

code	description	detection	suspected components
02102	short-circuit temperature sensor boiler	a NTC measures a resistance that is lower than normal	• temperature sensor • wiring • mainboard
02201	no pulse detection water selector sensor	the light sensor receives not enough pulses for too long a time	• scale inside water selector • motor water selector • light sensor • wiring • mainboard
02202	water selector in wrong position	the hot water selector cannot find its zero position	• scale inside water selector • water rotation disc
04101	communication error brewer	the espresso brewer has not been receiving messages for too long	• software
04102	break temperature sensor brewer	the NTC of the brewer heating is measuring an unrealistic resistance	• brewer heating • wiring
04103	short-circuit temperature sensor brewer	the brewer heating element is using too much power	• brewer heating • wiring
04104	brewer does not move	the espresso brewer mechanism is not reaching the desired position or one of the light sensors is not receiving any pulses	• brewer motor • screws of the brewer motor to tight • belt between the gears to tight • coffee grind on the axe of the brewer
04201	water meter gives no pulses	pulses from the flow meter have not been measured for too long a time	• the head of the high pressure pump is stuck » In some cases the head of the pump can be released by turning the screw on the backside of the motor of the high pressure pump • scale • magnetic valve (on the boiler) • wiring • water counter
10001	general I/O error	the I/O module is reporting an error	• mainboard • software

8.2 Esprecious L (FreshMilk) machine errors

code	description	detection	suspected components
00701	filling process steam boiler takes too long	the water inlet valve of the steam boiler is opened for a short period and the electrode inside the steam boiler does not detect water	• water tap not open
			• water hose kinked
			• water pressure too low
			• inlet valve
			• blockage in the water system/steam boiler
00702	steam boiler does not pressurize	the steam boiler does not get on pressure within an amount of time	• reset pressure switch manually
			• steam boiler
			• mainboard
			• wiring
			• relay
00703	steam boiler error	the electrode inside the steam boiler keeps measuring water whilst during some period milk drinks are prepared. If this happens it could indicate that there's a problem in the water detection and the steam boiler could boil dry	• inlet valve
			• electrode
			• wiring
00704	milk pump error	the milk pump runs insufficiently	• milk pump
			• wiring
			• mainboard
00705	the steam boiler fills up 3 times without selection	the magnetic inlet valve of the steam boiler is opened 3 times within a short period and no drink has been selected, this indicates that there is a leak in the water system of the steam part of the machine	• steam valve
			• steam boiler
			• hoses
00706	the steam boiler builds up too much pressure during the filling process	the machine is switched on or when it comes out of Eco mode, pressure is built up in the steam boiler. If the pressure builds up too quick, the software intervenes by opening the steam valve for a short time. If the pressure is still too high the error will appear	• steam valve
		the steam valve does not open (sticks or defect)	• steam boiler

8.3 Coin mechanism errors

code	description
07001	coin mechanism missing
07002	coin mechanism defective
07003	coin mechanism blocked
07004	coin mechanism sabotaged
07005	communication error coin mechanism
07006	general error coin mechanism
07101	error in cashless device

8.4 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>machine settings</i> > <i>process settings</i> > <i>waste bin counter</i>
the machine shows the 'flush brewer + mixer' message	the machine has passed the set amount of cups or days for the 'flush brewer + mixer' message	perform the 'flush brewer + mixer' program: > <i>'flush brewer + mixer'</i>	> <i>process settings</i> > <i>cleaning management</i>
the machine shows 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>'clean brewer'</i>	> <i>process settings</i> > <i>cleaning management</i>
the machine shows the water filter replacement message	the amount of litres or months 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>machine settings</i> > <i>process settings</i> > <i>water hardness</i> > <i>water hardness</i>
the machine shows the message 'The machine should be descaled'	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</i>	> <i>machine settings</i> > <i>process settings</i> > <i>water hardness</i> > <i>water hardness</i>
the machine shows the 'enter the security PIN code for the programming'	a pin code for the machine settings is set on the machine, this pin code needs to be entered when accessing the programming menu of the machine settings	enter the pin code for the machine settings	> <i>general settings</i> > <i>put functions on / off</i> > <i>programming security</i>
the machine shows the 'enter the security PIN code for the service menu'	a pin code for the service menu is set on the machine, this pin code needs to be entered when accessing the programming menu of the service	enter the pin code for the service menu	> <i>general settings</i> > <i>put functions on / off</i> > <i>programming security</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>

