

VKI Technical Support

Flowchart

Errors (Touch & Momentum)

Message without error code

Error B1,D2,D3,D6,K1,L4,etc.

Other events

G1 grinder

H1 heating element

M1,M2,M3 Power dispenser motors

M4,M5,M11 Powder whipper motors

M6,M7,M8 Coffee bean dispenser motors

M9 Brewer motor

M10 brewer wiper motor

T1 temperature probe / thermistor

Z99 miscellaneous

Click on section title to have access to errors resolutions

Error codes

Error B1,D2,D3,D6,K1,L4,etc.

- | | | |
|---------------------------------------|-----------------------------------|-----------------------------------|
| ➔ Electronic Board Communication Lost | ➔ K1 exhaust fan | ➔ MDB3 card reader |
| ➔ B1 powder blower | ➔ L4 normal water level detection | ➔ S1,S2 cup lighting |
| ➔ D2 waste bin presence detection | ➔ L5 safety water level detection | ➔ V1-V6 outlet & inlet valves |
| ➔ D3 door detection | ➔ L9 waste bin level detection | ➔ V1-V6 outlet & inlet valves (2) |
| ➔ D6 cup detection | ➔ MDB1 coin acceptor | |



Error codes

G1 grinder

- ➔ G1 Coffee Grinder Over Current Standby
 - ➔ G1 Grinder Sensor Error
 - ➔ G1 Grinder's current is close to critical level
 - ➔ G1 Grinder's current is close to minimum operation level
 - ➔ G1 Grinder's current is over safety level
- ➔ G1 Grinder's current is under minimum operation level



Error codes

H1 heating element

- ➔ H1 Heater's current is close to critical level
- ➔ H1 Heater's current is close to minimum operation level
- ➔ H1 Heater's current is over safety level
- ➔ H1 Heater's current is under minimum operation level
- ➔ H1 Water Tank Default Critical Min Temp
- ➔ H1 Water Tank Default Fill
- ➔ H1 Water Tank Heating
- ➔ H1 Water Tank Heating Probe error
- ➔ H1 Water temperature is over the maximum level



Error codes

M1,M2,M3 Power dispenser motors

- ➡ Powder Dispensers current is close to critical level
- ➡ Powder Dispensers current is close to minimum operation level
- ➡ Powder Dispensers current is over safety level
- ➡ Powder Dispensers current is under minimum operation level



Error codes

M4,M5,M11 Powder whipper motors

- ➔ Whippers current is close to critical level
- ➔ Whippers current is close to minimum operation level
- ➔ Whippers current is over safety level
- ➔ Whippers current is under minimum operation level



Error codes

M6,M7,M8 Coffee bean dispenser motors

- ➡ Coffee Dispensers current is close to critical level
- ➡ Coffee Dispensers current is close to minimum operation level
- ➡ Coffee Dispensers current is over safety level
- ➡ Coffee Dispensers current is under minimum operation level



Error codes

M9 Brewer motor

- ➔ Brewer current is over safety level
- ➔ Brewer current is under minimum operation level
- ➔ Brewer Inversion
- ➔ Brewer Not Counting
- ➔ Brewer Not Initialized
- ➔ Brewer Over Current Standby
- ➔ Brewer Safety Fault
- ➔ Brewer Timeout
- ➔ Brewer Unexpected Item Received



Error codes

M10 brewer wiper motor

- ➔ Wiper current is over safety level
- ➔ Wiper current is under minimum operation level
- ➔ Wiper Inversion
- ➔ Wiper Not Initialized
- ➔ Wiper Over Current Standby
- ➔ Wiper Safety Fault
- ➔ Wiper Timeout
- ➔ Wiper Unexpected Item Received



Error codes

T1 temperature probe / thermistor

- ➔ Impossible temperature (greater than over heat or below 0)
- ➔ Water Tank Temperature Probe Short
- ➔ Water Tank Temperature Probe Not Present
- ➔ Water temperature is not rising



