

## 18. Defects - Malfunctions (1/3)

### MALFUN.

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

## 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"> <li>There is excessive stress during functioning.</li> <li>The gear pump is malfunctioning</li> </ul>	<ul style="list-style-type: none"> <li>Replace the gear pump.</li> </ul>
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"> <li>The sensor is malfunctioning.</li> <li>There is a CPU card malfunction</li> </ul>	<p><b>Open the machine</b></p> <ul style="list-style-type: none"> <li>- Check cabling</li> <li>- Replace the sensor</li> <li>- Replace the card</li> </ul>
052	Service boiler heating timeout	<p>The resettable safety thermostat has intervened.</p> <ul style="list-style-type: none"> <li>The heating element has been disconnected.</li> <li>The Triac card is malfunctioning.</li> </ul> <p>The heating element wiring and/or Triac control is disconnected</p>	<p><b>Open the machine</b></p> <ul style="list-style-type: none"> <li>- Check if the safety thermostat has been triggered, and reset it if necessary</li> <li>- Check if there are interruptions or detached fastons on the cabling</li> <li>- Check that the boiler resistance is not interrupted and replace it if necessary</li> <li>- Replace the Triac card</li> </ul>

## 18. Defects - Malfunctions (3/3)

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

## 18. Defects - Malfunctions (4/3)

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

**19. Abnormal functioning (machine and operator)**  
**Coffee circuit**

DESCRIPTION	POSSIBLE CAUSES / SOLUTIONS
The machine does not dispense the requested beverages	<ul style="list-style-type: none"> <li>• The nominal boiler temperature has not been reached: check that the machine is ready to use.</li> <li>• There is no coffee.</li> <li>• The coffee receptacles are closed or obstructed.</li> <li>• The group was not installed correctly.</li> <li>• The outlet tube from the group in the coffee dispenser nozzle was not installed correctly</li> </ul>
The coffee receptacle cannot be positioned correctly in the machine	<ul style="list-style-type: none"> <li>• Remove any coffee grounds on the top panel of the machine or in the upper part of the grinders.</li> <li>• Check that the receptacle doors are closed.</li> <li>• Check that the receptacle blocking pin is in the "open" position.</li> </ul>
The group does not move correctly	<ul style="list-style-type: none"> <li>• Check the correct installation of the group: the connecting rod button must be inserted in the crank slot.</li> <li>• The fastening pin must be correctly locked</li> </ul>
The beverage temperature is too low/too high	<ul style="list-style-type: none"> <li>• The boiler temperature is incorrect.</li> <li>• The heating method is incorrect.</li> <li>• The safety thermostats have intervened.</li> <li>• The temperature probe is malfunctioning</li> </ul>
Ground coffee residues on the group and/or on the main door	<ul style="list-style-type: none"> <li>• The MM1/MM2 coffee nozzles are unprotected.</li> <li>• The coffee grounds are ground too coarsely</li> </ul>
Bubbles forming and/or bad texture	<ul style="list-style-type: none"> <li>• Air is seeping from the dispensing nozzle.</li> <li>• There are water residues inside coffee circuit tubes. The tubes are incorrectly lodged inside the machine</li> </ul>
Uneven coloring	<ul style="list-style-type: none"> <li>• There are coffee residues inside the tubes after dispensing. Perform the coffee circuit washing cycle</li> </ul>
No or partial dispensing from nozzle	<ul style="list-style-type: none"> <li>• There are problems with the water supply/inlet.</li> <li>• There is a volumetric counter anomaly.</li> <li>• The tube exiting the dispensing group is partially clogged</li> </ul>
Water dripping from dispenser nozzle (excluding washing cycle)	<ul style="list-style-type: none"> <li>• The coffee receptacles are empty.</li> <li>• The coffee receptacles are clogged/blocked.</li> <li>• Inefficient machine discharge: Check that circuit is clean and intact</li> </ul>

**19. Abnormal functioning (machine and operator)**  
**Milk circuit**

DESCRIPTION	POSSIBLE CAUSES / SOLUTIONS
The machine does not dispense the requested beverages	<ul style="list-style-type: none"> <li>• The nominal boiler temperature has not been reached: check that the machine is ready to use.</li> <li>• There is no milk.</li> <li>• The intake tube was incorrectly positioned in the milk container.</li> <li>• The milk intake tube is clogged/blocked.</li> <li>• The start settings are incorrect.</li> <li>• The gear pump is malfunctioning</li> </ul>
The milk and/or concentrated chocolate dosage are different from the nominal dose	<ul style="list-style-type: none"> <li>• The air flow regulator is malfunctioning.</li> <li>• The gear pump PWM setting is incorrect.</li> <li>• The gear pump is malfunctioning.</li> <li>• The switching power supply output voltage <math>\neq</math> 24.5 V</li> </ul>
Too low beverage temperature	<ul style="list-style-type: none"> <li>• The EM solenoid valve anti-suction cycle failed.</li> <li>• The solenoid valve is malfunctioning or disconnected.</li> <li>• There are limescale deposits inside the heat exchanger</li> </ul>
Steam leaking from the steam nozzle and steam entering the refrigerator.	<ul style="list-style-type: none"> <li>• There is no milk in the refrigerator.</li> <li>• The milk intake tube is clogged/blocked</li> </ul>
The milk temperature is too hot compared to set temperature; there is boiling inside the steam nozzle	<ul style="list-style-type: none"> <li>• The milk temperature inside the refrigerator is higher than 5° C, the reference temperature for the machine setting.</li> <li>• The milk intake tube is clogged/blocked</li> </ul>
The milk is not frothed	<ul style="list-style-type: none"> <li>• The EAR solenoid valve is malfunctioning or disconnected electrically</li> </ul>
The milk circuit remains full of products after dispensing	<ul style="list-style-type: none"> <li>• The water supply is cut off.</li> <li>• The inversion setting is incorrect.</li> <li>• The EL solenoid valve is malfunctioning or disconnected</li> </ul>
There are water residues in the washing circuits after dispensing	<ul style="list-style-type: none"> <li>• The inversion setting is incorrect.</li> <li>• The EL solenoid valve is malfunctioning or disconnected</li> </ul>
There is a combination of water/steam in the cup at the start of the dispensing cycle	<ul style="list-style-type: none"> <li>• There is no water in the washing tray.</li> <li>• The milk intake tube is clogged/blocked</li> </ul>

