

6/3.8 Display or error memory error messages

6/3.8.1 9104 timer function not available

switch-off time and cleaning time overlapped		Coffee Factory does not switch off via timer during cleaning	clean at adequate interval prior to switch-off, brief customer
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6/3.8.2 9118 Fifo deleted (error memory deleted)

no error

6/3.8.3 9119 Defaults to Flash

factory data/standards loaded by service technician		e.g. after software update	
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6/3.8.4 9120 Defaults to RAM

6/3.8.5 9136 cleaning aborted

machine switched off during cleaning program	in ring buffer: Reset und Standby	operator error	brief customer, cleaning program should be allowed to finish
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6/3.7.3 Grinder empty message but beans present

illumination also failed			current consumption generally lower with faulty illumination	machine off/on or check idle current again
• bean hopper cannot be removed	•		bean hopper not correctly replaced	replace hopper correctly with square shaft at closed position
bean gate and beans jam			beans do not feed	tap hopper gently until beans feed
• dosing less than 0.5g/sec		grinding degree too fine	clearance incorrect or grinding degree set to < 0	set grinding degree to standard degree 1 for espresso
		grinder disks worn	„hard“ bean brand	replace grinder disks and reset clearance
message after changing grinder, grinder disks or motor			grinder no-load current not recorded	adjust no-load current in Service Routines

6/3.7.4 Machine fails to switch on

no mains power supply				
• mains power supply OK		• green LED lights, red and green flash	buttons do not respond	unplug machine for 5 secs ->no function -> replace CPU
		no LED lit on CPU	faulty power supply or broken cable	replace power supply or repair cable
		only green LED lit	CPU faulty	replace CPU
see operation and display functions -->button does not respond				
button must be pressed for 2 seconds			operator error	brief customer

6/3.7.5 Reheat does not go out

after switching machine off/on and limit time error 189		see error messages --> F189		
• after switching machine off/on and limit time error 89		• see error messages --> F089		

• additionally error message F162	• additionally 9268 see F162 (cleaning program flow failure)	mains plug pulled during cleaning	brief customer
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6/3.8.6 9268 power supply reports mains voltage too low

no error mains voltage less than 190V or 90V		mains plug pulled, mains voltage drop-out	not necessary
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6/3.8.7 9275 Reset triggered by customer

no error, menu option in settings program

6/3.8.8 F002 no current to brewer

generally no 30 Volt	additionally message F149	very unlikely see free text in service encoder	Check power supply cables and check grounds receptacle microswitch/diaphragm
• activate motor forwards/backwards in component test	• voltage at motor connections only in one direction voltage forwards and not backwards	Cabling from CPU to brewer motor faulty or CPU faulty cable interrupted	repair cabling or replace CPU
	one or both cables from CPU to Motor faulty CPU output faulty		repair
grinder no-load circuit also	white cable set from power supply to CPU OK	cabling shorting against frame or short in motor power supply faulty	replace CPU, check cabling and motor replace power supply

6/3.8.9 F005 brewer limit switch

remove brewer check magnetic holders		magnet gone or magnetic holder faulty	replace magnetic holders
• brewer checked no fault ascertainable	• motor noisy	motor transmission faulty	replace motor

brewer drive misses audibly	pinion rotates freely on motor shaft		motor shaft faulty	replace motor
	check reed switch in component test	reed switch does not operate with magnet	reed switch faulty	replace reed switch
		no change of signal when reed switch shorted	cable interrupted or CPU input faulty	repair cable or replace CPU
			brewer sluggish	clean brewer, replace at >30,000 cycles (no GF)

6/3.8.10F006 brewer excess current (blocking current recognised too early)

current consumption in component test <2A			value „nowhere to be seen“???	if repeated load factory data
• current input in component test >2A	• without brewer fitted <2A		brewer sluggish	clean brewer >30.000 cycles replace (calculate)
	still >2A without brewer fitted	hot water valve current input <0.5A	brewer motor faulty	replace brewer motor
		hot water valve current input >0.5A	current input not correctly measured or power supply faulty	machine on/off, if not OK replace power supply

6/3.8.11F007 brewer timeout (wiper or brewer position not recognised)

fault persists after removing and refitting brewer	switch machine off/on (no-load current recorded anew)		during operation illumination or fan fails	replace faulty component
	• grinder empty report also displayed		cabling from CPU power supply loose contact/ power supply faulty	check corresponding cable between power supply and CPU/ replace power supply
	motor turns but brewer not working	gear missing	circclip missing	fit pinion, fit circclip correctly
		pinion not rotating under load	motor faulty	replace motor

