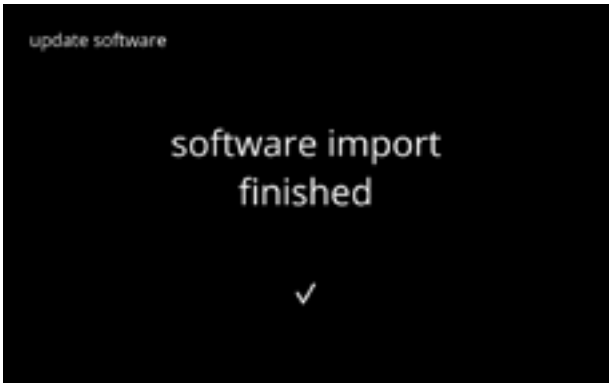
6.4.6c



Progress screen
- wait for the process to finish
- press on cancel to interrupt

► *If the file cannot be imported (earlier version or wrong format) the screen is aborted and screen 6.4.6f appears.*

6.4.6d



Information screen:
- the next screen is displayed after a few seconds

6.4.6e



Information screen:
- the machine starts automatically (this takes a while)
- the next screen is displayed automatically

6.4.6f



Information screen:
- the beverage selection screen is displayed when the HMI-software is installed

► *To complete the procedure:*
» turn the machine off
» wait for about 30 seconds
» turn the machine back on
(this will synchronise the I/O board)

6.4.7 Export machine log

In this menu the machine log is exported to a file.
The report consists of dispense counters (free and paid), warning and error messages.

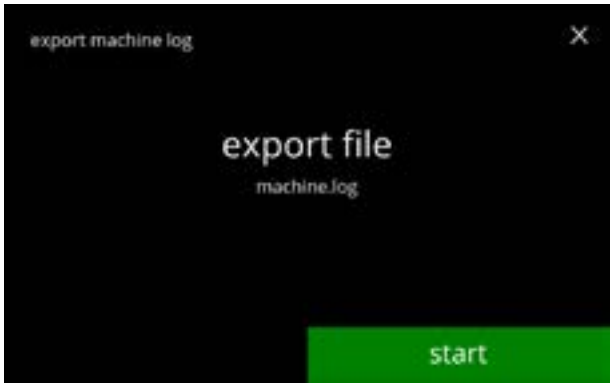
6.4.7



Export machine log:
- place a USB stick

  ► *If there is no USB stick in the machine this option is greyed out.*
- press "*export machine log*" to confirm
- press ‹ or › to scroll through the software menu

6.4.7a



Export the log file of the machine:
- press start to begin the export

6.4.7b



Progress screen
- wait for the process to finish
- press on cancel to interrupt

Information screens:
• screen 6.4.7 is displayed after a few seconds

6.4.7c





6.4.8 Software update history

In this menu software history is shown.
The following software history are shown with item number, version, date and time:
- product software (HMI)
- I/O board software
- touch software
- Wi-Fi/Bluetooth
- bus devices (if they are connected)

The update log can contain up to 50 items, the last update is shown first.

6.4.8



Information screens:
- press ⌃ or ⌄ to retrieve the update history
- press ‹ or › to scroll through the software menu

6.5 Online info

Online information can be approached via the QR code shown on the screen.
Select one of the available options

- press ‹ or › to select the next option of the “machine menu”
- press the *“text area”* to select the next level for that menu
- press ☒ to go back to chapter 6. Programming menu on p.17

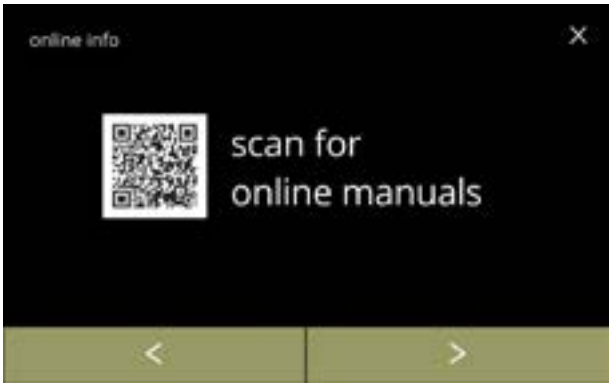
6.5.1



Online information:

- press “*online info*” to confirm
- press ‹ or › to scroll through the machine menu

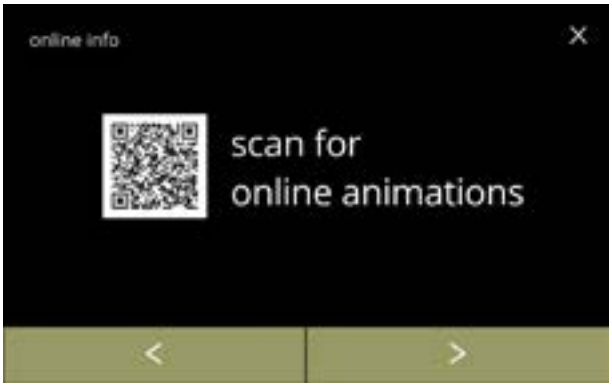
6.5.1a



Online manuals:

- press ‹ or › to scroll through the available QR codes
- scan the QR code to get the latest online manual(s)

6.5.1b



Online animations:

- press ‹ or › to scroll through the available QR codes
- scan the QR code to get the latest online animation(s)

7. Warnings and errors

7.1 Warnings

Warnings are used to inform you of a state which can prevent the Bolero from working correctly. In general warnings are shown after selecting a beverage.

