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TROUBLESHOOTING A400-A1000

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FRANKE

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1 ERROR CODES

When an error occurs, the machine displays an error message which provides instructions on how to rectify the issue. Additional information regarding troubleshooting can be found via the error codes in the table below. Event messages are not displayed but recorded in the error history log. Individual components (heating, valves, brewing unit, etc.) can be checked using the relevant test menu.

1.1 Brewing unit

Error code	Short text	Error message	Notes on troubleshooting
009	Brewing unit motor timeout	The number of increments registered while the brewing chamber was moving is too small. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
010	Brewing unit motor timeout	The number of increments registered while the brewing chamber was moving is too small. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
011	Brewing unit motor timeout	The number of increments registered while the brewing chamber was moving is too small. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
012	Brewing unit motor timeout	The number of increments registered while the brewing chamber was moving is too small. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
013	Brewing unit motor timeout	The number of increments registered while the brewing chamber was moving is too small. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
014	Brewing unit increment transmitter	More than one negative increment was registered. The brewing chamber is moving in the wrong direction. Please check the wiring of the increment transmitter.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
015	Brewing unit motor timeout	A motor timeout occurred during cleaning.	<ul style="list-style-type: none"> - Restart the system - Repeat the cleaning cycle

Error code	Short text	Error message	Notes on troubleshooting
027	Brewing unit locking mechanism	The brewing unit is not locked.	
028	Brewing unit missing	Brewing unit missing.	
030	Initializing brewing unit	During initialization, an error occurred when the brewing unit was being recalibrated.	<ul style="list-style-type: none"> - Restart the system - Check the incremental sensor - Check the motor - Clean the brewing unit with a brush
048	Brewing chamber open	The brewing process was canceled because the brewing chamber could be opened up too wide. Please select a new product or restart the system to recalibrate the brewing unit.	<ul style="list-style-type: none"> - Select a new drink (the brewing unit will be recalibrated) - If this occurs more than once, check the values, see Programming, Menu item 5.2 Brewing unit
049	Brewing chamber open	The brewing chamber could not be closed. Please check the grind quantity and select a new product.	<ul style="list-style-type: none"> - Select a new drink (the brewing unit will be recalibrated) - Check the grind quantity - Check the calibration of the grinders, see Programming, Grinder 1 - 3

1.2 Fluid system

Error code	Short text	Error message	Notes on troubleshooting
060	Fill Boiler 1	The boiler with heater 1 could not be filled. Please restart the system.	<ul style="list-style-type: none"> - Restart the system - Check pump pressure, Commissioning, Menu item 0.3 Set pressure - Check the boiler 1 (coffee) pressure relief valve for leakage (water flows into drip tray) - Check the water supply for leakage and check the water supply

Error code	Short text	Error message	Notes on troubleshooting
061, 062	Fill Boiler 2	Der Boiler mit Heizung 2 konnte das erste Mal nicht gefüllt werden. Die Heizung wird abgeschaltet. Bitte starten Sie das System neu.	<ul style="list-style-type: none"> - Restart the system - Check boiler 2 (hot water) pressure relief valve for leakage (water flows into drip tray) - Check the fill level sensor (connection/limescale formation), Programming, Menu item 5.10 Individual inputs - Check the water supply for leakage and check the water supply
079	Flowmeter error 1	Water flow of the coffee boiler is disrupted. The flowmeter receives too few or no impulses. Please restart the system or try a different product.	<ul style="list-style-type: none"> - Check the grind coarseness (too fine?) - Check the product settings - Select another product - Check the flow meter
080	Flowmeter error 2	The water flow of the tea boiler is disrupted. The flowmeter receives too few or no impulses. Please restart the system or try a different product.	<ul style="list-style-type: none"> - Check the product settings - Select another product - Check the flow meter - Open the shut-off valve
087	Initializing water line	The water flow of the tea boiler is disrupted. The flowmeter receives too few or no impulses. Please restart the system or try a different product.	<ul style="list-style-type: none"> - Restart the system - Check the water supply for leakage and check the water supply - Check the water circuit for leakage
088	Initializing steam boiler level	During initialization, the minimum steam boiler level could not be reached within 25 s. The steam boiler continues filling. If the level still has not been reached after 4 min, another error message will appear. Please check the water supply and the level sensor in this case.	<ul style="list-style-type: none"> - Wait at least 4 minutes - check the fill level sensor and renew if necessary - Check the water supply for leakage and check the water supply - Check the water circuit for leakage
090	Needle valve iQFlow	The needle valve in the iQFlow system is not working properly.	Restart the system
091	Needle valve iQFlow	The needle valve in the iQFlow system is not working properly.	Restart the system
092	Needle valve / brewing unit tightness	The needle valve in the iQFlow system cannot be closed, or the brewing unit is not completely tight.	
093	iQFlow initialization	iQFlow has been initialized.	
094	Brewing module may be leaking	The brewing module may be leaking. Check the brewing module.	Check the brewing module for leakage