Message	Reason of the message	Procedure to reset the message	Check the following
Attention! Too much coffee!	the machine detects that there is too much coffee in the brewer by the amount of pulses of the brewer motor	press the 'ok' button in the message	• calibrate the grinder • check if there is no ground coffee behind the sieve of the brewer • check if press 2 in the drink settings 'strength and amount' is not a negative number
Attention! Out of Coffee beans!	the machine detects that there is not enough coffee in the brewer by the amount of pulses of the brewer motor	press the 'ok' button in the message	<i>fill the coffee canister with coffee beans</i>

8.5 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.

8.5.1 Machine related (Esprecious)

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 (transformer	• replace fuse on the wiring of the transformer
	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
	ventilator speed turned off or too low in the programming	> <i>machine settings</i> > <i>process settings</i> > <i>fan speed</i>
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, only instant 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

Problem description	Possible cause	Check the following
the waste bin needs to be emptied multiple times a day	the machine is used for more drinks than specified	• consider to use the waste chute and a big waste bin underneath the counter
bean canister needs to be filled frequently	the machine is used for more drinks than specified the amount of coffee used per drink is higher than the standard amount which results in the bean canister being empty quicker	• consider to use the bean canister extension set • consider to use the bean canister extension set

8.5.2 Coffee related

Problem description	Possible cause	Check the following
coffee related drink too weak	almost out of coffee beans	• fill bean canister
	grinder calibration	• grinder calibration
	grind size not correct	• adjust the grind size
	strength too low	• adjust the strength setting of the drink
	contact time too low	• adjust brewer settings to get a longer contact time
	brewer issue	• brewer and brewer process
coffee related drink too strong	grind size	• adjust the grind size
	strength setting to high	• adjust the strength setting of the drink
less coffee in the cup than normal	brewer leaking	• brewer and brewer process
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

8.5.3 Instant ingredients related

Problem description	Possible cause	Check the following
instant related drink too weak	almost out of powder in ingredient canister	• ingredient container
	strength not correct	• adjust drink settings, strength instant
instant related drink too strong	strength not correct	• adjust drink settings, strength instant
no water dosed (instant and hot water related)	water level too low	• float
	hose blocked (scale)	• all related hoses

Problem description	Possible cause	Check the following
mixing bowl clogs up	too 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 too high	• calibrate the low pressure pump
	mixing bowl clogged up	• mixing bowl
mixing bowl leaks	mixing bowl seal worn	• seal mixing bowl
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

8.5.4 FreshMilk machine related

Problem description	Possible cause	Check the following
machine doesn't turn on	no power	• power supply
		• power cable connection
	main switch off	• main switch
	internal fuse blown (power supply)	• internal fuse
	power supply issue	• power supply
	wiring issue	• internal wiring
refrigerator not cold	mainboard issue	• mainboard
	thermostat not correctly set	• adjust thermostat
	fan blocked	• fan dirty
		• condensor dirty
	fan doesn't rotate	• fan
		• wiring
		• mainboard
	cooling system issue	• cooling system
	thermostat issue	• thermostat

8.5.5 Milk related

Problem description	Possible cause	Check the following
no milk dosed, only steam	out of milk	• milk carton / milk reservoir
	milk hose blocked	• milk hose
almost no milk foam	air restriction not set correct	• calibrate the air restriction (see section 9.2.1 on p.45)
	3 way valve doesn't open	• 3 way valve
	hose blocked	• hose between air restriction and 3 way valve

