



Event- & Error-List

WMF 1300S

KSS Technical Support

version: 11/2020

Rev. Rev. 01 – based on software version 1.0.1

| Message type | Category | Event flashing | Information content for customers | Description |
|--------------|----------|----------------|--|---|
| Event | 1 a | X | Action required soon | e.g. Cleaning required |
| | 1 b | X | Actionrequired immediately/ the coffee machine is ready for use, but not all of the functions are available | e.g. portioner 1 is empty |
| | 1 c | X | Immediate action required/ the coffee machine is not ready for use | e.g. forced cleaning |
| | 1 d | | current operating condition | e.g. 1st heating-up please wait |
| Error | 2 | X | Machine has a fault, further information where applicable | e.g. error message (F8) |
| | 2 d | | Error without display in screen but entered in the error list / error memory | e.g. machine was not shut off properly (9574) |
| Maintenance | 3 a | | Action required soon | e.g. change scale filter soon |
| | 3 b | | immediate action required | e.g. Care kit |

| Service Errorcode | Error Category | Display Text (E) | Error Description | Reason | Solution |
|----------------------|----------------|---|--|--|---------------------------------|
| 9013 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Brewer motor Encoder error | Encoder or cable defective. | Check encoder / cable |
| 9017 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Standardizing error brewer motor. Always after turn on the machine the Standardiization will done | Brewing chamber not empty. Ground coffee or mechanical reason (stiff) | Switch machine off and on again |
| 9042 | 1 d | Please wait, boiler is filled with water, beverage dispensing is blocked | Beverage lockout at low water | Water is refilled | |
| 9053 | 1 a | Cleaning required | Machine should be cleaned | Cleaning prompt by default 26 h. Beverage dispensing is not blocked. | Carry out cleaning. |
| 9055 | 1 c | Forced cleaning | The machine must be cleaned | Limit time reached or cleaning has been interrupted. Machine must be cleaned. Dispensing of coffee beverages blocked. | Carry out cleaning. |
| 9062 | 1 d | Machine is switched off | Off-button is pushed, machine is switched off. | | |

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|------|-----|---|---|--|--|
| 9063 | 1 b | [graphic] | Power input of grinder below idle current level. | Beans empty. Idle current level wrong | Refill beans, carry out idle current calibration |
| 9064 | 1 b | [graphic] | Power input of grinder below idle current level. | Beans empty. Idle current level wrong | Refill beans, carry out idle current calibration |
| 9068 | 1 c | [graphic] Please reinsert empty grounds container. | Grounds container not inserted | Grounds container removed or grounds container/grounds container switch defective. | Reinsert grounds container, check grounds container resp. grounds container switch |
| 9069 | 1 c | [graphic] | Grounds container is full. | Filling counter has reached full level. | Empty grounds container. Grounds container must be removed longer than minimum emptying time. Only then the emptying process can be confirmed. |
| 9070 | 1 a | [graphic] Empty grounds container soon | Grounds container will be full soon. Message can be confirmed and further beverages can be dispensed. | Filling counter has reached warning level and will be full after only few brewings. | Empty grounds container. |
| 9071 | 1 c | Empty grounds container | External grounds container is full. | Filling level of the external grounds container has exceeded the max. filling level. | Empty external grounds container |

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| 9072 | 1 d | Manual insert open Please close manual insert | Tablet insert / Manual insert has been opened during beverage dispensing | Tablet insert / Manual insert has been opened; reed sensor defective or magnet missing | Close tablet insert / manual insert; check reed sensor or magnet resp. change them |
| 9073 | 1 d | Insert ground coffee, close manual insert and select beverage | Manual insert lid has been opened. Coffee can be brewed with ground coffee powder which must be inserted through the manual insert. | | Fill in ground coffee powder, close manual insert and press beverage button |
| 9077 | 2 | Leakage water detected. Switch coffee machine off and on again. In case of error, please call service and close water supply! | Leakage water detected, mostly water in ground container | brewing valve leaky due to chips of scale | Repair leakage |
| 9078 | 3 a | Water filter exhausted, please exchange | (Set) filter capacity has been reached | (Set) filter capacity has been reached | Exchange water filter |
| 9082 | 1 b | Milk in milk cooler too warm. Dispensing of milk beverages not recommended! | Set temperature level of milk control is reached | Warm milk has been refilled | Wait or exchange milk. |
| 9083 | 1 b | Attention cooler temperature is in freeze zone! In case of icing please consult user manual | Lower temperature level of milk control is reached (beverages can still be dispensed) | Milk cooler temperature is set too low | Re-adjust cooler temperature |

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| 9084 | 1 c | [graphic] Fill water tank | Water tank is removed or empty. | Water tank is removed or empty; tank sensor is defective. | Fill and reinsert water tank; check tank sensor |
| 9091 | 3 b | [graphic] Service brewer due. Please change brewer | Service brewer due | Number of brewings reached | Exchange brewer |
| 9092 | 3 b | [graphic] Descaling due. Please carry out descaling | Descaling due | Without water filter: Water flow capacity according to the set water hardness reached; With water filter: Annual descaling due | Carry out descaling. |
| 9106 | 1 a | Timer cleaning active | Timer cleaning active | Preparation for timer cleaning is completed. Cleaning will start soon. Timer cleaning is activated. | Wait |
| 9108 | 1 d | [graphic] | 1st heating-up please wait | | Wait... |
| 9121 | 1 d | [graphic] warm rinsing running | Warm rinsing running | Warm rinsing running | Wait... |
| 9123 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Error during moving into brewing position! | Error during moving into brewing position! (possibly power not sufficient) | Switch machine off/on, check brewer resp. brewer motor |