1.3 Milk system

Error code	Short text	Error message	Notes on troubleshooting
101	Hardware error on the FoamMaster	A hardware error has occurred at the FoamMaster controller (short circuit).	<ul style="list-style-type: none"> - Check the connection cable - Check the connection with other CAN nodes, Programming, Menu item 5.9 Individual outputs (test menu CAN bus). - Check the connection cable.
102	FoamMaster software out of date	The FoamMaster software is out of date. Please update the FoamMaster software to the current version using the service tool.	<p>Update the FoamMaster software to the current version using the service tool</p> <p>The minimum required version will be displayed. The exported out-of-date software version of the milk control can be displayed in item 0.10 System information.</p>
104	Milk flow impaired	The milk flow is impaired. The flow meter receives no or too few impulses. Select a new product. Restart the system.	<ul style="list-style-type: none"> - Select a new product - Restart the system
110	Interruption at right temperature sensor in cooling unit	The right temperature sensor in the cooling unit has been interrupted.	
111	Short circuit at right temperature sensor in cooling unit	A short circuit has occurred at the right temperature sensor in the cooling unit.	
112	Interruption at left temperature sensor in cooling unit	The left temperature sensor in the cooling unit has been interrupted.	
113	Short circuit at left temperature sensor in cooling unit	A short circuit has occurred at the left temperature sensor in the cooling unit.	

1.4 Powder system

Error code	Short text	Error message	Notes on troubleshooting
120	Clean agitator	Water flow of the powder system is disrupted. Please clean coffee machine and restart the system if necessary.	<ul style="list-style-type: none"> - Check the water circuit for the powder system - Clean the mixer chamber - Clean the coffee machine (with cleaning program) <p>The door must remain open for at least 20 seconds for the message to disappear</p>

1.5 Electronics/communication

Error code	Short text	Error message	Notes on troubleshooting
149	Error on the add-on unit	Please observe the error message on the add-on unit's display.	
291	Error at the touch-screen	The touchscreen is not functioning.	
292	Error at touchscreen fixed	The touch screen can be operated again.	
293	Hardware or software error at the touch-screen	Hardware or software error at the touch-screen. There is no driver for the touch-screen.	
294	No audio files found	The search for audio files failed.	
295	Event 295	Event 295	
302	Communication UPC	The process PCB has not responded within the specified time.	
306	Old process PCB software	The software version of the process PCB is out-of-date. The process PCB remains in Reset status.	
308	Communication P3C	The process PCB has not responded within the specified time.	
309	Event 309	The machine is restarted automatically.	
322	Unknown hardware version	Hardware versions are not compatible with one another.	
332	Communication I2C iQFlow	I2C communication between the coffee machine and the iQFlow system is not working correctly.	
333	Communication Flavor Station	The Flavor controller does not respond. Please check the connections of the coffee machine to the Flavor Station and make sure that the correct CAN ID was set.	<ul style="list-style-type: none"> - Check the connection cable - Check the connection to other CAN nodes, Programming, Menu item 5.9 Individual outputs
335	Refrigeration unit communication error	Refrigeration unit does not respond. Please check the connections between the coffee machine and refrigeration unit and make sure that the correct CAN ID is set.	<ul style="list-style-type: none"> - Check the connection cable - Check the connection to other CAN nodes, Programming, Menu item 5.9 Individual outputs
336	Communication FoamMaster	The milk controller did not respond within 10 s. Please check the connections to the FoamMaster and the CAN ID.	<ul style="list-style-type: none"> - Check the connection cable - Check the connection to other CAN nodes, Programming, Menu item 5.9 Individual outputs

