# 8 warn

## 8.1 On-screen Warnings

### 8.1.1 The container is full

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Since the last emptying of the grounds container, the accumulated weight of the coffee grounds in the grounds container has reached 600g; | ➢ Open the door of the coffee machine, take out the grounds container and empty the grounds container; |

### 8.1.2 Left bean box is empty

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The coffee beans in the left box were used up;<br>b) The coffee beans in the box are too sticky and stick together;<br>c) Coffee bean sensor damaged; | ➢ Add an appropriate amount of coffee beans to the left bean box;<br>➢ Stir the coffee beans in a box until loose;<br>➢ Replace the new sensor; |

### 8.1.3 The right bean box is missing beans

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The coffee beans in the right box were used up;<br>b) The coffee beans in the box are too sticky and stick together;<br>c) Coffee bean sensor damaged; | ➢ Add an appropriate amount of coffee beans to the right bean box;<br>➢ Stir the coffee beans in a box until loose;<br>➢ Replace the new sensor; |

### 8.1.4 Left powder box is empty

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The powder in the left powder box has been used up;<br>b) The powder in the powder box is bonded into a block;<br>c) Powder sensor damage; | ➢ Add an appropriate amount of powder to the left powder box;<br>➢ Mix the powder in the powder box to a loose powder state;<br>➢ Replace the new sensor; |

### 8.1.5 The right powder box is empty

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The powder in the right powder box has been used up;<br>b) The powder in the powder box is bonded into a block;<br>c) Powder sensor damage; | ➢ Add an appropriate amount of powder to the powder box on the right;<br>➢ Mix the powder in the powder box to a loose powder state;<br>➢ Replace the new sensor; |

### 8.1.6 The door was not closed properly

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The door of the coffee machine was opened and not closed;<br>b) The door of the coffee machine was not closed properly;<br>c) Coffee machine door sensor damaged;<br>d) The induction magnet of the coffee machine door is missing or damaged; | ➢ Close and lock the door of the coffee machine;<br>➢ Change the coffee machine door sensor;<br>➢ Change the new coffee machine door induction magnet; |

### 8.1.7 The left bean box is not installed in place

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The left bean box is not installed in place;<br>b) Left bean box sensor damaged;<br>c) The induction magnet of the left bean box is lost or damaged; | ➢ Reinstall the left bean box;<br>➢ Replace the new sensor;<br>➢ Change the new induction magnet; |

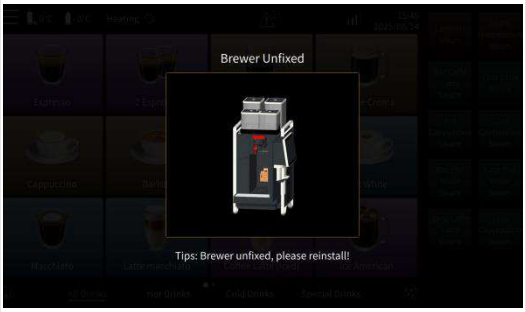
### 8.1.8 The right bean box is not installed in place

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The right bean box is not installed in place;<br>b) Right bean box sensor damaged;<br>c) The induction magnet of the right bean box is lost or damaged; | ➢ Reinstall the right bean box;<br>➢ Replace the new sensor;<br>➢ Change the new induction magnet; |

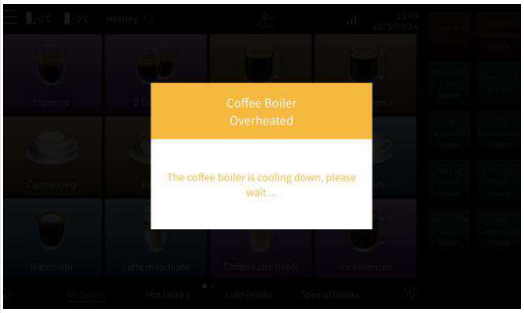
### 8.1.9 The powder box is not installed in place

