



ALL-CLAD ARNO CALOR KRUPS LAGOSTINA  
MOULINEX ROWENTA SEB SUPOR TEFAL

## Projet BARISTA Hotline Training

J. LIGER

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# BARISTA - TROUBLE SHOOTING

Question ?

Answer

• ***Fault code displayed on machine ?***

Turn off the machine and unplug it 20 sec. Remove the Aqua filter, add water in the tank if necessary and turn on the machine.

*If the fault is always displayed, see fault code trouble shooting.*

• ***Machine don't turn on ?***

Control the if the plug is well insert in the machine and in the wall.

Try it in an other plug.

If it's the first use try to use an other wire.

Control if the power on/off button is not blocked

□ ***Coffee not hot enough?***

Control the temperature Level set by the customer in the setting menu. Increase it if possible

In the favorite menu, you can set for each recipe the temperature.

If necessary heat the glass before using

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Answer

• **Coffee not strong enough ?**

You can set the strongness for each recipe with selection of number of coffee bean

Control you have bean and control the system of coffee bean presence is not clogged or dirty clean it if possible with a dry cloth

Don't use a oily bean

• **Flow of coffee too slow ?**

Change/remove the aqua filter if used  
Use a favorite and/or reduce quantity of water  
With the menu « Service » lunch the cleaning program

□ **Not enough crema of coffee enough?**

Change/remove the aqua filter if used  
With the menu « Service » lunch the cleaning program

# BARISTA - TROUBLE SHOOTING

Question ?

Answer

• **Abnormal noise during grinding ?**

Try to extract manual the parts (stone) inside the grinder  
Make a coffee with a setting of strongness = 1 bean (to open the ring of the grinder).

• **Steam : not enough quantity of steam, quantity of milk frothing too small ?**

If ok change the coffee bean brand  
With the menu « Service » launch the manual cleaning program.  
Control the steam nozzle screwing, if not screwing enough screw it and try again  
Unclog all the hole of the steam nozzle outlet with the tool.  
Put the metal tube in the dishwasher to unclog the small hole  
Use a half fat milk, pasteurised.  
With the favorite menu, do a recipe with more time of frothing.  
Remove the water filter and if possible do 5 steam cycle with a water with calcium.

# BARISTA - TROUBLE SHOOTING

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Answer

•***Steam : The bubbles of milk froth is too big, not enough fine?***

The temperature of the milk is too high (boiling), use a cold and fresh milk (not open since a long time).

Control the quantity of milk in the glass is sufficient (the steam outlet must be completely in milk).

Control the screwing of the outlet.

Do a manual cleaning of the steam nozzle to unclog all the holes. Put the metal tube in the dishwasher

With favorite, decrease the preheating time and/or the time of frothing.

•***Cleaning program of steam nozzle don't work fine ?***

Control during the preparation the milk not boiling, if yes reduce the time of preheating).

Control the quantity of cleaning liquid available (no sensor of empty bottle)

Do a Manual cleaning

Control the cleaning tank (under the steam nozzle) is well clipped

# BARISTA - TROUBLE SHOOTING

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Answer

• ***Frothing system became noisy ?***

Do a cleaning manual and put the metal tube in dish washer to unclogg the hole  
Or In favorits decrease the time of pre-heating and increase the time of frothing

• ***Drip tray need to be always empty ?***

Clean the 2 metallic part dehind the drip tray (the metallic parts and between).  
If the water level is disactivated (you have to empty it after each coffee) do the cleaning put it back and unplug machine during 20 sec.

• ***Water tank not detected ?***

Control the water tank is completly enter in the machine (you have a « clip » feeling)  
Control the flot system is not blocked. In this case unblock it (shake the tank)

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Answer

• ***Water flow when the machine turn off ?***

After each small recipe of coffee (ristretto and espresso < 50 ml) you have an automatique rinsing of the coffee outlet to avoid the clgging of the outlet.

• ***After empty the coffee ground container the machine ask to empty it an other time ?***

Control the coffee ground container is well in place.  
When you mpty it you have to wait 8 secondes before  
Replace it.

# BARISTA - TROUBLE SHOOTING

Fault Code displayed	Name	Cause	Causes possibles
1	DEFAULT_AMORCAGE Priming defect	Volume of water seen by flowmeter < 20ml after the first 5 seconds during the movement of the jack	<b>Aqua filter clogg</b> Flowmeter connection Flowmeter defective Leakage of air in circuit
2	DEFAULT_BLOC_DE_CHAUFFE Heating Problem	No variation of T° seen by the board	NTC Broken NTC disconnected
3	DEFAULT_CIRCUIT_CAFE Coffee circuit defect	Coffee circuit clogg, flowmeter don't see water flowing during coffee	<b>Make a cleaning in menu setting</b> Thermobloc clogg (grid, tube bent, creamy seal) Distributor position wrong Finess of the coffee clogged the grid



# BARISTA - TROUBLE SHOOTING

4	DEFAULT_DEBITMETRE <b>Flowmeter Deffect</b>	No water seen by the flowmeter after pumping	<b>Aqua filter clogg</b> Flowmeter connection Flowmeter deffective Leakage of air in circuit Tube disconnected Detection of water level in the tank KO Pump KO / diconnected
5	DEFAULT_FUITE_HYDRAULIQUE <b>Leakage deffect</b>	Volume to put the jack in the back position is too high (> 95ml)	Tube broken or connection ot good Security valve not close Leakage on distributor / thermobloc
6	DEFAULT_OBSTACLE_VERIN <b>Back position of jack not good</b>	Volume to put the jack in back postion is too small	<b>Aqua filter clogg or with and hole</b> Thermobloc blocked during the movment Flowmeter deffective
	DEFAULT_POTENTIOMETRE_MILIEU	The potentiometer give the information the brewing head	Potentiometer with a wrong assembling,