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| 9178 | 1 c | [graphic] Grounds container empty? | Grounds container has been emptied. The operator is asked whether the grounds container has been emptied. | Grounds container has been emptied | Confirmation with Yes erases the filling level counter; interruption with No does not erase the filling level counter |
| 9184 | 1 d | [graphic] | Foamer rinsing running | .. | wait |
| 9194 | 1 a | Milk empty soon, please refill milk. | Milk empty sensor reports too little milk available, defined remaining quantity not yet reached, milk beverages not blocked. | Milklevel below milk sensor. Beverage lockout is activated, remaining number of beverages will be dispensed until beverage lockout. | Refill milk or cancel display message! |
| 9213 | 1 d | Please wait, machine heats up, beverage dispensing is blocked! | Boiler or steam boiler temperature too low. | Large quantities of hot water or steam have been dispensed, | Wait |
| 9216 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Brewing time limit exceeded | Beverage could not be dispensed within the max. time. | Grinding degree possibly too fine or taming pressure too strong. |
| 9255 | 1 c | Insert brewing unit! Please consult user manual! | Little power input of brewer motor | Brewer has been removed | Insert brewer |

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| 9298 | 3 b | [graphic] due. Please fit care kit | Service care | Service due machine care | see service concept Service maintenance machine care has been installed and is now due | Carry out machine care |
| 9299 | 3 b | [graphic] maintenance1 due. Please call service! | Service | Service due service maintenance 1 | see service concept | Carry out service maintenance 1 |
| 9300 | 3 b | [graphic] revision due. Please call service! | Service | Service due service revision | see service concept | Carry out revision |
| 9301 | 3 b | [graphic] due. Please carry out descaling | Descaling | Carry out descaling | see service concept | Carry out descaling |
| 9302 | 3 b | [graphic] exhausted. Please exchange water filter | Water filter | Service due water filter | see service concept | Exchange water filter |
| 9303 | 3 b | [graphic] grinder 2 due. Please call service! | Service | see service concept | Time or number of brewings reached | Change grinder disks grinder 2 |
| 9304 | 3 b | [graphic] grinder 1 due. Please call service! | Service | Service grinder 1 due | see service concept | Change grinder disks grinder 1 |

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| 9306 | 3 b | [graphic] powder hopper 1 due. Please call service! | Service 1 Service 1 | Service due powder hopper see service concept | Exchange powder portioner 1 motor |
| 9307 | 3 b | [graphic] mixer 1 mixer motor due. Please call service! | Service motor | Service due. Mixer 1 mixer see service concept | Exchange mixer 1 |
| 9335 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Overtemperature steam wand sensor | Overtemperature (> 200°C) or temperature sensor short circuit | Sensor defective resp. exchange sensor |
| 9336 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Temperatur break steam wand sensor | Sensor removed or cable break (< -4°C) | Plug on sensor/exchange |
| 9344 | 1 b | Please refill milk | Milklevel below Milksensor (1) | Milklevel Milk 1 below Milksensor. Beverage lockout is not selected | Refill milk |
| 9346 | 1 b | Please refill milk. No dispensing of beverages with milk! | Beverage lockout reached. No dispensing of beverages with milk! | Number of remaining beverages dispensed. Beverage lockout reached. | Refill milk |
| 9357 | 1 c | Check water supply | External water tank is empty | | Fill water tank... |

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|------|-----|--|---|--|---|
| 9358 | 1 c | Milk in cooler too warm! No dispensing of beverages with milk! | Determine level as of which temperature milk dispensing is blocked Temperature range: 4°C - 24°C | Warm milk is refilled | Wait or exchange milk |
| 9361 | 1 c | Please carry out milk system cleaning | Milk system cleaning required | | |
| 9364 | 1 c | [graphic] Please empty drip tray | Drip tray full. | Drip tray sensor reports full | Empty drip tray, dry sensor area |
| 9370 | 1 d | Eco Mode actived | Machine has switched to Eco mode | -> Eco mode has been activated in service menu and machine was not used for 10 min. | -> Wait until machine has heated up-> Deactivate Eco mode in system menu. |
| 9398 | 1 c | Door of mixer open, please close! | Door of mixer left open, machine not ready to operate | -> Door open-> Magnet switch defective-> Magnet in door missing-> Magnet switch not plugged in | -> Close door-> Check/exchange magnet switch-> Check magnet/exchange door-> Plug in magnet switch |
| 9400 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Configuration faulty | Configuration file faulty | Upload backup from USB stick to machine or prgram again and restart machine |

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| 9406 | 2 | Switch coffee machine off and on again. In case of error, please call service! | IO, Timeout Timeout at On/Off on time or one entry has not reported within a required time. | Error during communication with the underlying hardware. Software error | Check communication (CAN, serial, network), retry |
| 9429 | 2 | Please check whether brewing unit is inserted correctly? | Motor, timeout during start of movement Motor does not even start moving or does not reach its destination. | Brewer blocked or dirty. Communication with power stage lost. Motor blocked. Encoder defective. Drive parameter (e.g. drive current) faulty. | Brewer, Motor, encoder, check driving parameters and driving routes. |
| 9456 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Overcurrent brewer control recognized. Machine not ready | Overcurrent brewer control recognized. In order to protect the power stage all outputs are switched off | Check and exchange brewer components |
| 9457 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Overcurrent grinder control recognized. Machine not ready | Overcurrent grinder control recognized. In order to protect the power stage all outputs are switched off | Check and exchange grinder components |
| 9458 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Overcurrent output control recognized | Overcurrent output control recognized. In order to protect the power stage all outputs are switched off | Check and exchange valves |