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The powder box is not installed in place;<br>b) Powder box sensor damaged;<br>c) The induction magnet of the powder box is missing or damaged; | ➢ Reinstall the powder box;<br>➢ Replace the new sensor;<br>➢ Change the new induction magnet; |

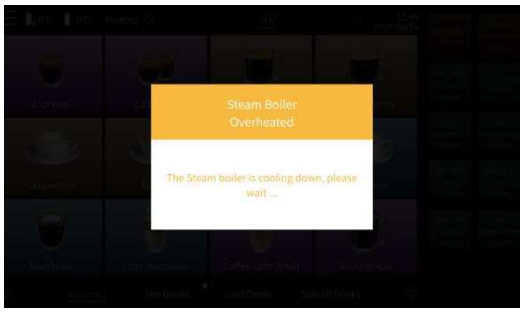
### 8.1.10The brewer is not installed in place

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The brewer is not installed in place;<br>b) The surge protector sensor is damaged;<br>c) The induction magnet of the brewer is lost or damaged; | ➢ Reinstall the brewer;<br>➢ Replace the new sensor;<br>➢ Change the new induction magnet; |

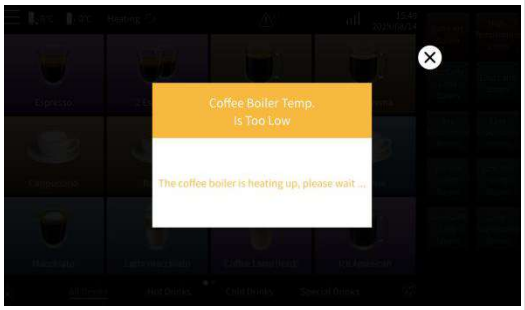
### 8.1.11The coffee boiler is too hot

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) When the temperature of the coffee boiler reaches 150 ℃, it indicates that the temperature is too high; | ➢ Follow the screen prompt "The coffee boiler is cooling down naturally. Please wait...";<br>➢ During the cooling period, no drinks can be made; |

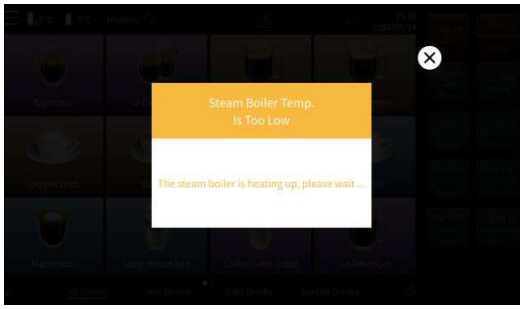
### 8.1.12The steam boiler is too hot

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) When the temperature of the steam boiler reaches 150℃, it indicates that the temperature is too high; | ➢ According to the screen prompt "The steam boiler is cooling naturally, please wait a moment...";<br>➢ During the cooling period, no drinks can be made; |

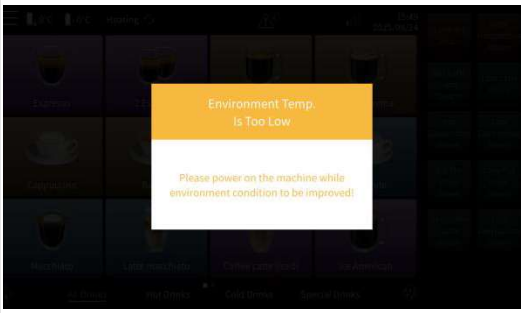
### 8.1.13The coffee boiler is too cold

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) When the temperature of the coffee boiler is detected and lower than the preset threshold value of the system, it indicates that the temperature is too low; | ➢ Follow the screen prompt "The coffee boiler is heating, please wait...";<br>➢ During heating, no drinks can be made; |

