PHILIPS

Service Manual

Philips EP

4400 series

5500 series



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Important repair instructions

- Only skilled personnel should carry out the repair.
- After repair the appliance should function properly.
- After repair the appliance has to meet the regulatory- and safety requirements that were applicable at the time of release of the model.
- After repair the appliance always has to be tested for electrical safety according VDE 0701-0702 and for medical products IEC 62353.

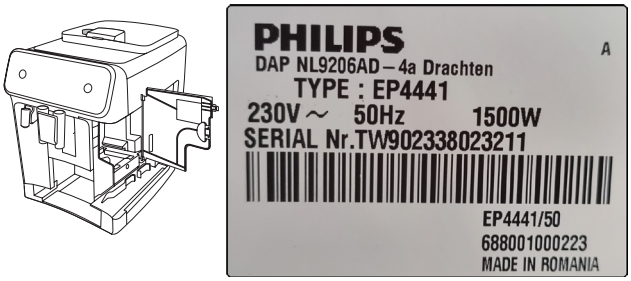
General information



Technical information

- Voltage : 220 - 240 V
- Frequency : 50 - 60 Hz
- Power consumption : 1500 W
- Standby power consumption: 0.22 W
- Auto shut-off time : 15 min
- Capacity water tank : 1.8 litres removable
- Capacity coffee bean : 275 g
- Capacity LatteGo : 250 ml
- Capacity Coffee grounds : 12 pucks
- Cord lengh : 1.2 m
- Pump pressure : 15 bar
- Adjustable spout height : 85 - 145 mm
- Weight and dimensions:
  -Weight of product : 7 - 7.5 kg
  -Dimensions of product : 246 x 372 x 433 mm (WxDxH)

Production date (or serial number)



Maintenance products

· Descaler	996530067222
· Jar of Grease 1Kg	421945054671
· Jar of Grease 250g	421945054681
· Silicone grease	996530045784

Optional (accessories)

- AquaClean water filter CA6903
- Descaling solution CA6700
- Brew group grease HD5061
- Coffee oil remover tablets CA6704

General information

Overview

Series 4400 LatteGo



Series 5500 LatteGo



General information

Series 4400 LatteGo





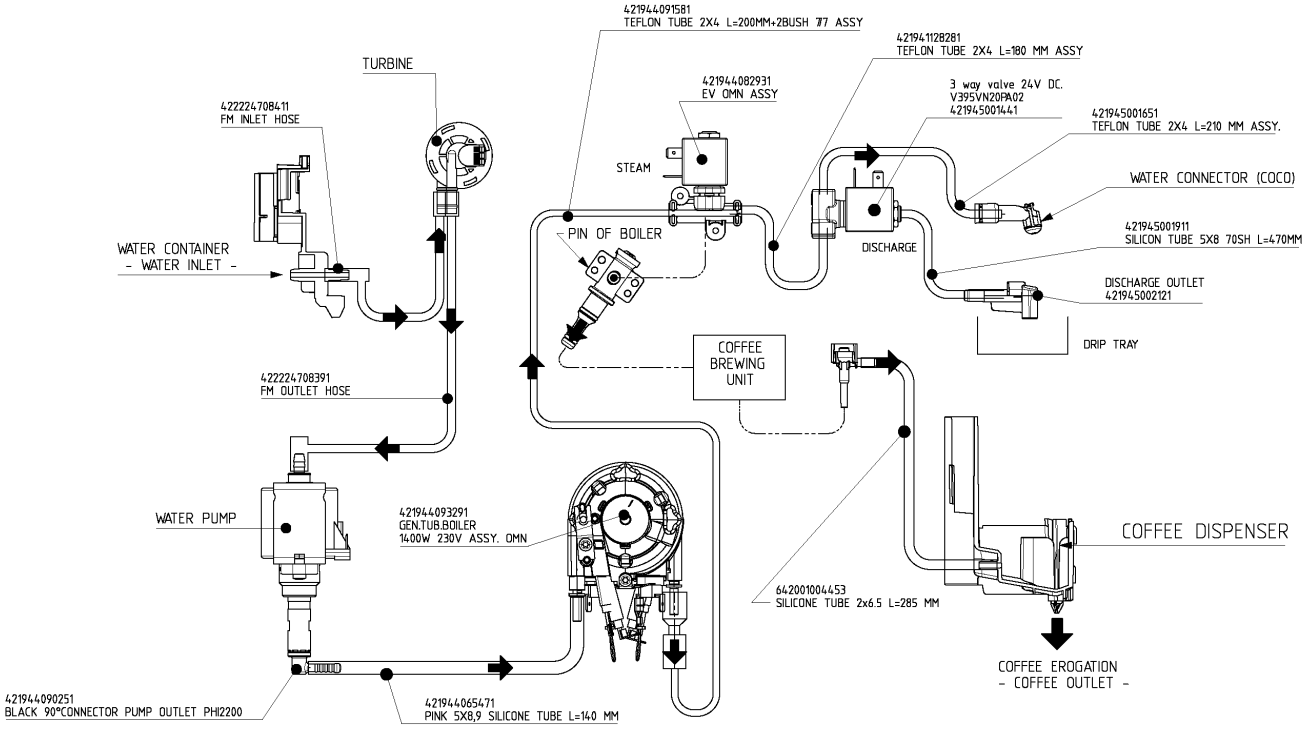
Series 5500 LatteGo



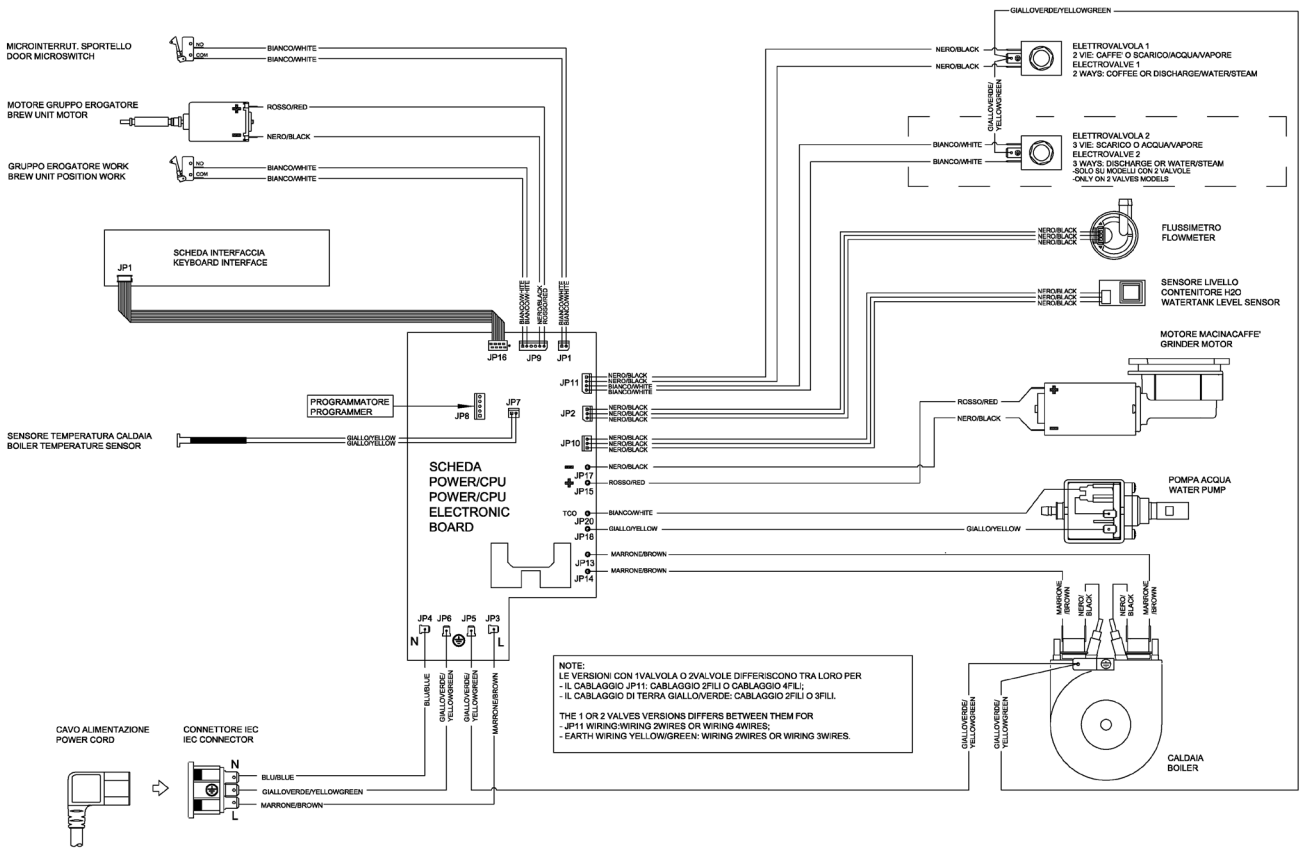


Technical information

Water circuit



Electric circuit



Technical information

Coffee and machine specifications

Drinks	Min. qty (ml)	Default qty (ml)	Max. qty (ml)
Espresso	30	40	70
Ristretto	20	30	40
Coffee	90	120	220
Caffe Crema	110	140	220
Espresso Lungo	60	80	180
Americano (Coffee + water)	40 (80)	40 (120)	40 (200)
Cappuccino (Coffee + milk)	20 (90)	40 (120)	80 (210)
Caffe latte (Coffee + milk)	30 (80)	60 (140)	90 (340)
Cafe au lait (Coffee + milk)	50 (50)	90 (90)	150 (150)
Late macchiato (Coffee + milk)	20 (80)	40 (200)	80 (340)
Flat White	60 (120)	80 (160)	140 (280)
Frothed milk	40	180	320
Travel Mug	0	240	360
Hot Water	100	150	300
Iced Espresso	20	30	60
Iced caffe Crema	70	100	190
Iced coffee	60	90	170
Iced Americano (Coffee + water)	40 (70)	40 (80)	40 (140)
Iced Cappuccino (Coffee + milk)	20 (110)	40 (160)	80 (290)
Iced Latte Macchiato (Coffee + milk)	20 (100)	40 (240)	80 (420)
Iced caffe Latte (Coffee + milk)	20 (100)	40 (180)	80 (420)
Iced Caffe au Lait (Coffee + milk)	30 (60)	50 (100)	130 (260)

Technical information

Coffee and machine specifications

Coffee grounds drawer	Description and values
Time-out for coffee grounds drawer	5 seconds
Reset dreg counter	Dreg emptying alarm, if the coffee grounds drawer is removed for more than 5 seconds.

STANDBY	Description and values
Time (default)	15 minutes
Time programmed by Consumer/Service	NO
Boiler temperature during Standby	Boiler OFF

WATER TANK	Description and values
Water reserve (pulses) with water filter	125 ml (260 pulses)
Water reserve (pulses) with no water filter	125 ml (260 pulses)
Water reserve modifiable by Production/Service departments	NO
“Fill tank” alarm	YES
Connect to water mains	NO

Technical information

Specific tools and equipment

Description	Notes
Flathead screwdriver	# 0, # 2
Torx screwdriver	(T10)
Pliers for Oetiker clamps	
Digital Thermometer	Type K (accuracy for temperature of 0,05 % or ± 0,3°C)
Temperature probe	80PK-22 (80AK-A Thermocouple adapter required)
Scale	KERN EMB 500-1 or comparable device with a base accuracy of 0,05 % or ± 0,5 g
Power meter	Voltcraft EnergyCheck 3000 or comparable device with a base accuracy of 1 % or ± 5W
Stopwatch	Basic model
Serkit	Tool needed for programming with our service tool
EP series cable	Cable for Philips EP4400 and EP5500 series
EPSC (Espresso Philips Service Center)	Tool used to flash the SW on the machines (for SW upgrade and diagnostics mode). Refer to GDA_115442

Technical information

Specification for the measurement of the coffee products temperature

Before measuring the in-cup temperature make sure the following conditions will be met:

Conditions:

a) Water temperature in tank: 23°C (+/-2°C).
b) Use a plastic cup (see picture 1).
c) Use a digital thermometer (see picture 2) (e.g. type K probe diameter max 2mm (see picture 3).
d) The coffee machine is tested without any change of parameters or calibrations, which may affect the temperature of products, so the measurement of temperature must be done with machine in default factory setting.