Problem description	Possible cause	Check the following
cold milk dosed and no steam	steam valve doesn't open	• steam valve
milk splashes a lot when dosed	milk not cold	• milk temperature ($\pm 5^{\circ}\text{C}$)
	air restriction not set correct	• calibrate the air restriction (see section 9.2.1 on p.45)
	milk pump not calibrated	• calibrate the milk pump (programming > milk module > service > calibrate milk pump)
	hoses not correctly attached to the milk foamer	• hoses connected to the milk foamer
milk drink greyed out, can't be selected (no message displayed)	connection problem between mainboard FreshMilk and interface board	• connection cable between FreshMilk and Esprecious
		• connection cable (inside the Esprecious) from Interface board to the 6-pin connector
		• interface board (Esprecious)
		• mainboard FreshMilk
milk drinks greyed out, cleaning message in the display	perform a milk system cleaning cycle	• advise the responsible person that is in charge of the coffee machine that a milk cleaning cycle is advised
the machine displays more than 1 time a day the milk cleaning cycle	the machine is turned off for a longer period, 3 hours or more	• don't turn the machine off but use the Eco modus setting
milk leaks around the milk pump	milk hose leaks	• replace the milk hose within 10.000 milk drinks

9. Special functions

9.1 Esprecious

9.1.1 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 yellow 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

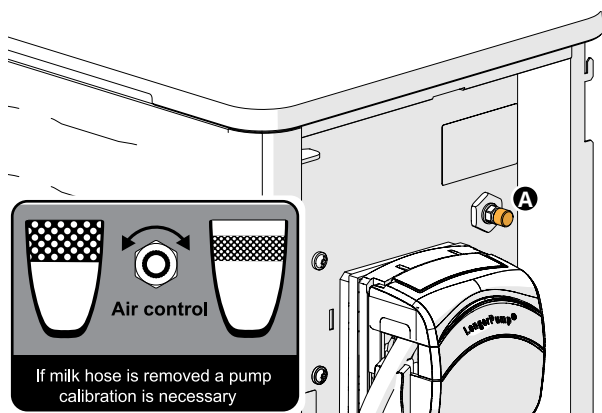


9.1.2 Overriding the descaling program

- If the descaling has started, then push longer than 10 seconds on the P(rogramming) button to stop the descaling program.
- ▶ *Never stop the descaling program when you have already poured descaler into the machine!*

9.2 FreshMilk

9.2.1 Calibrate the air restriction



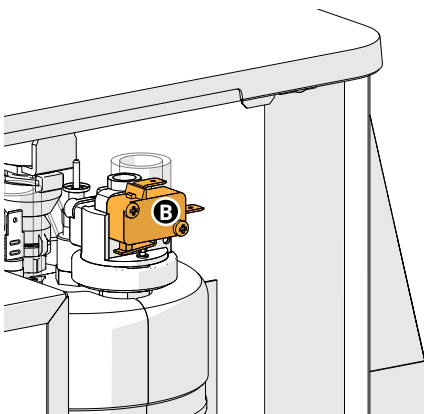
Step 1

- open the pump door as [Step 1](#) in of [section 4.1](#)

Step 2 (factory setting)

- completely close the air restriction **A**
 - turn the air control open 5 whole turns
- Use the factory setting as a starting point for the optimum setting.

9.2.2 Reset the micro switch on the pressure switch

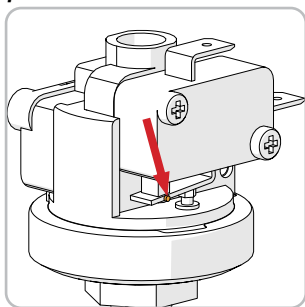


Step 1

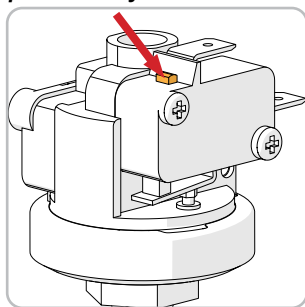
- remove the left side panel as in [Step 1](#) of [section 4.2](#)
- push the button down to reset the micro switch

► The position of the reset button may be at a different position depending on the production date, for more information, see [SI 230322](#).

