

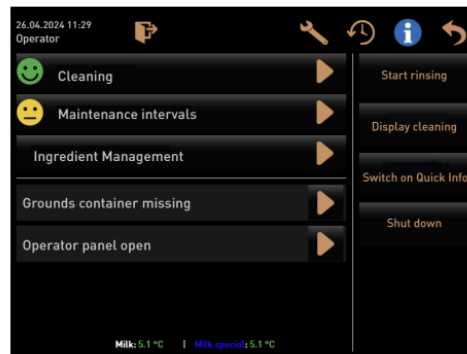


Figure: **Service menu** screen with error message

- ✓ The Service menu opens and all pending error messages are listed.
- 2. Open the error message with the  button.
- 3. Carry out the displayed instruction for action and acknowledge any errors with **OK**.
- 4. If the error message cannot be acknowledged, inform the service technician.

12.3 Faults with display messages

For faults with a display message, a distinction is made according to the following categories:

- Malfunction
- Error
- Instruction
- Note

12.3.1 “Malfunction” display message

 The following display messages have a red background in the PC board.

Display message	Cause	What to do
Milk empty	There is no milk in the milk container or the level is too low.	1. Fill the milk container immediately. 2. Remove the container for fresh milk. 3. Clean the container thoroughly. 4. Fill the container with fresh pre-cooled milk $\pm 5^{\circ}\text{C}$ (41°F) and put it back into the machine.
Flavour Point (syrup system) 1 – 4 empty	The syrup level in bottles 1 – 4 is empty or too low.	1. Start the Flavour 1 – 4 process in the Service menu. 2. Carry out the steps shown on the display. 3. Remove and clean the hose. 4. Reconnect the hose and activate the syrup pump with the Start pump button.

Specific error message

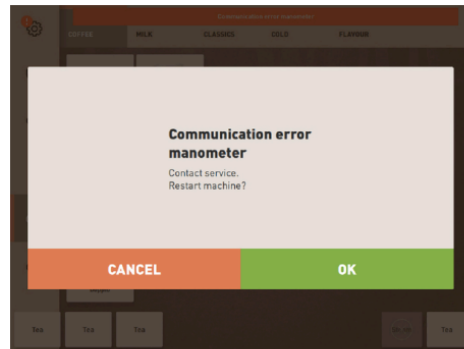


Figure: Specific error message



Figure: Specific error message

Prerequisite: **Specific error message** is activated in the user interface for **Display notification mode**.

- ✓ In the event of an error message, the machine is briefly out of operation.
 - ✓ **Restart** or **Inform service technician** instruction appears.
 - ✓ Error messages can be partially acknowledged.
1. Depending on the type of error, carry out one of the following actions:
 2. a) Follow the instruction for action and acknowledge the error message.
 3. b) Tap **OK** for a restart.
 - ✓ The pending error is acknowledged or the machine restarts.
 - ✓ The machine is ready for use again.
 4. If the error message cannot be acknowledged, inform the service technician.

Error message in the Service menu

In addition to the error messages in the user interface, the error messages are displayed in the Service menu.

Service menu button

The **Service menu** is opened with the Service menu button.



Figure: **Service menu** button with messages

In the user interface, the **Service menu** button provides information about pending information or error messages:

- **Without colour code:** There are no messages in the Service menu.
- **Orange:** There is information in the Service menu.
- **Red:** There are error messages or action requests in the Service menu.