The temperature might vary due to the rinsing setting chosen by consumers: consumer can activate or deactivate an automatic rinsing cycle (ECO mode ON&OFF) when the machine switches on

Procedure:

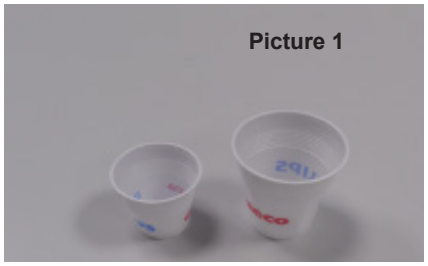
1. Place the plastic cup under the dispensing spout. (picture 1)
2. Dispense coffee
3. Measure the temperature immediately after coffee has being dispensed, you need to finish the measurement within 12 seconds. The temperature in the cup is measured by placing the probe of the thermometer in the cup near the bottom. Then stir the probe in the cup for 5 to 6 times and read out the thermometer values during stirring. Hold the probe still in the center of the cup.
4. Record the highest value.

Depending on the coffee volume selected to measure, you would need to position the probe on several height levels to measure the correct temperature in the plastic cup.
10mm for 35gr - 17mm for 60gr - 35mm for 120gr (see Picture 3).

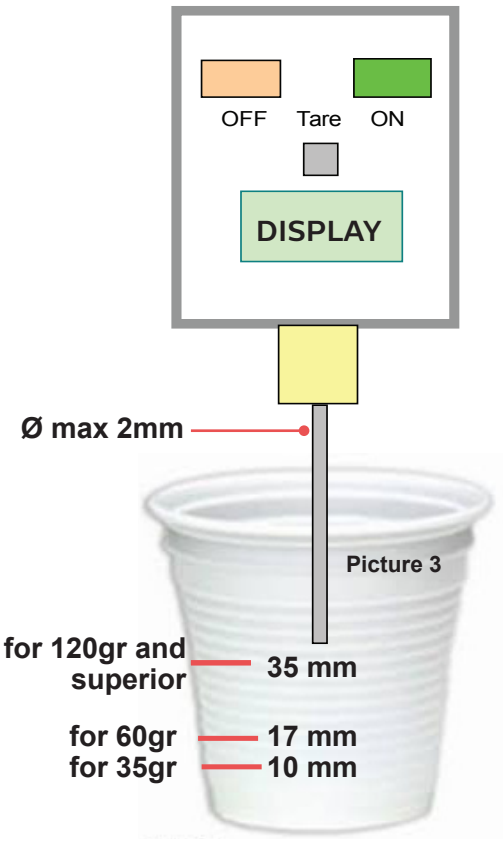
Espresso with rinsing (ECO mode OFF) Coffee Italy Q.ty 40 gr. :
Temperature of 1st product 69°C ≤ 85°C
Temperature of 2nd product 72°C ≤ 85°C
Espresso without rinsing (ECO mode ON) Coffee Italy Q.ty 40 gr.:
Temperature of 1st product 64°C ≤ 85°C
Temperature of 2nd product 72°C ≤ 85°C

Coffee Q.ty 120 gr both ECO mode ON and OFF. :
Temperature of 1st product 72°C ≤ 85°C

Iced coffee both ECO mode On and OFF:
Temperature of 1st product <64°C


Picture 1


Picture 2



Picture 3

Technical information

Specification for the measurement of the Milk products temperature.

Before measuring the milk froth temperature and milk froth height make sure the following conditions will be met:

Conditions:
a) Use semi skimmed UHT milk with a fat percentage between 1.5 – 1.8%
b) Milk is cooled between 4 – 8°C (refrigerator temperature).
c) Use a plastic transparent measuring beaker which can hold min 250mL with an inner diameter of 70mm.
d) Use a digital thermometer (see picture 2, page 8) (e.g. type K probe diameter max 2mm (see picture 3, page 8).

Depending on the frothing system, the applicable specification need to be selected to determine if the appliance is within specification.

Available system:

- Automatic system (Latte Go)
  Temperature specification: delta ≥ 60°C
  Froth height specification: ≥ 15mm on 100gr. of brewed milk product

Milk temperature in the beaker:

- System with LatteGo: With milk at Trefr. (about 4-8 °C): $\Delta \geq 60$

How does it work:

1. The milk is heated in the first chamber of the carafe thanks to the steam.
2. Then, it is mixed with air and frothed in the middle chamber.
3. Finally, in the outlet chamber, the 'typhoon effect' perfects the milk texture by removing the large bubbles





Procedure to measure the temperature of the milk.

1. Place the beaker under the milk spout.
2. Dispense 100gr of milk froth.
3. Measure the temperature immediately after milk froth is dispensed, you need to finish the measurement within 5 seconds.
4. The temperature is measured by placing the probe of the thermometer ± 10mm above the bottom of the beaker.
5. Then stir the probe for 3 to 5 times and read out the thermometer values during stirring, values should stabilize.
6. Hold the probe still in the center of the beaker and read out the temperature.

Technical information

Procedure to measure the milk froth height.

Automatic system (Latte Go)

After setting the machine to delivery of 120gr. of product:

1. Launch the “hot milk” function.
2. Collect the product in a beaker with a 250ml of capacity and with an inner diameter of 70 mm, and verify the result obtained on milk. Carry out the test using milk at a Trefr..

In case the machine allows modify of the emulsion through the menu, use the machine with the emulsion set to the default value.

Related to the above testing procedure derives the following table of acceptability:

Grams of product	Minimun height of the milk cream
≥ 130	≥ 30mm
120	≥25mm
110	≥ 22mm
100	≥ 20mm
90	≥ 16mm
80	≥ 13mm
70	≥ 11mm

To verify the height of the cream, a practical example is to add to dispensed product a small amount of coffee. The addition of coffee immediately highlights the surface of separation between liquid and cream.

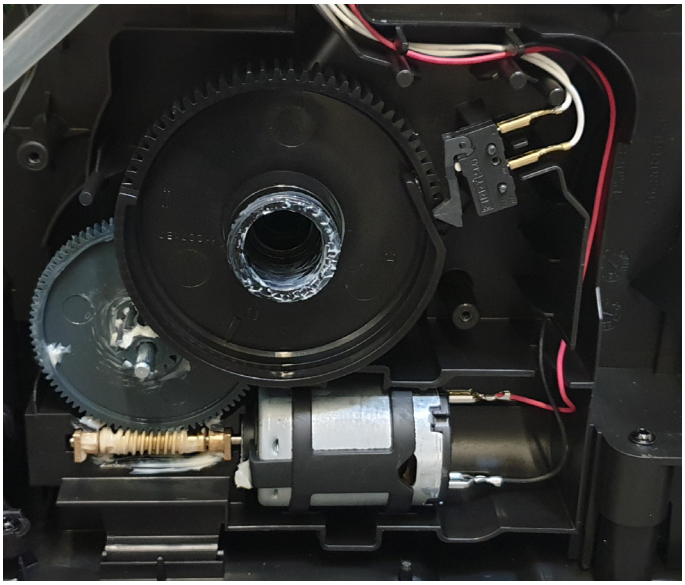
Technical information

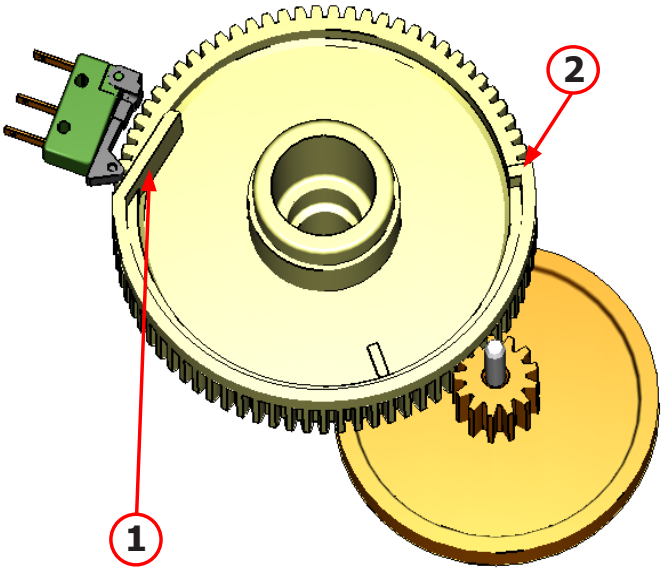
Operating logic

Switching on

When the machine is switched on, the gear motor repositions itself as follows:

- It acts on microswitch 1
- The gear motor changes its rotation direction and moves upwards again by approx. 1-2 mm.
- The boiler begins to heat the water for approx. 45 sec, in order to reach the optimal temperature (established by the software).





The gear motor is powered by a direct current motor that engages with the smaller double toothed wheel using a worm screw. The unit is mounted on the axle of the large gear wheel and when a coffee is requested, it moves from the standby position to the dispensing position, and then back to the standby position again. The microswitch indicates to the gear motor when the brew group is in the work position or home position.

- Standby position: 1
- Dispensing position: 2

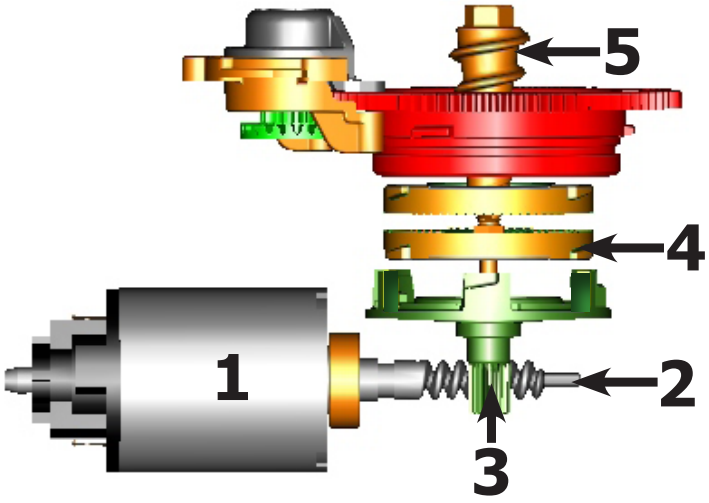
Temperature sensor (adjustment)

Temp. (°C)	R nom (kΩ)	ΔR (+/- %)
20	61.465	4.0
50	17.617	3.1
75	7.214	2.4
80	6.121	2.3
85	5.213	2.2
90	4.459	2.1
100	3.3	1.8
125	1.653	2.4
150	0.893	2.8

An NTC is used as a temperature sensor; in the event of overheating this reduces boiler element power consumption. The electronic system detects the current boiler temperature from the drop in voltage of the sensor and adjusts it accordingly. Heating element values and corresponding temperatures: see table.