*Used in machine
produced till 2023*



*Used in machine
produced from 2023*



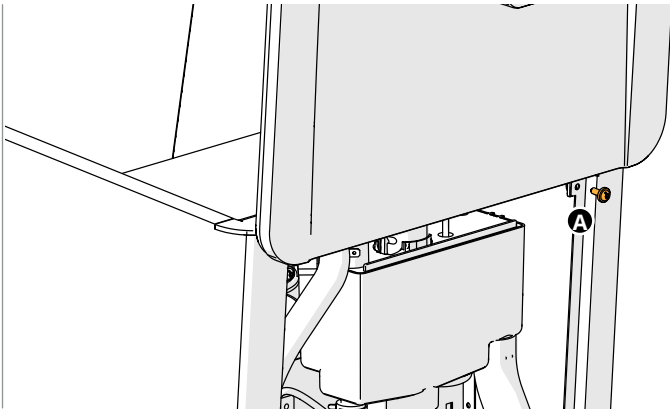
10. Esprecious accessories

10.1 Bean canister expansion set

The extension set contains:

- a bean canister,
 - » 7.270.609.101 bean canister Esprecious 11(L) and 12 (1x2.4 kg)
 - » 7.270.610.101 bean canister Esprecious 21(L) and 22 (2x1.2 kg)
- a canister lid with key/lock
- a machine lid.

The extension set will increase the Esprecious with 13 cm in height.

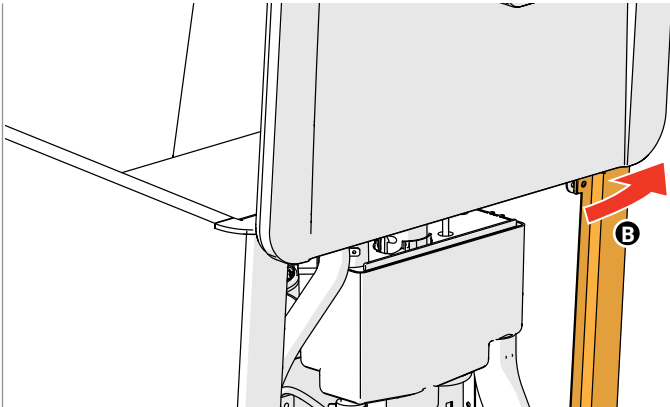


Step 1

- open the door
- open the lid
- remove all the canisters
- remove the back panel as in [Step 1](#) of [section 3.4](#)

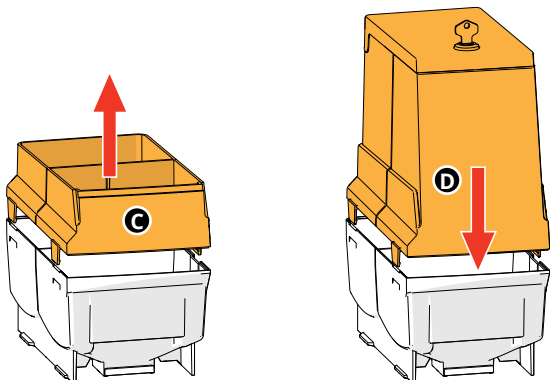
Step 2

- remove screw **A**



Step 3

- bend the side panel **B** slightly outward
- remove the lid
- install the new lid supplied with the set
- fasten the screw from [Step 2](#)
- replace the back panel and fasten the screws



Step 4

- remove the top part of the canister **C**

Step 5

- install the new canister part supplied with the set **D**

Step 5

- refill the bean canister
- replace all canisters in the machine