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|------|-----|--|--|---|---|
| 9459 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Overcurrent motor control recognized | Overcurrent motor control recognized. In order to protect the power stage all outputs are switched off | Check and exchange motors |
| 9463 | 2 d | Guarding error, node does not respond once within the predetermined time period. | Guarding error, node does not respond once within the predetermined time period. | Hardware, Timing, .. | Service |
| 9467 | 1 b | [graphic] | Portioner 1 empty Brewer detects too little ground coffee in the brewing chamber. | Brewer detects too little ground coffee in the brewing chamber. | Refill portioner 1 and confirm message. The already portioned ground coffee is disposed of and the total quantity is portioned again (plus additional time in order to fill the grinder spout). |
| 9468 | 1 b | [graphic] | Portioner 2 empty Brewer detects too little ground coffee in the brewing chamber. | Brewer detects too little ground coffee in the brewing chamber. | Refill portioner 2 and confirm message. The already portioned ground coffee is disposed of and the total quantity is portioned again (plus additional time in order to fill the grinder spout). |
| 9475 | 1 c | [graphic] Drip tray reinserted? | Sensor did not recognize Drip tray | -> Drip tray removed -> Sensor drip tray defective -> Cable sensor not plugged in | -> Reinsert drip tray -> Exchange sensor drip tray -> Plug in sensor cable |

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| 9476 | 1 c | [graphic] | Grounds container missing (see 9068) | | Reinsert grounds container |
| 9477 | 2 | Switch coffee machine off and on again. In case of error, please call service! | PowerFail detected | Under- resp. overcurrent; interruption of power supply | Under- resp. overcurrent; check power supply / plug-in connection |
| 9478 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Power input too high | Power input too high before or on power stage. Electrical error in machine. Short circuit at 24/30V | Check 24/30V components / exchange defective components |
| 9479 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Voltage does not switch on | Electrical error in machine. Short circuit at 24/30V | Analyse and eliminate error |
| 9480 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Minimum flow is underrun during testing | Wrong settings | Confirm error message, reset settings and test again |
| 9484 | 2 | Timeout during filling of boiler. Please refill water tank. Attention, if confirmed, system is automatically ventilated and hot water is dispensed. | During 1st heating up timeout has been detected at steam boiler supply. | -> Water tank empty -> Pump defective -> Infeed valve steam boiler defective | -> Fill water tank -> Check pump -> Check infeed valve steam boiler |

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| 9487 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Brewer not standardised, position invalid. | Error in Init of machine or switched to component test ahead of time. Besides, the brewer is also not standardised anymore after sensor errors (F8) | check sensor / motor |
| 9488 | 1 c | Manual insert open too long. Please close manual insert. Beverage is not dispensed. | Manual insert brewing has been started, but manual insert lid has not been closed again within the time limit. | Manual insert open or manual insert switch defective. | Close manual insert or check manual insert switch. |
| 9489 | 2 | Manual insert has opened independently. Please close manual insert. Select beverage again. | During beverage dispensing (with brewing) manual insert is opened. | | |
| 9490 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Max. number of brewer motor current errors is reached! | Brewer too stiff or quality level too high. Error multiply recognized | Check brewer, clean it or adjust quality level. |
| 9491 | 1 d | [graphic] | Mixer rinsing running | Automatic mixer rinsing running | |
| 9492 | 3 b | [graphic] Service maintenance 2 due. Please call service! | Service due service maintenance 2 | see service concept | Carry out 2-year maintenance |

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| 9493 | 3 b | [graphic] | Service descaling due. Please carry out descaling | Descaling due | see service concept | Descale machine |
| 9495 | 3 b | [graphic] | Service powder hopper 2 due. Please call service! | Service powder hopper 2 due | see service concept | Change motor powder hopper 2 |
| 9496 | 3 b | [graphic] | Service brewer motor due. Please call service! | Service due brewer motor | see service concept | Change brewer motor |
| 9499 | 3 b | [graphic] | Service grinder 2 motor due. Please call service! | Service grinder 2 motor due | see service concept | Change motor grinder 2 |
| 9500 | 3 b | [graphic] | Service grinder 1 motor due. Please call service! | Service grinder 1 motor due | see service concept | Change motor grinder 1 |
| 9502 | 1 d | [graphic] | | Warm rinsing milk system | Warm rinsing running | |

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| 9506 | 1 c | Milk system cleaning has to be completed in order to release dispensing of beverages with milk. Continue cleaning process? | Milk cleaning must be completed in order to use the milk system again. | Milk cleaning has been carried out during machine cleaning. In order to use milk beverages after restart, milk must be activated. | Confirm message so that the Easy Milk/Dynamic Milk cleaning can be continued and completed |
| 9507 | 2 | Water pressure missing. Please open water supply / fill water tank. | Water pressure missing. Please open water supply / fill water tank. | Water pressure check has been carried out. Error in brewer path has been recognized. | Open water tap/fill fresh water tank. Afterwards, confirm message |
| 9508 | 1 b | Switch coffee machine off and on again. In case of error, please call service! | Temperature sensor cooler is not recognized, A temperature value of -128°C means that sensor is not available. | No cooler (wrong configuration), cable break, ... | Check configuration / cable |
| 9509 | 1 b | Switch coffee machine off and on again. In case of error, please call service! | Temperature sensor cooler reports -12°C. Temperature sensor defective. | Temperature sensor reports undertemperature milk | Check / exchange temperature sensor |
| 9510 | 1 b | Milk too warm. Switch on cooler, test. | Milk too warm | Temperature sensor reports overtemperature milk | Switch on cooler and check function |
| 9511 | 1 c | Please continue and complete descaling | Continue descaling | During descaling machine has been switched off. | Continue descaling. |
| 9512 | 2 | Switch coffee machine off and on again. In case of error, please call service! | sensor break temperature sensor brewing water | sensor break temperature sensor brewing water | Change temperature sensor brewing water |