Error code	Short text	Error message	Notes on troubleshooting
337	Communication FoamMaster	The milk controller is not answering. The milk cleaning process is canceled and the machine switches to energy saver mode. Please check the connections to the FoamMaster and the CAN ID.	<ul style="list-style-type: none"> - Check the connection cable - Check the connection to other CAN nodes, Programming, Menu item 5.9 Individual outputs <p>A running milk cleaning cycle is canceled. The coffee machine switches to the energy-saving mode</p>
338	Communication FoamMaster	The FoamMaster controller has performed a reset while preparing a milk product. The milk product is canceled.	<ul style="list-style-type: none"> - Check the connection cable - Check the connection to other CAN nodes, Programming, Menu item 5.9 Individual outputs <p>A running milk cleaning cycle is canceled. The coffee machine switches to the energy-saving mode</p>
342	Coffee machine on power supply	Coffee machine was connected to the power supply.	
357	Integrity test has failed	The integrity test failed during the software update.	
359	Wrong machine type	An error has occurred during the import of the machine type.	
360	Configuration error FM	The configuration of the milk system is not correct. Please check the milk system configuration in the service menu 0.1 Set machine. Check also the wiring of the refrigeration unit.	
361	Configuration error FM	Type and position of the milk system are already assigned. Please check the milk system configuration in the service menu 0.1 Set machine.	<ul style="list-style-type: none"> - Check the wiring - Fill the fresh water tank - Empty the wastewater tank - Check the position of the fill level sensors
362	Water tank sensor communication	No valid message received from the water tank sensor. The connection is interrupted.	<ul style="list-style-type: none"> - Check the wiring - Fill the fresh water tank - Empty the wastewater tank - Check the position of the fill level sensors
363	Drip tray sensor communication	No valid message received from the drip tray sensor. The connection is interrupted.	
366	Data backup imported successfully	The data backup has been imported successfully.	
367	Converter event	Converter event	
368	Telemetry error	Telemetry error	

Error code	Short text	Error message	Notes on troubleshooting
369	Automatic adjustment of the XML schema	An error has occurred during the import of the machine type.	
370	MMK import failed	The MMK import has failed.	
377	Application started	Application started	
378	FPC import failed	The FPC import has failed.	
379	PKT import failed	The PKT import has failed.	
380	FPC missing	No FPC available.	
381	Main application memory usage	RSS main application memory usage (actual usage)	
382	Event 382	Incorrect PIN entered	
383	Event 383	Ack/Nak for product query too late. (Timeout 1.5 s)	
384	Event 384	No product preparation has been registered after product was started.	
385	Event 385	The product preparation exceeds the time limit.	
386	Event 386	Communication package was rejected by the process PCB.	
387	Telemetry memory usage	RSS telemetry memory usage (actual usage)	
388	Event 388	Short Response not received. The drink is prepared despite this.	
389	Event 389	Data backup failed	
390	Event 390	Importing of data backup failed	
391	Event 391	Touchscreen error	
392	Main application memory usage	VM main application storage usage (virtual)	
393	Telemetry memory usage	VM telemetry memory usage (virtual)	
394	Application stopped	Application UI stopped	
395	Process PCB communication error	A communication error has occurred at the process PCB.	No products can be prepared
396	Product preparation stopped	Product preparation was stopped.	
397	Process PCB reset	Process PCB was reset.	
398	Rinsing stopped	Rinsing was stopped.	

1.6 Accounting system

Error code	Short text	Error message	Notes on troubleshooting
206	Accounting CAN	The payment device has not sent a status report within the specified time.	
207	Accounting CAN	A communication error has occurred at the payment device (interface).	

Error code	Short text	Error message	Notes on troubleshooting
208	Payment	A communication error has occurred at the payment device (interface or payment system). Please check the payment device and restart the system.	
209	Communication error CS	The payment device is not reacting. Please check whether the payment device is switched on.	<ul style="list-style-type: none"> - Check the power supply to the accounting unit - Check the connection between the accounting unit and the coffee machine
210	Communication error CS	No data was received within the specified time (data timeout).	<ul style="list-style-type: none"> - Check the power supply to the accounting unit - Check the connection between the accounting unit and the coffee machine
211	Communication error CS	The checksum of a data packet was faulty.	<ul style="list-style-type: none"> - Check the power supply to the accounting unit - Check the connection between the accounting unit and the coffee machine
212	Communication error CS	The payment device is reporting an error. Please check the power supply to the payment device and the connection to the coffee machine.	<ul style="list-style-type: none"> - Check the power supply to the accounting unit - Check the connection between the accounting unit and the coffee machine
213	Accounting CAN time-out	The payment device has not returned a status response within the specified time.	
214	Payment not ready	The initialization of the payment device is still running or has failed.	
215	Payment device error	An error has been reported by the payment device during a status update.	
216	Accounting interface error	A error has been reported by the accounting interface during a status update.	
217	Payment	The number of decimals in the machine configuration does not match the number of decimals in the payment device. The price information may be invalid. Please configure the decimals in the coffee machine and the payment device consistently.	Check the decimal places both on the coffee machine and the accounting unit and adjust if necessary