Service menu screen

1. Tap on the **Service menu** button.
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Display message	Cause	What to do
Grounds container full	The grounds container contains about 60 – 70 coffee cakes.	1. Empty the grounds container. 2. Rinse out the grounds container and wipe it dry. 3. Reinsert the grounds container.
Insert grounds container	The grounds container is missing.	► Correctly reinsert the grounds container into the cooling unit.
	The grounds container was not completely inserted into the machine.	► Correctly reinsert the grounds container into the cooling unit.
Refill external drinking water tank (option)	The filling level of the external drinking water tank (option) is too low.	1. Remove the fill level sensor from the drinking water tank. 2. Rinse out the drinking water tank with clean water and fill it. 3. Reinsert the fill level sensor.
Empty waste water tank (option)	The filling quantity of the external waste water tank has been reached.	1. Remove the fill level sensor from the waste water tank. 2. Remove the waste water tank. 3. Rinse out the waste water tank. 4. Reinsert the fill level sensor.
Centre grinder (standard), right grinder (option) overloaded or blocked	An excessive current value (> 8 A) was measured over a defined period of time. The machine tries to restart grinding five times, then the Left or right grinder overloaded message appears. If a beverage is requested again in this state and the problems persist, the message changes to Grinder centre or right / blocked . Beverage dispensing is disabled.	1. Switch off the machine. 2. Check the grinder for blockages and remove any foreign objects. 3. Restart the machine. 4. If the error appears again, the malfunction has not been resolved: Contact your service partner.
Top up beans (centre grinder empty)	The centre bean hopper is empty.	► Refill beans.
Top up beans (right grinder empty)	The right bean hopper is empty.	► Refill beans.
Fill ground coffee in manual inlet	Do not insert ground coffee into the manual inlet.	1. Open the cover of the manual inlet in the centre bean hopper. 2. Refill ground coffee. 3. Close the cover of the manual inlet.
Fill choco or milk powder in the 1st container (1st powder container empty)	The first powder container is empty.	► Fill the first powder container.
Fill choco or milk powder in the 2nd container (2nd powder container empty)	The second powder container is empty.	► Fill the second powder container.

Display message	Cause	What to do
Tea or coffee hot water boiler excess temperature	The water supply has been interrupted.	► Check the level of the external/internal drinking water tank (option) and the condition of the mains water supply.
	The machine has overheated.	► Disconnect machine from the mains and let it cool off.
	The SSR is defective.	► Contact your service partner if the malfunction persists.
	The excess temperature switch has triggered.	
Steam boiler excess temperature	The water supply has been interrupted.	► Check the level of the external/internal drinking water tank (option) and the condition of the mains water supply.
	The steam system is clogged.	► Check and clean the beverage outlet and the steam system.
	The machine has overheated.	► Disconnect machine from the mains and let it cool off.
	The SSR is defective.	► Contact your service partner.
	The excess temperature switch has triggered.	
Hot water temperature too low, steam boiler temperature too low	The heating up phase is still running.	► Wait until the machine has heated up.
	There is an error when heating up.	1. Disconnect the machine from the mains. 2. Reconnect and switch on.
HW boiler heating time-out, steam boiler heating time-out	Although the heater is switched on, the set temperature was not reached within 5 min.	► Contact your service partner if the malfunction persists.
NTC hot water boiler short-circuited, NTC steam boiler short-circuited	The main board does not detect resistance. A maximum temperature (approx. 150 °C or 302 °F) is measured. Beverage dispensing is disabled.	► Contact your service partner if the malfunction persists.
NTC hot water boiler interrupted, NTC steam boiler interrupted	The temperature sensor has been interrupted. A minimum temperature is measured.	► Contact your service partner if the malfunction persists.
Brewing unit overcurrent	An overcurrent was detected on the brewing unit motor.	► Contact your service partner if the malfunction persists.
Brewing unit standby current	Even when the brewing unit is not in operation, it must consume a minimal amount of current. If it does not, there is an error. This may be due to the brewing unit, the power board or the wiring.	1. Check the brewing unit for blockages. 2. Contact your service partner if the malfunction persists.

Display message	Cause	What to do
Insert decalcification cartridge	Descaling agent required for the descaling process is missing.	1. Insert the decalcification cartridge. 2. Remove the cartridge after descaling and when an instruction appears on the display.
Brewing unit time-out	The brewing unit does not have a press switch for the home position. The position of the brewing cylinder is detected by measuring the current value. The following peak values are detected: Upper and lower position. The following time-out is defined: If no current peak is detected within 10 s of the brewing unit being moved, Brewing unit time-out is displayed.	► Contact your service partner if the malfunction persists.
Water flow error	While a coffee product is being dispensed, the flow meter performs fewer than the defined number of minimum rotations. It is likely there is a total or partial blockage somewhere in the water system.	1. Check the level of the drinking water tank and the condition of the mains water supply. 2. Check the internal or external drinking water tank. (Saturation of the filter reduces the water flow.) 3. Check whether the upper plunger is blocked or partially congested. 4. Check the grinding level. If the grinding setting is too fine, this can inhibit or completely block the water flow. 5. Contact your service partner if the malfunction persists.
Steam supply error	The level sensor detected a low level in the steam boiler. An attempt was made to fill the boiler. However, no water was detected by the level probe within 60 s. Filling is aborted. The dispensing of beverages that require steam is disabled.	► Contact your service partner if the malfunction persists.
Modbus BP processing error	Communication error between power section and touch screen	► Contact your service partner if the malfunction persists.
Modbus MV processing error	Communication error between manometer and touch screen	► Contact your service partner if the malfunction persists.
Modbus MR processing error	Communication error between cooling unit and touch screen	1. Check the wiring of the cooling unit and machine. 2. Contact your service partner if the malfunction persists.
Payment system error	Communication error between payment system and touch screen	1. Restart the machine. 2. Contact your service partner if the malfunction persists.