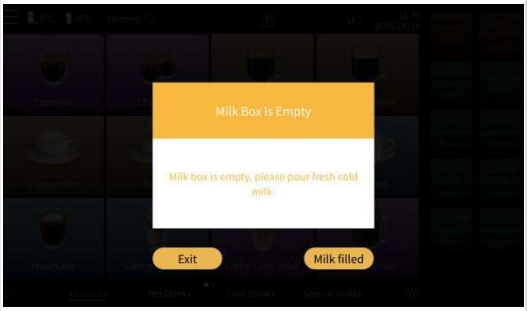
### 8.1.14The temperature of the steam boiler is too low

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) When the steam boiler temperature is detected and lower than the preset threshold value of the system, it indicates that the temperature is too low; | ➢ According to the screen prompt "The steam boiler is heating, please wait a moment...";<br>➢ During heating, no drinks can be made; |

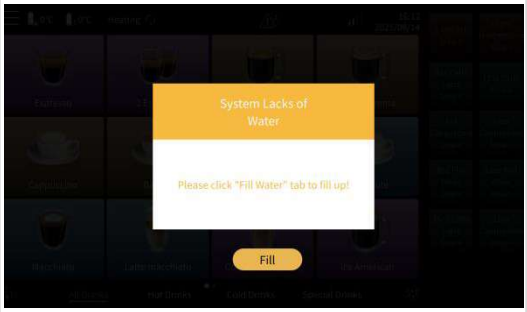
### 8.1.15The ambient temperature is too low

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The ambient temperature used by the coffee machine is detected to be as low as 0℃ or below 0℃; | ➢ Turn off the power of the coffee machine, improve the ambient temperature between 10 ℃ and 40℃ and then restart; |

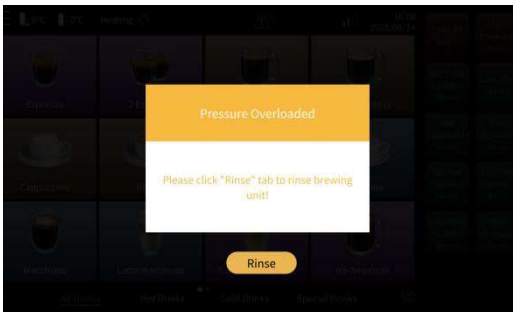
### 8.1.16Milk deficiency

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The milk in the carton was gone;<br>b) Clogging of the milk tube;<br>c) The milk tube is not placed in place, resulting in the inlet of the milk tube does not contact the milk;<br>d) The milk sensor is defective;<br>e) Milk pump fails | ➢ Add milk or replace it with fresh milk;<br>➢ Check and clean the milk pipeline;<br>➢ Check the milk tube and put it back in place;<br>➢ Clean or replace the milk sensor;<br>➢ Check or replace the pump |

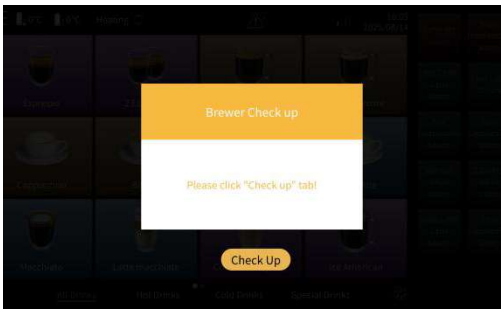
### 8.1.17Systemic water shortage

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The water supply of the external source is cut off or short;<br>b) The external inlet pipe interface is loose;<br>c) Damaged water pump;<br>d) Flowmeter damage; | ➢ After checking the water source, click the "replenish" button to automatically replenish the water;<br>➢ Check the inlet pipe joint and reinstall it in place;<br>➢ Change the new pump;<br>➢ Change the new flowmeter;<br>➢ Turn off the machine power and restart; |

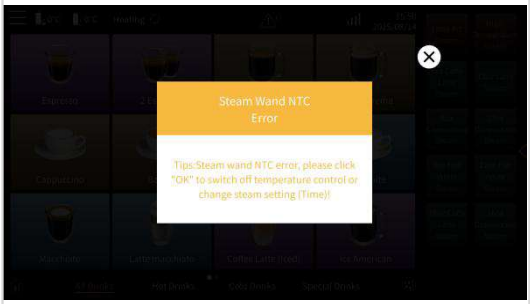
### 8.1.18System is under too much pressure

