

SECTION 3

Error and Reminder Messages

Main Screen

Message Displayed	Condition	Action(s) Required
Backend Services Unreachable. Trying to reconnect...	The connection was lost.	Will reconnect automatically. If not, reboot the machine.
• System Starting • Waiting for initialization • System initialization • System update • Warming up • Machine warming up • System Ready • Brewing in progress • Water filling • Brewer reinitialization	These are all regular operation messages.	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.	Refill the powder container(s). Note: the message may continue to appear for a few vends after refilling - this is normal and it will clear.
Empty waste bin and cup stand	The waste bin is full.	Empty the contents of both the waste bin and the cup stand.
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.	Remove the cup stand and floor tray and empty their contents.
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.
Please reinsert waste bin	The waste bin is not installed.	Install the waste bin. If message persists, check the waste bin sensor. *If message persists, clean the proximity sensor and the brewer wiper.
Water Safety Level. Water level has reached the level safety probes.	The water tank has overfilled.	Drain some water from the tank. If this persists, clean the level probes.
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. NOTE: If Step 2 of 2 cannot be activated, go to "System Status" menu and clear any errors that are present.
Call for Service (in VENDING MODE)	The Cashbox is full.	Empty the cashbox and reset the cashbox counter.

System Status Screen

Code	Message Displayed	Condition	Action(s) Required
--	Electronic Board Communication Lost Please Call for Service or Press Acknowledge to Retry	Communication between the control board and HMI is lost.	1 - Press "Acknowledge" to reset 2 - Reboot the machine. 3 - If message persists, check the HMI, Control Board and wiring.
B1	Blower & Fan current is over safety level	Blower & Fan current is above the recommended safety level. Fan may be drawing too much power.	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.
	Blower & Fan current is under minimum operation level	Blower & Fan current is below the minimum operating level. Fan may not be drawing enough power.	1 - Check wiring and connections for the powder system blower. 2 - If message persists, replace the powder system blower.
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.	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the waste bin presence sensor.
D3	Machine's door is open.	The front door of the machine is open.	1 - Close the front door. 2 - If message persists, check or replace the front door sensor.
D6	Cup is present in dispensing area.	A cup has been detected in the dispensing area.	If no cup is present, clean the cup detection LEDs.
G1	Coffee Grinder Over Current Standby	The grinder current was over the stand by operation level.	1 - Clear the message. 2 - Reboot the machine.
	Grinder Fuse Fault	Grinder fuse has triggered a fault.	1 - Grinder may be jammed – clear grinder jam. 2 - Check the fuse on the control board.
	Grinder Sensor Error	Grinder Current Sensor is out of range.	1 - Clear the message. 2 - Reboot the machine.
	Grinder's current is close to critical level	Grinder current is close to maximum operating level. Grinder may be drawing too much power.	1 - Check to see if the grinder is jammed (possibly a foreign object in the grinder heads). 2 - Check the condition of the grinder belt. 3 - Reboot the machine. 4 - If message persists, replace the grinder.
	Grinder's current is close to minimum operation level	Grinder current is close to minimum operating level. Grinder may not be drawing enough power.	1 - Reboot the machine. 2 - If message persists, replace the grinder.
	Grinder's current is over safety level	Grinder current has exceeded the maximum operating level.	1 - Check to see if the grinder is jammed (possibly a foreign object in the grinder heads). 2 - Check the condition of the grinder belt. 3 - Reboot the machine. 4 - If message persists, replace the grinder.
	Grinder's current is under minimum operation level	Grinder current is below the minimum operating level.	1 - Check the condition of the grinder belt. 2 - Check the wiring and connections to the grinder. 3 - The grinder may need to be replaced.