Technical information

Coffee grinder



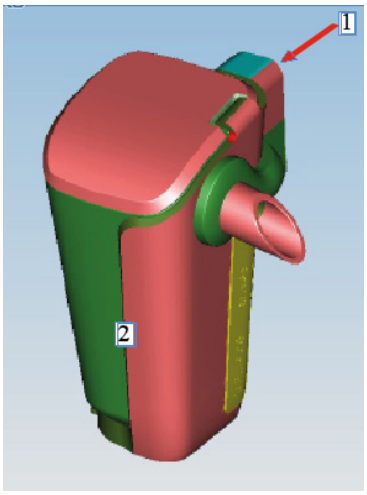
The coffee grinder is driven by a direct current motor (1) using a worm screw helicoidal wheel transmission (2). The worm screw (2) drives a plastic gear wheel (3), which turns the lower grinder (4) and the increment pin (5)

Coffee grinder blocked

When the coffee grinder is working, the software monitors the current consumption. If the current value is very high, the machine concludes that the coffee grinder is blocked; instead, if the current value is in the middle, the machine concludes that all is ok and it goes on to do the product.
Because the current consumption of grinder changes depending on the situations (motor new or old, cold or hot, coffee blends, etc.), these current targets are not static, but dynamic.

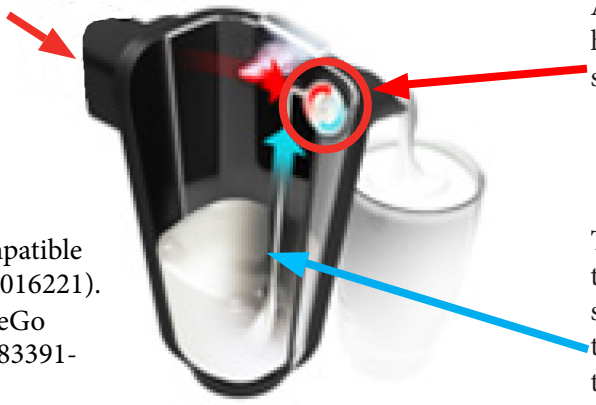
Technical information

Milk container



1) Steam inlet
2) Complete LatteGo milk container assy

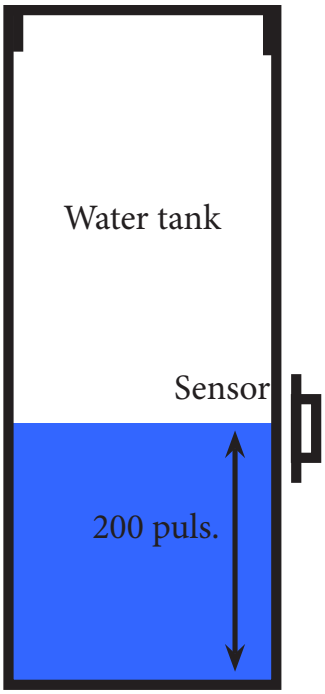
Steam flows into the LatteGo



Air,steam and milk are mixed at high speed resulting in a dense silky smooth milk foam

The two LatteGo parts clicked together create a channel in which steam pressure sucks up milk througt the hole at the bottom of the container

Only LatteGo 2.0 is compatible (421945016211- 421945016221). Do not use the first LatteGo carafe version (421944083391-421944083621).



“Water low” message (water reserve)

Function:
The water level is monitored by a capacitive sensor, located one third of the way up the water tank wall.
If the electronics assembly detects, by means of the sensor, that the amount of water in the tank has dropped below the above mentioned level, a water reserve remains available for the dispensing process underway (this will cover 200 flow meter pulses).
The product dispensing process will then come to an end.
If a dispensing cycle ends after the sensor has been triggered (in the reserve) then the display “Water low” continues to be displayed during the following dispensing cycle.

Technical information

AquaClean water filter

The AquaClean filter is designed to reduce limescale deposits in the coffee machine and provide filtered water to preserve the aroma and flavor of each cup of coffee. By using a series of 8 AquaClean filters, there is no need to descale the machine for 5000 cups (It depends both on the type of coffee used, rinsing and cleaning programs).

We recommend installing the water filter AquaClean the first use of the machine to the maximum before using 5 L of water. The machine display will indicate when the filter needs to be replaced. The maximum limit is equivalent to 110 L of water.

The conditions related to the filter work environment (water, therefore, an active environment for bacteria and microorganisms), require the replacement with a minimum frequency (we suggest 3 months from the activation to ensure the best performance). The filter starts' working from the time is filled with water and continues working even with the machine off. It cannot be deactivated manually, as it must end its life cycle.

At the filter activation the display shows the icon with the percentage of use:

- Initially 100% then decreasing.
  When the autonomy of the current filter becomes less than 8 L of water the display shows:
- The icon flashing slowly. It means 10%.
  When the autonomy of the current filter becomes less than 2 L of water the display shows
- The icon flashing quickly. It means 0%.
  After a maximum of 110 L of water supplied the flashing light turn off and the machine needs to be descaled.



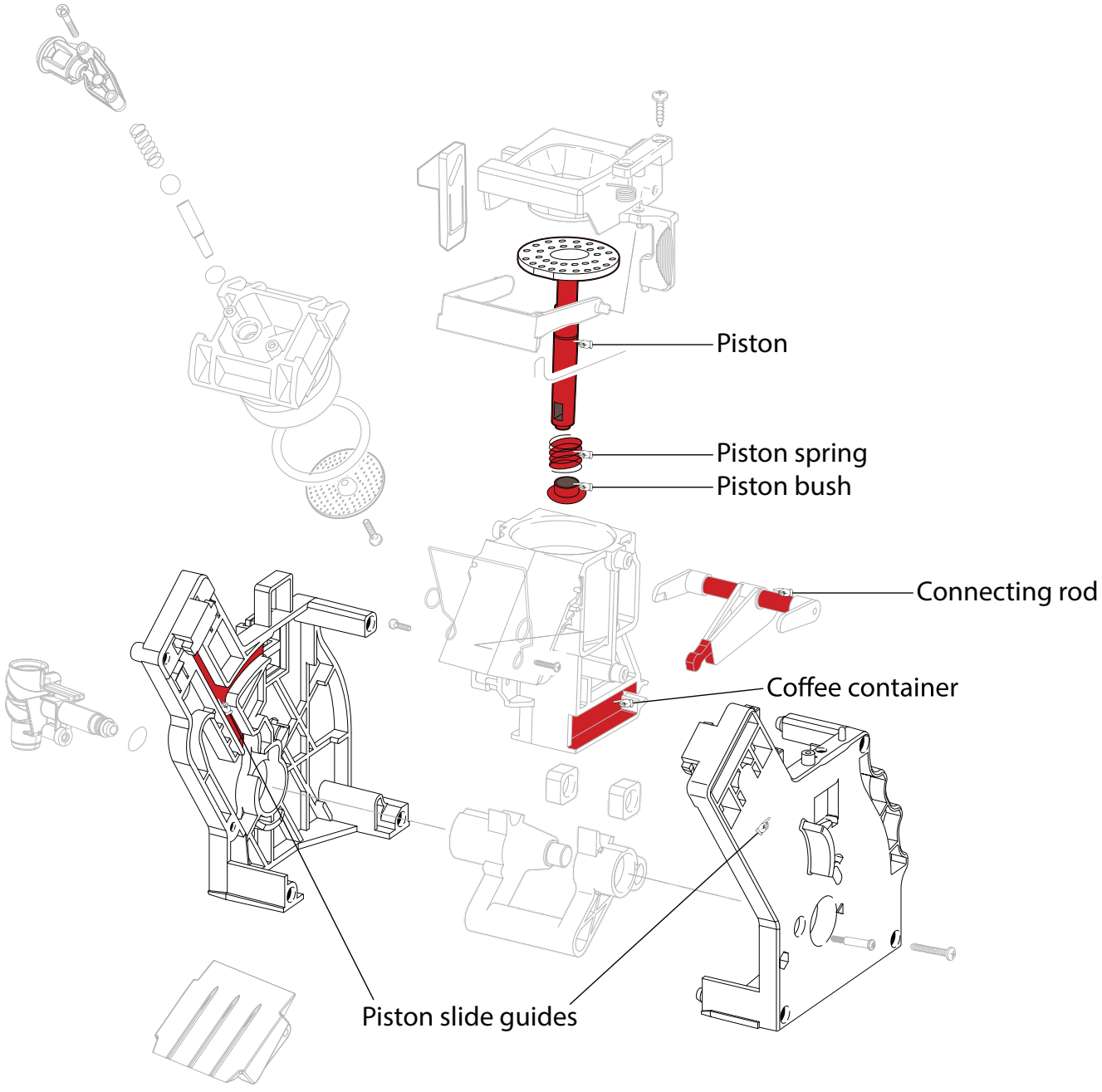
Descaling request

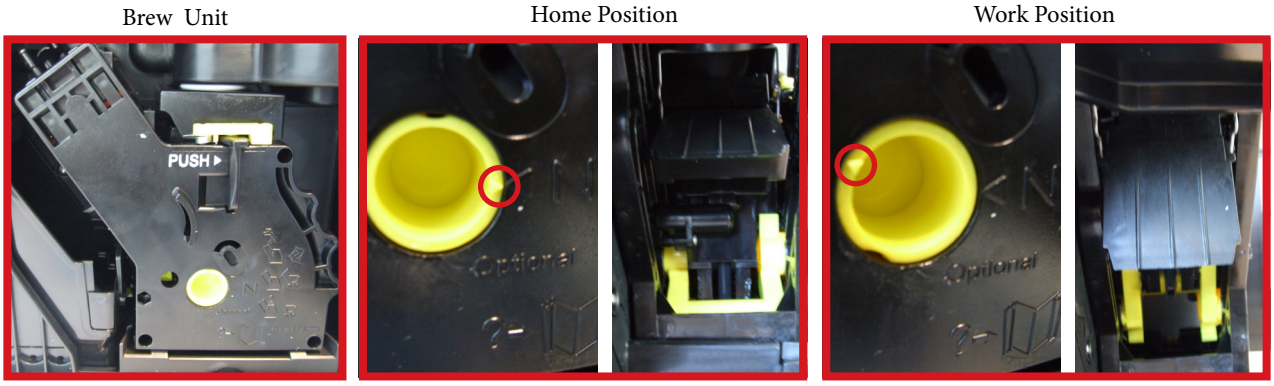
Descaling frequency in AQUACLEAN					
The first activation must make before you've paid up to 5000ml products because mind thinks as if he had the filter					
Hardness	**Filter number**	**Percentual on display 10% the icon flashes slowly. (encourage the consumer to buy the filter)**	**Percentual on display 0% the icon flashes quickly. (tell the consumer to change the filter)**	**MAX Quantity water, the icon turns off. (replace filter)**	
Indifferent	From 1/8 to 7/8	8050ml	2000ml	110000ml	Replace filter (you can not turn off)
	8/8				Descaling

If after descaling or after the use of a filter this is not reactivated , the machine recognizes the water hardness setting and calculates as in the table below			
Descaling cycle frequency			
Hardness	**WATER HARDNESS**	**Without water filter**	**Not reactivating the filter**
1	Soft (up to 7°dH)	240 litres (480,000 pulses)	210 litres (420,000 pulses)
2	Medium (7° - 14°dH)	120 litres (240,000 pulses)	105 litres (210,000 pulses)
3	Hard (15° - 21°dH)	60 litres (120,000 pulses)	52.5 litres (105,000 pulses)
4	Very hard (over 21°dH)	30 litres (60,000 pulses)	26.25 litres (52,500 pulses)
The default water hardness level is 4. Each litre of water corresponds to approximately 2,000 pulses.			

