

WE PROUDLY SERVE STARBUCKS® ESPRESSO TOUCH




Troubleshooting Guide

Save Time & Money – Check These Fixes Before Calling For Service

Don't see what you are looking for? Many issues can be resolved by simply powering the machine off and on.

For further assistance, call for service: 1-844-263-5403.

Some machine errors result in the disabling of individual functions. You will notice this by the fact that the beverage button illumination becomes “grayed out”. The beverage buttons that are still illuminated can continue to be used.

Any errors that occur are shown on the display. If there is a current error or a message, the  image is displayed in the upper right corner of the user screen. Touch the image to reveal the error message.



To Power Off/ON the Machine Follow These Steps:

1. Lift the operating panel.
2. Press the green power button.
3. Lower the panel then leave in place until the machine powers down.
4. Lift the operating panel.
5. Press the green power button to power on the machine.
6. Lower the operating panel.

On Screen Message or Symptom	Explanation	Solution
Refill beans	<input type="checkbox"/> Bean hopper is empty.	<input type="checkbox"/> Refill empty bean hopper.
	<input type="checkbox"/> Beans stuck leading to grinder.	<input type="checkbox"/> Gently stir beans in hopper with a large spoon.
	<input type="checkbox"/> Hopper lid not properly seated.	<input type="checkbox"/> Ensure bean hopper lid is properly attached to the hopper.
Empty grounds container	<input type="checkbox"/> Internal grounds bin has met its defined capacity limit.	<input type="checkbox"/> Remove the grounds bin, empty, then reinsert into the espresso machine.
Grounds container missing	<input type="checkbox"/> The machine is not recognizing that the grounds container is in place.	<input type="checkbox"/> Reinsert the grounds container if missing. <input type="checkbox"/> Ensure the grounds container is pushed in all the way.
Change water filter	<input type="checkbox"/> The water filter attached to the espresso machine has reached its capacity and needs to be changed. The capacity of the filter is determined by the quality of the water coming in from the wall. A water quality test is done at installation to determine water quality.	<input type="checkbox"/> To purchase replacement water filter cartridges for self-installation, contact your Nestle Professional Solutions representative or purchase directly from the Nestle Professional Customer Portal. <input type="checkbox"/> Call for service to have the water filter cartridge replaced by a service technician.
Operating panel is open...	<input type="checkbox"/> The main screen of the unit is open or has not been closed fully.	<input type="checkbox"/> Lower the operating panel until it rests flush against the machine. <input type="checkbox"/> Lock the panel in place using the lock on the machine above the panel.
	<input type="checkbox"/> The main screen has not been closed properly.	<input type="checkbox"/> Gently push the operating panel so that it rests flush against the machine. <input type="checkbox"/> Lock the panel in place using the lock on the machine above the panel.



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9507 – Flow Error	<ul style="list-style-type: none"> <input type="checkbox"/> Water pressure low. <input type="checkbox"/> Espresso shot timing off. 	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that water line leading to the machine is not obstructed or turned off. <input type="checkbox"/> Allow machine to rest 1-2 minutes to allow shot timing to reset.
9133 – Granulate Hopper Empty	<ul style="list-style-type: none"> <input type="checkbox"/> Cleaning tablet hopper is empty. <input type="checkbox"/> Cleaning tablets stuck inside of hopper causing the hopper to jam. 	<ul style="list-style-type: none"> <input type="checkbox"/> Refill cleaning tablet hopper. <input type="checkbox"/> If cleaning tablet bottle is not empty, remove tablet bottle and look for tablets stuck in hopper. <p>Note: The machine will disable beverage creation functionality after 10 cleaning cycles without using cleaning tablets. Functionality will only resume once a cleaning is performed with cleaning tablets.</p>
9135 – Cleaning has been carried out with not enough granules	<ul style="list-style-type: none"> <input type="checkbox"/> Previous cleaning cycles performed without the dispensing of a cleaning tablet due to the cleaning tablet hopper being empty or cleaning tablets being stuck inside of the tablet hopper. <p>Note: The machine will allow a total of 10 cleanings without the dispensing of cleaning tablet before all beverage creation functionality is disabled. Functionality will only resume once a cleaning is performed with cleaning tablets.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Refill cleaning tablet hopper. <input type="checkbox"/> If cleaning tablet bottle is not empty, remove tablet bottle and look for tablets stuck in hopper.
9924 – Max. possible number of cleaning cycles reached with too little granulate. Please refill cleaning detergent immediately!	<ul style="list-style-type: none"> <input type="checkbox"/> Max. number of cleaning cycles without cleaning tablets has been reached. (10 cycles) <input type="checkbox"/> Beverage creation functionality disabled until a cleaning cycle with cleaning tablets is completed. 	<ul style="list-style-type: none"> <input type="checkbox"/> Refill cleaning tablet hopper.
9582 – Machine is Restarted	<ul style="list-style-type: none"> <input type="checkbox"/> The machine is in the process of restarting and will run through a warmup/rinse cycle. Approx. 2-3 min. 	<ul style="list-style-type: none"> <input type="checkbox"/> Wait until restart process is complete