6/3.8.12F008 brewer not activated

as F7 but lid open after grounds receptacle			brewer not activated before inserting grounds receptacle	operator error, brief customer
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6/3.8.13F026 power failure right grinder (blocking current reached)

grinder easily turned		motor faulty	replace motor
• grinder cannot be turned backwards with multitool	• ditto after removing top section	bearing faulty	replace grinder complete

6/3.8.14F036 current failure left grinder blocking current reached)

see F026

6/3.8.15F087 boiler sensor broken

see F187

6/3.8.16F088 excess boiler temperature

SSR permanently activated	heating element heats to earth wire	heating element faulty	replace boiler complete
	• energising lead shorting to frame	cable failure	repair cable and press Klixon
	CPU output faulty	CPU faulty	replace CPU (and push in temperature limiter)
• SSR connects through		SSR faulty	replace SSR (and push in temperature limiter)

6/3.8.17F089 Boiler heating time

steam boiler overflows	supply valve permanently activated	output permanently switched but electrode in contact	CPU faulty	replace CPU
	•	energising lead earth shorting to frame	faulty cable	repair cable
	supply valve leaking	e.g. on hot water dispensing water also runs to steam boiler supply	valve faulty or scaled up	replace valve or descale machine
	in component test with new electrode still <180 Digit	electrode in contact with water and electrical cabling OK.	electrode evaluation on CPU faulty	if not OK after switching off/on replace CPU
no voltage at heating element	temperature limiter triggered		prior excess temperature or limiter faulty	press button and check F188 causes/replace limiter

SSR not activated; LED on SSR not on			cable broken or CPU faulty	repair cable or replace CPU
SSR does not switch, SSR output no voltage (with multimeter)			SSR faulty	replace SSR
voltage (with multimeter) at element but does not get too hot			heating element faulty	replace boiler

6/3.8.18F130 general power failure

fault does not disappear when 24 and 30V components unplugged			24/30V cable shorting against frame or power supply faulty.	repair cable or replace power supply
• fault disappears when all 24V components unplugged			failure of one 24V component	plug in everything in sequence and replace component concerned
fault disappears when all 24V components unplugged			failure of one 30V component	

6/3.8.19F149 general 24/30V voltage failure

fault disappears after 10 minutes power supply cooling down time			excess current at 5/24/30V	fault diagnosis analogous to F130
• switch off mains voltage. F149 again after 10 minutes waiting time			power supply faulty	replace power supply

6/3.8.20F157 battery voltage low

->			end of battery service life reached	replace battery with aid of service routine
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6/3.8.21F161 on mains water machine: coffee brewing flow meter failure

brewer supply or supply hose under piston blocked	additionally F163: release valve does not open (see also F163)		release valve faulty or drip tray release closed	check valve function, replace if necessary, clean lines
• soiled with coffee grains			grinding degree fine, frequent ground coffee checking	clean
grinding degree too fine			grinding degree too fine for type of coffee used	set coarser, brief customer

• upper piston blocked	screen clear (but brewer baffle blocked)		screen clear but baffle blocked	clean externally/replace piston; replace brewer at >30,000 cycles
	brewer screen dirty		grinding degree too fine, grinder disks worn	clean, set grinding degree coarser, replace grinder disks
	brewer screen faulty		foreign materials via manual insert or brewer at wear limit	replace upper piston. At >30,000 cycles replace brewer
quality level too high			with fine grinding degree and corresponding coffee quality level too high	match quality level, brief customer

6/3.8.22F161 on water reservoir machine: coffee brewing flow meter failure

with hot water less than 100 ccm in 12.5 seconds	see „hot water dispensing but still F 164“			
•	• see „no hot water dispensed and error 164“			
hot water dispensing faultless (125ml in approx. 12.5 secs)	brewer valve blocked		wear due to scale or similar	replace valve (note direction of flow)
	grinding degree set too fine		grinding degree too fine for type of coffee used	set coarser, brief customer
	quality level too high		with fine grinding degree and corresponding coffee quality level too high	match quality level, brief customer
	brewer supply or supply hose under piston blocked	soiled with coffee grains	grinding degree fine, frequent ground coffee checking	clean
		additionally F163: release valve does not open (see also F163)	release valve faulty or drip tray release closed	check valve function, replace if necessary, clean lines
	upper piston blocked	brewer screen dirty	grinding degree too fine, grinder disks worn	clean, set grinding degree coarser, replace grinder disks
		brewer screen faulty	foreign materials via manual insert or brewer at wear limit	replace upper piston. At >30,000 cycles replace brewer
		screen clear but baffle blocked	screen clear but baffle blocked	clean externally/replace piston; replace brewer at >30,000 cycles
hot water dispenses but still error 164	flow meter water connection incorrect		flow meter supply and output interchanged	connect correctly (note arrow on flow meter)

