

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.