Code	Message Displayed	Condition	Action(s) Required
H1	Heater's current is close to critical level	Heater current is close to maximum operating level. Heater may be drawing too much power.	1 - Inspect wiring and connections to heater relay and heater element. 2 - Heater element may be drawing too much power. If message persists, replace the heater element.
	Heater's current is close to minimum operation level	Heater current is close to minimum operating level. Heater may not be drawing enough power.	1 - Reboot the machine. 2 - If message persists, replace the heater element.
	Heater's current is over safety level	Heater current has exceeded the maximum operating level.	1 - Inspect wiring and connections to heater relay and heater element. 2 - Heater element may need to be replaced. 3 - Heater relay may need to be replaced.
	Heater's current is under minimum operation level	Heater current is below the minimum operating level.	1 - Check wiring and connections to the heater relay. 2 - Check wiring and connections to the heater element. 3 - Replace heater element.
	Water Tank Default Critical Min Temp	Water temperature went below the configured minimum critical temperature (Default 0 C).	1 - Clear the message. 2 - Reboot the machine.
	Water Tank Default Fill Heating Time	Inlet valve and heater were both activated for a period of time longer than the configured timeout.	1 - Clear the message. 2 - Reboot the machine.
	Water Tank Heating Timeout	Reaching the water set point (Default 95°C) took longer than the maximum configured heating timeout (Default: 30 min.)	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the heater element.
	Water Tank Heating Probe Error	Heater bad connection count has exceeded the configured limit.	1 - Clear the message. 2 - Reboot the machine.
	Water temperature is over the maximum level	Water temperature has exceeded configured temperature setting.	1- Heater relay may need to be replaced. 2 - Control board may need to be replaced.
K1	Fan is not present or has abnormal operation	Fan is not present or operating abnormally.	1 - Check fan wiring and connection to the control board. 2 - Clean any accumulation from fan. 3 - If message persists, replace the exhaust fan. 4 - If message persists, replace the control board.
L4	Water Tank Level Error	Safety level probe is detected while the normal level probe is not.	1 - Check wiring and connections to the level probes. 2 - Clean level probes.
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.	1 - If this occurs during initial heating, it may be due to water expansion. Empty some water from tank. 2 - The machine may have been moved causing tank to overfill. Empty some water from tank. 3 - Level probes require cleaning.
L9	Waste Bin Level Sensor	Sensor is open or shorted.	Replace sensor.
MDB1	Cash Box Full	The cash box in the changer housing is full.	1 - Empty the cash box. 2 - Reset the Cash Box counter.
	Coin Changer...(various messages)	Miscellaneous Coin Changer-related issues.	Consult the coin changer manufacturer's documentation.

Code	Message Displayed	Condition	Action(s) Required
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.	1 - The powder product in the dispenser may be packed or compressed. Empty the dispenser. 2 - The dispenser may be jammed. 3 - The dispenser motor may be seized. Try to unseize the motor. 4 - If message persists, replace the powder dispenser motor.
	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.	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 may need to be replaced. 4 - If message persists, replace the powder dispenser motor.
	Powder Dispensers current is over safety level	Powder Dispenser current has exceeded the maximum operating level.	1 - The powder in the dispenser may be packed or compressed. Empty the powder dispenser. 2 - Powder dispenser may be jammed. 3 - The powder dispenser motor may be seized. Try to free the motor. 4 - If message persists, replace the powder dispenser motor.
	Powder Dispensers current is under minimum operation level	Powder Dispenser current is below the minimum operating level.	1 - Check the wiring and connections to the powder dispenser motor. 2 - If message persists, replace the powder dispenser motor.
M4, M5, M11	Whippers current is close to critical level	Powder Whipper current is close to maximum operating level.	1 - If message persists, replace the faulty whipper motor.
	Whippers current is close to minimum operation level	Powder Whipper current is close to minimum operating level.	1 - If message persists, replace the faulty whipper motor.
	Whippers current is over safety level	Powder Whipper current has exceeded the maximum operating level.	1 - If message persists, replace the faulty whipper motor.
	Whippers current is under minimum operation level	Powder Whipper current is below the minimum operating level.	1 - Check the wiring and connections to the whipper motor. 2 - If message persists, replace the faulty whipper motor.
M6, M7, M8	Coffee Dispensers current is close to critical level	Coffee Dispenser current is close to maximum operating level.	1 - The dispenser may be jammed. 2 - The coffee dispenser motor may be seized. 3 - If message persists, replace the coffee dispenser motor.
	Coffee Dispensers current is close to minimum operation level	Coffee Dispenser current is close to minimum operating level.	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.
	Coffee Dispensers current is over safety level	Coffee dispenser motor current has exceeded the maximum operating level.	1 - Check to see if the coffee dispenser motor is jammed. 2 - Reboot the machine. 3 - If message persists, replace the coffee dispenser motor.