no hot water dispensed and error 164	flow meter not rotating	signal cable (green) faulty or shorting against frame	flow meter dirty cable jammed or plug connector faulty	dismantle and clean or replace repair
	flow meter electrical fault	no 5V at flow meter between red and grey	plug at CPU not correctly inserted or cable faulty	
		flow meter not correctly connected	flow meter not correctly connected (plug twisted)	correct flow meter correctly (see wiring diagram)
		flow meter itself faulty	wear or faulty manufacture	replace flow meter
	water reservoir screen filter blocked		customer never cleans reservoir	replace screen filter or clean, brief customer
	flow meter input or output hose kinked/blocked		assembly error or wear	fit hose without kinking, clean if blocked
	boiler injection pipe scaled up	descaling not carried out (demonstrable on laptop)	operator error	descale, brief customer
		descaled without descaler	may only be assumed	
		water problematic, needs frequent descaling	water natural substance unfortunately anything possible	descale and set water hardness
		water hardness wrongly set	customer setting error	descale, set correctly, brief customer
	oscillation pump not delivering/running	electrical cable to pump interrupted, remedy	assembly incorrect, connector plug slipped off	repair
		pump faulty	wear, scale, dirt	replace pump
		CPU output faulty	see also free wheeling circuit and earth short	replace CPU
		free wheeling circuit not connected at power supply	incorrect assembly so CPU fails	connect freewheeling circuit, replace CPU
		energising lead shorting to earth so CPU faulty	white cable to earth for testing also not permitted!	remedy earth short, replace CPU
		pump faulty after pause in operation	integral non-return valve sticking	replace pump
		see injection pipe scaled		
	boiler extraction pipe blocked/scaled up			
	water reservoir empty and no sensor signal	water reservoir machine set up as mains water machine	wrong setting	correct setting
		sensor wet or very dirty	operator error or leak	clean sensor, brief customer, remedy leak
fill water reservoir			system has drawn in air	bleed and dose hot water several times

6/3.8.23F162 flow meter error on cleaning

graphic display for customer; remove brewer	see F161 mains water machine or water reservoir machine		
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6/3.8.24F163 flow meter error on warm rinse

no water at expansion pipe to drip tray	hose to or from flow meter kinked/blocked		incorrect assembly or wear	fit hose without kinking, clean if blocked
	• pressure reducer incorrectly set (mains water machine only)		pressure reducer twisted - adjuster screw not secured	adjust pressure reducer, secure adjuster screw
	water tank screen filter blocked (water reservoir machine only)		customer never cleans water reservoir	replace filter or clean, brief customer
	pressure reducer blocked (water reservoir machine only)		wear caused by dirt	clean pressure reducer/ replace and reset
	no release valve current input in component test, no 30V	grounds receptacle inserted and cover closed	no 30 Volt power supply (check LED on CPU)	replace power supply
	supply valve does not open (mains water machine only)	no 30 Volt measured against earth 30 Volt OK	cable (orange) interrupted input cable faulty or valve faulty	repair cable repair or replace supply valve with pressure reducer