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| 9514 | 1 d | Attention! Hot water can flow from hot water spout! | Grounds container has been pulled out cleaning! | | Additional query required. If the hot water dispensing is interrupted by an action (grounds container, front panel, water pressure switch,...), a query is required prior to proceeding in order to continue the once confirmed hot water dispensing. |
| 9516 | 2 | [graphic] Grinder blocked, beverage dispensing partly locked! For description, please consult user manual! | 2nd error portioner 1 blocked - troubleshooting failed | Grinder blocked, too high grinder current detected. Troubleshooting by customer failed | -> Check grinder -> Clean grinder (foreign objects) -> Adjust grinding degree -> Exchange grinder -> Exchange power stage |
| 9517 | 2 | [graphic] Grinder blocked, beverage dispensing partly locked! For description, please consult user manual! | 2nd error portioner 2 blocked - troubleshooting failed | Grinder blocked, grinder current too high detected. Troubleshooting by customer failed | -> Check grinder -> Clean grinder (foreign objects) -> Adjust grinding degree -> Exchange grinder -> Exchange power stage |
| 9528 | 1 d | Switch-off rinsing running | Switch-off rinsing running | | Wait |

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|------|-----|---|---|--|---|
| 9529 | 1 d | Manual insert processing Timeout: Brewing chamber contents is discharged | Tablet insert has been opened without request and closed again. Manual insert has been opened too long, time excess manual insert processing. | Operating error | Confirm, afterwards brewer goes into basic position |
| 9530 | 1 b | Please proceed milk system cleaning | Forced Milk system cleaning | Milk system cleaning necessary | proceed Milk system cleaning |
| 9531 | 1 d | EcoMode active, machine will be switched off. | | | |
| 9532 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Error during moving into position!!! (possibly power too low) | Motor could not reach target position | Switch machine off and on again; check brewing unit for stiffness |
| 9535 | 1 d | First filling of boiler | First filling of boiler | | wait |
| 9540 | 1 d | Ventilation water system | | | |
| 9556 | 1 b | Set grinding degree coarser by one turn. | Animation for customer for trouble shooting | Grinder blocked, too high grinder current detected | Check / clean grinder or adjust grinding degree |
| 9564 | 1 b | Set grinding degree coarser by one turn. | Animation for customer for trouble shooting | Grinder blocked, too high grinder current detected | Check / clean grinder or adjust grinding degree |

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| 9572 | 1 c | [graphic] Please empty drip tray | Drip tray full. | Drip tray sensor reports full between cleaning cycle | Empty drip tray, dry sensor area |
| 9574 | 2 d | The machine has not been switched off correctly. On-/Off-switch pushed longer than 5s. | The machine has not been switched off correctly. (PowerFail) Button pushed longer than 5s, plug pulled out. | The machine has not been switched off correctly. (PowerFail) Button pushed longer than 5s, plug pulled out. | Inform customer to push the off-switch only shortly. |
| 9575 | 2 | Idle current measuring failed. | During grinder idle current calibration the current value was too high for too long (35 sec.) during emptying of grinders. | -> bean hoppers not locked -> grinding degree set too fine (grinding disks drag) | -> lock bean hoppers -> set grinding degree coarser (no dragging audible) |
| 9576 | 2 | Idle current measuring failed. | During grinder idle current calibration the current value was too high for too long (35 sec.) during emptying of grinders. | -> bean hoppers not locked -> grinding degree set too fine (grinding disks drag) | -> lock bean hoppers -> set grinding degree coarser (no dragging audible) |
| 9582 | 2 | Machine is restarted | Internal programmer code to make a CtrlApp restart (reboot) | Machine cleaning, descaling, boiler pressure check interrupted by an error, CtrlApp must be started again. | Start function again |

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| 9583 | 2 | Boiler heating has been deactivated for service purposes. Switch heating on again? | After pressure reduction routine heating remains off until it is activated again by the service. | Pressure reduction routine has been carried out. | |
| 9584 | 2 | Minimum flow descaling. Repetition: Please confirm | Minimum flow underrun during descaling | Too little FM pulses have been recognized. | After confirmation, descaling is continued |
| 9587 | 2 | Switch coffee machine off and on again. In case of error, briefly disconnect machine from power supply, then switch on again. | Water tank sensor reports error, therefore machine is not ready to operate. This can happen after having exchanged the power stage. | -> Sensor water tank defective -> Sensor water tank cable not plugged in -> Power stage defective -> Sensor cable defective -> Power stage has been exchanged | -> Exchange water tank sensor -> Plug in cable of water tank sensor -> Exchange power stage -> Exchange cable -> Briefly disconnect machine from power supply |
| 9588 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Tank sensor reports error, therefore machine is not ready to operate | -> Tank sensor defective -> Tank sensor cable not plugged in -> Power stage defective -> Sensor cable defective | -> Exchange tank sensor -> Plug in cable of tank sensor -> Exchange power stage -> Exchange cable |

