

3.3 Machine messages

Message	Reason of the message	Procedure to reset the message	Check the following
empty waste bin	the amount of cups passed the set amount of cups that fit the waste bin	empty the waste bin, door switch needs to be open for 5 seconds and closed again, a reset message appears in the screen if the waste bin is emptied	> <i>process settings</i> > <i>waste bin counter</i>
the machine show the clean brewer message	the machine has passed the set amount of cups or days for the clean brewer message	perform the clean brewer program: > <i>maintenance</i> > <i>cleaning brewer</i>	> <i>process settings</i> > <i>cleaning management</i> > <i>message cleaning brewer</i>
the machine shows the rinsing coffee machine message	the machine has passed the set amount of cups or days for the rinsing coffee machine message	perform the rinsing coffee machine program: > <i>maintenance</i> > <i>rinsing coffee machine</i>	> <i>process settings</i> > <i>cleaning management</i> > <i>message rinsing machine</i>
the machine shows the water filter replacement message	the amount of litres or month has past the set value for the water filter	manually reset the replace water filter message: > <i>maintenance</i> > <i>replace water filter</i>	> <i>process settings</i> > <i>water filter</i>
the machine shows the descale coffee system message	the amount of litres used by the machine has passed the amount of litres used for the coffee and instant system, this amount is determined by the setting of the hardness of the water in the machine	perform the descale procedure for the coffee system: > <i>maintenance</i> > <i>descale machine</i> > <i>descale coffee system</i>	> <i>process settings</i> > <i>descale management</i>
the machine shows the 'enter the general PIN-code or 'service' menu PIN-code' message	a general pin code is set on the machine, this pin code needs to be entered when accessing the programming menu (maintenance excluded)	enter the general pin code or service menu pin code	> <i>machine settings</i> > <i>PIN code settings</i>
the machine shows the 'enter the 'service' menu PIN-code' message	a PIN code for the service menu is set on the machine, this pin code needs to be entered when accessing the service menu	enter the pin code for the service menu	> <i>machine settings</i> > <i>PIN code settings</i>
energy-saving mode	the machine is not used for the amount of time that is set in the 'energy-saving mode'	touch the screen	> <i>process settings</i> > <i>energy-saving mode</i>

3.4 Other problems

In addition to the messages and errors present in the machine, a number of other problems may occur; these problems are described below.

3.4.1 Coffee related

Problem description	Possible cause	Check the following
coffee related drink to weak	almost out of coffee beans	• fill bean canister
	grinder calibration	• grinder calibration
	strength / contact time not correct	• adjust drink settings, strength and contact time coffee
	brewer issue	• brewer and brewer process
coffee related drink to strong	grinder calibration	• grinder calibration
	strength / contact time not correct	• adjust drink settings, strength and contact time coffee
only hot water is dispensed when a coffee drink is selected	out of coffee beans	• fill bean canister
less coffee in the cup than normal	brewer leaking	• brewer and brewer process
	high pressure pump not calibrated	• high pressure pump calibration
not enough crema on coffee	drink setting not correct	• adjust drink settings
	grinder setting	• adjust grinder
	grinder calibration	• calibrate grinder
	brewer not cleaned	• run cleaning brewer program with coffee cleaning pill
	coffee outdated, date expired	• use new coffee beans

3.4.2 Instant ingredients related

Problem description	Possible cause	Check the following
instant related drink to weak	almost out of powder in ingredient canister	• ingredient container
	strength not correct	• adjust drink settings, strength instant
instant related drink to strong	strength not correct	• adjust drink settings, strength instant
no water dosed (instant and hot water related)	water level to low	• float
	hose blocked (scale)	• all related hoses
mixing bowl clogs up	to much powder used	• check the advise dosing of the packaging of the powder, use a scale to weight the amount of powder used
	low pressure pump calibration not correct	• calibrate the low pressure pump
	water selector gives water in wrong outlet	• water selector
	hose blocked	• all related hoses
mixing bowl overflows water	low pressure pump calibration to high	• calibrate the low pressure pump
	mixing bowl clogged up	• mixing bowl
mixing bowl leaks	mixing bowl seal worn	• seal mixing bowl

