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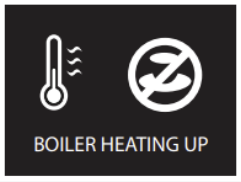
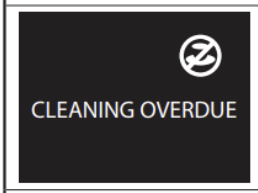
Compact Black
Troubleshooting (villuleiðbeiningar)

9- Troubleshooting

Symbol	Cause	Action
	**The product pack is:** **1. Empty** **2. Incorrectly positioned** **3. Not present**	• Replace the empty product pack. • Check whether the product pack is inserted correctly. • Insert a product pack. • Call the operator when the number is shown on the display.
	**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.
	**The drink delivery is blocked because the Standby/Clear-Error button on the dispenser was pressed.**	Press the standby / Clear-Error button again to unlock the dispenser.
	**The dispenser must be cleaned.**	Run the "Cleaning" program within 8 hours. Call the operator if the phone number is shown on the display.
	**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.
	**The water filter of the dispenser must be replaced**	Contact service to replace the water filter.
	**The drink delivery is blocked because the energy saving mode is switched on.**	The ECO mode will end automatically at the set time.

9- Troubleshooting

Symbol	Cause	Action
E17/ E18	**Water system error**	• Check if the water supply line to the dispenser is blocked / pinched and 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.
E19	**Possible internal water leak detected**	Water is reaching the dispenser, but the boiler is not detected to be filling up, possible leak or sensor failure. Close the water supply at the tap or empty the water tank and turn off the dispenser at the main power switch, then contact service for inspection and repairs.
E30	**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.
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.
MIXING TRAY REMOVED	**Mixing tray not detected**	• Check if the mixing tray is incorrectly placed / missing. • Contact service if the error remains.
DRIPTRAY FULL	**Drip tray is full of water**	• Remove the drip tray and empty it of waste water.
REFILL WATER TANK	**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.