Technical information

Brew Unit mainteinance - where to grease and positions





Disassembly – and Reassembly advice

Before you start dismantling!

⚠ *For your safety be sure the plug is disconnected from the mains!*

The product is designed for easy access to the internal components. Make sure that all accessories have been removed.





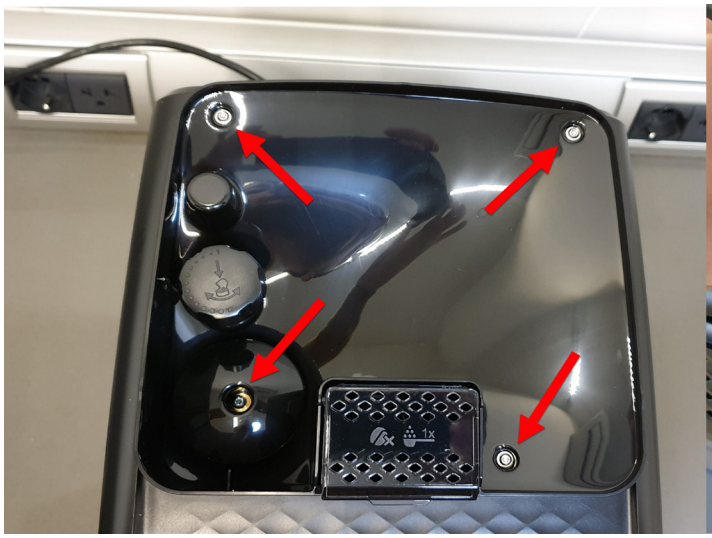


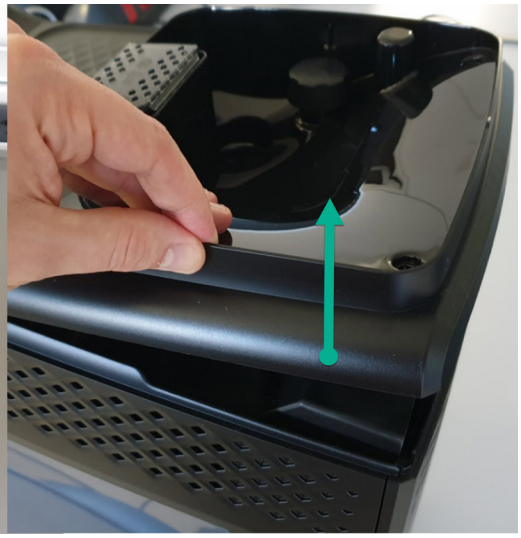




Removal of the housing:

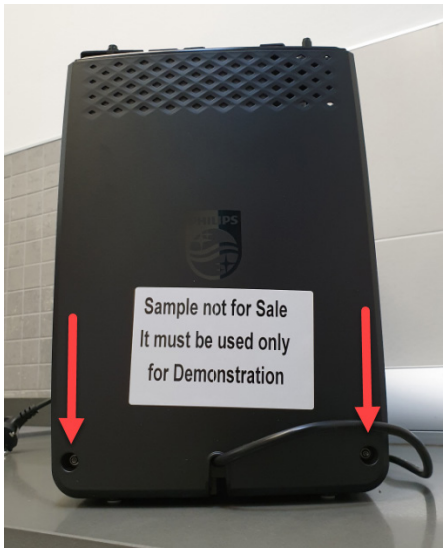
1. Make sure the power cable is unplugged.
2. Take out the four screws and pull up the upper cover.





Disassembly – and Reassembly advice

3. Take out the two screws in the back panel and remove it.



4. To remove the two laterals panel take out 3 screws for each of them

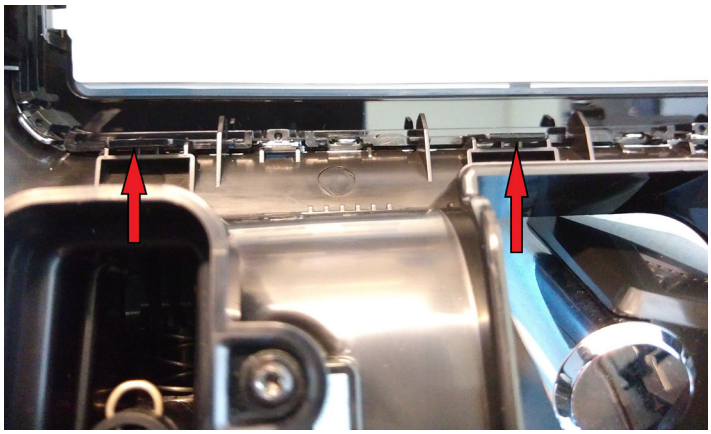


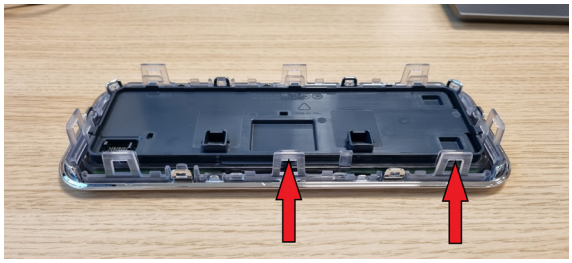


Disassembly - and Reassembly advice

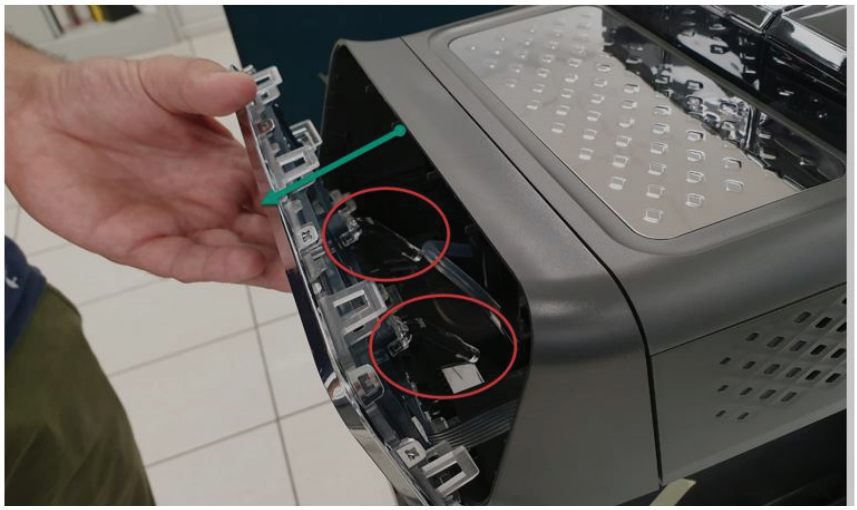
Removal of the UI

1. To remove the UI push the 2 snaps inside (indicated with the red arrows):





2. Slowly remove the UI pulling first the upper part. While doing that take care of the LED guide (in the red cross).



3. Then unplug the cable.

Do not use a screwdriver, but pull it keeping the flat cable and not the connector (some force is required).

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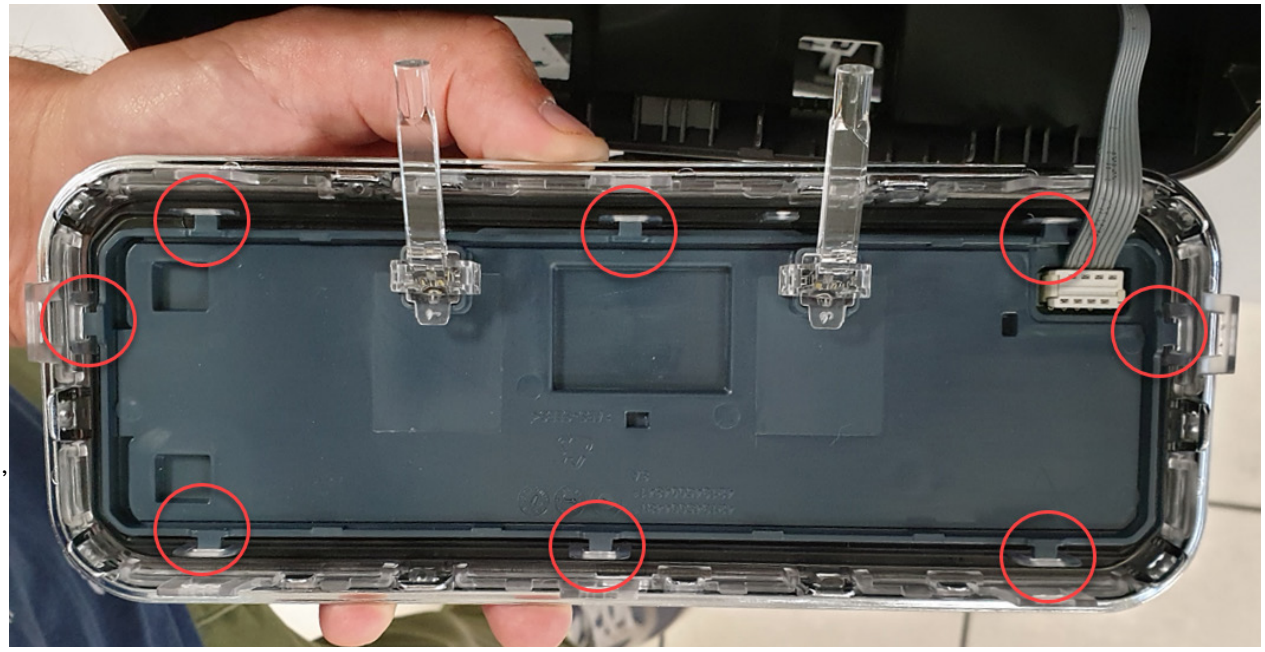
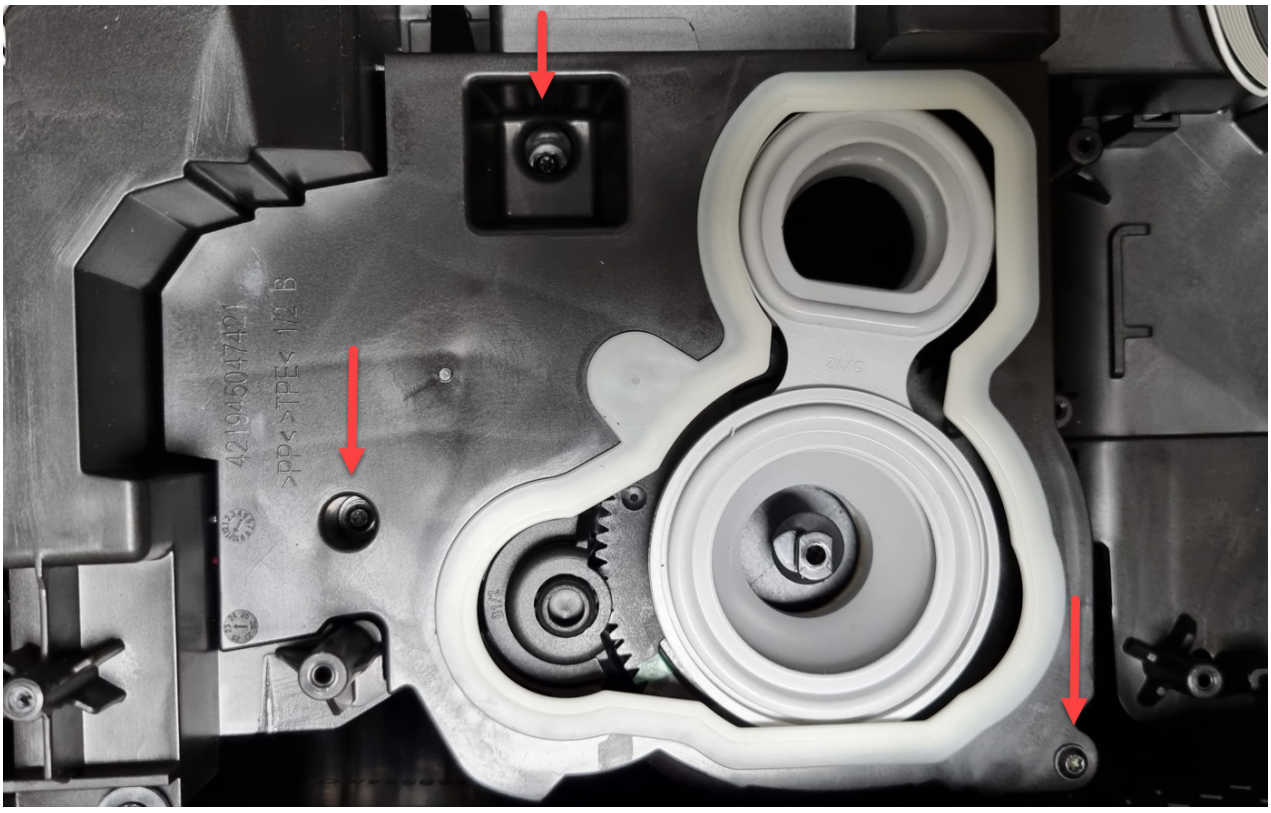
4. Click on the 8 snaps to remove the UI board protection.