Error codes

Z99 miscellaneous

- ➔ Coffee Dispensers Over Current Standby
- ➔ Machine Fan Blower Over Current Standby
- ➔ Powder Dispensers Over Current Stand By
- ➔ Powder Whippers Over Current Stand By
- ➔ Water Tank Coil Valves Over Current Stand By
- ➔ Water Tank Detectors Power Failure
- ➔ Water Tank Heater Over Current Stand By



Message without error code

Message Displayed	Condition	Action (s) required
No message • System Starting • Waiting for initialization • System initialization • System update • Warming up • Machine warming up • System Ready • Brewing in progress • Water filling • Brewer reinitialization	The connection was lost. These are all regular operation messages.	Will reconnect automatically. If not, reboot the machine. These messages will clear themselves automatically.
Power Saving Mode	The machine is currently in Power Saving mode.	The machine will exit Power Saving mode at its preset wake time.
Powder (#1 #2, #3) low level. Fill powder container (#1 #2, #3)	The powder level for the identified container (#1, #2 or #3) is low.	1- Refill the powder container(s). <i>Note: the message may continue to appear for a few vends after refilling - this is normal and it will clear.</i> 2 - Empty or remove the 3 powder hoppers and select powder calibration from the maintenance menu.



Message without error code (next)

Message Displayed	Condition	Action (s) required
Empty waste bin and cup stand	The waste bin is full.	1 - Empty the contents of both the waste bin and the cup stand. 2 - Clean the waste bin level sensor . 3 - Test sensor in manual activation or align the sensor. 4 - Replace the waste bin level sensor.
Automatic brewer (or powder system) rinse. Insert an empty container under spout and press <Start>.	The automatic rinse cycle for the brewer or for the powder system has been triggered.	Place an empty, leak proof container under the pour spouts area, and then press <Start> to begin the rinse cycle.
Overflow detected. Remove and empty cup stand and floor tray.	An overflow has been detected.	1- Remove the cup stand and floor tray and empty their contents. 2 - Check the level probes, ensure there is no continuity with a multimeter and clean them if necessary. 3 - If the machine keeps overflowing, you may need to replace the control board.
Verify water connection and feed	The water tank is taking too long to fill.	Check the main water source, as well as the hoses going to the machine inlet valve for leaks or blockages.



Message without error code (next)

Message Displayed	Condition	Action (s) required
Please reinsert waste bin.	The automatic rinse cycle for the brewer or for the powder system has been triggered.	Install the waste bin. If message persists, check the waste bin sensor. <i>If message persists, clean the proximity sensor and the brewer wiper blade.</i>
Water Safety Level. Water level has reached the level safety probes.	The water tank has overfilled.	1 - Check the level probes and clean them if its necessary. 2 - Check the level of the machine. 3 - Check the inlet valve. 4 - Raise up the temperature in energy saving of 5 Celsius.
Interrupted vend. Insert an empty container under spout and press Start.	The vend was interrupted and the cycle did not finish.	Place a cup under the pour spouts and press the <Start> button. Any liquid still in the system will drain into the cup. <i>NOTE: If Step 2 of 2 cannot be activated, go to “System Status” menu and clear any errors that are present.</i>
Call for Service (in VENDING MODE).	The Cashbox is full.	Empty the cashbox and reset the cashbox counter.



Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
	Electronic Board Communication Lost. Please Call for Service or Press Acknowledge to Retry.	Communication between the control board and HMI is lost.
Action (s) required		
1) - Press "Acknowledge" to reset. 2) - Reboot the machine. 3) - If message persists, check the HMI, Control Board and wiring.		



B1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
B1	Blower current is over safety level.	Blower current is above the recommended safety level. Fan may be drawing too much power.

Action (s) required

- 1) - Check the wiring and connections for the powder system blower.
- 2) - Clean any accumulation from the blower.
- 3) - If message persists, replace the powder system blower.

Message Displayed	Condition
Blower current is under minimum operation level.	Blower current is below the minimum operating level. Fan may not be drawing enough power.

Action (s) required

- 1) - Check wiring and connections for the powder system blower.
- 2) - If message persists, replace the powder system blower.



