

13 MALFUNCTION: CAUSES AND SOLUTIONS

MALFUNCTIONS, CAUSES AND SOLUTIONS

Following is a list of some of the inconveniences that may occur when using the machine.

For all problems not included in this table, please contact the Technical Assistance Service.

PROBLEMS	CAUSES	SOLUTIONS
Water is not dispensed by the unit	The water mains tap or the impurity filter taps are closed.	Open the tap
	The water intake union filter is clogged	Disassemble and clean. Check regeneration of the impurity filter resins
	Clogged Gigleur	Call the technical service
Water does not heat up	Burnt out resistor	Call the technical service
	Safety thermostat tripped	Call the technical service
	Main switch set to "1"	Turn the switch to "2"
Dispensing does not occur in regular doses	Defective volumetric dosing device	Call the technical service
There is a leak from the steam wand with the tap closed	Defective gasket	Call the technical service
Steam is leaking under the tap knob during opening	Faulty tap axis gasket	Call the technical service
Insufficient use of coffee	The grain size of ground coffee is not correct (too fine or too coarse grain)	Check the grinding time and/or adjust grinding
	Partially clogged head and filters	Call the technical service
	Incorrect service boiler temperature	Call the technical service
During dispensing a leakage occurs between the unit and the filter holder	Defective cup gasket or uneven filter edge	Call the technical service
Autosteamer not working	Tap probe breakage (does not froth and heat the drink and the Autosteamer button panel LEDs are flashing)	Call the technical service
Cold tea water	Incorrect mixed water setting	Set mixed water

PROBLEMS	CAUSES	SOLUTIONS
Coffee is too cold	Machine not ready	Wait for the temperature to be reached
	Presence of limescale in the boiler	Call the technical service
The machine does not dispense hot water	Machine not ready	Wait for the temperature to be reached
	Faulty dispensing solenoid valve	Call the technical service
	Clogged dispensing ducts	Call the technician to perform a limescale removing cleaning
Coffee is not dispensed or is dispensed too slowly	Insufficient water supply	Check the supply line
	Clogged filter holder dispensing hole	Clean the filter holder thoroughly with specific detergent or using a toothpick
	Grinding too fine, possible generation of error "A7" on the unit display	Adjust the grinder dosing device
Coffee is not dispensed	Unit solenoid valve malfunction	Call the technical service
	Unit gicleur clogging (probable limestone)	Call the technical service
The machine does not dispense steam	Main switch set to "1"	Turn the switch to "2"
	Clogged dispensing nozzle	Clean
	Clogged dispensing ducts	Call the technician to perform a limescale removing cleaning
	Faulty steam tap	Call the technical service
Coffee overflows from the edges of the filter holder	Dirty residues are present in the seat of the filter holder, preventing coffee from flowing through the spout	Clean
	Unit gasket worn out	Replace
	Clogged heads	Clean or replace