Problem description	Possible cause	Check the following
no foam on instant drink	mixer speed not correct	• adjust drink setting, mixer speed
	type of instant ingredient	• try a different instant ingredient
to much foam on instant drink	mixer speed not correct	• adjust drink setting, mixer speed
water dispensed in wrong outlet	scale in water selector	• clean water selector
	hose blocked	• all related hoses

3.4.3 Machine related

Problem description	Possible cause	Check the following
machine doesn't turn on	no power	• check power supply • check power cable connection
	main switch off	• main switch
	internal fuse blown	• replace fuse
	transformer issue	• transformer
	wiring issue	• internal wiring
	mainboard issue	• mainboard
	touch screen issue	• touch screen
ventilator doesn't turn	ventilator blocked	• ventilator
	ventilator motor defect	• ventilator motor
drinks blocked and temperature doesn't raise	boiler not heating	• temperature safety device
		• heating element
		• temperature sensor
		• wiring
		• mainboard
heating message in the display but the temperature doesn't rise	boiler not heating	• temperature safety device
		• heating element
		• mainboard
coffee drinks greyed out, instant only drinks and hot water can be selected	temperature not yet on the desired temperature for coffee	• nothing, boiler needs to heat further to reach the desired temperature for coffee
	temperature sensors switched around on the mainboard	• temperature sensor connection on the mainboard
	temperature safety device not functioning correct	• temperature safety device
the waste bin needs to be emptied multiple times a day	the machine is used for more drinks than specified	• consider to use the 'raiser set' which has a bigger waste bin and drip tray

4. Special functions

4.1 Master PIN-code

- *The master PIN code can be used when the set PIN code is forgotten.*
- The master PIN code to overrule PIN 1 and PIN 2 is **1948**.

4.2 Reset the counters

The counters tell you how many beverages have been prepared.

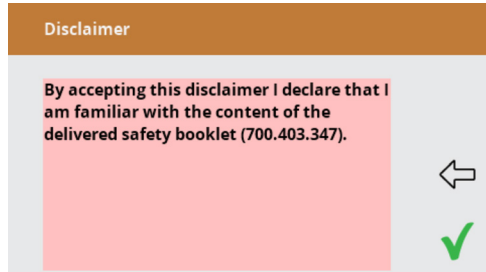
A total counter of all issued beverages is also shown.

If a drink is removed, the number of that beverage is still counted in the total machine counter.

- *The total machine counter can not be removed.*

4.3 Overriding the first install program

- *This is mainly to check the function of the machine if an unexpected error occurs during the first install program.*
- in the disclaimer screen there is an invisible button (see the pink area in the screen below)
- touch the screen for at least 10 seconds until the machine overrules the first install program
- after turning the machine off and on the machine will start up in the first install program again



4.4 Overriding the start-up procedure of the machine

- *Required for installing new software updates.*
- when the machine starts up, the version of the software appears in the display (see the example below)
- when the version appears press the programming button on the inside of the door
- the machine shows the update screen.
- to update the machine download the latest software from our website www.bravilor.com
- *Gives also access to the programming if the machine is not started up yet.*

Code	Version
GUI: 002.102.012	2.04
Configuration: 002.104.040	2.04
Recipes: 002.103.023	2.06

5. Recipes (ex-factory)

5.1 Standard beverages/recipes

► Only use instant ingredients that are suitable for vending machines (contains a flowing agent).

Recipe	Dosing sequence	Ingredient	Ratio grams	Partial ml	Total ml
ristretto	1	coffee beans	8	25	25
espresso	1	coffee beans	9.3	40	40
lungo / caffè crema	1	coffee beans	8.5	120	120
americano	1	coffee beans	11.2	48	120
	2	hot water	-	72	
cappuccino	1	topping	10	80	120
	2	coffee beans	9.3	40	
cappuccino dark	1	coffee beans	9.3	40	120
	2	topping	10	80	
latte macchiato	1	topping	5	40	120
	2	topping	5	40	
	3	coffee beans	9.3	40	
caffè latte / café au lait	1	coffee beans	8.5	40	120
	2	topping	10	80	
hot chocolate	1	cacao	20	120	120
hot chocolate deluxe	1	cacao	20	80	120
	2	topping	2	40	
espreschoc	1	cacao	20	40	120
	2	topping	2	40	
	3	coffee beans	9.3	40	
espressochoch	1	coffee beans	9.3	40	120
	2	cacao	20	80	
moccachino / wiener melange	1	topping	13	40	120
	2	cacao	7	40	
	3	coffee beans	8.5	40	
hot milk	1	topping	12	120	120
hot water	1	-	-	-	120