1.7 Telemetry

Error code	Short text	Error message	Notes on troubleshooting
230	Telemetry error	The connection between the coffee machine and the telemetry module cannot be established.	

Error code	Short text	Error message	Notes on troubleshooting
231	Telemetry error	The connection between the coffee machine and the telemetry module cannot be established.	
232	Telemetry error	The network is not ready.	
233	Telemetry error	Network connection not possible.	
234	Telemetry error	The telemetry server is not ready.	
235	Registration at the telemetry server failed.	A short circuit has occurred at the left temperature sensor in the cooling unit.	
239	Telemetry event	The connection was established.	
240	Telemetry event	The file %1 is available via telemetry.	
243	Telemetry event	The file %1 has been imported via telemetry.	

1.8 Operation

Error code	Short text	Error message	Notes on troubleshooting
425	Brewing unit missing	The brewing unit is missing or is not installed correctly.	Insert the brewing unit correctly
426	Internal water tank missing	The internal water tank is missing or is not installed correctly.	Insert the internal water tank correctly
427	Grounds container missing	The grounds container is missing or is not installed correctly.	Insert the grounds container correctly
428	Drip tray missing	The drip tray is missing or is not installed correctly.	Insert the drip tray correctly
431	Coffee bean or powder container missing	The coffee bean or powder container is missing or is not installed/locked correctly.	Insert the container correctly and lock it in place
441	Coffee machine switched on	The coffee machine was switched on. Trigger: 0 = On/Off button; 1 = Switch on again after power failure; 2 = Timer	
442	Coffee machine switched off	Coffee machine has been switched off. Trigger of the event: 0 = On/Off button, 1 = Timer	
443	Cleaning started	Cleaning of coffee machine has been started.	
444	Flavor Station cleaning started	The cleaning of the Flavor Station has been started.	
451	Flavor Station cleaning canceled	The cleaning of the Flavor Station was canceled because the coffee machine door was opened.	Close door The status of the flavor control is stored in the event log
452	Flavor Station cleaning canceled	The cleaning of the Flavor Station was canceled because the CAN communication was interrupted.	The status of the flavor control is stored in the event log
453	Flavor Station cleaning canceled	The cleaning of the Flavor Station was canceled because the coffee machine was switched off.	

Error code	Short text	Error message	Notes on troubleshooting
456	Cleaning canceled	The cleaning was canceled because the door was opened.	
455	Coffee machine Station cleaning canceled	The cleaning of the coffee machine was canceled.	
456	Cleaning canceled	The cleaning was canceled because the door was opened.	
457	Cleaning canceled	The cleaning was canceled because the door was not kept open long enough (less than 1 s).	
458	Cleaning canceled	The cleaning was canceled because the door was not opened within 20 s of prompting.	
459	Cleaning canceled	The cleaning was canceled by the service technician via a service code.	
461	Door open	The door is open. Please close door.	<ul style="list-style-type: none"> - Empty the grounds container and close the door - Check the function of the magnetic switch if necessary, Programming, Menu item 5.10 Individual inputs <p>The current product is canceled. The grounds cake counter is reset to 0 after 5 s.</p>
462	Door closed	The door has been closed.	
469	Flavor Station cleaning ended	The cleaning of the Flavor Station has been ended.	
470	Cleaning ended	The cleaning of the coffee machine has been ended.	

