<br>h) milk pre-frozen in storage stage |

## 10. Milk circuit anomalies

| | |
|---|---|
| **Escape of steam from the delivery spout at start of dispensing** | a) blockage of filter connected to milk suction tube<br>b) milk pump not functioning<br>c) milk pump encoder not functioning<br>d) milk suction tube not immersed in the milk<br>e) incorrect "trigger" parameter setting<br>f) inadequate opening of air regulator<br>g) solenoid valve Ear1 faulty or not electrically connected |
| **ANOMALY DESCRIPTION** | **POSSIBLE CAUSES** |
| **Lack of, or partial, frothing** | a) solenoid valve Esa not functioning<br>b) inadequate opening of air regulator<br>c) anti-backflow valve on air line faulty or not facing the right direction<br>d) milk pre-frozen in storage stage |
| **The milk circuit still full of residue at end of dispensing** | a) no water supply (or pressure/flow insufficient)<br>b) water pump bypass faulty<br>c) Evi input not functioning<br>d) solenoid valve Elf1 faulty or disconnected<br>e) water pump not functioning |
| **The delivery spout is clogged with milk residues** | a) no water supply (or pressure/flow insufficient)<br>b) water pump bypass faulty<br>c) Evi input not functioning<br>d) solenoid valve Elf1 faulty or disconnected<br>e) water pump not functioning<br>f) incorrect programming of short cold wash from last dispensing |
| **The milk suction tube is still full at end of dispensing** | a) solenoid valve Ear not functioning<br>b) presence of a siphon in the milk suction tube |

## 10. Soluble Circuit Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **The machine does not dispense the beverage** | a) boiler temperature setting not reached (1st heating)<br>b) mixer motor failed or disconnected<br>c) mixer clogged by soluble powder<br>d) tubes downstream of the mixer clogged by undissolved product residues<br>e) water pump faulty or disconnected<br>f) dispensing performed in the absence of steam component due to control panel open |
| **Lower than nominal dose in cup** | a) undissolved product residues in tubes<br>b) undissolved product residues in mixer |
| **Low powder dose** | a) incorrect dispenser speed setting<br>b) addition of powder in wrong hopper (with double soluble hopper) |
| **Low temperature in cup** | a) incorrect temperature setting in the recipe |
| **Temperature in cup excessive** | a) incorrect temperature setting in the recipe<br>b) solenoid valve Echa faulty or disconnected |
| **The delivery spout is blocked with soluble powder residues** | a) incorrect programming of short wash from last dispensing<br>b) solubilisation temperature incorrect. High density of soluble powder |
| **Clear water coming out of the delivery spout** | a) no supply of powder to the soluble powder transport spring<br>b) dispenser gear motor failed or disconnected |

## 10. Long Coffee Circuit Washing Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **The wash took longer than usual** | a) possible blockage of sprayhead and/or filter by used coffee grounds<br>b) water pump bypass faulty<br>c) washing tablet caked on the coffee filter |

## 10. Milk circuit recirculating washing anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **Incorrect execution of wash** | a) water supply stopped (or pressure/flow insufficient)<br>b) Evi input not functioning<br>c) water pump faulty or disconnected<br>d) water pump bypass faulty<br>e) milk pump faulty or disconnected |
| **Water nozzle vaporisation phenomena** | a) water pump bypass faulty |
| **Collection container does not empty** | a) excessive opening of hot milk air regulators<br>b) milk pump faulty or disconnected<br>c) the suction tube is not properly positioned on the bottom of the collection container |

## 10. Soluble Circuit Washing Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **Wash unsuccessful** | a) mixer motor failed or disconnected<br>b) mixer clogged by soluble powder<br>c) tubes downstream of the mixer clogged by soluble powder<br>d) water pump faulty or disconnected |

## 10. Machine Component Anomalies

| ANOMALY DESCRIPTION | POSSIBLE CAUSES |
|---|---|
| **Hoppers damp** | a) operating anomaly of the steam extraction fan |
| **Rotating grinder-holder mechanically blocked** | a) foreign body interposed between the grinders<br>b) grinding too fine<br>c) blockage of coffee duct leaving grinder |
| **Water pump not functioning** | a) water pump faulty or disconnected<br>b) intervention/fault of overheating protection |
| **The machine does not turn on** | a) no mains electricity<br>d) on/off switch off or failed |
| **Service boiler not reaching the set temperature** | a) intervention of safety thermostat<br>b) triac failed |
| **Touch-screen display off** | a) display board failed<br>b) switching power supply unit failed<br>c) break in cabling |
| **No machine work-surface lighting** | a) RGB LEDs failed<br>b) break in cabling |
| **Safety valve intervention** | a) pressure sensor faulty - Triac board faulty<br>b) solenoid valve Evc failed or disconnected - boiler empty/clogged<br>c) self-levelling circuit interrupted - boiler clogged |
| **Liquid dripping on the surface supporting the machine** | a) discharge pan O-ring gasket fitting worn<br>b) pan not inserted all the way |
| **Continuous grounds-drawer-removed warning** | a) drawer presence switch faulty<br>b) break in switch wiring<br>c) grounds drawer not correctly pressing presence switch<br>d) draw not present |