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Excellence Touch
Troubleshooting (villuleiðbeiningar)

9- Troubleshooting

Symbol	Display Message	Cause	Action
	**Refill right pack**	Empty ingredient pack (right hand side)	Replace the right ingredient pack
	**Refill left pack**	Empty ingredient pack (left hand side)	Replace the left ingredient pack
	**Refill both packs**	The product packs are: 1. Empty 2. Incorrectly positioned 3. Not present	Replace the empty product packs. Check whether the product pack is inserted correctly. Insert a product pack. Call the operator when the number is shown on the display.
	**Water heating, one moment please**	The water in the boiler has not yet reached the required temperature.	The drink delivery of the dispenser is blocked until the water reaches the correct temperature.
	**Drink delivery is locked**	The drink delivery is blocked because the Standby/Clear-Error button on the dispenser was pressed.	Enter the right pin-code to unlock the dispenser.
	**Cleaning required**	The dispenser must be cleaned.	Run the "Cleaning" program within 8 hours. Call the operator if the phone number is shown on the display.
	**Cleaning required**	The drink delivery is blocked because the dispenser was not cleaned as scheduled.	Run the "Cleaning" program immediately. Call the operator if the phone number is shown on the display.
	**Change water filter**	The water filter of the dispenser must be replaced	Contact service or replace the water filter.

9- Troubleshooting

Symbol	Display Message	Cause	Action
Text in message area 2	**The machine is in eco mode until xx:xx or touch the screen to start**	The drink delivery is blocked because the energy saving mode is switched on.	The ECO mode will end automatically at the set time. (Option) Press a drink button. The boiler will start to heat up, once normal temperature is reached you may dispense a drink. The ECO mode reactivates again 10 minutes after the boiler started heating up or the last drink was dispensed.
Text in message area 2	• **Water filling takes too long** • **Leaking valve**	(Water) system error	Check: If the water supply line to the dispenser is blocked / pinched Confirm that the water tap is opened completely. Press and hold the LOCK/CLEAR button for 5 seconds to restart the dispenser. Possible leak inside the dispenser. Contact service if the error remains.
Text in message area 2	**Cooling box temperature too high for too long**	Cooling error	Check the ventilation area behind the dispenser and the ambient temperature of the dispenser, and clean the air filter / ventilation grid, if necessary. Press and hold the LOCK/Clear switch for 5 seconds to restart the dispenser. Contact service if the error remains.
Text in message area 2	**Water treatment panel removed.**	Water treatment panel is not detected	Check if the water treatment panel is incorrectly placed / missing. Contact service if the error remains
Text in message area 2	**Mixing tray not detected**	Mixing tray not detected	Check if the mixing tray is incorrectly placed / missing. Contact service if the error remains
	**Drip tray full**	Drip tray is full of water	Remove the drip tray and empty it of waste water.
	**The water container is empty, please refill**	Internal water tank is empty	Remove the internal water tank and fill it with fresh tap water, place it back in to the dispenser; the warning will disappear automatically.