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Clogging of the filter screen or pipeline;<br>b) The ground coffee is too fine;<br>c) Excessive grinding powder quantity exceeds the limit of the brewer;<br>d) In the process of making coffee, the pump draws in air, resulting in high pressure; | ➢ Click the "flush" button to quickly flush the coffee machine;<br>➢ Adjust the grinding gear of the coffee machine to the direction of the large number, indicating the coarse adjustment, the larger the number, the coarse;<br>➢ Carry out grinding amount calibration operation;<br>➢ Check whether the external water source is used up, or the external water pipe is loose and leaky; |

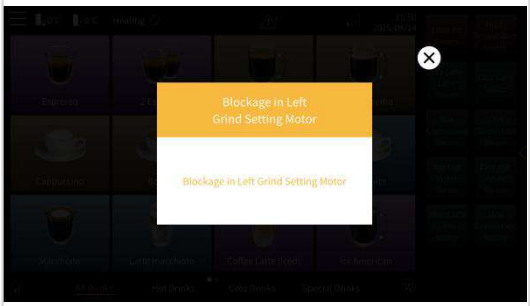
### 8.1.19Self-test of the brewer

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The position of the brewer is not right;<br>b) Damaged brewer;<br>c) The transmission group of the brewer is damaged;<br>d) BLDC driver board is damaged;<br>e) Master control board damaged | ➢ Click the "self-test" button for automatic reset self-test;<br>➢ Change the new brewer;<br>➢ Change the new transmission group;<br>➢ Replace the new BLDC driver board<br>➢ Change the main control board |

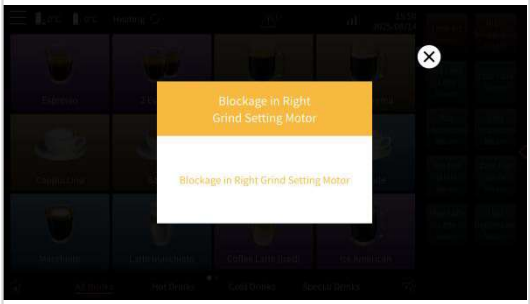
### 8.1.20Steam rod NTC abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Steam rod NTC temperature sensor, the connection wire falls off or breaks;<br>b) Steam rod NTC temperature sensor is damaged; | ➢ Check the connection cable and reinstall or replace it;<br>➢ Replace the new NTC temperature sensor; |

### 8.1.21Left grinding degree adjustment motor blockage

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Grinder is blocked by hard objects;<br>b) Grinder adjustment motor damage;<br>c) Grinder adjustment motor sensor damage;<br>d) Master control board damaged; | ➢ Remove the grinder disc and clean it;<br>➢ Change the new grinder adjustment motor<br>➢ Replace the new grinder adjustment motor sensor<br>➢ Change the new main control board; |

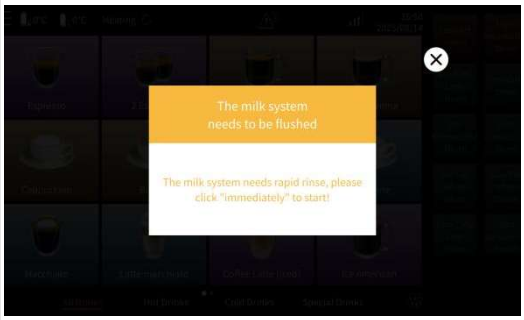
### 8.1.22Right grinding degree adjustment motor blockage

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Grinder is blocked by hard objects;<br>b) Grinder adjustment motor damage;<br>c) Grinder adjustment motor sensor damage;<br>d) Master control board damaged; | ➢ Remove the grinder disc and clean;<br>➢ Change the new grinder adjustment motor<br>➢ Replace the new grinder adjustment motor sensor<br>➢ Change the new main control board; |