► *The messages/warnings are displayed for 30 seconds then return to the home screen.*

» a message (Mxxx) is a positive confirmation of a user action.
» a warning (Wxxx) indicates a problem or potentially harmful condition.



7.1a

Example display for a warning.
These notifications are stored in a log file (§6.4.3 on p.121).

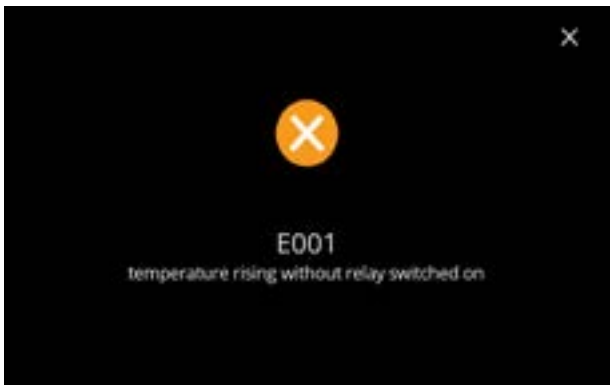
code	description	action
W001	temperature sensor out of range	• no action required, disappears after a few seconds, becomes after 3 incidents E002
W002	temperature too high	• no action required, disappears after a few seconds
W003	temperature not rising while relay engaged	• no action required, disappears after a few seconds, becomes E004 after 3 incidents within certain time
W004	canister motor not detected	• reset the message on the screen » if the warning persists, contact your dealer
W005	*not used*	
W006	mixing cups must be rinsed	• reset the message on the screen » rinse the mixing system, see §6.1.1 on p.19
W007	machine must be descaled soon	• reset the message on the screen » schedule the descaling procedure soon
W008	machine must be descaled now	• reset the message on the screen (the warning will pop-up after every dispensed beverage) » descale the machine, see §6.1.2 on p.21

code	description	action
W009	water filter must be changed soon	• reset the message on the screen
		» schedule water filter replacement soon
W010	water filter must be changed now	• reset the message on the screen (the warning will pop-up after every dispensed beverage)
		» replace the water filter and confirm in §6.1.3 on p.28

7.2 Error messages

Error messages appear when an error is detected by the machines operating system.
When the error is active and is cancelled by the user, the machine goes out of safe mode and tries to recover. If the error is not cleared by retrying, the error reappears.

► *If the error message returned after the appropriate action, please contact your dealer.*



7.2a

Example display for error messages.
These errors are stored in a log file, see §6.4.2 on p.120.

code	description	action
E001	temperature rise while relay disengaged	• reset the message on the screen
		» if the error persists, contact your dealer
E002	temperature sensor out of range	• reset the message on the screen
		» if the error persists, contact your dealer
E003	magnetic valve unexpectedly opened	• reset the message on the screen
		» if the error persists, contact your dealer
E004	temperature not rising while relay engaged	• reset the message on the screen
		» if the error persists, contact your dealer
E005	water selector malfunction	• reset the message on the screen
		» if the error persists, contact your dealer

code	description	action
E006	water supply failure	• reset the message on the screen, if the error repeats verify the following:
		» check that the water tap is open
		» check that the water supply hose is not kinked
		» check whether water comes out of the water tap
		» if the error persists, contact your dealer
E007	*not used*	
E008	bus system communication error	• reset the message on the screen
		» if the error persists, contact your dealer
E009	pump motor malfunction	• reset the message on the screen
		» if the error persists, contact your dealer
E010	mixer motor not detected	• reset the message on the screen, if the error repeats verify the following:
		» check that the mixing bowl is clean and not blocked
		» if the error persists, contact your dealer
E011	canister motor malfunction	• reset the message on the screen, if the error repeats verify the following:
		» remove the canister and try again
		» remove the ingredient powder from the canister and try again
		» if the error persists, contact your dealer
	► *E011 cannot be detected by the hardware when the canister motor is running at very low speed, i.e. when very small amounts of ingredients are dispensed, which is usually the case for recipes with a very low ingredient/water ratio.*	

7.3 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.

Problem description	Possible cause	Check the following
drink to weak	almost out of powder in ingredient canister	• Ingredient container
	strength not correct	• adjust drink settings in the recipe editor
		» if the error persists, contact your dealer
drink to strong	strength not correct	• adjust drink settings in the recipe editor
		» if the error persists, contact your dealer
no water dosed	hose blocked	• contact your dealer
mixing unit clogs up	mixing unit not cleaned	• clean the mixing unit
	to much powder	• check the advise dosing of the packaging of the powder, use a scale to weight the amount of powder used
	powder used which is not applicable for vending machines	• use powder that is applicable for vending machines
	pump calibration not correct	• calibrate the pump (availability depends on PIN setting)
		• contact your dealer
	mixer defect or missing	• check the mixer
	mixing unit damaged	• check the mixing unit
	fan rotor does not turn	• clean the fan rotor and housing or remove any blockage
		» if the error persists, contact your dealer
mixing unit overflows water	pump calibration not correct	• calibrate the pump (availability depends on PIN setting)
		• contact your dealer
	mixing bowl clogged up	• mixing bowl, see previous described problem
		» if the error persists, contact your dealer
mixing unit leaks	mixing bowl seal leaks	• clean the complete mixing unit
		» if the error persists, contact your dealer