Display message	Cause	What to do
Machine out of service	Setting in Self-service mode if no beverages can be dispensed for various reasons.	1. Set the Configuration – Timer operation parameter setting accordingly. 2. Check products such as coffee beans, milk, choco powder or milk powder. 3. Check the temperature sensor in the cooling unit. 4. Carry out the pending cleaning or descaling process. 5. Contact your service partner if the malfunction persists.
Communication error (various types)	Communication error between software and various modules, such as the HCU power section, Flavour Point, brewing unit, manometer, etc.	1. Restart the machine. 2. Contact your service partner if the malfunction persists.

12.3.2 “Fault” display message

■ The following display messages have a yellow background in the PC board.

Display message	Cause	What to do
Brewing unit encoder error	The brewing unit motor encoder was not detected during machine initialisation.	1. Restart the machine. 2. Contact your service partner if the error persists.
Error during automatic grinding level correction in the centre, left or right	The motor of the automatic grinding level adjustment function is running incorrectly.	1. Cancel the grinding level setting. 2. Restart the machine. 3. Contact your service partner if the error persists.
Machine configuration error	There is a discrepancy between the software and machine hardware.	1. Restart the hardware detection. 2. Restart the machine. 3. Contact your service partner if the error persists.
Steam wand temperature sensor interruption	The temperature sensor of the steam wand is not closed.	1. Restart the machine. 2. Contact your service partner if the error persists.
Steam wand temperature sensor short circuit	The temperature sensor of the steam wand is defective.	1. Restart the machine. 2. Contact your service partner if the error persists.
Resetting cleaning/descaling	A cleaning/descaling operation was aborted/not completed.	1. Carry out cleaning/descaling in the Service menu. 2. Acknowledge cleaning/descaling in the Service menu.

Display message	Cause	What to do
Milk level low	The fill level in the milk container is too low.	1. Remove the milk container. 2. Clean the milk container thoroughly. 3. Fill the milk container with fresh pre-cooled milk [3 – 5 °C or 37.4 – 41 °F] and put it back into the machine.
Grounds container full soon	The grounds container will soon contain about 60 – 70 coffee cakes.	► Empty the grounds container when convenient.
Closing user panel	The user panel is open or was not completely closed.	► Push the user panel downwards until it snaps into place.
External drinking water nearly empty (option)	The fill level of the external drinking water tank (option) is too low.	► Empty the drinking water when convenient.

12.3.3 “Instruction” display message

The following display messages are stored in white in the control system.

Display message	Cause	What to do
Insert grounds container	The grounds container is missing or was not completely inserted into the machine.	► Correctly reinsert the grounds container into the cooling unit.
Close user panel	The user panel is open or was not completely closed.	► Push the user panel downwards until it snaps into place.
Refill external drinking water tank (option)	The fill level of the external drinking water tank is too low.	1. Remove the fill level monitoring unit from the external drinking water tank. 2. Rinse out the external drinking water tank with fresh water and fill it. 3. Reinsert the fill level monitoring unit.
Empty waste water tank (option)	The filling quantity of the external waste water tank has been reached.	1. Remove the fill level monitoring unit from the external waste water tank. 2. Rinse out the external waste water tank with fresh water and fill it. 3. Reinsert the fill level monitoring unit.
Top up beans (centre grinder empty)	The centre bean hopper is empty.	► Fill the bean hopper.
Top up beans (right grinder empty)	The right bean hopper is empty.	► Fill the bean hopper.
Fill ground coffee in manual inlet	Do not insert ground coffee into the manual inlet.	1. Open the manual inlet in the centre bean hopper. 2. Refill ground coffee. 3. Close the manual inlet.
Fill choco or milk powder in the 1st container (1st powder container empty)	The 1st powder container is empty.	► Refill the first powder container.