D2 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
D2	LED in Waste Bin detector has a fault.	The IR LED of the waste bin sensor voltage is over the configured maximum operation level.
Action (s) required		
1) - Clear the message. 2) - Execute the manual test from the Maintenance menu. 3) - Clean the sensor. 4) - Reboot the machine. 5) - Check wiring and connections. 6) - If the message persists, replace the waste bin presence sensor.		



D3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
D3	Machine's door is open.	The front door of the machine is open.
Action (s) required		
1) - Close the front door. 2) - Execute the manual test from the Maintenance menu. 3) - Clean the sensor. 4) - Check wiring and connections. 5) - If message persists, check or replace the front door sensor.		



D6 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
D6	Cup is present in dispensing area.	A cup has been detected in the dispensing area.
Action (s) required		
1) - Check wiring and connections. 2) - If no cup is present, clean the cup detection LEDs.		



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Coffee Grinder Over Current Standby	The grinder current was over the stand by operation level.

Action (s) required

- 1) - Clear the message.
- 2) - Reboot the machine.

If error still there:

- 1) - Grinder may be jammed. Clear the jam.
 - 2) - Check the blades adjustment.
 - 3) - Grinder may be damaged – replace the grinder.
- Video Touch: <https://youtu.be/fR-WSLwrlxQ>



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Grinder Sensor Error.	Grinder Current Sensor is out of range.

Action (s) required

- 1) - Clear the message.
- 2) - Reboot the machine.



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Grinder's current is close to critical level.	Grinder current is close to maximum operating level. Grinder may be drawing too much power.

Action (s) required

- 1) - Check to see if the grinder is jammed (possibly a foreign object in the grinder heads).
- 2) - Check the blades adjustment (0.015)
- 3) - Check the condition of the grinder belt (Touch only).
- 4) - Reboot the machine.
- 5) - If message persists, replace the grinder.

Video Touch: <https://youtu.be/fR-WSLwrlxQ>



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Grinder's current is close to minimum operation level.	Grinder current is close to minimum operating level. Grinder may not be drawing enough power.
Action (s) required		
1) - Reboot the machine. 2) - If message persists, replace the grinder. Video Touch: https://youtu.be/fR-WSLwrlxQ		



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Grinder's current is over safety level.	Grinder current has exceeded the maximum operating level.

Action (s) required

- 1) - Check to see if the grinder is jammed (possibly a foreign object in the grinder heads).
- 2) - Check the blades adjustment
- 3) - Check the condition of the grinder belt (Touch™ Only).
- 4) - Make sure the rubber flap is present in the grinder chute (Touch™ Only).
- 5) - Reboot the machine.
- 6) - If message persists, replace the grinder.

Video Touch: <https://youtu.be/fR-WSLwrlxQ>



G1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
G1	Grinder's current is under minimum operation level.	Grinder current is below the minimum operating level.

Action (s) required

- 1) - Check condition of grinder belt. (Touch™ only)
- 2) - Check the wiring and connections to the grinder.
- 3) - The grinder may need to be replaced.

Video Touch: <https://youtu.be/fR-WSLwrlxQ>



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Heater's current is close to critical level.	Heater current is close to maximum operating level. Heater may be drawing too much power.

Action (s) required

- 1) - Inspect wiring and connections to heater relay and heater element
- 2) - Check resistance of the heater element (Touch™ = 10.5Ω to 11.5Ω) (Momentum™ = 7.8Ω to 9.3Ω) - Heater element may need to be replaced.
- 3) - Heater element may be drawing too much power. If message persists, replace the heater element.

Video Touch: <https://youtu.be/oiNnsYP-f5o>

Video Momentum: <https://youtu.be/z4ZCNtvHtTI>



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Heater's current is close to minimum operation level.	Heater current is close to minimum operating level. Heater may not be drawing enough power.

Action (s) required

- 1) - Reboot the machine.
- 2) - Check the heater resistance
- 3) - Check voltage on the heater element (110V AC)
- 4) - Check the continuity of the thermal cut-off on the relay.
- 5) - If message persists, replace the heater element.