	reservoir empty and no sensor signal (water reservoir machine only)	water reservoir machine set up as mains machine	incorrect setting	correct setting
		sensor wet or very dirty	operator error or leak	clean sensor, brief customer, repair leak
	no supply from oscillation pump/not running	electric leads to pump interrupted	incorrect assembly, plug connector slipped	repair
		input lead short circuit to frame so CPU faulty	white cable to earth for testing also not permitted!	remedy earth short, replace CPU
		pump faulty	wear, scale, dirt	replace pump
		CPU output faulty	see also free wheeling circuit and earth short	replace CPU
		free wheeling circuit not connected to power supply	incorrect assembly so CPU fails	connect free wheeling circuit, replace CPU
		pump faulty after pause in operations	integral non-return valve sticking	replace pump
	boiler extraction pipe blocked/scaled up	see injection pipe scaled		
	no release valve current input in KD test, no 30V	measure solenoid, resistance to infinity	solenoid faulty	replace solenoid
		CPU output faulty	CPU output faulty (check solenoid for short circuit)	replace CPU, check solenoid input
		input cable interrupted	CPU or valve plug connector come off, cable sheared	reconnect plug or repair cable
	release valve takes current in component test	plunger sticking	wear and tear, Service Maintenance 2/30.000 carried out?	replace valve if necessary perform Service Maintenance
		release pipe to drip tray blocked	poor customer cleaning/ wear	check cleaning counter, clean/replace pipe
		pipe between water distributor and brewer/release valve closed	wear caused by scale or similar	clean/descale pipe
		brewer valve blocked		replace valve (not direction of flow)

		hose from release vale to release pipe blocked	routed without kinks? Wear	replace hose/clean/route without kinking
	no water supply to machine (mains water machine only)	water filter blocked or worn	water filter at end of service life	replace, select filter rinse (Customer Attendance menu)
		dirt trap on water supply dirty	wear	clean dirt trap, brief customer
		integral stopcock on water filter closed	operator error	brief customer
	boiler injector pipe scaled up	water problematic, needs frequent descaling	water natural substance unfortunately anything possible	descale and set water hardness
		descaling not carried out (demostrable on laptop)	operator error	descale brief customer
		descaled without descaler	can only be assumed (invoices for descaler purchase?)	
		filter service live incorrectly set (Fe/Wa with water filter)	customer settings error	measure water hardness, set service life correctly
		water hardness incorrectly set		descale, set correctly, brief customer
after replacing water filter or relocating machine			system not bled	Customer Attendance menu „Rinse Filter“/dispense approx. 3 litres of water
after filling water tank			system has drawn air	bleed and dose hot water several times
water egress at release pipe	flow meter incorrectly connected		flow meter supply and output interchanged	connect correctly (note arrow on flow meter)
	flow meter not turning		flow meter dirty	dismantle and clean or replace
	flow meter electrical fault	flow meter itself faulty	wear or faulty manufacture	replace flow meter
		no 5V at flow meter between red and grey	plug at CPU not engaged or cable faulty	repair
		signal lead (green) faulty or shorting to frame	cable jammed or plug faulty	
		flow meter electrical connection incorrect	flow meter electrical connection incorrect (plug twisted)	connect flow meter correctly (see wiring diagram)

6/3.8.25F164 flow meter fault on hot water dosing

see F161 on water reservoir machine: point with F164

6/3.8.26F165 flow meter fault on choc dosing

6/3.8.27F166 flow meter fault on steam boiler supply

6/3.8.28F167 flow meter fault on descaling

6/3.8.29F186 timeout on steam boiler supply (electrode not in contact)

no water in grounds receptacle	CPU plug not plugged in (no 24 or 30V)		valve(s), brewer or pump not activated	fit plug correctly
• water in grounds receptacle machine pumps non-stop	• problem with steam boiler supply	steam boiler supply scaled up or boiler distributor scaled up	water natural substance unfortunately anything possible	descale, set machine correctly (chargeable)
		steam boiler supply valve does not open	cable faulty of valve faulty	repair cable or valve
	in component test with new electrode still <180 Digit	electrode was in contact with water and electrical leads OK	electrode reporting at CPU faulty	if not OK after off/on replace CPU

6/3.8.30F187 steam boiler sensor failure

temperature sensor unplugged at CPU			technician error	plug sensor in
• temperature sensor operating outside permissible parameters			sensor faulty	replace temperature sensor

6/3.8.31F188 steam boiler overheating

automatic milk foam/milk dosing does not work either	Cappuccino valve does not open	valve sticks (current input OK)	wear	replace valve
	•	solenoid does not operate (no current)	solenoid faulty	replace solenoid
	Cappuccino not activated (no power)	no 30V	lead interrupted (orange)	repair
		30 Volt (orange) OK	power cable or CPU output faulty	repair cable or replace CPU
after machine cools down error 189	heating element heating to earth		heating element faulty	replace steam boiler complete
	SSR switches through		SSR faulty	replace SSR and insert temperature sensor
	SSR permanently activated	input cable shorting against frame	faulty cable	repair cable and press Klixon
		CPU output faulty	CPU faulty	replace CPU and press Klixon