1.9 Heating system

Error code	Short text	Error message	Notes on troubleshooting
501	Short circuit on steam boiler temperature sensor	The temperature sensor on heater 2 has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system
502	Tea-steam temperature sensor interruption	The temperature sensor on heater 2 is missing or has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system

Error code	Short text	Error message	Notes on troubleshooting
503	Temperature difference steam boiler	No temperature increase of at least 2°C was detected on the NTC B2 of heater 2 within 60 s during heating. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the cable and the connector of the temperature sensor - Restart the system
504	Over temperature steam boiler	The temperature on heater 2 (steam) has risen to more than 150°C or 25°C above the nominal value. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the cable and the connector of the temperature sensor - Restart the system
505	Time-out steam boiler	Heater 2 (Relay K2) was switched on too long. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon <p style="text-align: center;">v</p> <ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the cable and the connector of the temperature sensor - Restart the system
507	Post-heating steam boiler	The boiler at heater 2 has not reached the target temperature. The products are blocked until the setpoint is reached. Please wait.	<ul style="list-style-type: none"> - The error occurs when the heating has been switched on continuously for 3 minutes - The error will be cleared once the set temperature is reached
509	Short circuit on coffee boiler temperature sensor	The temperature sensor (NTC B1) on heater 1 (K1) has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system

Error code	Short text	Error message	Notes on troubleshooting
510	Coffee boiler temperature sensor interruption	The temperature sensor (NTC B1) on heater 1 (K1) is missing or interrupted. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system
511	Temperature difference coffee boiler	No temperature increase of at least 2°C was detected on the temperature sensor of heater 1 (NTC B1) within 60 s during heating. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
512	Coffee over temperature	The temperature of boiler 1 (coffee) has increased to more than 150°C or is 25° higher than the nominal value. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
513	Time-out coffee boiler	Heater 1 (Relay K1) was switched on too long. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
515	Coffee boiler post-heating	The boiler at heater 1 has not reached the target temperature. The products are blocked until the setpoint is reached. Please wait.	<ul style="list-style-type: none"> - The error occurs when the heating has been switched on continuously for 6 minutes - The error will be cleared once the set temperature is reached
517	Short circuit on Thermoblock temperature sensor	A short circuit was detected on the temperature sensor (NTC) for the Thermoblock. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system

Error code	Short text	Error message	Notes on troubleshooting
518	Thermoblock temperature sensor interruption	An interruption was detected on the temperature sensor (NTC) for the Thermoblock. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system
519	Thermoblock temperature difference	No temperature increase of at least 3°C was detected on the temperature sensor of the thermoblock within 60 s during heating. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
520	Thermoblock over temperature	The temperature in the thermoblock (heater 3) has increased to 15° higher than the setpoint. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
521	Time-out thermoblock	Heater 3 (Relay K3) was switched on too long. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
523	Thermoblock post-heating	The thermoblock (heater 3) has not reached the target temperature. The products are blocked until the setpoint is reached. Please wait.	<ul style="list-style-type: none"> - The error occurs when the heating has been switched on continuously for 3 minutes - The error will be cleared once the set temperature is reached
538	Steam boiler pressure sensor	The pressure sensor on the steam boiler (H2) has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the connections - Restart the system

Error code	Short text	Error message	Notes on troubleshooting
539	Steam boiler pressure sensor	The pressure sensor on the steam boiler (H2) is missing or has been interrupted. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the connections - Restart the system
544	Short circuit on steam boiler temperature sensor	The temperature sensor (NTC) on heater 3 has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the connections - Restart the system
545	Temperature sensor hot water boiler	The temperature sensor (NTC) on heater 3 is missing or has a short circuit. Please restart the system.	<ul style="list-style-type: none"> - Check the NTC temperature sensor and renew if necessary - Check the connections - Restart the system
546	Temperature difference hot water boiler	No temperature increase of at least 2°C was detected on heater 3 within 60 s during heating. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
547	Tea over temperature	The temperature on heater 3 (tea) has risen to more than 150°C or 25°C above the setpoint. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system
548	Time-out steam boiler	Heater 2 (Relay K2) was switched on too long. Please restart the system.	<ul style="list-style-type: none"> - Check the electrical circuit - Check the Klixon - Check the NTC temperature sensor and renew if necessary - Check the heater 2 - Check the connections - Restart the system