Video Touch: <https://youtu.be/oiNnsYP-f5o>

Video Momentum: <https://youtu.be/z4ZCNtvHtTI>



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Heater's current is over safety level.	Heater current has exceeded the maximum operating level.
Action (s) required		
1) - Inspect wiring and connections to heater relay and heater element.		
2) - Check resistance of the heater element (Touch™ = 10.5Ω to 11.5Ω) (Momentum™ = 7.8Ω to 9.3Ω) - Heater element may need to be replaced. Video Touch: https://youtu.be/oiNnsYP-f5o Video Momentum: https://youtu.be/z4ZCNtvHtTI		
3) - Heater relay kit may need to be replaced. Video Touch: https://youtu.be/loGu5JzJKFI Video Momentum: https://youtu.be/NXea5S-A800		



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Heater's current is under minimum operation level.	Heater current is below the minimum operating level.

Action (s) required

- 1) - Check wiring and connections to the heater relay.
- 2) - Check the continuity of the thermal cut-off on the relay, Heater relay KIT may need to be replaced.
- 3) - Check wiring and connections to the heater element.
- 4) - Replace heater element.

Video Touch: <https://youtu.be/oiNnsYP-f5o>

Video Momentum: <https://youtu.be/z4ZCNtvHtTI>



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Water Tank Default Critical Min Temp.	Water temperature went below the configured minimum critical temperature (Default 0 C).
Action (s) required		
1) - Clear the message. 2) - Check the range of the resistance of the temp probe , refer to range table. 3) - Reboot the machine.		



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Water Tank Default Fill.	Inlet valve and heater were both activated for a period of time longer than the configured timeout.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Water Tank Heating.	Reaching the water set point (Default 95°C) took longer than the maximum configured heating timeout (Default: 30 min.)

Action (s) required

- 1) - Clear the message.
- 2) - Reboot the machine.
- 3) - Check the range of the resistance of the temp probe , refer to range table.
- 4) - If message persists, replace the heater element.

Video Touch: <https://youtu.be/oiNnsYP-f5o>

Video Momentum: <https://youtu.be/z4ZCNtvHtTI>

Note : If the machine is a Momentum™, make sure that the power plug is 20A



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Water Tank Heating Probe error.	Heater bad connection count has exceeded the configured limit.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



H1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
H1	Water temperature is over the maximum level.	Water temperature has exceeded configured temperature setting.

Action (s) required

- 1) - Check the range of the resistance of the temp probe , refer to range table.
- 2) - Check continuity on Heater relay, KIT may need to be replaced.
Video Touch: <https://youtu.be/loGu5JzJKFI>
Video Momentum: <https://youtu.be/NXea5S-A800>
- 3) - Control board may need to be replaced.



K1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
K1	Fan is not present or has abnormal operation.	Fan is not present or operating abnormally.

Action (s) required

- 1) - Check fan wiring and connection to the control board.
- 2) - Make sure that the software version is 2.6.3 or higher.
- 3) - Clean any accumulation from fan.
- 4) - Replace the exhaust fan.
- 5) - Replace the control board.



L4 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
L4	Water Tank Level Error.	Safety level probe is detected while the normal level probe is not.
Action (s) required		
1) - Clean level probes. 2) - Check wiring and connections to the level probes.(Cross connection)		



L5 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
L5	The water level is reaching the safety level probes.	The water tank has overfilled and the water level is reaching the safety level probe.
Action (s) required		
1) - If this occurs during initial heating, it may be due to water expansion. Empty some water from tank. 2) - Level probes require cleaning. 3) - The machine may have been moved causing tank to overfill. Empty some water from tank. 4) - Check the inlet valve. 5) - Check wiring and connections to the level probes.(Cross connection)		



L9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
L9	Waste Bin Level Sensor.	Sensor is open or shorted.
Action (s) required		
1) - Verify that there is no obstruction in front of the sensor. 2) - Replace the sensor		



MDB1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
MDB1	Cash Box Full.	The cash box in the changer housing is full.

Action (s) required

- 1) - Empty the cash box.
- 2) - Reset the Cash Box counter.

Message Displayed	Condition
Coin Changer...(various messages)	Miscellaneous Coin Changer-related issues.

Action (s) required

Consult the coin changer manufacturer's documentation.



