

# STARBUCKS SELF-SERVE ESPRESSO NCB600



## 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 and then running a cleaning cycle. For further assistance, call 1-844-263-5403.



#### To Power Off the Machine Follow These Steps:

1. Double tap the Starbucks logo on the upper left of the screen.
2. Enter 2222.
3. Touch the power button in the lower center of the screen.
4. Once in Energy Savings Mode, open the door and turn the power switch off.

### BEVERAGE RELATED ISSUES

Doesn't Taste Right/Not Dispensing/Under- or Over-Filling				Powder Isn't Dispensing			
	Verify milk, beans, syrups, and powders are filled. Verify coffee beans are fresh. Refill if needed		Open door and power off and on.		Verify powder hoppers are filled. Refill if necessary.		Clean the mixing chamber.
	Run a cleaning cycle.		Clean the dispensing outlet and use a small brush to clean out any clogs.		Check for clog in hole between the powder hoppers and mixing chamber. Remove clog if present..		Clean the dispensing outlet and use a small brush to clean out any clogs.

### MACHINE RELATED ISSUES

"Bean Hoppers are Empty" Message		Machine Doesn't Turn On		Motor Timeout Error	
	Verify bean hoppers are not empty. Refill if necessary.		Verify the machine is plugged in.		Open door and power off and on.
	Make sure bean hoppers are level/flush to the machine.		Open door and power off and on.		Thoroughly clean Brew Unit/Piston with a brush.
	Open door. Pull red handle out and push all the way back.		Check the circuit breaker for a tripped breaker.		Run a cleaning cycle.

### WATER RELATED ISSUES

Water in the Drip Tray is not Draining		Water in the Grounds Container	
	Thoroughly clean drip tray.		Open door and empty grounds container.
	Check to see if drain line is clogged. Remove clog if present.		Replace grounds container and power off and on.
	Ensure the drain line is on a continuous downward slope.		Run a cleaning cycle.

### MILK RELATED ISSUES

Milk Isn't Dispensing	
	Open refrigerator and verify milk is not empty or spoiled. Replace if necessary.
	Open door and power off and on.
	Run a cleaning cycle.
	If the milk is frozen, remove and store in appropriate place. Unplug the refrigerator and allow to defrost.



Occasionally, a coffee bean may find its way into a powder hopper. If a powder-based beverage tastes weak or does not dispense properly, empty the powder hopper and check for any loose coffee beans then remove.

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Machine Code	Explanation	Solution
461 – Door open	The grounds container door is open.	Please close door.
431 – Coffee bean or powder container missing	The coffee bean or powder hopper is missing or is not installed/locked correctly.	Insert bean or powder hopper correctly and lock it in place
610 – Fill front right container 613 – Fill front left container	Front right or left powder hopper is empty.	Refill the powder hoppers with approved powder product. Press “Confirm”
619 – Fill Reduced-fat milk	Milk container or milk jug is empty. All milk-based beverages will be disabled until refilled.	Refill the milk container or replace the milk jug with fresh pre-cooled 2% milk. Check that the suction hose is free of debris.
620 – Fill 2% milk	Milk container or milk jug is almost empty. All milk-based beverages will be disabled soon.	Refer to the <i>Replacing/Refilling Empty Milk Containers</i> section of the <b>NCB600 General Usage Guide</b> .
630 - Clean solution empty	The milk system cleaning agent is empty.	Insert a full cleaning agent cartridge and perform a cleaning cycle
631 - Clean solution almost empty	The clean solution for the milk system is almost empty. 6 cleanings remain before empty.	Please insert a full clean solution bottle and perform cleaning.
653 - Clean Flavor Station Soon	<ul style="list-style-type: none"> <li>The Flavor Station requires a cleaning.</li> <li>Appears 7 days after the last cleaning</li> </ul>	Refer to the <i>Cleaning the Flavor Station</i> section of the <b>NCB600 Daily &amp; Weekly Cleaning Guide</b> .
654 - Clean Flavor Station	<ul style="list-style-type: none"> <li>The Flavor Station requires a cleaning.</li> <li>Appears 9 days after the last cleaning.</li> <li><b>Syrup station will lock out users if not cleaned.</b></li> </ul>	Refer to the <i>Cleaning the Flavor Station</i> section of the <b>NCB600 Daily &amp; Weekly Cleaning Guide</b> .
655 - Prepare the Flavor Station	<ul style="list-style-type: none"> <li>The syrup tubing was not properly primed when empty bottles were replaced.</li> </ul>	Refer to steps 5-10 of the <i>Replacing Empty Syrup Bottles</i> section of the <b>NCB600 Daily &amp; Weekly Cleaning Guide</b> .