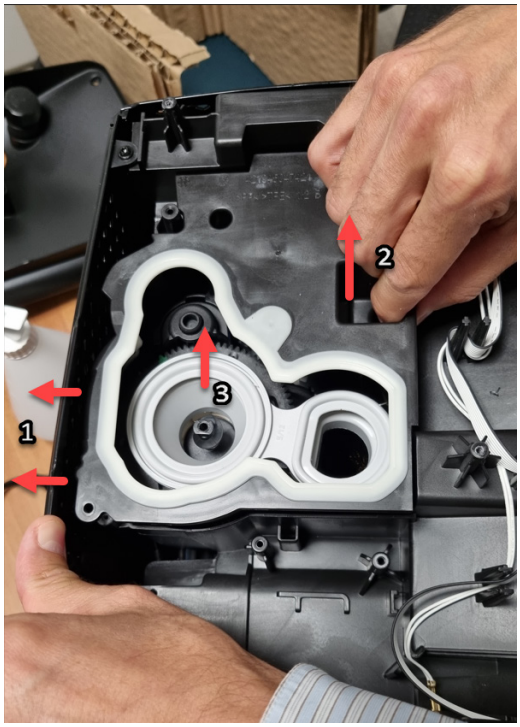
Removal of the Grinder

1. Remove the three screws located on top of the Grinder Assy Lid.



Disassembly – and Reassembly advice

2. Give some light pressure to the left panel (1) and pull the Assy Lid (2) . Remove the Grinder Seal (3).



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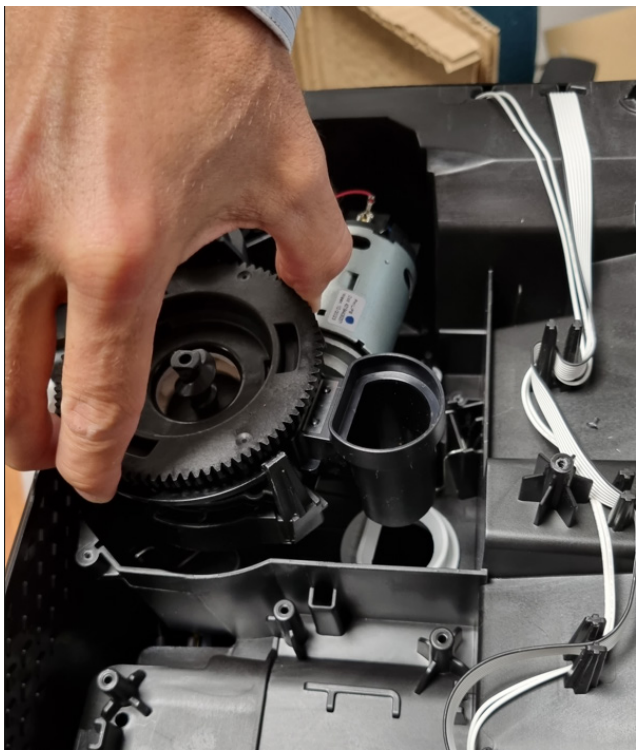
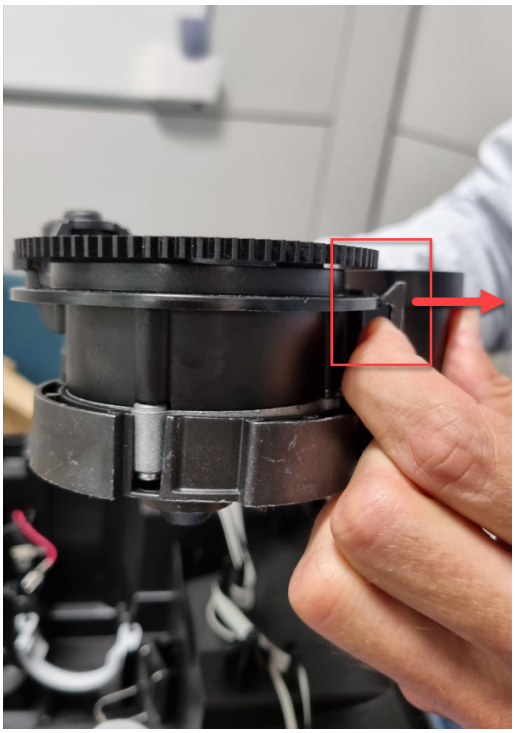
3. Remove the Grinder Motor Upper Support and remove the Grinder motor.



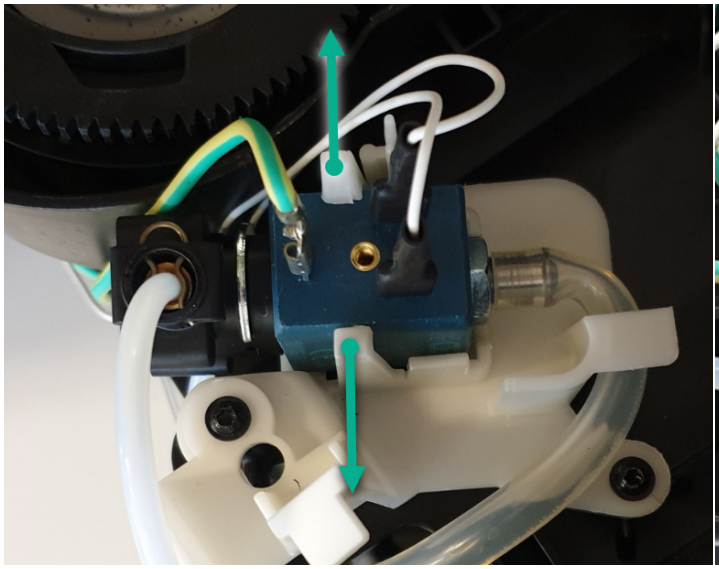
Disassembly – and Reassembly advice

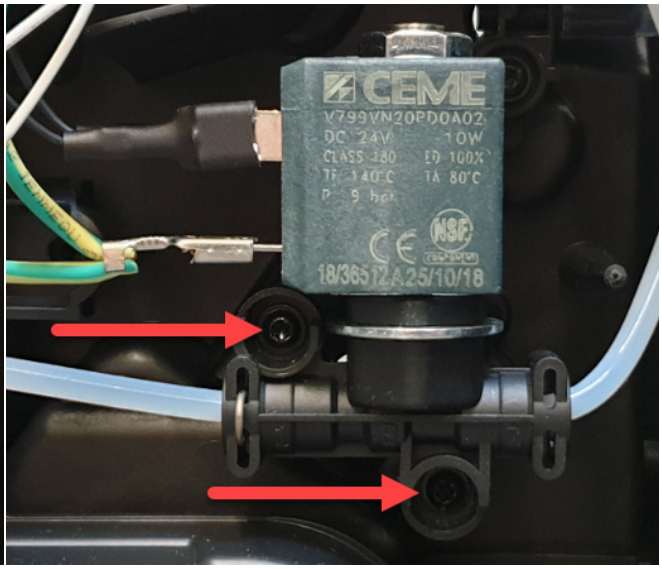
4. Remove the electric connections.
5. Disengage the upper hook to remove the Grinder Frame.



Removal of the Electrovalves

1. For the upper EV pull outwards the valve holder.
2. For the lateral EV take out the 2 screws, then remove the valve.

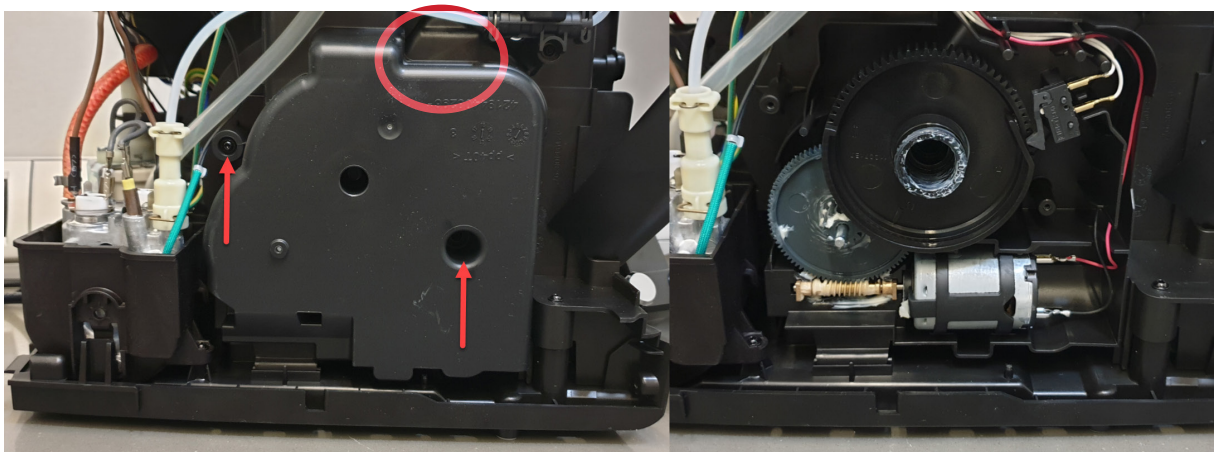




Disassembly – and Reassembly advice

Removal of the Gear motor

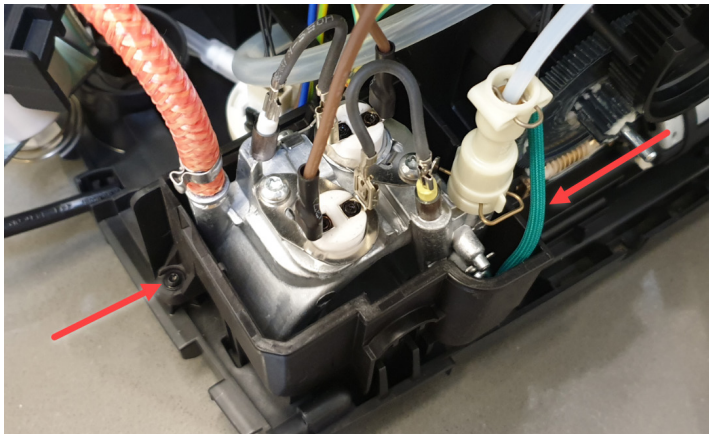
1. Take out the brew unit motor cover removing the 2 screws