MDB3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
MDB3	Card Reader...(various messages)	Miscellaneous card Reader-related issues.
Action (s) required		
Consult the card reader manufacturer's documentation.		



M1,M2,M3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M1,M2,M3	Powder Dispensers current is close to critical level.	Powder Dispenser current is close to maximum operating level. Powder motor may be drawing too much power.
Action (s) required		
1) - The powder product in the dispenser may be packed or compressed. 2) - The dispenser may be jammed. 3) - The dispenser motor may be seized. 4) - If message persists, replace the powder dispenser motor.		



M1,M2,M3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M1,M2,M3	Powder Dispensers current is over safety level.	Powder Dispenser current has exceeded the maximum operating level.

Action (s) required

- 1) - The powder in the dispenser may be packed or compressed. .
- 2) - The dispenser may be jammed.
- 3) - The dispenser motor may be seized.
- 4) - If message persists, replace the powder dispenser motor.



M1,M2,M3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M1,M2,M3	Powder Dispensers current is close to minimum operation level.	Powder Dispenser current is close to minimum operating level. Powder motor may not be drawing enough power.

Action (s) required

- 1) - Check the wiring and connections to the powder dispenser motor.
- 2) - The powder dispenser may not be engaged properly with the powder dispenser motor.
- 3) - The powder dispenser motor coupling could be damaged & may need to be replaced.
- 4) - Replace the powder dispenser motor.



M1,M2,M3 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M1,M2,M3	Powder Dispensers current is under minimum operation level.	Powder Dispenser current is below the minimum operating level.
Action (s) required		
1) - Check the wiring and connections to the powder dispenser motor. 2) - Replace the powder dispenser motor.		



M4,M5,M11 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M4,M5,M11	Whippers current is close to critical level.	Powder Whipper current is close to maximum operating level.
Action (s) required		
1) - Check for any clogging in the mixing bowls. 2) - Check the Impellers (make sure they are not touching the mixing bowls) 3) - Replace the faulty whipper motor. 4) Video: https://youtu.be/xep_K1i8EXw		



M4,M5,M11 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M4,M5,M11	Whippers current is close to minimum operation level.	Powder Whipper current is close to minimum operating level.
Action (s) required		
1) - Check the wiring and connections to the whipper motor. 2) - If message persists, replace the faulty whipper motor. Video: https://youtu.be/xep_K1i8EXw		



M4,M5,M11 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M4,M5,M11	Whippers current is over safety level.	Powder Whipper current has exceeded the maximum operating level.
Action (s) required		
1) - Check for any clogging on the mixing bowls. 2) - Check the Impellers (make sure they are not touching the mixing bowls) 3) - Replace the faulty whipper motor. Video: https://youtu.be/xep_K1i8EXw		



M4,M5,M11 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M4,M5,M11	Whippers current is under minimum operation level.	Powder Whipper current is below the minimum operating level.
Action (s) required		
1) - Check the wiring and connections to the whipper motor. 2) - If message persists, replace the faulty whipper motor. Video: https://youtu.be/xep_K1i8EXw		



M6,M7,M8 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M6,M7,M8	Coffee Dispensers current is close to critical level.	Coffee Dispenser current is close to maximum operating level.
Action (s) required		
1) - The dispenser may be jammed. 2) - The coffee dispenser motor may be seized. 3) - If message persists, replace the coffee dispenser motor.		



M6,M7,M8 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M6,M7,M8	Coffee Dispensers current is close to minimum operation level.	Coffee Dispenser current is close to minimum operating level.
Action (s) required		
1) - Check the wiring and connections to the dispenser motor. 2) - The coffee dispenser may not be engaged with the dispenser motor. 3) - The coffee dispenser motor coupling may need to be replaced. 4) - If message persists, replace the coffee dispenser motor.		



M6,M7,M8 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M6,M7,M8	Coffee Dispensers current is over safety level.	Coffee dispenser motor current has exceeded the maximum operating level.
Action (s) required		
1) - Check to see if the coffee dispenser motor is jammed. 2) - The powder dispenser motor may be seized. 3) - Reboot the machine. 4) - If message persists, replace the coffee dispenser motor.		