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| 9589 | 2 | Timeout during filling of water tank! Check water supply. Switch coffee machine off and on again. | Level sensor detects no water despite filled water tank and reports water tank empty | ->Level sensor defective -> Constant water module not connected to machine -> Inlet valve in constant water module defective -> Water supply not in order (Hose defective?) -> Water tank defective | -> Exchange level sensor -> Plug constant water module plug in machine -> Exchange constant water module -> Check water supply -> Exchange water tank |
| 9590 | 2 | Insert water tank! | Sensor did not recognize water tank | -> Water tank not inserted -> Water tank sensor defective -> Cable water tank sensor not plugged in | -> Insert water tank -> Exchange water tank sensor -> Plug in sensor cable |
| 9591 | 2 | Switch coffee machine off and on again. In case of error, briefly disconnect machine from power supply, then switch on again. | Drip tray sensor reports error, therefore machine is not ready to operate. This can happen after having exchanged the power stage. | -> Sensor drip tray defective -> Sensor drip tray cable not plugged in -> Power stage defective -> Sensor cable defective -> Power stage has been exchanged | -> Exchange drip tray sensor -> Plug in cable of drip tray sensor -> Exchange power stage -> Exchange cable -> Briefly disconnect machine from power supply |
| 9592 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Sensor drip tray reports error, therefore machine is not ready to operate | -> Sensor drip tray defective -> Sensor cable not plugged in -> Power stage defective -> Sensor cable defective | -> Exchange sensor drip tray -> Plug in cable of sensor -> Exchange power stage -> Exchange cable |

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| 9593 | 1 c | Empty drip tray reinserted? Beverage dispensing is continued. | If during beverage dispensing "drip tray full" is reported, beverage dispensing is cancelled and drip tray must be emptied. After having reinserted the empty drip tray, this query appears before beverage dispensing in order to avoid that the previously started beverage starts running by itself. | Drip tray full - message during beverage dispensing | Empty and reinsert drip tray. Afterwards, start beverage dispensing again by pressing the arrow. |
| 9594 | 1 c | Please wait - water tank is refilled! | Constant water machine - it was detected that an empty water tank has been inserted. | -> Water tank empty -> Level sensor defective -> Cable break level sensor -> CPU defective | -> Fill water tank -> Check / exchange level sensor -> Check cable level sensor -> Check / exchange CPU |
| 9595 | 2 | External waste water tank is full | | | Empty external waste water tank |
| 9597 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Mixer motor stands still | Mixer motor stands still. Motor does not get any or too little voltage. Cable break or motor defective. | Check cable and/or motor |

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| 9598 | 1 b | Mixer wheel of choc missing or blocked. Dismantle mixer cup and insert mixer wheel or remove blockage. | Impeller of motor missing or blocked. | Mixer wheel does not turn. Possible causes are: Mixer missing, impeller incorrectly inserted or blocked. | Remove mixer cup, if required clean it and reinsert together with impeller. |
| 9599 | 2 | Switch coffee machine off and on again. In case of error, please call service! | The mixer sensor is not plugged in. | The mixer sensor is not plugged in. | Plug in mixer sensor. Check cable. |
| 9604 | 1 c | Continue dispensing? | Beverage dispensing interrupted by an internal process (water tank empty....) and can now be continued | -> water tank empty -> drip tray full | -> fill water tank -> empty drip tray |
| 9606 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Milk module: error data base access | Internal software error | Carry out factory-service/customer |
| 9607 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs. The outputs have been switched off. | Cable short circuit, defective valve, defective or blocked motor | Eliminate short circuit, replace valve, check motors |
| 9610 | 1 d | Machine calibration is carried out.... | After initial operation has been carried out, the machine is filled with water and heats up, afterwards it is ready to operate. | -> Initial operation has been carried out successfully -> Machine is not filled -> Machine does not heat up | -> Wait until machine is filled -> Pump defective, level probe not touched -> Heating not plugged, Klixon triggered |

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| 9619 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 2. All outputs have been switched off. | Overcurrent of one of the components in circuit 2 | Check components of circuit 2 and exchange if required |
| 9620 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 3. All outputs have been switched off. | Overcurrent of one of the components in circuit 3 | Check components of circuit 3 and exchange if required |
| 9621 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 4. All outputs have been switched off. | Overcurrent of one of the components in circuit 4 | Check components of circuit 4 and exchange if required |
| 9622 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 5. All outputs have been switched off. | Overcurrent of one of the components in circuit 5 | Check components of circuit 5 and exchange if required |
| 9623 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 6. All outputs have been switched off. | Overcurrent of one of the components in circuit 6 | Check components of circuit 6 and exchange if required |

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| 9624 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 7. All outputs have been switched off. | Overcurrent of one of the components in circuit 7 | Check components of circuit 7 and exchange if required |
| 9625 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 8. All outputs have been switched off. | Overcurrent of one of the components in circuit 8 | Check components of circuit 8 and exchange if required |
| 9626 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 9. All outputs have been switched off. | Overcurrent of one of the components in circuit 8 | Check components of circuit 9 and exchange if required |
| 9627 | 1 c | Touch display is fogged by steam or water. In order to allow for further touch operation, please clean touch display with a dry cloth and confirm message after at least 5 seconds. | Touch display detects that operation is not possible anymore due to fogging by steam or water | Too much steam or water on the display | Wipe touch display dry |
| 9628 | 2 d | Touch display will be deactivated at free-flow beverages. Otherwise, the water drop / steam detection would become active in case the button is pressed longer. | Touch display will be deactivated | Touch deactivated at freeflow beverages in order to detect water drops or steam on the display. | |