5.2 Premix beverages

A premix is a customized blend of two or more ingredients.

With premix 1 and/or premix 2 in the canisters, you can choose the following recipes:

Recipe	Dosing sequence	Ingredient	Ratio grams	Partial ml	Total ml
coffee + premix 1B	1	coffee beans	8.5	-	120
	2	premix 1	20%	-	
coffee + premix 2B	1	coffee beans	8.5	-	120
	2	premix 2	20%	-	
coffee + premix 1B+2B	1	coffee beans	8.5	-	120
	2	premix 1	20%	-	
	2	premix 2	20%	-	
premix 1A	1	premix 1	8%	-	120
premix 1B	1	premix 1	20%	-	120
premix 1C	1	premix 1	40%	-	120
premix 2A	1	premix 2	8%	-	120
premix 2B	1	premix 2	20%	-	120
premix 2C	1	premix 2	40%	-	120
premix 1B+2B	1	premix 1	20%	-	120
	1	premix 2	20%	-	

The letters indicates a standard ratio

- A 8%
- B 20%
- C 40%

The ratio/grams can be changed in the programming

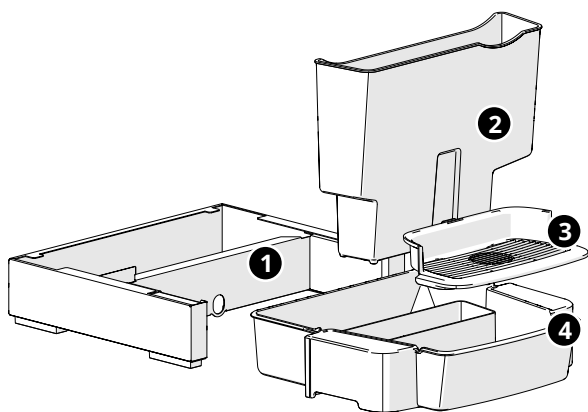
6. Accessories

6.1 Raiser set

The Sego raiser set comprises a number of components: the Sego pedestal, a larger waste bin, a larger drip tray and a lower drip tray grid.

- The pedestal raises the standard Sego 12 by 60 mm. This brings the total machine height to 650 mm.
- The larger waste bin can hold about 40-55 waste coffee pucks (depending on the size, see [Step 8 on p.25](#)).
- The larger drip tray has room for more rinsing water, which means it needs emptying less frequently.
- The lower drip tray grid raises the tap height from 105 mm to 135 mm..

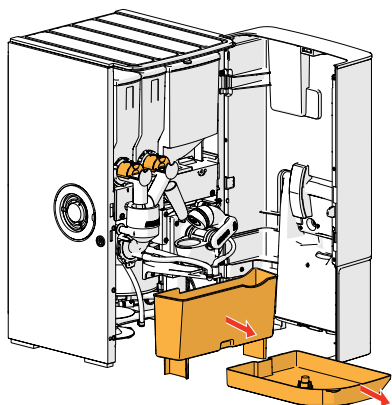
With a raiser set, it is also possible to connect the Sego to a water outlet, see [6.2 on p.26](#).



raiser set (7.270.623.101)

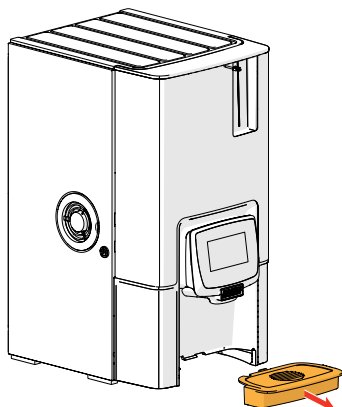
1. frame raiser Sego
2. waste bin XL Sego
3. drip tray grid XL Sego
4. drip tray XL Sego