6/3.8.32F189 steam boiler heating time

steam/cappuccino outlet: nothing or steam	voltage (multimeter) at element but does not get warm		element faulty	replace steam boiler
	no voltage at element	SSR not activated, LED on SSR does not come on	broken cable or CPU faulty	repair cable or replace CPU
		temperature limiter triggered	prior excess temperature or limiter faulty	press button and check F188 causes/replace limiter
		SSR does not switch, SSR no voltage (multimeter)	SSR faulty	replace SSR
steam/cappuccino dispensing: steam instead of water	supply valve permanently activated	input cable earth shorting to frame	faulty lead	repair cable
		output permanently switched but electrode in contact	CPU faulty	replace CPU
	supply valve leaking	e.g. on hot water dispensing water also flows to steam boiler supply	valve faulty or scaled up	replace valve or descale machine
	electrode does not switch off	see error F186		

6/3.8.33F9236: AD transducer stuck

front panel faulty.		CPU hardware failure	replace CPU with display
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6/3.8.34F9248 sensor level fault

if only on switching on F186, see there		internal reporting failure remedied by switching ON-OFF	please send faulty memory to M. Schaefer Ltd., 3302 Moosseedorf
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6/3.8.35F9256: Autodetect: RH grinder not recognised

measure orange lead against frame: no 30V	in addition other error messages plus F149	power supply faulty	replace power supply
no other error messages		orange +30V lead interrupted	repair cable
measure orange lead against frame: 30V OK		input lead from CPU interrupted or CPU faulty	repair cable or replace CPU

6/3.8.36F9257: Autodetect: brewer valve not recognised

wrong lead or no lead plugged in at brewer valve			not wired according to wiring diagram	correct wiring
• with different solenoid fault persists	• grounds receptacle not inserted or top lid		operator error	try again with lid closed and grounds receptacle
	measure orange lead to frame: 30V OK		input cable from CPU interrupted or CPU faulty.	repair cable connector or replace CPU
	measure orange lead to frame: no 30V	no other error messages	orange +30V lead interrupted	repair cable
		additionally other error messages and F149	power supply faulty	replace power supply
fault disappears with different solenoid			solenoid faulty	replace solenoid

6/3.8.37F9258: Autodetect: oscillation pump not recognised

see F9260

6/3.8.38F9259: Autodetect: release valve not recognised

see F 9257

6/3.8.39F9260: Autodetect: fan not recognised

measure brown lead to frame: no 24V	additionally other error messages and F149		power supply faulty	replace power supply
•	• no other error messages		brown +24V lead interrupted	repair cable
measure brown lead to frame: 24V OK			input cable from CPU interrupted or CPU faulty	repair cable or replace CPU
• lead not plugged in at mixer				plug lead in
lead plugged in and voltage in component test OK.			fan faulty	replace fan

6/3.8.40F9261: Autodetect: hot water dispenser valve not recognised

see error F 9257

6/3.8.41 F9262: Autodetect: mixer not recognised but powder portioner is

measure brown lead to frame: no 24V	•		interruption to brown +24V lead	repair cable
lead not plugged in at mixer			input cable from CPU interrupted or CPU faulty	repair cable or replace CPU
				plug lead in

6/3.8.42 F9263: Autodetect: powder portioner not recognised but mixer is

measure brown lead to frame: no 24V	•		interruption to brown +24V lead	repair cable
lead not plugged in at portioner			input cable from CPU interrupted or CPU faulty	repair cable or replace CPU
				plug lead in at portioner (note choc/topping)

6/3.8.43 F9264: Autodetect: mixer valve and powder portioner illogical

mixer valve does not function in component test	procedure analogous to F9257, see there			
• powder portioner does not run in component test	• see F9263			

6/3.8.44 F9265: Autodetect: air pump and cappuccino valve illogical

cappuccino valve does not function in component test	procedure analogous to F9257, see there			
• air pump does not run in component test	• procedure analogous to F9260, see there			

6/3.8.45F9271 pump switches into coast-down

note laptop ring buffer info number --> number = button number	always with same beverage		quality level set too high	select lower quality level
	• with all coffee drinks		water system problem, see errors 161/163	
	always with drinks from the same grinder	grinding degree very fine and quality level high	operator error	grinding degree coarser and quality level lower
		grinder disks worn	problematic beans or wear limit reached	replace grinder disks