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| 9629 | 2 d | Touch display will be activated again after a free-flow beverage. | Touch display will be activated | Touch display is reactivated after free-flow beverages. | |
| 9630 | 1 d | Heating-up phase after Eco mode. Please wait. | Machine cooled down to Eco Mode. Requires short heating-up phase in order to reach operating temperature | Eco Mode active | Wait until machine is heated up |
| 9631 | 1 d | Dispensing is continued | Descaling has been interrupted by an internal process (water tank empty....) and can now be continued | -> Water tank empty -> Drip tray full | -> Fill water tank -> Empty drip tray |
| 9632 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Data base could not be loaded. Machine cannot boot. | Data base defective | Change front panel if restart does not help |
| 9633 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Version table cannot be read from the data base. Machine cannot boot. | Data base defective | Change front panel if restart does not help |
| 9634 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Table MachineData cannot be read from data base. Machine cannot boot. | Data base defective | Change front panel if restart does not help |

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| 9635 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Table OperationalFlags cannot be read from data base. Machine cannot boot. | Data base defective | Change front panel if restart does not help |
| 9638 | 1 c | Check external water container | Machine is operated with external tank (flowjet pump) and water tank sensor reports empty! | -> externer Behälter leer -> FlowJet Pumpe defekt, außer Betrieb -> Wassertanksensor defekt -> Zulaufschlauch Festwasserkit fehlt / defekt | -> externer Behälter auffüllen -> FlowJet Pumpe überprüfen -> Wassertanksensor überprüfen -> Zulaufschlauch Festwasserkit überprüfen |
| 9639 | 3 b | Service brewer care due. Please carry out brewer care! | Brewer care due. Message is displayed after 15000 brewing cycles. | see service concept | Carry our brewer care |
| 9640 | 1 d | Please wait - water tank is refilled! | External tank - flowjet - after the water tank sensor reported empty, further beverages have been dispensed. Thus, not enough water could be refilled and filling takes longer. Beverage dispensing blocked | Water tank sensor reports "empty" | Wait until water tank sensor reports "full" again |

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| 9641 | 1 d | Please wait - water tank is refilled! | External tank - flowjet - the water tank sensor reported "empty" during beverage dispensing and the water tank is refilled. As beverage dispensing is faster than water refilling, beverage dispensing must be interrupted briefly. | beverage dispensing is faster than water refilling via external tank - flowjet | Wait until water tank has been refilled via external tank - flowjet |
| 9662 | 3 a | | | | |
| 9664 | 2 | Cleaning Canceled. Machine has to be restarted. Please confirm | Cleaning canceled by user, machine must be restarted. | Cleaning manually canceled by user. | If required, carry out cleaning again after restart. |
| 9670 | 1 d | Machine has been blocked externally by remote data access. | Machine blocked. Beverage dispensing not possible. | Machine has been blocked by remote data access. | Machine can be released again by remote data access. |
| 9678 | 2 | Grinder blocked. Carry out troubleshooting? | 1st error portioner 1 blocked - request for troubleshooting | Grinder blocked, too high grinder current detected | Check /clean grinder or adjust grinding degree. |
| 9679 | 2 | Grinder blocked. Carry out troubleshooting? | 1st error portioner 2 blocked - request for troubleshooting | Grinder blocked, too high grinder current detected | Check /clean grinder or adjust grinding degree. |
| 9684 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Motor drive has been started but no change detected at encoder | no pulses detected by encoder even though motor is triggered | Check motor, encoder |

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| 9694 | 2 | Boiler temperature below 5°C, commissioning currently not possible! Disconnect machine from power supply and leave the machine at room temperature of min. 18°C for at least 24 hours. Then restart the machine. | The machine detected a temperature of <5°C at the NTC when it was switched on. To avoid damage due to frost the machine cannot be put into operation. | -> Temperature in steam or water boiler below 5°C -> NTC steam or water defective | -> Adjust the machine to a room with a minimum room temperature of 18°C -> Replace NTC steam or water boiler |
| 9698 | 1 b | An error was detected in the steam system before switching off - should the steam system be reactivated? YES - starts the machine with the steam system - in case of error, call service. NO - starts the machine WITHOUT steam system in restricted mode - steam system is deactivated - call service. | Machine was put into operation in restricted mode. One of the following errors in the steam system has occurred: F188, F187, F189, F186, 9484 - Observe error list/protocol | One of the following errors has occurred: F188, F187, F189, F186, F166, 9484 - Observe error list/protocol | Troubleshooting see errors: F188, F187, F189, F186, F166, 9484 - observe error list-/protocol |
| 9701 | 1 d | Boiler heating was deactivated by external energy management | Boiler heating was deactivated by external energy management | Consequence of the deactivation of the boiler heating via CMRemote. All recipes requiring hot water are greyed out. | Activate boiler heating via CMRemote |
| 9702 | 1 d | Steam boiler heating was deactivated by external energy management | Steam boiler heating was deactivated by external energy management | Consequence of the deactivation of the steam boiler heating via CMRemote. All recipes requiring steam are greyed out. | Activate steam boiler heating via CMRemote |

