Coffee Art Plus TouchIT

Troubleshooting Guide

Display Message	Cause	Remedy
Grounds container missing	• The grounds container was removed (cleaning program, emptying, etc.). • The limit switch is defective.	▶ Insert grounds container. **If the message persists, call for service.**
Empty grounds container	• The grounds container is full.	▶ Empty the grounds container and reinsert it.
Cleaning program	• A reminder appears daily at a preset time.	▶ The machine must be cleaned. Refer to page 19-20 for daily cleaning procedures.
Grinder left/right no beans	• Appears when the bean hopper on the left- or right is empty or when a coffee bean has become stuck. *Beverage output is blocked!*	▶ Refill the bean hopper with coffee beans (max. 1000g.) and confirm. ▶ Check bean slides. ▶ If jammed, use the stem of the cleaning brush to "stir" the coffee beans around and unclog the grinder. Then press confirm.
Grinder left/right blocked	• An object (such as a stone) has become jammed in the left or right grinder. *Beverage output is blocked!*	▶ Check grinder for blockage and remove remaining beans with vacuum if necessary. Then press confirm. **If the message persists, call for service.**
Heating coffee water/hot water/ steam	• The temperature is 10° C below the programmed temperature.	▶ Wait until the temperature has been reached. **If the message persists, call for service.**
Grinder current fault	• PC board defect. • Electronics defect.	▶ Call for service.
Brewing unit current fault	• PC board defect. • Electronics defect.	▶ Call for service.
Over current brew motor	• Brewing unit is drawing too much current (over 4A). • Brewing unit is jammed.	▶ Call for service.
Water flow error	• No water connection. • Pump defect. (pump pressure < 7.5bar) • Brewer is blocked. • Water system is blocked. • Grind level is too fine. • PC board and flow meter are improperly connected. • Electrical problem (e.g. PC board).	▶ Open the stopcock and press the beverage field again. ▶ Check the brewing unit. ▶ Check the grinder balance. **If the message persists, call for service.**
Crit. coffee temp.	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	▶ Call for service.
Crit. hot water temp.	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	▶ Call for service.
Crit. steam temp.	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	▶ Call for service.

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Timeout coffee heater	• The set temperature of the coffee boiler was not reached within 4 minutes after the machine was switched on.	► Switch the machine off and back on. ► Ensure grounds bin is in place. **If the message persists, call for service.**
Hot water heater timeout	• The set temperature of the hot water boiler was not reached within 4 minutes of the unit switching on.	► Switch the machine off and back on. ► Ensure grounds bin is in place. **If the message persists, call for service.**
Steam heater timeout	• The set temperature of the steam boiler was not reached within 4 minutes of the unit switching on.	► Switch the machine off and back on. ► Ensure grounds bin is in place. **If the message persists, call for service.**
Coffee sensor defect	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	► Call for service.
Hot water sensor defect	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	► Call for service.
Steam sensor defect	• Electrical problem between the sensor and PC board. • Temperature sensor defect.	► Call for service.
Brew unit timeout	• The brewing unit motor does not run.	► Call for service.
Timeout steam supply	• The level in the steam boiler was not reached.	► Call for service.
Milk system disabled	• The steam temperature has fallen to 115° C.	► Wait until the temperature has been reached again. ► Switch the machine off and back on. **If the message persists, call for service.**
Initialising	• The software and processor are being restarted. • The brewing unit moves to the initial position.	► Switch the machine off and then back on. **If the message persists, call for service.**
Display dark	• Machine is not connected to the mains supply. • Machine is not switched on.	► Check whether the machine is connected to the mains supply. ► Check whether the machine is switched on. **If the message persists, call for service.**