### 8.1.23The brewing system needs to be cleaned

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The coffee machine accumulates the production and, after reaching the set number of cups, prompts that the brewing system needs to be deeply cleaned;<br>✧ In the service menu, you can modify the set threshold of the number of cups; | ➢ According to the screen prompt, enter the service menu bar, find the corresponding function menu, and carry out deep cleaning of the brewing system!<br>➢ Refer to the product specification or maintenance manual for specific operation methods; |

### 8.1.24The milk system needs to be cleaned

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The coffee machine accumulates the production and, after reaching the set number of accumulated cups, prompts that the milk system needs to be deeply cleaned;<br>✧ In the service menu, you can modify the set threshold of the number of cups; | ➢ According to the screen prompt, enter the service menu bar, find the corresponding function menu, and carry out the deep cleaning of the milk system!<br>➢ Refer to the product specification or maintenance manual for specific operation methods; |

# 9 Faults

## 9.1 Faults with an on-screen prompt

### 9.1.1 Coffee boiler water supply abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) When the system is prompted to lack water, after three "water replenishment" attempts, if the water replenishment is not successful, it will prompt "abnormal water supply of coffee boiler"; | ➢ After checking the normal water supply, try to turn off the machine power and restart;<br>➢ Check the inlet pipe joint or seal ring and reinstall it in place;<br>➢ Clean the filter;<br>➢ Change the new flowmeter;<br>➢ Change the new pump; |

### 9.1.2 Left grinder abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Left grinder is blocked by hard objects;<br>b) Left grinder is damaged;<br>c) Power board damaged;<br>d) Hall sensor group is damaged; | ➢ Remove the grinder and clean the hard objects in the grinding burrs;<br>➢ Change the new grinder;<br>➢ Change the new power board;<br>➢ Replace the new Hall sensor group; |

### 9.1.3 The right grinder is abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The right grinder is blocked by hard objects;<br>b) The right grinder is damaged;<br>c) Power board damaged;<br>d) Hall sensor group is damaged;. | ➢ Remove the grinder, clean the hard objects in the grinding burrs;<br>➢ Change the new grinder;<br>➢ Change the new power board;<br>➢ Replace the new Hall sensor group; |

### 9.1.4 The brewing system is abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The brewer is stuck with a foreign body;<br>b) The transmission group of the brewer is damaged;<br>c) Damaged brewer;<br>d) BLDC driver board is damaged; | ➢ Try to turn off the machine power and restart;<br>➢ Remove the brewer for inspection and cleaning;<br>➢ Change the transmission group of the new brewer;<br>➢ Change the new brewer;<br>➢ The new BLDC driver board was damaged; |

### 9.1.5 HMI communication exception

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The communication line between the motherboard and the display board is broken or damaged;<br>b) The program version of the main control system and display system is not matched;<br>c) HMI board is damaged;<br>d) Master control board damaged; | ➢ Check the wiring harness plug and reinsert it;<br>➢ Upgrade the main control and display system;<br>➢ Change the new HMI board;<br>➢ Change the new main control board; |

### 9.1.6 The coffee boiler NTC is abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The NTC temperature sensor of the coffee boiler is disconnected or broken;<br>b) The NTC temperature sensor of the coffee boiler is damaged;<br>c) The temperature of the coffee boiler exceeds 180℃; | ➢ Check the connection cable and reinstall or replace it;<br>➢ Change the new NTC temperature sensor;<br>➢ Close the machine power supply and wait about 30 minutes, then restart;<br>➢ Change the coffee boiler; |

### 9.1.7 Steam boiler NTC abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) Steam boiler NTC temperature sensor, connection wire fell off or broken;<br>b) Steam boiler NTC temperature sensor damaged;<br>c) The temperature of steam boiler exceeds 180℃; | ➢ Check the connection cable and reinstall or replace it;<br>➢ Change the new NTC temperature sensor;<br>➢ Close the machine power supply and wait about 30 minutes, then restart;<br>➢ Change the new steam boiler; |