M6,M7,M8 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M6,M7,M8	Coffee Dispensers current is under minimum operation level.	Coffee dispenser motor current is below the minimum operating level.

Action (s) required

- 1) - Check wiring and connections to the coffee dispenser motor.
- 2) - The coffee dispenser may not be engaged with the dispenser motor.
- 3) - The coffee dispenser motor coupling may be damaged and need to be replaced.
- 4) - If message persists, replace the coffee dispenser motor.



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer current is over safety level.	Brewer engine current has exceeded the maximum operating level.

Action (s) required

- 1) - The brewer engine may be seized/jammed.
- 2) - The brewer motor may need to be replaced.

Video Touch: <https://youtu.be/lk7eSuaTm9Q>

Video Momentum: <https://youtu.be/O8dQycX04sg>



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer current is under minimum operation level.	Brewer current is below the minimum operating level.

Action (s) required

- 1) - Check the wiring and connections to the brewer motor.
- 2) - The brewer motor may need to be replaced.

Video Touch: <https://youtu.be/lk7eSuaTm9Q>

Video Momentum: <https://youtu.be/O8dQycX04sg>



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Inversion.	Brewer is going in the wrong direction or Wiper is going in the wrong direction (detected by the activation of the wrong switch).
Action (s) required		
1) - Check the wiring and connections to the brewer motor. 2) - Check wiring and connections to the wiper motor switches. 3) - One, or both, of the wiper motor switches needs to be replaced.		



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Not Counting.	The brewer quadrature encoder is not returning any count.

Action (s) required

- 1) - Clear the message.
- 2) - Reboot the machine.
- 3) - Check the brewer motor harness connection.
- 4) - If message persists, replace the brewer motor.

Video Touch: <https://youtu.be/lk7eSuaTm9Q>

Video Momentum: <https://youtu.be/O8dQycX04sg>



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Not Initialized.	A brewer sequence was started while the brewer was not initialized.
Action (s) required		
1) - Reboot the machine to initialize the brewer. 2) - Check if the brewer engine is in place and locked.		



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Over Current Standby.	The brewer current was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Safety Fault.	The IC of the brewer driver is in fault.

Action (s) required

- 1) - Clear the message.
- 2) - Reboot the machine.
- 3) - Replace the brewer motor.

Video Touch: <https://youtu.be/lk7eSuaTm9Q>

Video Momentum: <https://youtu.be/O8dQycX04sg>



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Timeout.	Brewer motion is timed out: brewer is moving too slow, and unable to reach required position in the allotted period of time.
Action (s) required		
1) - Check if the brewer engine is in place and locked 2) - Check the retaining ring , try to manually turn the brewer coupling at the bottom. 3) - Check the wiring connections to the brewer motor. 4) - Check if the brewer mechanism is locked properly on the motor. 5) - Check if the brewer mechanism is not jammed. 6) - Clear the message. 7) - The brewer motor may need to be replaced. Video Touch: https://youtu.be/lk7eSuaTm9Q Video Momentum: https://youtu.be/O8dQycX04sg		



M9 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M9	Brewer Unexpected Item Received .	A brewer sequence step was received while a wiper sequence was already in progress.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine. 3) - Replace the brewer motor. Video Touch: https://youtu.be/lk7eSuaTm9Q Video Momentum: https://youtu.be/O8dQycX04sg		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper current is over safety level.	The wiper motor current was over the configured maximum operation level.
Action (s) required		
1) - The wiper may be jammed or binding. 2) - The wiper motor may need to be replaced.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper current is under minimum operation level.	The wiper motor current was under the configured minimum operation level.
Action (s) required		
1) - The wiper may be missing or improperly installed. 2) - Check wiper motor connections. 3) - The wiper motor may need to be replaced.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Inversion.	The wiper limit switches are inverted.
Action (s) required		
1) - Reverse the wiring connections to the wiper switches.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Not Initialized.	A wiper sequence was started while the wiper was not initialized (homed).
Action (s) required		
1) - Clear the message. 2) - Reboot the machine. 3) - If message persists, check wiper motor switches and connections. 4) - Select the wiper home position from the 'Maintenance' menu. 5) - If message persists, a wiper motor switch needs to be replaced.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Over Current Standby.	The wiper current was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Safety Fault.	The IC of the wiper driver is in fault mode.