Be aware there is an empty hole (in the red circle). Do not insert any screw inside

Removal of the Boiler

1. Remove all the electrical and water circuit connections
2. Take out the 2 screws from the boiler support.



Removal of the Flowmeter

1. Remove the electric connection
2. Press on the holder to pull out the flowmeter, then remove water connections.



Disassembly – and Reassembly advice

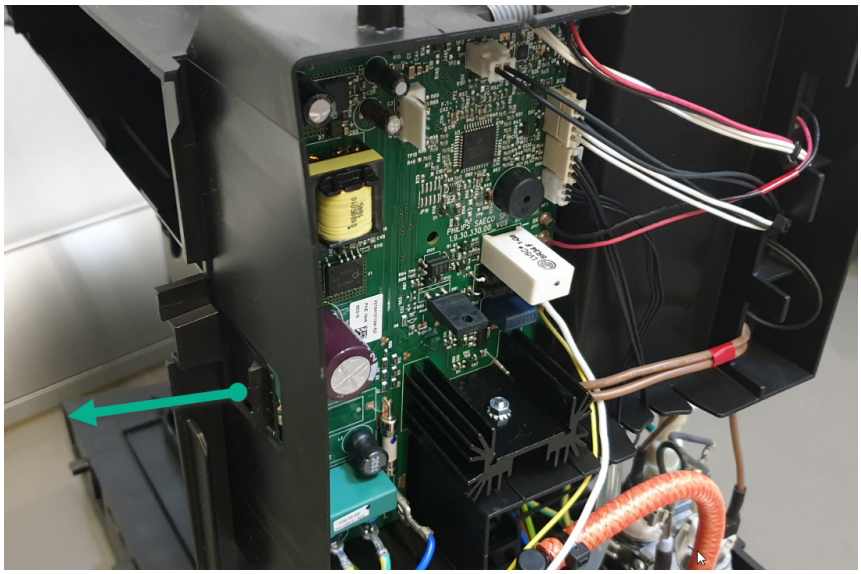
Removal of the Mainboard

1. Remove all the electric connections
2. Keep pressing on the left holder to be able to release the board.

   The mainboard contains several fixed wires which cannot be disconnected from the board.

The UI cable is also fixed to the mainboard.

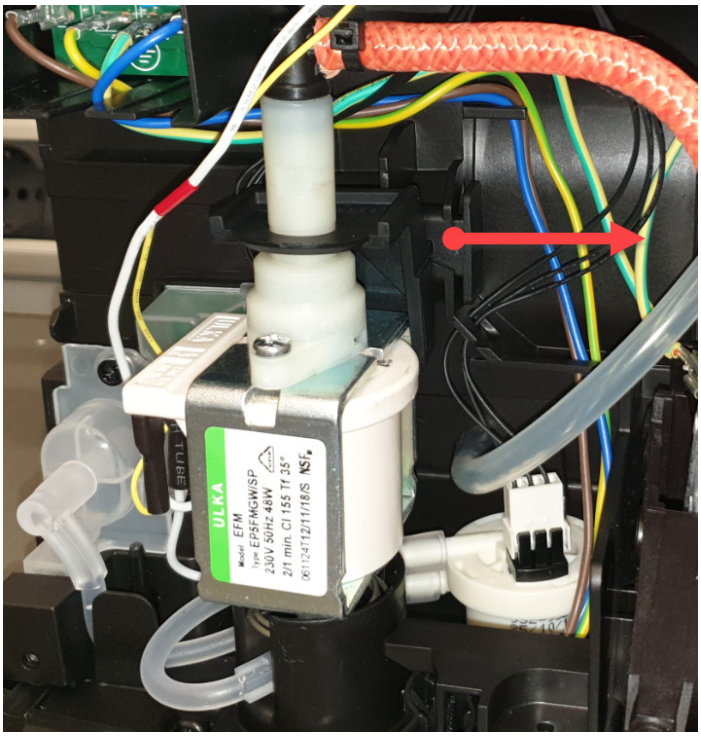
To completely remove the mainboard from the appliance, disconnect all fixed wires from their destination component.



Removal of the Pump

1. Pull the pump holder to the right
2. Remove all the connection

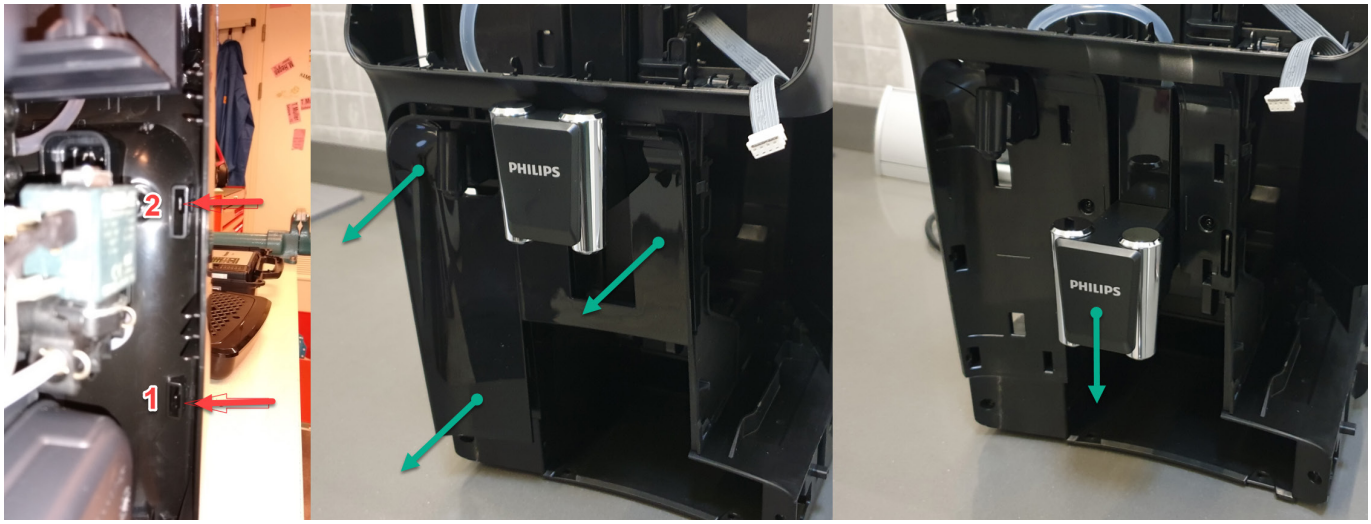
When reassembling the pump, ensure to use hot melt to fix the thermal fuse.



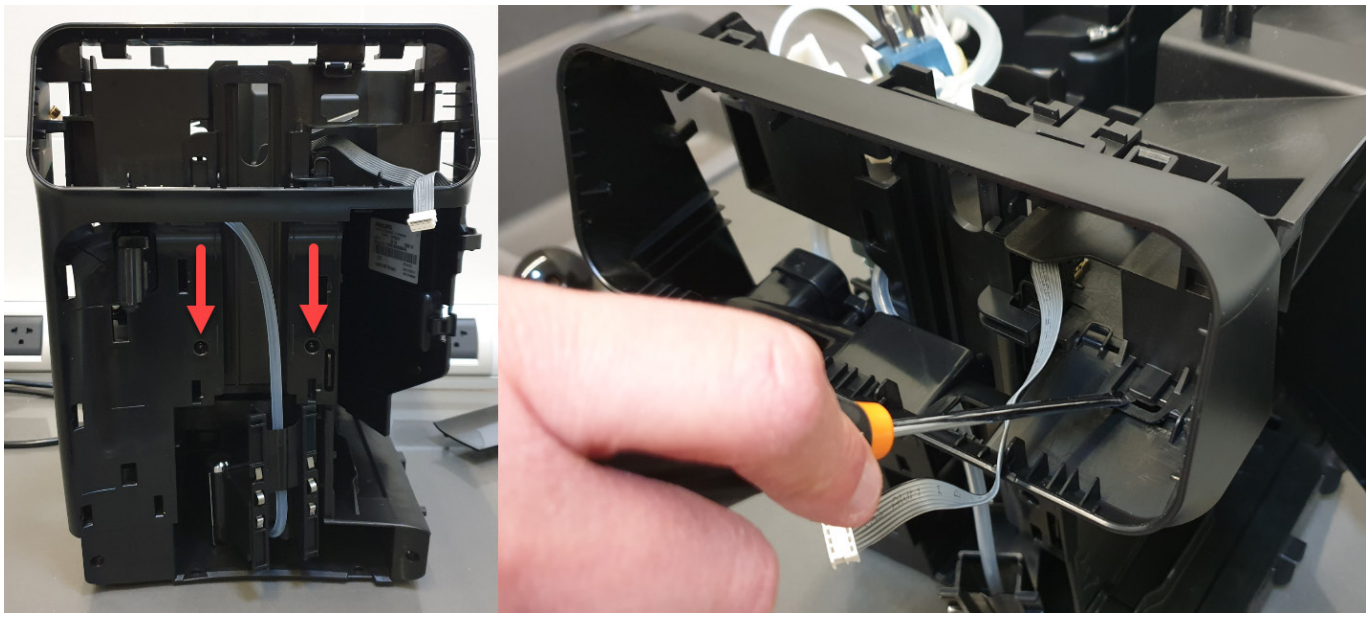
Disassembly – and Reassembly advice

Removal of the Coffee and Water spout

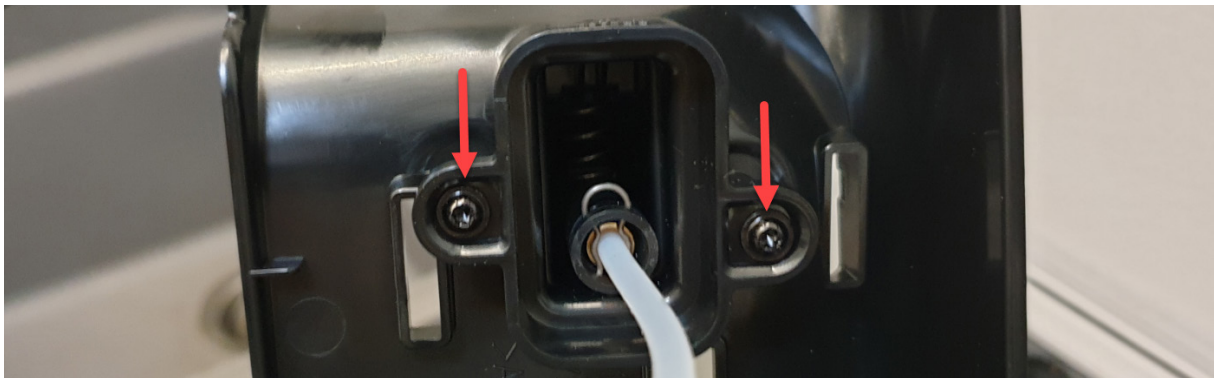
1. To remove the front panel start at the lower snap (1). Push to the left and on top of it, then the cover opens at the front side and you can put a finger (nail) in between. Then push on the upper snap nock (2).
2. Pull down the coffee spout, then remove the pipe.