Error code	Short text	Error message	Notes on troubleshooting
549	Post-heating steam boiler	The boiler at heater 2 has not reached the target temperature. The products are blocked until the setpoint is reached. Please wait.	<ul style="list-style-type: none"> - The error occurs when the heating has been switched on continuously for 6 minutes - The error will be cleared once the set temperature is reached
580	Short circuit on Autosteam temperature sensor	A short circuit has been detected on the temperature sensor for Autosteam (UI Print) during the drawing of steam. Please select the product once again.	<ul style="list-style-type: none"> - Check the temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system - Select product
581	Autosteam temperature sensor interruption	The temperature sensor for Autosteam (UI Print) is interrupted. Please restart the system.	<ul style="list-style-type: none"> - Check the temperature sensor and renew if necessary - Check the cable and the connector of the temperature sensor - Restart the system - Select product

1.10 Grinder

Error code	Short text	Error message	Notes on troubleshooting
551	Grinder left pulse error	Pulse error on left grinder	
552	Grinder right pulse error	Pulse error on right grinder	

1.11 Warnings/notices/status messages

Error code	Short text	Error message	Notes on troubleshooting
600	Maintenance necessary	Maintenance must be carried out in accordance with the maintenance plan.	<ul style="list-style-type: none"> - Perform maintenance according to maintenance plan. - Reset the maintenance counter
601	System calcified	The average water hardness measured by the level sensor for the hot water/steam boiler has been too high for an extended period. There is a risk of limescale deposits on the sensor and boiler.	Renew the water filter and reset the counter, Programming, Water filter
602	Water filter	The water filter is used up and must be replaced.	Renew the water filter and reset the counter, Programming, Water filter

Error code	Short text	Error message	Notes on troubleshooting
604	Empty grounds container	The grounds container is full. Only a few more coffee cycles are possible. Please empty the grounds container.	<ul style="list-style-type: none"> - Remove, empty and clean and replace the grounds container. - The door must remain open for at least 5 seconds
606	Fill rear left container (pos. 1)	The left-hand bean hopper is empty (pos. 1). Please add coffee beans.	
607	No coffee in the brewing chamber	The brewing chamber is empty. Please add coffee beans or ground coffee. Check that bean hopper and powder container are locked correctly,	<ul style="list-style-type: none"> - Check the ground coffee chute and clean the part with a brush - Check the photoelectric sensor of the bean monitor - Add coffee beans or ground coffee - Select a product
608	Fill rear right container (pos. 2)	The right-hand bean hopper is empty (pos. 2). Please add coffee beans.	
609	Fill front left container (pos. 3)	Front left container is empty (pos. 3). Depending on the machine configuration, please fill with powder for automatic coffee makers or with coffee beans.	
610	Fill front right container (pos. 4)	Front right container (pos. 4) of the double powder dosing unit is empty. Fill with powder suitable for automatic coffee makers.	
613	Fill front left container (pos. 3)	Front left container is empty (pos. 3). Please add coffee beans.	
614	Powder lid open	The powder lid is required for cleaning and for the use of ground coffee. Please close the powder lid.	
617	Add cold milk in the container [Color]	Milk type [Milk type] is used up. All affected products are blocked. Please fill fresh, pre-cooled milk in container [Color].	
618	Add cold milk in the container [Color]	Milk type [Milk type] is used up. All affected products are blocked. Please fill fresh, pre-cooled milk in container [Color].	
619	Add cold milk in the container [Color]	Milk type [Milk type] is used up. All affected milk products are blocked. Please fill fresh, pre-cooled milk in container [Color].	
620	Milk type [Milk type] empty	Milk type [Milk type] is almost used up. Please fill fresh, pre-cooled milk in container [Color].	
621	Add cold milk in the container [Color]	Milk type [Milk type] is used up. All affected milk products are blocked. Please fill fresh, pre-cooled milk in container [Color].	

