ERROR LIST

ALARM CODE	MAIN REASON	ALARM HISTORY	SOLUTION
A1.1	Flow meters malfunction alarm	Flowmeter blocked - GR1	• Check the flowmeter of the specified group and its connection to the control unit. LEDs on the control unit can confirm if it is receiving signals from flowmeters • Check any blockage on gigleur, clean it when necessary • Check the filter on flowmeter ,clean / replace it when necessary
A1.2		Flowmeter blocked – GR2	
A1.3		Flowmeter blocked – GR3	
A2.0	Filling alarm, it was not possible to fill the service boiler within the pre-set timeout	Filling time-out - steam boiler	Switch the machine OFF and ON to restart the autofill function. If not solved: · Check proper flow of inlet water from the mains or from the external tank. · Check the pump and the boiler filling valve manual Operations in the Diagnostic menu. · Check machine taps and potential leaks. · Check the level probe: the presence of limescale, the integrity of the plastic insulation and its sensitivity in the Configure CPU menu, can all effect the auto-fill function.
A3.1	Heating alarm, it was not possible to reach the service boiler settled temperature within the pre-established timeout time	Time out Heating Boiler SER.	In relation to the heating element of the steam boiler, or of the coffee boiler X, or of the group X: · Check the manual operation in the Diagnostic menu. · Check the thermo-fuse or high-limit thermostat continuity. · Check the heating element continuity and integrity. · Check the LEDs on the relative part: static relays and/or T3 card and/or control unit. · Check connections.
A3.2		Time out Heating Boiler GR1.	
A3.3		Time out Heating Boiler GR2.	
A3.4		Time out Heating Boiler GR3.	
A3.5		Time out Heating GROUP1.	
A3.6		Time out Heating GROUP2.	
A3.7		Time out Heating GROUP3.	
A4.1	NTC probe open alarm (broken or disconnected)	Error Services Pressure	Check the steam boiler pressure transducer and its connection to the control unit.
A4.2		NTC Boiler Group1 KO.	Check the coffee boiler X temperature probe and its connection via the extension cord to the T3 card.
A4.3		NTC Boiler Group2 KO.	
A4.4		NTC Boiler Group3 KO.	
A4.5		PT1000 Group1 KO.	Check the group X temperature probe and its connection via the extension cord to the T3 card.
A4.6		PT1000 Group2 KO.	
A4.7		PT1000 Group3 KO.	
A4.8		Cup Warmer probe KO.	· Check the cupwarmer temperature probe and its connection to the control unit. · If the machine has not the cupwarmer, turn the cupwarmer OFF and disable it in the configure CPU menu (paragraph CPU CONFIGURATION).
A4.9		PT1000 EasyCream Block1 KO.	Check the Left Easycream temperature probe and its connection via the extension cord to the control unit.

A4.10		PT1000 EasyCream Block2 KO.	Check the Right Easycream temperature probe and its connection via the extension cord to the control unit.
A5.1	NTC probe in short circuit alarm	Error Services Pressure	Check the steam boiler pressure transducer and its connection to the control unit.
A5.2		NTC Boiler Group1 KO.	Check the coffee boiler X temperature probe and its connection via the extension cord to the T3 card.
A5.3		NTC Boiler Group2 KO.	
A5.4		NTC Boiler Group3 KO.	
A5.5		PT1000 Group1 KO.	Check the group X temperature probe and its connection via the extension cord to the T3 card
A5.6		PT1000 Group2 KO.	
A5.7		PT1000 Group3 KO.	
A5.8		Cup Warmer probe KO.	· Check the cupwarmer temperature probe and its connection to the control unit. · If the machine has not the cupwarmer, turn the cupwarmer OFF and disable it in the configure CPU menu (paragraph CPU CONFIGURATION).
A5.9		PT1000 EasyCream Block1 KO.	Check the Left Easycream temperature probe and its connection via the extension cord to the control unit.
A5.10		PT1000 EasyCream Block2 KO.	Check the Right Easycream temperature probe and its connection via the extension cord to the control unit
A6.0	Boiler level alarm, the water level is insufficient	Level Probe KO.	On the level probe: · Check the presence of limescale. · Check the integrity of the plastic insulation. · Change its sensitivity in the Configure CPU menu.
A7.1	Group first filling alarm, the filling of the group boilers has not been completed correctly	Filling time-out - coffee boiler 1	The control unit does not receive the signal from a flowmeter during the "clock reset" procedure. · Check proper flow of inlet water from the mains or from the external tank. · Check machine taps and potential leaks. · Check the flowmeter LEDs on the control unit to understand which is the faulty flowmeter. · Check the flowmeter connection to the control unit. · Check the presence of a blockage: in the flowmeter, its metallic input filter, the restrictor and the not-return valve.
A7.2		Filling time-out - coffee boiler 2	
A7.3		Filling time-out - coffee boiler 3	
A8.1	Memory alarm, error found in the data relating to the parameters	Parameters memory - reading busy	· Check if the error disappears by switching the machine OFF and ON. · Reset all machine parameters: open the control unit and, with machine ON, change the status of the dip switch SW23. Wait 5 seconds and return the dip switch to its original position. · Update the firmware or re-install the same firmware version. · Change the control unit.
A8.1		Parameters memory - reading timeout	
A8.1		Parameters memory - reading generic	

A8.1		Parameters memory - writing generic	
A9.1	Memory alarm, error found in the data relating to the counters	Counters memory - reading busy	• Check if the error disappears by switching the machine OFF and ON. • Reset all machine parameters: open the control unit and, with machine ON, change the status of the dip switch SW23. Wait 5 seconds and return the dip switch to its original position. • Update the firmware or re-install the same firmware version. • Change the control unit.
A9.2		Counters memory - reading timeout	
A9.3		Counters memory - reading generic	
A9.4		Counters memory - writing generic	
A10.0	CPU not communicating alarm	Control unit-display communication	This error may appear after another error has occurred, or if the control unit does not communicate correctly with the touch screen. • Check the presence of another error in the Alarm history menu. • Check if the error disappears by switching the machine OFF and ON. • Check the connections of the cable between the control unit and the touch screen.
A11.0	Low battery alarm, the battery on the CPU must be replaced	Low battery	Change the CR1220 3 Volt battery on the control unit.
A12.0	Maintenance alarm, the total number of activations exceeds the expected value, maintenance is required	Maintenance by cycles	To delete the warning, enter the Maintenance alarm menu, press and hold the for about 5 seconds to reset the cycle counter.
A13.0	Mains water pressure alarm	Low main pressure	Check the mains pressure. It is suggested to have this control enabled in case of mains water supply or disabled in case of water supply by tank. To disable the warning, enter the Maintenance alarm menu and set Mains Pressure to OFF.
A14.1	PH probe alarm	Smart Water out of range - pH	Check the PH Probe ,replace when necessary. Check the external water filter.
A14.2		Smart Water out of range - TDS	Check the TDS Probe ,replace when necessary. Check the external water filter.
A15.0	Excessive pressure alarm, the pressure in the boiler exceeds 2.7 bar (alarm active	High steam boiler pressure	Check the pressure switch and,replace it if necessary, inspect the heating element

	only if NOT in diagnostics)		
A16.0	Maintenance alarm	Maintenance by date	This is not an error, reset the maintenace alert
A17.1		Group 1 communication	• Check the cable betweent group and main baoard condition , replace it when necessary. • Check the group head dip switch settings , to ensure set according each group • To do a factory reset • Replace the group board when necessary • Replace mainboard when necessary
A17.2	Group communication error	Group 2 communication	
A17.3		Group 3 communication	