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| 9710 | 1 d | New media package ready for installation | New media package ready for installation | New media package ready for installation | The machine has received a new media package which needs to be installed. The media package can be installed in the menu -> System -> Telemetry -> Remote actions. |
| 9711 | 2 | A system check has detected an error at the cappuccino valve! If the error message appears again, please call service! | Auto-Detect has detected an error during checking the cappuccino valve. | -> Solenoid defective -> Solenoid not connected -> Wire break -> Power stage defective | -> Replace solenoid -> Connect solenoid -> Repair cable harness -> Replace power stage |
| 9712 | 2 | A system check has detected an error at the hot water valve! If the error message appears again, please call service! | Auto-Detect has detected an error during checking the hot water valve. | -> Solenoid defective -> Solenoid not connected -> Wire break -> Power stage defective | -> Replace solenoid -> Connect solenoid -> Repair cable harness -> Replace power stage |
| 9713 | 2 | A system check has detected an error at the steam boiler feed valve! If the error message appears again, please call service! | Auto-Detect has detected an error during checking the steam boiler feed valve. | -> Solenoid defective -> Solenoid not connected -> Wire break -> Power stage defective | -> Replace solenoid -> Connect solenoid -> Repair cable harness -> Replace power stage |
| 9718 | 2 | A system check has detected an error at the foamer-rinse valve-cold water! If the error message appears again, please call service! | Auto-Detect has detected an error during checking the foamer-rinse valve-cold water. | -> Solenoid defective -> Solenoid not connected -> Wire break -> Power stage defective | -> Replace solenoid -> Connect solenoid -> Repair cable harness -> Replace power stage |
| 9720 | 2 | A system check has detected an error at the air pump! If the error message appears again, please call service! | Auto-Detect has detected an error during checking the air pump. | -> Solenoid defective -> Solenoid not connected -> Wire break -> Power stage defective | -> Replace airpump -> Connect air pump -> Repair cable harness -> Replace power stage |

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| 9722 | 1 b | The manual milk system check has detected an error in the milk system, please call service! Deactivate milk system and continue operating the machine without milk beverages? | Auto-Detect has detected an error during manual check of the milk pump. | -> The manual check by the customer has detected an error. | Correct error in milk system |
| 9723 | 2 | | | | |
| 9724 | 2 | | | | |
| 9827 | 1 d | Firmware update powerstage is running | Powerstage is updated | Update of powerstage firmware running | |
| 9852 | 2 | SD card not available or cannot be written on | SD card not detected or cannot be written on | SD card not assembled or cannot be written on anymore | Plug in SD card or change defective one |
| 9879 | 2 | Switch coffee machine off and on again. In case of error, please call service! | No recipe found for the pushed buttons. | The button allocation has been changed but not updated in the software. | Wait a moment and retry or carry out a restart of the machine. |
| 9880 | 2 | Check and set time Switch coffee machine off and on again. In case of error, please call service! | Current time settings invalid | | Set time. |
| 9881 | 1 c | Please select beverage | Waiting for beverage start, brewing chamber has been filled with ground coffee through the manual insert | Beverage to be prepared through manual insert | Press beverage button within limit time, afterwards a coffee beverage is started |

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| 9883 | 2 | Automatic update of power stage version could not be carried out during machine update, update power stage manually. | Power stage: Firmware version is not compatible, automatic update attempts (3x) during machine update failed | The read firm ware version does not correspond to the expected one. Automatic update failed | Manual update power stage in service menu |
| 9890 | 2 | Firmware update power stage is carried out | Firmware update power stage is active. Carried out either during startup, if no firmware of power stage is recognized, or as service routine for update to the current version. | -> Firmware power stage not recognized | -> Carry out firmware update power stage |
| 9891 | 2 | Power stage software not suitable for machine. | Wrong software on power stage. Upload software for respective machine. | Platform power stage has already been fitted into another machine type. 9000S+,9000F,1500S+,5000S+ have the same power stage | Exchange software according to machine type. Menu Service - Service routines - Power stage update |
| 9903 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current too high at one or more outputs of circuit of sensor 10. All outputs have been switched off. | Overcurrent of one of the components in circuit 10 | Check components of circuit 10 and exchange if required |
| 9905 | 2 d | Overcurrent current sensor1 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 1. Self-healing running. | Overcurrent of one of the components in circuit 1 | In case that error appears > 3x, error 9607 is displayed. Only then measures will be required. |

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| 9906 | 2 d | Overcurrent current sensor2 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 2. Self-healing running. | Overcurrent of one of the components in circuit 2 | In case that error appears > 3x, error 9619 is displayed. Only then measures will be required. |
| 9907 | 2 d | Overcurrent current sensor3 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 3. Self-healing running. | Overcurrent of one of the components in circuit 3 | In case that error appears > 3x, error 9620 is displayed. Only then measures will be required. |
| 9908 | 2 d | Overcurrent current sensor4 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 4. Self-healing running. | Overcurrent of one of the components in circuit 4 | In case that error appears > 3x, error 9621 is displayed. Only then measures will be required. |
| 9909 | 2 d | Overcurrent current sensor5 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 5. Self-healing running. | Overcurrent of one of the components in circuit 5 | In case that error appears > 3x, error 9622 is displayed. Only then measures will be required. |
| 9910 | 2 d | Overcurrent current sensor6 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 6. Self-healing running. | Overcurrent of one of the components in circuit 6 | In case that error appears > 3x, error 9623 is displayed. Only then measures will be required. |

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| 9911 | 2 d | Overcurrent current sensor7 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 7. Self-healing running. | Overcurrent of one of the components in circuit 7 | In case that error appears > 3x, error 9624 is displayed. Only then measures will be required. |
| 9912 | 2 d | Overcurrent current sensor8 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 8. Self-healing running. | Overcurrent of one of the components in circuit 7 | In case that error appears > 3x, error 9625 is displayed. Only then measures will be required. |
| 9913 | 2 d | Overcurrent current sensor9 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 9. Self-healing running. | Overcurrent of one of the components in circuit 9 | In case that error appears > 3x, error 9626 is displayed. Only then measures will be required. |
| 9914 | 2 d | Overcurrent current sensor10 detected. Self-healing running. | A too high current has been detected at one or more outputs of circuit of current sensor 10. Self-healing running. | Overcurrent of one of the components in circuit 10 | In case that error appears > 3x, error 9903 is displayed. Only then measures will be required. |
| F120 | 2 | Switch coffee machine off and on again. In case of error, please call service! | CAN connection of power stage, front panel, syrup station, cup sensor interrupted | Cable broken or not plugged in. For example, syrup station selected in machine, but not plugged in at machine | Check cable / coding; deactivate not available components in machine configuration |