### 9.1.8 Milk heater NTC abnormal

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The NTC temperature sensor of the milk heater is disconnected or broken;<br>b) Milk heater NTC temperature sensor damaged; | ➢ Check the connection cable and reinstall or replace it;<br>➢ Change the new NTC temperature sensor; |

### 9.1.9 Coffee boiler heating Timeout

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The water temperature of the coffee boiler exceeds the protection value of the thermostat, resulting in the tripping of the thermostat;<br>b) The NTC temperature sensor of the coffee boiler is damaged;<br>c) Coffee boiler damage; | ➢ Close the power supply of the machine, remove the exterior panels of the machine, and manually press the thermostat to reset;<br>➢ Change the new NTC temperature sensor;<br>➢ Change the coffee boiler; |

### 9.1.10Steam boiler heating Timeout

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The temperature in the steam boiler exceeds the protection value of the thermostat, resulting in the thermostat tripping;<br>b) Steam boiler NTC temperature sensor damaged;<br>c) Damage of steam boiler; | ➢ Close the power supply of the machine, remove the exterior panels of the machine, and manually press the thermostat to reset;<br>➢ Change the new NTC temperature sensor;<br>➢ Change the new steam boiler; |

### 9.1.11The milk heater has exceeded the heating Time

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) The temperature of the milk heater exceeds the value of the temperature fuse, resulting in the melting of the temperature fuse;<br>b) Milk heater NTC temperature sensor damaged;<br>c) Milk heater damaged; | ➢ Turn off the power of the machine, remove the exterior panels of the machine, replace the temperature fuse of the milk heater;<br>➢ Change the new NTC temperature sensor;<br>➢ Replace the new milk heater; |

### 9.1.12Steam boiler water refill Timeout

| Display screen prompt | Cause | Solutions |
|---|---|---|
|  | a) If the water level probe of the steam boiler fails, the water supply system will prompt "steam boiler water refill Timeout" after continuously replenishing water for more than 20 seconds. | ➢ Turn off the machine power and try to restart;<br>➢ Change the new water level probe; |

## 9.2 Faults without an on-screen Warningsing

### 9.2.1 Cannot start

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) The machine is not connected to the power supply;<br>b) The power supply voltage is too low;<br>c) The machine has not been started;<br>d) Switching power board damaged;<br>e) The main power fuse is blown; | ➢ Please check whether the machine is connected to power;<br>➢ Connect the power supply with the voltage required by the coffee machine;<br>➢ Check whether the power switch of the machine is on;<br>➢ Change the new switching power supply board;<br>➢ Replace the fuse; |

### 9.2.2 No milk output

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) Milk line blocked;<br>b) Milk pump failure; | ➢ Check and unclog the milk line;<br>➢ Check whether the milk pump is working properly or replace it; |

### 9.2.3 Milk dispensed but no foam

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) Air intake blockage;<br>b) The air intake pipe is blocked;<br>c) Valve damage; | ➢ Clear the air intake or replace it;<br>➢ Check and unclog the intake pipeline;<br>➢ Change the new air valve; |

### 9.2.4 No coffee

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) The ground coffee is too fine;<br>b) Excessive amount of powder produced by grinding;<br>c) Clogging of the filter screen of the brewer;<br>d) The flushing device is leaking or damaged; | ➢ Adjust the grinding degree of the grinder to coarse;<br>➢ Perform grinding quantity calibration;<br>➢ Remove the brewer to clean the filter screen;<br>➢ Deep cleaning of the brewing system;<br>➢ Repair or replace a new brewer; |

### 9.2.5 system halted

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) The system unexpectedly stops running; | ➢ Turn off the machine power, wait about 5 seconds, then restart the machine;<br>➢ Upgrade the coffee machine system program; |

### 9.2.6 make water

| Display screen prompt | Cause | Solutions |
|---|---|---|
| None | a) External water inlet interface leakage;<br>b) Water leakage in the machine; | ➢ Check the seal of the external inlet;<br>➢ Remove the appearance of the machine and check the specific location of water leakage;<br>➢ Replace the parts where the water leakage occurs; |