

ERROR CODES	DESCRIPTION	CONSUMER EXPERIENCE	CONSUMER CARE POSSIBLE SOLUTION
01	The coffee grinder is blocked (grinder blades jammed or sensor not reading properly).	The coffee funnel is clogged.	Switch off the machine and unplug it. Remove the brew group. Then open the lid of the pre-ground coffee compartment and cleaning it. Check the obstruction of ground coffee outlet conveyor.
02	The grinder is disconnected (Only coffee grinder without electronic sensor).	The machine does not grind coffee.	Check the grinder connections (view the electrical diagram).
03	The brew unit is blocked in work position.	The brew unit is blocked.	Switch off the machine with the main switch. Rinse the brew group with fresh water, let it air-dry and then lubricate it.
04	The brew unit is blocked in home position.		Switch off the machine with the main switch. Remove the brew group and reinsert it. Make sure that the brew group is in the correct position before you insert it.
05	Water circuit/flow meter problems (water circuit blocked or no flow meter signal).	There is air in the water circuit.	Restart the machine by switching it off and on again with the main switch. If this works, dispense 2-3 cups of hot water. Descale the machine if you have not done so for a longer period of time.
		The AquaClean filter was not prepared properly before installation or it is clogged.	Remove the AquaClean filter and try again to brew a coffee. If this works, make sure that the AquaClean filter is prepared properly. Put the AquaClean filter back into the water tank. If this still does not work, the filter is clogged and needs to be replaced.
06	The Electrovalves are disconnected	The machine show error 06.	Check the electrovalves connections (view the electrical diagram).
10	Boiler temperature sensor short circuited	The machine show error 10.	Replace it, if the problem persists check if the Mainboard is short circuit or replace it.
11	Boiler temperature sensor open circuit.	The machine show error 11.	Check the Boiler temperature sensor and its connections (view the electrical diagram), if properly connected replace it. If the problem persists replace if the Mainboard.
14	The boiler temperature has exceeded the maximum allowed value (165°C).	The machine is overheated.	Switch the machine off and switch it back on again after 30 minutes.
15	The boiler temperature does not increase in the time established by the software. Possible root causes: 1. Boiler power supply disconnected; 2. Incorrect boiler assembled (see Exploded View); 3. Partial power supply to boiler; 4. Triggered thermostats.	The machine show error 15.	<ol style="list-style-type: none"> 1. Check the Boiler power supply connections (view the electrical diagram); 2. Check boiler assembled (see Exploded View); 3. Check the Boiler power supply connections (view the electrical diagram); 4. Replace the triggered thermostats.
19	The machine does not receive the necessary voltage (power surges).	The machine show error 19.	Switch off the machine with the main switch. If the problem persists check the Mainboard voltage and if it persists again replace it.