Action (s) required

- 1) - Reboot the machine.
- 2) - If message persists, the control board may need to be replaced.



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Timeout.	Wiper motion is timed out: brewer is moving too slow (or stopped), unable to reach required position in the allotted period of time
Action (s) required		
1) - The wiper may be jammed/binding. 2) - Check wiper motor connections. 3) - The wiper motor may need to be replaced.		



M10 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
M10	Wiper Unexpected Item Received.	A wiper sequence step was received while a wiper was already in progress.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



S1,S2 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
S1,S2	Machine No Cup Light 1 Short / Machine No Cup Light 2 Short.	Cup Light LED #1 or #2 is shorted.
Action (s) required		
1) - Check the LED wiring. 2) - Replace LED/harness.		



T1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
T1	Impossible temperature (greater than over heat or below 0)	Invalid temperature being reported.

Action (s) required

- 1) - Inaccurate temperature reading - replace the temperature probe.
Video Touch: <https://youtu.be/TC0M5B3GIW8>
Video Momentum: <https://youtu.be/W29iZTjLxqM>



T1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
T1	Water Tank Temperature Probe Short.	Temperature probe is shorted.

Action (s) required

- 1) - Check the wiring and connection to the temperature probe.
- 2) - Check probe resistance, refer to table.
- 3) - Replace the temperature probe.

Video Touch: <https://youtu.be/TC0M5B3GIW8>

Video Momentum: <https://youtu.be/W29iTjLxqM>



T1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
T1	Water Tank Temperature Probe Not Present.	Temp probe is open.

Action (s) required

- 1) - Check the wiring and connection to the temperature probe.
- 2) - Replace the temperature probe.

Video Touch: <https://youtu.be/TC0M5B3GIW8>

Video Momentum: <https://youtu.be/W29iZTjLxqM>



T1 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
T1	Water temperature is not rising.	Water temperature is not increasing while in heating mode.

Action (s) required

- 1) - Check wiring and connections to heater relay, heater element and control board.
- 2) - Check if the water is heating.
- 3) - Check the continuity of the thermal cut-off on the relay, Heater relay Kit may need to be replaced.
Video Touch: <https://youtu.be/loGu5JzJKFI>
Video Momentum: <https://youtu.be/NXea5S-A800>
- 4) - Check resistance of the heater element (Touch™ = 10.5Ω to 11.5Ω) (Momentum™ = 7.8Ω to 9.3Ω) - Heater element may need to be replaced..
Video Touch: <https://youtu.be/oiNnsYP-f5o>
Video Momentum: <https://youtu.be/z4ZCNtvHtTI>
- 5) - Control board may need to be replaced.



V1,V6 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
V1,V6	Valves & Relay current is under minimum operation level.	Valves & Relay current is below the minimum operating level.
Action (s) required		
1) - Clear the message. 2) - Check wiring and connections to inlet and outlet valves. 3) - Outlet valves and inlet valves may need to be replaced.		



V1,V6 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
V1,V6	Valves & Relay current is over safety level.	Valves & Relay current has exceeded the maximum operating level.
Action (s) required		
1) - Clear the message. 2) - Test the valve with the manual activation menu. 3) - The inlet valve or one of the outlet valves may need to be replaced.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Coffee Dispensers Over Current Standby.	The coffee dispensers current sum was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Machine Fan Blower Over Current Standby.	The fan or blower current sum was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Powder Dispensers Over Current Stand By.	The powder dispensers current sum was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Powder Whippers Over Current Stand By.	Powder whippers current sum was over the configured stand by operation level.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Water Tank Coil Valves Over Current Stand By.	Valve(s) current has exceeded the configured stand by operation level.
Action (s) required		
1) - Clear automatically. If not, reboot the machine.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Water Tank Detectors Power Failure.	Fault signal triggered due to a failure of the level probes and overflow detector power supply.
Action (s) required		
1) - Clear the message. 2) - Reboot the machine. 3) - If message persists, replace the control board.		