Error code	Short text	Error message	Notes on troubleshooting
622	Milk type [Milk type] empty	Milk type [Milk type] is almost used up. Please fill fresh, pre-cooled milk in container [Color].	
623	Milk temperature MS	The milk temperature in the milk system is greater than 8° C.	
624	Milk temperature FoamMaster	The milk temperature in the FoamMaster is greater than 8° C.	
625	Left-hand reversible adapter missing or not inserted correctly	Drinks with milk cannot be prepared as the left-hand reversible adapter in the refrigeration unit is missing or has not been inserted correctly. Insert the reversible adapter or reverse it if you have just finished a cleaning process.	
626	Product cancel due to missing milk 1 [Milk type]	Milk type 1 [Milk type] is used up, the product [Product name] was canceled. Please fill fresh, pre-cooled milk in container [Color].	
627	Product cancel - milk 2 [Milk type] is missing	Milk type 2 [Milk type] is used up, the product [Product name] was canceled. Please fill fresh, pre-cooled milk in container [Color].	
628	Milk system could not be prepared	The milk system could not be prepared. Milk blocked.	
629	Prepare milk system	The milk system must be prepared.	
630	Clean solution empty	The clean solution for the milk system is empty. Please insert a full clean solution bottle and perform cleaning.	
631	Clean solution almost empty	The clean solution for the milk system is almost empty. Please insert a full clean solution bottle and perform cleaning.	
632	Remove cleaning container.	Remove cleaning container from refrigeration unit and insert the milk container.	
633	Cleaning container missing	Insert the cleaning container into the refrigeration unit.	
634	Right selection switch: Drink preparation position	The right selection switch in the cooling unit has to be switched from Drink preparation to Cleaning.	
635	Cleaning finished. Right selection switch: Cleaning position	Cleaning is finished. The right selection switch in the cooling unit has to be switched from Cleaning to Drink preparation.	
637	Reversible adapter missing or not inserted correctly	Drinks with milk cannot be prepared as the right-hand reversible adapter in the refrigeration unit is missing or has not been inserted correctly. Insert the reversible adapter or reverse it if you have just finished a cleaning process.	
638	Milk system could not be prepared	The milk system could not be prepared. The [Milk type] is blocked.	

Error code	Short text	Error message	Notes on troubleshooting
639	Prepare milk system Milk 2 [Milk type]	The milk system Milk 2 [Milk type] must be prepared.	
640	Syrup type 1 empty	Syrup type 1 is empty.	
641	Syrup type 1 almost empty	Syrup type 1 is almost empty.	
642	Syrup type 2 empty	Syrup type 2 is empty.	
643	Syrup type 2 almost empty	Syrup type 2 is almost empty.	
644	Syrup type 3 empty	Syrup type 3 is empty.	
645	Syrup type 3 almost empty	Syrup type 3 is almost empty.	
646	Syrup type 4 empty	Syrup type 4 is empty.	
647	Syrup type 4 almost empty	Syrup type 4 is almost empty.	
648	Syrup type 5 empty	Syrup type 5 is empty.	
649	Syrup type 5 almost empty	Syrup type 5 is almost empty.	
650	Syrup type 6 empty	Syrup type 6 is empty.	
651	Syrup type 6 almost empty	Syrup type 6 is almost empty.	
653	Clean Flavor Station	Please clean the Flavor Station soon.	
654	Clean Flavor Station	Please clean your Flavor Station.	
655	Prepare Flavor Station	Please prepare your Flavor Station. Go to the 'Cleaning and maintenance' menu.	
658	Cleaning of the milk system has failed	Cleaning of the milk system has been interrupted due an internal error.	
660	Internal water tank almost empty	The internal water tank is almost empty. Please fill the internal water tank.	
661	Check external fresh water tank/waste water tank	The external fresh water tank is empty or the external waste water tank is full. Please check the connected tanks.	
662	Internal water tank empty	The internal water tank is empty. Please fill the internal water tank.	
663	Drip tray full	The drip tray is full. Please empty the drip tray.	
664	External fresh water tank empty	The external fresh water tank is empty. Please fill the fresh water tank.	
665	External wastewater tank full	The external wastewater tank is full. Please empty the wastewater tank.	
674	Left-hand switch in Drink preparation position	The left-hand switch in the refrigeration unit must be switched from Drink preparation to Cleaning.	
675	Cleaning process complete - Set the left-hand switch to Drink preparation	The cleaning cycle is complete. Set the left-hand switch in the refrigeration unit from the Cleaning position to the Drink preparation position.	

Error code	Short text	Error message	Notes on troubleshooting
680	Cleaning imminent	Your coffee machine must be cleaned soon. Please clean your coffee machine.	
681	Cleaning necessary	Your coffee machine must be cleaned. Please clean your coffee machine.	
683	Add cleaner	Only a few more cleaning cycles can be performed. Please insert a new clean solution bottle.	
684	Cleaner almost empty	Only a few more cleaning cycles can be performed. Please insert a new clean solution bottle.	
685	Cleaner empty	No more cleaning cycles can be performed. Please insert a new clean solution bottle.	

MAKE IT
Wonderful!



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