# BARISTA - TROUBLE SHOOTING

8	DEFAULT_POTENTIOMETRE_BAS <b>Defect Potentiometer down position</b>	When the jack has finish is movment in down position the potentiometer see a position under the empty position	Potentiometer with a wrong assembling, not connected or calibration must be done
9	DEFAULT_POTENTIOMETRE_HAUT <b>Defect Potentiometer down position</b>	When the jack is in the top position the potentiometer see a position too high	Potentiometer with a wrong assembling, not connected or calibration must be done
10	DEFAULT_EJECTION <b>Ejection Problem (defect recorded never display)</b>	Thermobloc don't detect the ejection	Switch on the thermobloc disconnected Qty of coffee put big (coffee ground function)
11	DEFAULT_BLOCAGE_EJECTION <b>Ejection Problem (display to the customer)</b>	After 6 defect N°10 record	Switch on the thermobloc disconnected Qty of coffee put big (coffee ground function)
12	DEFAULT_ORDRE_PERDU <b>Defect Order lost</b> (between boards)	Problem of communication between the 2 parts	Card deffective, or connection not good.
	DEFAULT_STATUS_PERDU <b>Defect Status lost</b>	Problem of communication	Card deffective, or

# BARISTA - TROUBLE SHOOTING

14	DEFAULT_PRESENCE_GRAIN <b>Defect Coffee bean sensor</b>	Problem with the sensor	Sensor defective
15	DEFAULT_BUSE_BLOQUEE <b>Defect Steam Tube Blocked</b>	Problem of detection of the steam position (6 times horizontally ou 6 vertically)	<b>Control nothing block the steam tube (glass to big, cleaning tank not clipped, steam outlet not screw)</b>
17	DEFAULT_DRIP_TRAY_NIVEAU_EAU_TJR_PRESENT <b>Defect Water level on drip tray always full</b>	Drip tray is detected always full	<b>Metal parts dirty, clean it.</b> Wires connected not in the good sens (blue, white , yellow)
18	DEFAULT_DRIP_TRAY_NON_DETECTE <b>Defect drip tray not detected</b>	Drip tray is never detected present	<b>Metal parts dirty, clean it.</b> Wires connected not in the good sens (blue, white , yellow)
19	DEFAULT_DRIP_TRAY_TJR_PRESENT <b>Defect Drip tray always present</b>	Drip tray is always detected present but the level of water change	<b>Metal parts dirty, clean it.</b> Wires connected not in the good sens (blue, white , yellow)

# BARISTA - TROUBLE SHOOTING

20	DEFAULT_BAC_A_CAKE_NON_DETECTE <b>Defect Coffee ground container</b>	Defect with the switch of presence	Switch deffective or wire disconnected
21	DEFAULT_EAU_NON_DETECTE <b>Defect water tank not detected</b>	The machine see always the tank empty	<b>Float in the bottom position (shake the tank)</b> IBoard with sensor level deffective
51	DEFAULT_CTN <b>NTC defect</b>	Variation of temperature not enough important	NTC Broken NTC disconnected Thermo fuse broken
52	DEFAULT_CRAN_DISTRIBUTEUR <b>Position of Distributor defect</b>	Switch on the bottom on the distributor don't give information	Switch deffective Wire disconnected Distributor don't turn
53	DEFAULT_ORIGINE_DISTRIBUTEUR <b>Initial position of distributor defect</b>	Switch on the top on the distributor don't give information	Switch deffective Wire disconnected Distributor don't turn

# BARISTA - TROUBLE SHOOTING

54	DEFAULT_BUSE_HORIZONTALE_RECUPERABLE <b>Horizontal Steam nozzle defect recorded</b>	an horizontal moving of the steam nozzle is detected but the machine success to put it in the intial position	<b>Control nothing block the steam tube (glass to big, cleaning tank not clipped, steam outlet not screw)</b> Problem with the motoreducteur Parts inside
55	DEFAULT_BUSE_HORIZONTALE_CONFIRME <b>Horizontal Steam nozzle defect confirmed (displayed to the customer)</b>	an horizontal moving of the steam nozzle is detected and the machine don't success to put it in the intial position	<b>Control nothing block the steam tube (glass to big, cleaning tank not clipped, steam outlet not screw)</b> Problem with the motoreducteur Parts inside
56	DEFAULT_BUSE_VERTICALE_RECUPERABLE <b>Vertical Steam nozzle defect recorded</b>	a vertical moving of the steam nozzle is detected put the machine success to put it in the intial position	<b>Control nothing block the steam tube (glass to big, cleaning tank not clipped, steam outlet not screw)</b> Problem with the motoreducteur Parts inside
57	DEFAULT_BUSE_VERTICALE_CONFIRME <b>vertical Steam nozzle defect confirmed</b>	A vertical moving of the steam nozzle is detected and the machine don't	<b>Control nothing block the steam tube (glass to big, cleaning tank not clipped, steam outlet not screw)</b>

# BARISTA - TROUBLE SHOOTING

58	DEFAULT_GRANULOMETRIE_MAX <b>Coarsness defect Max</b>	Too many consumption current detected to move to the good position	Parts in the motoreductor
59	DEFAULT_GRANULOMETRIE_MIN <b>Coarsness defect Max</b>	No consumption current detected to move the system	Connexion in board Motoreductor KO
60	DEFAULT_TRAPPE_TEMPS_MAX <b>Locking system of coffee ground function</b>	The maximum of consumption current is reached before a time out	Connexion in board Motoreductor KO
61	DEFAULT_DISTRIB_CURRENT <b>Consumption current for distributor defect</b>	Consumption current is too high when the distributor turns	Connexion in board Motoreductor KO