Z99 Errors - Momentum™ & Touch™

Code	Message Displayed	Condition
Z99	Water Tank Heater Over Current Stand By.	Heater current has exceeded the configured stand by operation level.
Action (s) required		
1) - Clears automatically. If not, reboot the machine		



Other Events

Message Displayed	Condition	Action (s) required
Bean grinder	Grind is too fine or too coarse.	Make sure the adjustment of the blades is between .015 and .017 in.
	Beans dispenser is working but beans are not grinding.	Check for reversed polarity on the motor. Pink wire on front and brown on back.
Brewer engine	Leaking brewer.	1 - Check the Piston Seal. 2 - Check Valve Seal. 3 - Check U-Cup Seal. 4 - Check for cracks in the cylinder. 5 - Check the valve housing.
	Water remaining in the brew cylinder after the cycle.	1 - Check the Piston seal. 2 - Check the Piston rod seal . 3 - Change the brewer Filter Screen or install a new yearly maintenance kit.



Other Events (next)

Message Displayed	Condition	Action (s) required
Powder system	Mixing Bowls Clogging.	1 - Make sure the blower fan for the powders is functioning. 2 - Please ensure that your machine is running on the latest software version. 3 - Make sure you have adequate space around the machine for proper ventilation. 4 - Make sure the powder drawer behind the whippers is clean. 5 - Make sure the outlet valve and the whipper motor are both working. 6 - Check to make sure that the whipper wire connections are not crossed (reversed). 7 - Make sure the opening behind the outlet valve (in the water tank) is not being restricted by calcium buildup. The tank may require cleaning. 8 - Make sure the powder hose is not sagging in the center, kinked or restricted in any way. Check when the door closes. It may press against the hose and cause a restriction. 9 - Make sure the black outlet spouts from the whipper hoses are not clogged. 10 - Check if impeller is not stripped. 11 - Check recipes to ensure they are not over default range. 12 - Make sure the mixing bowls are aligned with the powder tray openings.



Other Events (next)

Message Displayed	Condition	Action (s) required
Powder system	Leaking from whipper base assembly.	1 - Check if the mixing bowl is locked in place. 2 - Check O-ring of whipper base and shaft seals.
HMI	Green screen.	Reboot the machine up to 4 times.
	Frozen screen.	1 - Reboot the machine. 2 - Install the latest software version.
	Vertical lines.	HMI needs to be changed.
Cash Box	Jammed.	1 - Reboot the machine. 2 - Check if anything is jammed inside the cash box. 3 - Contact coin changer provider. 4 - Extract machine info & logs and send the files to VKI.
Grinder jammed		Verify the grinder chute to ensure that the gray flapper is installed inside and not damaged.



Other Events (next)

Message Displayed	Condition	Action (s) required
Brewer Overflow		Check or replace the filter screen, it could be clogged. Ensure to have your grinder adjustment lock nut in place. Check your grinder adjustment 0.015 to 0.017 in.
Multiple error messages related to 24V		1 - Clear error. 2 - Check blower motor PCB (Touch) 3 - Replace the blower motor PCB (Touch) if necessary 4 - Check if the blower motor is working 5 - Replace the blower motor if necessary 6 - Check wiring of the blower motor 7 - Replace power supply
Wrong or low water quantity served on the cup		1 – Verify that the water quantity settings are correct in the set-up. 2 – Descale the water tank and outlet valves.



Other Events (next)

Message Displayed	Condition	Action (s) required
Interrupted vend	This message could appear when a vend is interrupted by losing the power or any other issue stopping the cycle.	1 – Follow the prompts on the screen to execute the maintenance required. 2 - The brewer mechanism maybe jammed. 3 – If water remains the in the brewing chamber, check if the coffee valve is not leaking.
Water tank not filling		1 – Check water connection between the water source and the filter. 2 – Check if you are getting the required water pressure from the source. 3 – Water filter may be clogged and needs to be replaced. 4 – Test the inlet valve from the Manual activation menu.