► *If a drainage set is also to be installed, do so first as shown in section [6.2 on p.26](#).*



Step 1

- open the door
- close the canister outlets
- remove the drip tray, waste bin



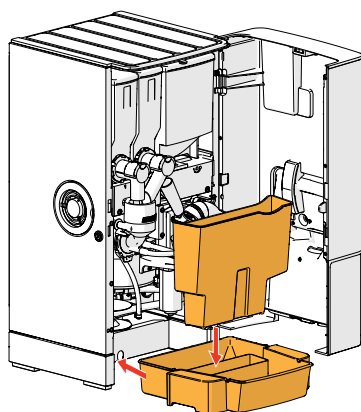
Step 2

- remove the drip tray grid



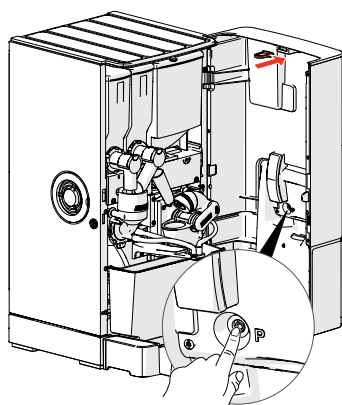
Step 3

- place the Segó carefully on its raiser set



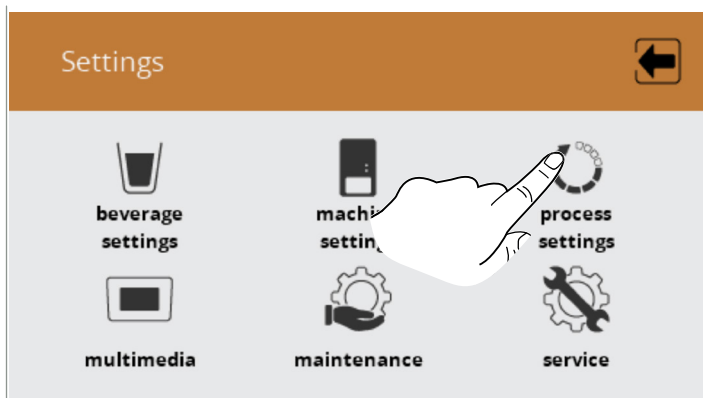
Step 4

- place the new drip tray and waste bin



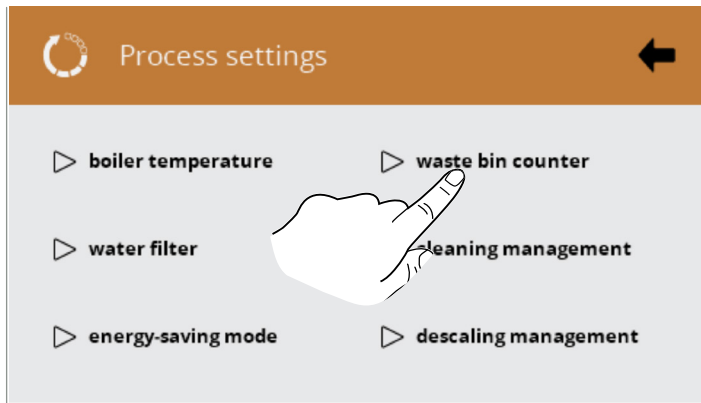
Step 5

- place the safety key
- press the P(rogramming) button



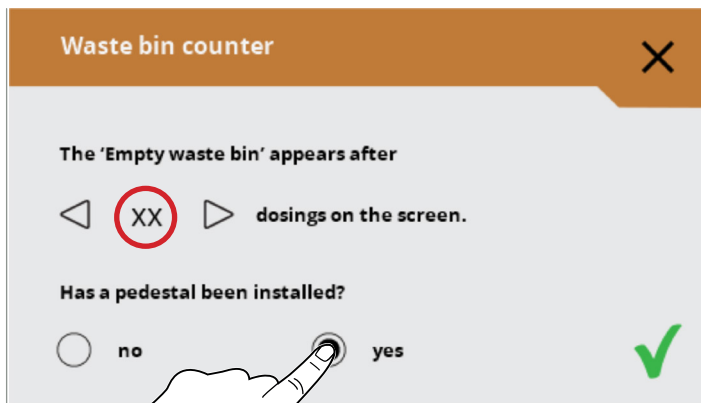
Step 6

- press 'process settings'