3. Take out the 2 screws
4. Unsnap the click (as shown in picture) and pull the front case cover to remove it (some force is needed).

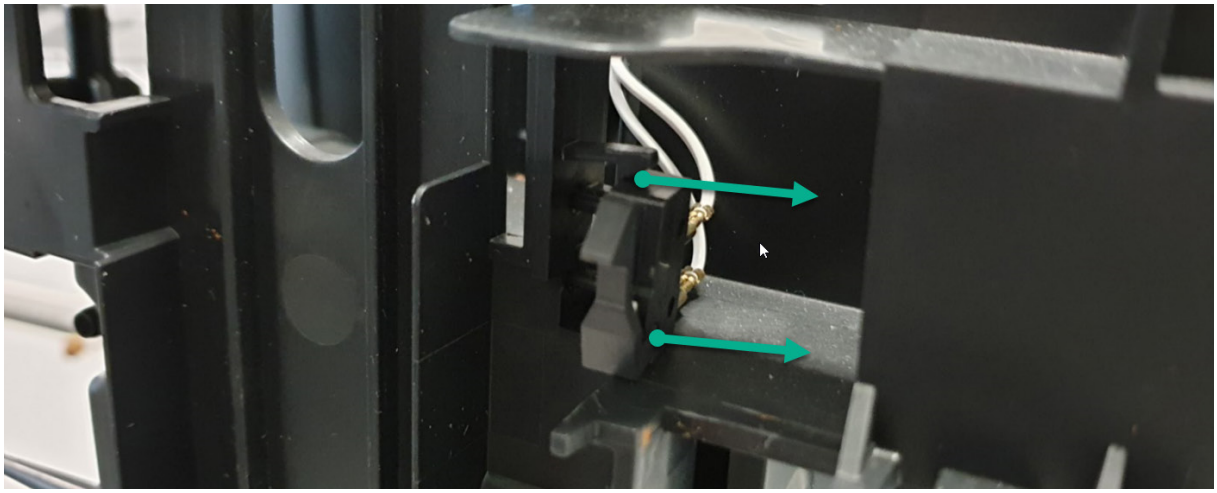


5. Remove the two screws to release the water spout.



Removal of the Microswitch

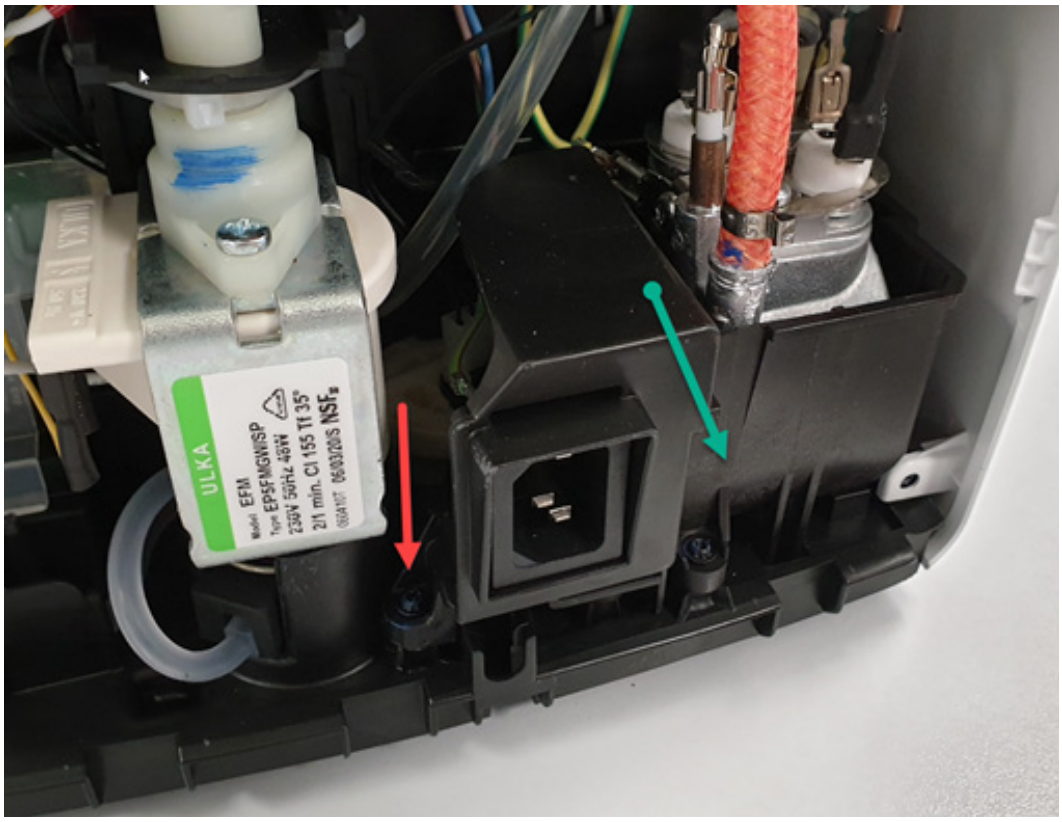
1. To remove the microswitch please take extra care, slowly pulling it out from its place, then remove the connections.



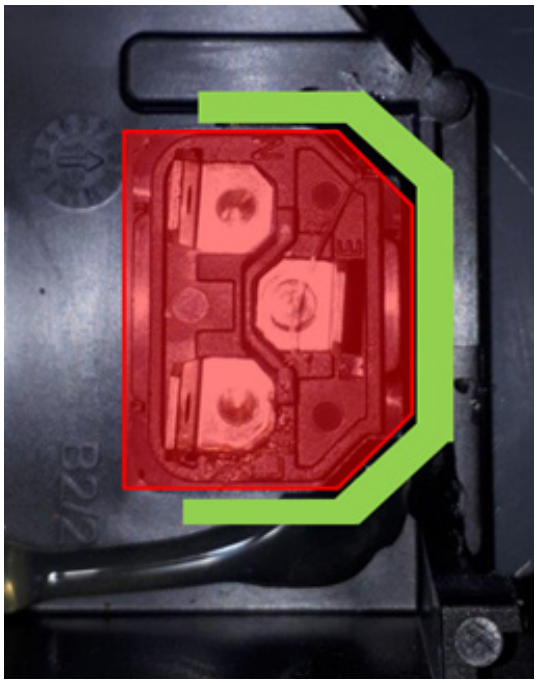
Disassembly – and Reassembly advice

Removal of the IEC Connector

1. Remove the screw as shown in the picture, then you are free to unlock it and to remove the connection.



2. That 2 parts are glued. In case of replacement, order both parts and apply some hot glue as shown in green:



In case of Error 19, properly check the socket and cable connection.

Test mode

Introduction

This document describes the test mode of the Volta coffee machines series 4000 and 5000. This application is used in order to test the machine in its mechanics and electronic components.

Test mode

The machine enters in test mode by pressing in sequence K15, K10, K11, K14 in the first two seconds after switching on the machine by mean of the main switch on the backside of the CA.

Volta Series 4000





Test mode

Volta Series 5000





Test mode

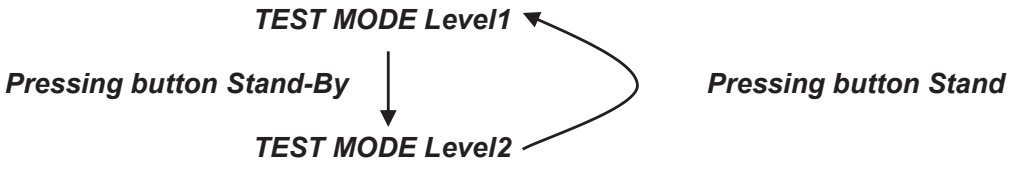
There are 2 different levels, in each level the coffee-machine can execute different commands,

- **Level 1:** In this level the operator can
    1. test all the Buttons and Leds activation and color:
        a. Buttons : K1, K2, K3, K4, K5, K6, K7, K8, K10, K11, K12, K13, K14, K15, K16.
        b. Leds :L1(W), L2(W), L3(W), L4(W), L5(W), L6(W), L7(W), L8(R), L8(G), L8(B), L10(W), L11(W), L12(W), L13(W), L14(W), L15(W), L16(W), L17(W), L18(W).
    2. Check the version of the UI SW.
    3. Check the version of the Main SW.
    4. Check the version of the UI Boot.
    5. Check the version of the Main Boot.
    6. Check the frequency of the net (50 Hz, 60 Hz).
    7. Check the voltage of the net (120 V, 230 V).
    8. Check the buzzer sound.

- **Level 2:** In this level the operator can:
    1. Test all the loads:
        a. Move the Brew Unit upward and downward.
        b. Open/Closed the EVs.
        c. Start the Pump.
        d. Start the Heater.
        e. Start the Grinder.
    2. Test all the sensors:
        a. Microswitch door activated/not activated.
        b. Microswitch BU position (work/home) activated/not activated.
        c. Hall sensor water level activated/not activated.
        d. Flowmeter
        e. NTC
    3. Execute special functions:
        a. Steam-out (see dedicated documents).
        b. execute the Reset to default (see dedicated document).
        c. Reset of the Error log
        d. Reset of the Grinder parameters.

The user can switch the level by pressing the Button K0.

Legend:
(O) = Orange
(B) = Blu
(R) = Red
(G) = Green
(W) = White

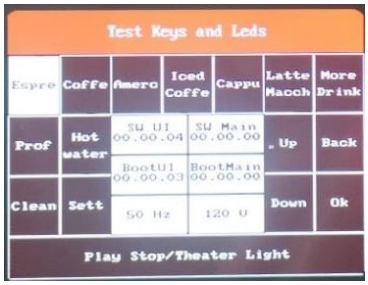
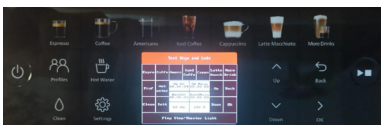


At the start up all loads are turned off. The software allow to have multiple loads active at the same time.

Test mode

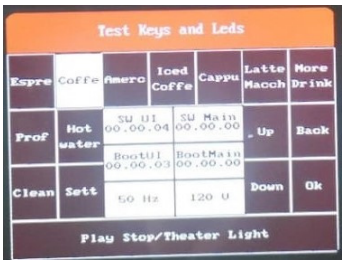
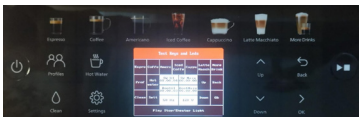
Level 1 (Keys, Buzzer, Leds, SW version, Net frequency, Net voltage)

Start condition: NO BU, No drag drawer, Door open, No Water	UI/DISPLAY STATUS
	On UI: All Leds; On Display: Name of the buttins, all tiles OFF

Sequence of actions by user	Reaction of the appliance			
	PASS	**FAIL**	**Cause of failure**	**Solution**
Press button K1	• L1 White ON in UI panel +  • BoxK1 White in Display +  • Hear the feedback sound. • The text on the Tile of the UI panel is equal to the text on the Display, for both 4000 series and 5000 series is Espresso	**L1 OFF & BoxK1 White**	L1 damaged	Change UI board
		L1(!W) ON & BoxK1 White	L1 wrong color	Change UI board
		Other Lx toggle	Short circuit in Led	Change UI board
		Other BoxKx White	Short circuit in Buttons	Change UI board
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The text on the Tile of the UI panel is different to the text on the Display	Wrong software uploaded in the UI	Change the UI SW
Press button K1 (optional)	• L1 OFF in UI panel +  • BoxK1 OFF in Display +  • Hear the feedback sound.			