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| F121 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Dialogue error CAN, no communication with at least one node (power stage/stepper) | Node not available, load resistance, cable break | Check load resistance |
| F130 | 2 | Switch coffee machine off and on again. In case of error, please call service! | General current error, Total power input of machine exceeds the upper limit | Short circuit 24V/30V | 24V/30V check / exchange components |
| F149 | 2 | Switch coffee machine off and on again. In case of error, please call service! | General voltage error, power supply does not provide any voltage even after several repeated switch-on efforts. | Power supply defective, power plug not plugged in correctly | Check power supply/plugs |
| F161 (9269) | 2 | Minimum flow brewing. Please dismantle brewing unit and clean sieve! For description, please consult user manual! | Water pressure check has been carried out. Pulses have been detected through release valve. Not through brewing unit | - Coffee adjustments wrong - Components dirty or broken | - Check or modify coffee adjustments - Check, clean or change faulty components |
| F161 (9329) | 2 | Minimum flow brewing. Repetition: Please confirm | Minimum flow underrun during brewing | Too little FM pulses have been recognized. | After confirmation, brewing is continued with reduced pump pulse |
| F162 (9270) | 2 | Minimum flow cleaning. Please dismantle brewing unit and clean sieve! For description, please consult user manual! | 2nd level: Minimum flow during cleaning. Confirmation not possible. Machine has to be restarted. | Water pressure check has been carried out. Pulses have been detected through release valve. Not through brewing unit | Check brewing path (e.g. dismantle brewing unit, clean sieve) |

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| F162 (9330) | 2 | Minimum flow cleaning. Repetition: Please confirm | Minimum flow underrun during cleaning | Too little FM pulses have been recognized. | After confirmation, cleaning is continued |
| F164 (9244) | 2 | Minimum flow hot water dosing Switch coffee machine off and on again. In case of error, please consult user manual! | Minimum flow at hot water dosing (tank machine) | Error water supply | After confirmation, dosing is tried again. Check water supply / flow meter. Remove blockage or defective component or exchange it |
| F164 (9369) | 2 | Minimum flow hot water dosing Switch coffee machine off and on again. In case of error, please call service! | 2nd level: Minimum flow at hot water dosing. Confirmation not possible. Machine has to be restarted. | Water supply blocked (e.g. sieve pressure reducer/sieve water tank clogged; oscillation pump does not work) | Check water supply. Remove blockage or defective component or exchange it |
| F165 (9245) | 2 | Minimum flow mixer dosing. Repetition: Please confirm | Minimum flow at mixer dosing (tank machine) | Error water supply | After confirmation, dosing is tried again. Check water supply / flow meter. Remove blockage or defective component or exchange it |
| F165 (9368) | 2 | Minimum flow mixer dosing Switch coffee machine off and on again. In case of error, please call service! | 2nd level: Minimum flow at mixer dosing. Confirmation not possible. Machine has to be restarted. | Water supply blocked (e.g. sieve pressure reducer/sieve water tank clogged; oscillation pump does not work) | Check water supply. Remove blockage or defective component or exchange it |
| F167 | 2 | Minimum flow at descaling. | Minimum flow at descaling | Water supply blocked (e.g. sieve pressure reducer/sieve water tank clogged; oscillation pump does not work) | Check water supply. Remove blockage or defective component or exchange it |

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| F185 (9573) | 2 | Switch coffee machine off and on again. In case of error, please call service! | Max. time steam dispensed without refill of steam boiler and without PW level change | Max. time steam dispensed without refill of steam boiler and without PW level change | Check level probe and steam boiler feed valve |
| F186 | 2 | Timeout during filling of boiler. Please refill water tank. Attention, if confirmed, system is automatically ventilated and hot water is dispensed. | Timeout steam boiler supply during heating up | -> Water tank empty -> Pump defective -> Infeed valve steam boiler defective | -> Fill water tank -> Check pump -> Check infeed valve steam boiler |
| F187 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Sensor break steam boiler | Sensor is not recognized. Digit evaluation (digit value 1024) | Check temperature sensor / cable |
| F188 | 2 | Heating! Disconnect machine from power supply and call service! | Overtemperature steam boiler | Target temperature exceeded | Check sensor system / SSR |
| F189 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Heating time steam boiler | Machine has not reached temperature in predetermined time | Check: cables, heating steam boiler, SSR relay, temperature limiter, power class |
| F2 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Current error brewer | Power sensor does not report power, encoder does not report pulses. | Check / exchange brewer motor |
| F3 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Encoder brewer motor | Encoder does not deliver pulses; power sensor reports traction current. | Check / change encoder. |
| F6 | 2 | Switch coffee machine off and on again. In case of error, please consult user manual! | Blocking error brewer | Blocking current detected; brewing unit stiff | Check / clean brewing unit |

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| F7 | 2 | Insert brewing unit! Please consult user manual! | Little power input of brewer motor | Brewer has been removed | Insert brewer |
| F87 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Sensor break boiler | Temperature sensor is not recognized | Check resp. exchange temperature sensor |
| F88 | 2 | Overtemperature boiler. Attention: Disconnect machine from power supply! | Overtemperature boiler | Target temperature exceeded | Check sensor system / SSR |
| F89 | 2 | Switch coffee machine off and on again. In case of error, please call service! | Heating time boiler | Boiler has not reached temperature in predetermined time | |