Display message	Cause	What to do
Insert decalcification cartridge	The descaling process requires the descaling agent from the decalcification cartridge.	1. Insert the decalcification cartridge. 2. Remove the decalcification cartridge after descaling and when an instruction appears on the display.

12.3.4 “Note” display message

 The following display messages have a blue background in the PC board.

Display message	Cause	What to do
Caution: A blocked waste water outlet can cause flooding.	There are left-over coffee grounds in the waste water.	► Check the waste water outlet and the drip tray for blockages and clean them.
Wait until the payment system is fully initialised.	Initialisation is running.	► Wait until initialisation of the payment system is complete.
Wait until telemetry connection is established or contact service.	The Coffee Link display is overdue.	1. Restart the telemetry. 2. Contact your service partner if the malfunction persists.

Malfunction	Cause	What to do
The display is dark.	The machine is not connected to the mains.	1. Connect the machine to the mains. 2. Contact your service partner if the malfunction persists.
	The machine is not switched on.	1. Switch on the machine. 2. Contact your service partner if the malfunction persists.
No beverages with milk are available.	The milk container is empty.	1. Fill the milk container. 2. Contact your service partner if the malfunction persists.
	The milk system is clogged.	1. Perform daily cleaning. 2. Contact your service partner if the malfunction persists.
	The milk system was disabled by mistake.	1. Check the cable connection from the machine control cable to the cooling unit. 2. Activate the milk system. 3. Contact your service partner if the malfunction persists.

Malfunction	Cause	What to do
No beverages with milk foam are available.	The milk container is empty.	1. Fill the milk container. 2. Contact your service partner if the malfunction persists.
	The milk system is clogged.	1. Perform daily cleaning. 2. Contact your service partner if the malfunction persists.
	The milk system was disabled by mistake.	1. Check the cable connection from the machine control cable to the cooling unit. 2. Activate milk system. 3. Perform daily cleaning. 4. Contact your service partner if the malfunction persists.
No beverages with syrup (Flavour Point) are available.	The syrup bottle is empty.	1. Fill the syrup bottle. 2. Contact your service partner if the malfunction persists.
	The Flavour Point system is clogged.	1. Perform daily cleaning. 2. Contact your service partner if the malfunction persists.
	The Flavour Point system has been incorrectly disabled.	1. Check the cable connection from the machine control cable to the Flavour Point. 2. Perform daily cleaning. 3. Contact your service partner if the malfunction persists.

Troubleshooting

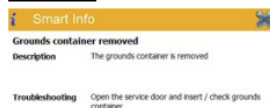
"Smart Info" window

The [Info] field is displayed if a malfunction exists or intervention by a user or service technician is needed to ensure operating readiness of the machine. For instance, if the drinking water tank must be refilled.

If such a case occurs, the [Info] field appears on the main screen.



Depending on the cause, beverage dispensing is disabled until the required measure has been carried out.



- ▶ Press the [Info] field (see figure).
 - ☒ The "Smart Info" window opens (see figure).

- ▶ Carry out the measures described.

If the display message persists, a malfunction may exist.

- ▶ Contact your service partner (see www.schaerer.com).

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See also "Troubleshooting" - "Faults with display message".

Faults with display message

The most important fault messages are described below. Contact your service partner if the fault persists after all of the troubleshooting measures have been tried.

Display message	Cause	What to do
Milk level low (Small reserve amount still available)	The container for fresh milk is virtually empty.	▶ Top up the container for the fresh milk as and when.
Milk empty	The container for the fresh milk is empty.	▶ Remove the container for the fresh milk. ▶ Thoroughly clean the container. ▶ Fill the container with fresh milk pre-cooled at $\pm 5^{\circ}\text{C}$ and insert it back into the machine.
Empty the drip tray.	The drip tray is full.	▶ Empty the drip tray. ▶ Clean the drip tray and reinsert it.
Drip tray missing	The drip tray is not correctly inserted or is missing.	▶ Insert the drip tray and check for correct seating.