**19. Abnormal functioning (machine and operator)**  
**Washing**

DESCRIPTION	POSSIBLE CAUSES / SOLUTIONS
After the washing sequence starts, the machine remains in standby for almost a minute	<ul style="list-style-type: none"> <li>• The steam boiler or water boiler has not reached the correct temperature/pressure</li> </ul>
Washing lasts longer than usual	<ul style="list-style-type: none"> <li>• The coffee filters may be clogged</li> </ul>
Steam leaking from the steam nozzle and steam entering the refrigerator.	<ul style="list-style-type: none"> <li>• There is no water in the washing tank</li> <li>• The milk intake tube is clogged/blocked</li> </ul>

## 19. Abnormal functioning (machine and operator)

### Components

DESCRIPTION	POSSIBLE CAUSES / SOLUTIONS
There is dampness in the receptacles or inside the front panel	<ul style="list-style-type: none"> <li>The steam intake fan is malfunctioning</li> <li>The back or front doors not closed properly</li> </ul>
The coffee grounds drawer has water inside	<ul style="list-style-type: none"> <li>The grinder settings for the coffee dose are incorrect</li> <li>The drying temperature is too low</li> <li>The top piston OR is worn</li> </ul>
The coffee grounds drawer has grounds underneath the group (left part)	<ul style="list-style-type: none"> <li>The ground coffee dose is higher than maximum dose allowed</li> </ul>
The dispensing group receptacle is clogged with coffee; the dispensing group is blocked and "full" of coffee. Total blockage of the tube can mechanically block the grinder blade.	<ul style="list-style-type: none"> <li>Triac grinder has short-circuited</li> <li>The setting for the ground coffee dose is incorrect and higher than the maximum capacity of the coffee group</li> </ul>
The machine does not switch on	<ul style="list-style-type: none"> <li>The display panel is not closed correctly</li> <li>There is no electrical power supply</li> <li>The ON/OFF switch is off or malfunctioning</li> </ul>
The coffee boiler and service boiler temperature do not increase	<ul style="list-style-type: none"> <li>The wiring is disconnected/malfunctioning</li> <li>The safety thermostats have intervened</li> <li>The Triac has short-circuited</li> </ul>
The display is off	<ul style="list-style-type: none"> <li>The display card is malfunctioning</li> <li>The switching power supply is malfunctioning</li> <li>The wiring is disconnected</li> </ul>
The programming keypad is not working	<ul style="list-style-type: none"> <li>The programming block is enabled</li> <li>The programming keypad card key switch is malfunctioning</li> <li>The wiring is disconnected</li> </ul>
The Selection keypad is not working	<ul style="list-style-type: none"> <li>The key on the keypad is disabled</li> <li>The programming keypad card key switch is malfunctioning</li> <li>The wiring is disconnected</li> </ul>
The LED key on the Selection keypad is not working	<ul style="list-style-type: none"> <li>The key on the keypad is disabled</li> <li>The programming keypad card key switch is malfunctioning</li> <li>The wiring is disconnected</li> </ul>
There is no lighting on the machine work surface	<ul style="list-style-type: none"> <li>The lighting LEDs are malfunctioning</li> <li>The wiring is disconnected</li> </ul>
The Safety valve has intervened	<ul style="list-style-type: none"> <li>There is an anomalous reading by the boiler pressure sensor (tube blocked, sensor malfunction, etc.)</li> <li>The boiler is flooded</li> <li>The level sensor is malfunctioning</li> </ul>
There is liquid dripping from the machine base	<ul style="list-style-type: none"> <li>The seal on the draining tray connector is worn</li> <li>The tray is incorrectly inserted in the machine</li> </ul>
There are noticeable variations in the temperature and quality of the beverages	<ul style="list-style-type: none"> <li>The dispenser nozzle is set at the incorrect height</li> </ul>
The beverages spill outside of the cups during dispensing	<ul style="list-style-type: none"> <li>The cups are incorrectly positioned</li> </ul>

**19. Abnormal functioning (machine and operator)  
Components**

DESCRIPTION	POSSIBLE CAUSES / SOLUTIONS
Continuous removed tray warning	<ul style="list-style-type: none"> <li>• The tray micro switches are malfunctioning</li> <li>• The wiring is disconnected</li> </ul>
Continuous removed coffee grounds tray warning	<ul style="list-style-type: none"> <li>• The coffee grounds tray micro switches is stuck/malfunctioning</li> <li>• The wiring is disconnected</li> </ul>
When the tray is removed, liquid always drips from the outlet connector	<ul style="list-style-type: none"> <li>• The connector seal is worn</li> <li>• The tray was removed after dispensing/washing cycle without letting the system have time to correctly drain the fluids</li> </ul>