Step 7

- press 'waste bin counter'



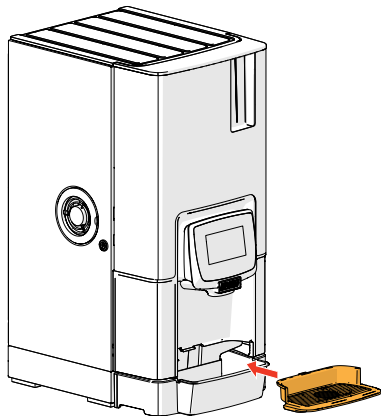
Step 8

- confirm installation of 'pedestal'
- set the number of dosages

► *The number depends on the size of the coffee pucks!*

	coffee dosing	maximum coffee pucks for waste bin
STD	7.5 gr	55
US / CA / MX	12 gr (0.42 oz)	40

- confirm your change



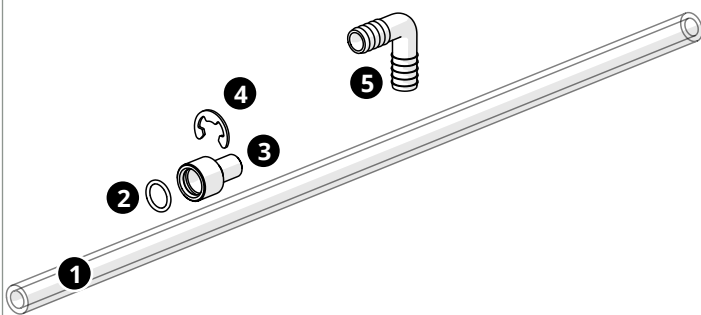
Step 9

- close the programming screen
- remove the safety key
- close the door
- place the new drip tray grid

6.2 Drainage set

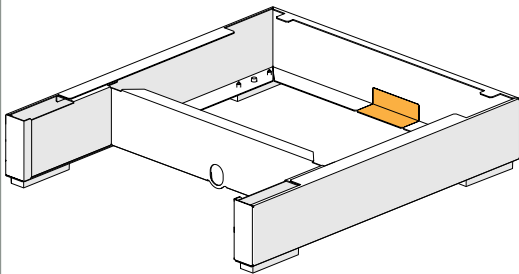
The Sego can be connected to a water outlet if desired.
In that case, you will require this drainage set.

► *The Sego can only be connected to a drain when using the optional Sego raiser set, see section [6.1 on p.23](#).*



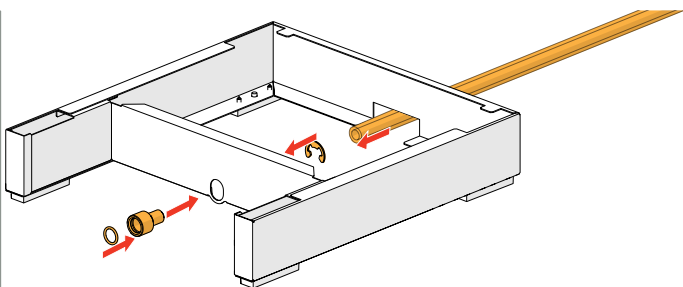
Drainage set

1. hose
2. O-ring
3. drain connection drip tray
4. shaft cir-clip
5. elbow coupling



Step 1

- cut indicated part for hose pass-through
- smooth / sand the edges



Step 2

- place the O-ring in the drain connection drip tray
- place the drain connection in the frame
- insert the hose through the prepared through-hole and connect it to the drain fitting
- lock the hose with the shaft cir-clip