Code	Message Displayed	Condition	Action(s) Required
M6, M7, M8	Coffee Dispensers current is under minimum operation level	Coffee dispenser motor current is below the minimum operating level.	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 need to be replaced. 4 - If message persists, replace the coffee dispenser motor.
M9	Brewer current is over safety level	Brewer current has exceeded the maximum operating level.	1 - The brewer may be seized/jammed. 2 - The brewer motor may need to be replaced.
	Brewer current is under minimum operation level	Brewer current is below the minimum operating level.	1 - Check the wiring and connections to the brewer motor. 2 - The brewer motor may need to be replaced.
	Brewer Inversion	Brewer is going in the wrong direction. <u>or</u> Wiper is going in the wrong direction (detected by the activation of the wrong switch).	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.
	Brewer Not Counting	The brewer quadrature encoder is not returning any count.	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the brewer motor.
	Brewer Not Initialized	A brewer sequence was started while the brewer was not initialized.	1 - Reboot the machine to initialize the brewer.
	Brewer Over Current Standby	The brewer current was over the configured stand by operation level.	1 - Clear the message. 2 - Reboot the machine.
	Brewer Safety Fault	The IC of the brewer driver is in fault.	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the brewer motor.
	Brewer Timeout	Brewer motion is timed out: brewer is moving too slow, and unable to reach required position in the allotted period of time.	1 - Check the wiring and connections to the brewer motor. 2 - The brewer motor may need to be replaced.
M10	Brewer Unexpected Item Received	A brewer sequence step was received while a wiper sequence was already in progress.	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the brewer motor.
	Wiper current is over safety level	The wiper motor current was over the configured maximum operation level.	1 - The wiper may be jammed or binding. 2 - The wiper motor may need to be replaced.
	Wiper current is under minimum operation level	The wiper motor current was under the configured minimum operation level.	1 - The wiper may be missing or improperly installed. 2 - Check wiper motor connections. 3 - The motor may need to be replaced.
	Wiper Inversion	The wiper limit switches are inverted.	1 - Reverse the wiring connections to the wiper switches.
	Wiper Not Initialized	A wiper sequence was started while the wiper was not initialized (homed).	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, check wiper motor switches and connections. 4 - If message persists, a wiper motor switch needs to be replaced.
	Wiper Over Current Standby	The wiper current was over the configured stand by operation level.	1 - Clear the message. 2 - Reboot the machine.

Code	Message Displayed	Condition	Action(s) Required
M10	Wiper Safety Fault	The IC of the wiper driver is in fault mode.	1 - Reboot the machine. 2 - If message persists, the control board may need to be replaced.
	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.	1 - The wiper may be jammed/binding. 2 - Check wiper motor connections. 3 - The wiper motor may need to be replaced.
	Wiper Unexpected Item Received	A wiper sequence step was received while a wiper was already in progress.	1 - Clear the message. 2 - Reboot the machine.
S1, S2	Machine No Cup Light 1 Short / Machine No Cup Light 2 Short	Cup Light LED #1 or #2 is shorted.	1 - Replace LED/harness.
T1	Impossible temperature (greater than over heat or below 0)	Invalid temperature being reported.	1 - Inaccurate temperature reading - replace the temperature probe.
	Water Tank Temperature Probe Short	Temperature probe is shorted	1 - Check the wiring and connection to the temperature probe. 2 - Replace the temperature probe.
	Water Tank Temperature Probe Not Present	Temp probe is open.	1 - Check the wiring and connection to the temperature probe. 2 - Replace the temperature probe.
	Water temperature is not rising	Water temperature is not increasing while in heating mode.	1 - Check wiring and connections to heater relay, heater element and control board. 2 - Heater relay may need to be replaced. 3 - Element may need to be replaced. 4 - Control board may need to be replaced.
V1-V6	Valves & Relay current is under minimum operation level	Valves & Relay current is below the minimum operating level.	1 - Clear the message. 2 - Check wiring and connections to inlet and outlet valves. 3 - If message persists, the inlet valve or one of the outlet valves may need to be replaced.
	Valves & Relay current is over safety level.	Valves & Relay current has exceeded the maximum operating level.	1 - Clear the message. 2 - If message persists, the inlet valve or one of the outlet valves may need to be replaced.
Z99	Coffee Dispensers Over Current Standby	The coffee dispensers current sum was over the configured stand by operation level.	1 - Clear the message. 2 - Reboot the machine.
	Machine Fan Blower Over Current Standby	The fan or blower current sum was over the configured stand by operation level	1 - Clear the message. 2 - Reboot the machine.
	Powder Dispensers Over Current StandBy	The powder dispensers current sum was over the configured stand by operation level.	1 - Clear the message. 2 - Reboot the machine.
	Powder Whippers Over Current StandBy	Powder whippers current sum was over the configured stand by operation level	1 - Clear the message. 2 - Reboot the machine.
	Water Tank Coil Valves Over Current StandBy	Valve(s) current has exceeded the configured stand by operation level.	1 - Clears automatically. If not, reboot the machine.
	Water Tank Detectors Power Failure	Fault signal triggered due to a failure of the level probes and overflow detector power supply.	1 - Clear the message. 2 - Reboot the machine. 3 - If message persists, replace the control board.
	Water Tank Heater Over Current StandBy	Heater current has exceeded the configured stand by operation level.	1 - Clears automatically. If not, reboot the machine.