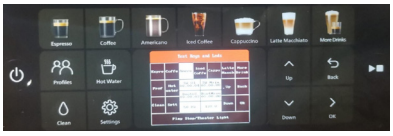
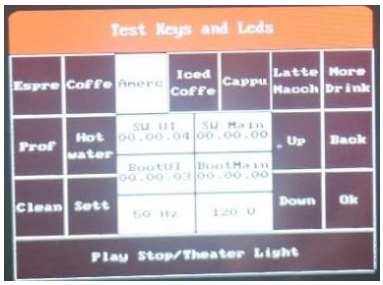
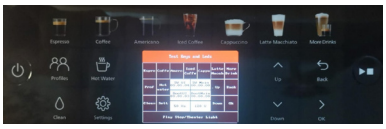
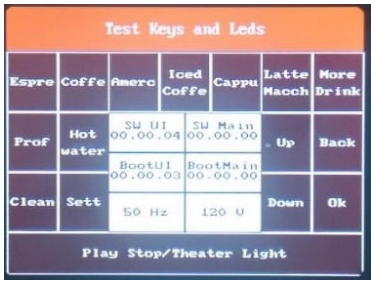
Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K2</td><td rowspan="7">• L2 White ON in UI panel +

• BoxK2 White in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display, for both 4000 series and 5000 series is Coffee</td><td>L2 OFF & BoxK2 White</td><td>L2 damaged</td><td>Change UI board</td></tr>
<tr><td>L2(!W) ON & BoxK2 White</td><td>L2 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K2 (optional)</td><td>• L2 OFF in UI panel +

• BoxK2 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

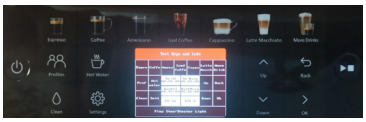
Test mode

Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Press button K3	• L3 White ON in UI panel +  • BoxK3 White in Display +  • Hear the feedback sound. • The text on the Tile of the UI panel is equal to the text on the Display, for both 4000 series and 5000 series is Americano	**L3 OFF & BoxK3 White**	L3 damaged	Change UI boad
		L3(!W) ON & BoxK3 White	L3 wrong color	Change UI boad
		Other Lx toggle	Short circuit in Led	Change UI boad
		Other BoxKx White	Short circuit in Buttons	Change UI boad
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The text on the Tile of the UI panel is different to the text on the Display	Wrong software uploaded in the UI	Change the UI SW
Press button K3 (optional)	• L3 OFF in UI panel +  • BoxK3 OFF in Display +  • Hear the feedback sound.			

Test mode

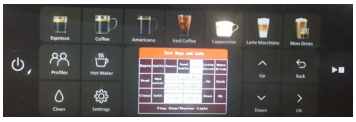
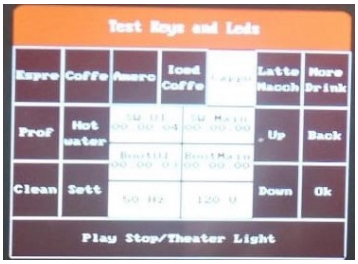
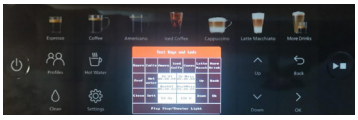
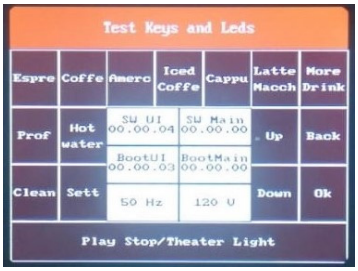
<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K4</td><td rowspan="7">• L4 White ON in UI panel +

• BoxK4 White in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display: for 4000 series Iced Coffee for 5000 series Cappuccino</td><td>L4 OFF & BoxK4 White</td><td>L4 damaged</td><td>Change UI board</td></tr>
<tr><td>L4(!W) ON & BoxK4 White</td><td>L4 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K4 (optional)</td><td>• L4 OFF in UI panel +

• BoxK4 OFF in Display +

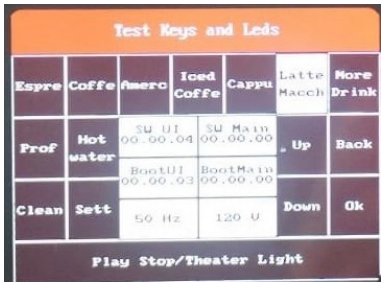
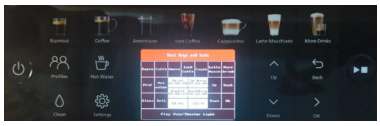
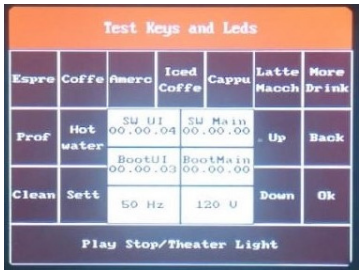
• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="8">Press button K5</td><td rowspan="8">• L5 White ON in UI panel +

• BoxK5 White in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display: for 4000 series Cappuccino for 5000 series Latte Macchiato</td><td>L5 OFF &
BoxK5 White</td><td>L5 damaged</td><td>Change UI boad</td></tr>
<tr><td>L5(!W) ON &
BoxK5 White</td><td>L5 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>Press button K5 (optional)</td><td>• L5 OFF in UI panel +

• BoxK5 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

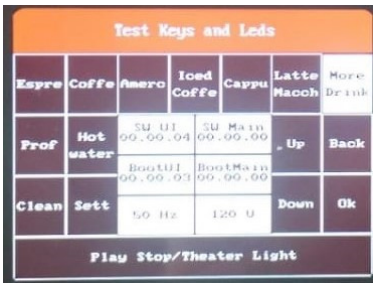
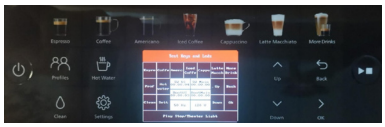
Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K6</td><td rowspan="7">• L6 White ON in UI panel +

• BoxK6 White in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display: for 4000 series Latte Macchiato, for 5000 series Iced Coffee</td><td>L6 OFF & BoxK6 White</td><td>L6 damaged</td><td>Change UI board</td></tr>
<tr><td>L6(!W) ON & BoxK6 White</td><td>L6 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K6 (optional)</td><td>• L6 OFF in UI panel +

• BoxK6 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

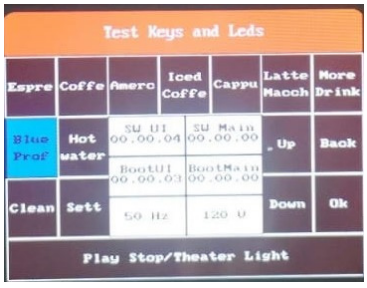
Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="8">Press button K7</td><td rowspan="8">• L7 White ON in UI panel +

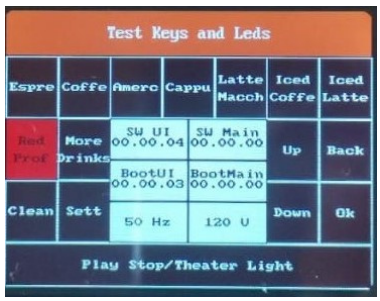
• BoxK7 White in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display: for 4000 series More drinks, for 5000 series Iced Latte</td><td>L7 OFF & BoxK7 White</td><td>L7 damaged</td><td>Change UI boad</td></tr>
<tr><td>L7(!W) ON & BoxK7 White</td><td>L7 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>Press button K7 (optional)</td><td>• L7 OFF in UI panel +

• BoxK7 OFF in Display +

• Hear the feedback sound.
• Both 4000 series and 5000 series</td><td></td><td></td><td></td></tr>
</table>

Test mode

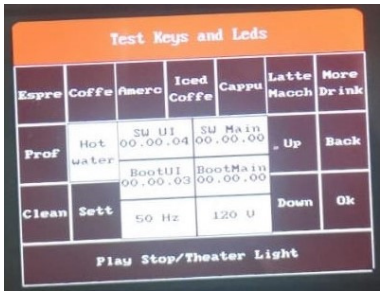
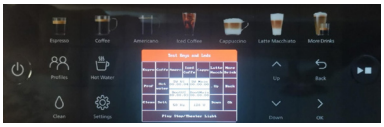
Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Press button K8	• L8 Yellow ON in UI panel +  • BoxK8 Yellow in Display +  • Hear the feedback sound. • Both 4000 series and 5000 series	**L8 OFF & BoxK8 Yellow**	L8 damaged	Change UI boad
		L8(!B) ON & BoxK8 Yellow	L8 wrong color	Change UI boad
		Other Lx toggle	Short circuit in Led	Change UI boad
		Other BoxKx On	Short circuit in Buttons	Change UI board
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
Press button K8	• L8 Blue ON in UI panel +  • BoxK8 Blue in Display +  • Hear the feedback sound.	**L8 OFF & BoxK8 Blue**	L8 damaged	Change UI board
		L8(!G) ON & BoxK8 Blue	L8 wrong color	Change UI board
		Other Lx toggle	Short circuit in Led	Change UI board
		Other BoxKx On	Short circuit in Buttons	Change UI board
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board

Test mode

Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Press button K8	• L8 Green ON in UI panel +  • BoxK8 Green in Display +  • Hear the feedback sound. • Only for 5000 series	**L8 OFF & BoxK8 Green**	L8 damaged	Change UI boad
		L8(!M) ON & BoxK8 Green	L8 wrong color	Change UI boad
		Other Lx toggle	Short circuit in Led	Change UI boad
		Other BoxKx On	Short circuit in Buttons	Change UI board
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
Press button K8	• L8 Red ON in UI panel +  • BoxK8 Red in Display +  • Hear the feedback sound. • Only for 5000 series	**L8 OFF & BoxK8 Red**	L8 damaged	Change UI boad
		L8(!Y) ON & BoxK8 Red	L8 wrong color	Change UI boad
		Other Lx toggle	Short circuit in Led	Change UI boad
		Other BoxKx On	Short circuit in Buttons	Change UI boad
		It's not possible to hear the sound	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board
		The sound is persistent	The drive of the Buzzer or the Buzzer in the Main is damaged	Change Main Board

Test mode

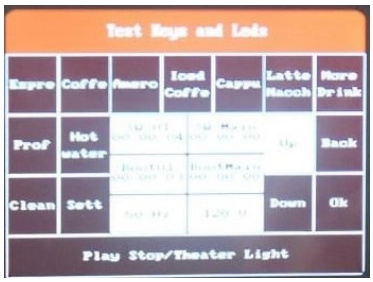
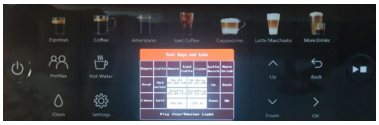
<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K9</td><td rowspan="7">• L9 ON in UI panel +

• BoxK9 ON in Display +

• Hear the feedback sound.
• The text on the Tile of the UI panel is equal to the text on the Display: for 4000 series Hot Water, for 5000 series More drinks</td><td>L9 OFF & BoxK9 White</td><td>L9 damaged</td><td>Change UI boad</td></tr>
<tr><td>L9(!W) ON & BoxK9 White</td><td>L9 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI boad</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K9 (optional)</td><td>• L9 OFF in UI panel +

• BoxK9 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K10</td><td rowspan="7">• L10 White ON in UI panel +

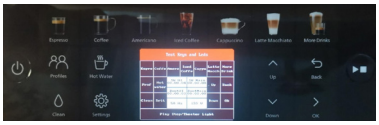
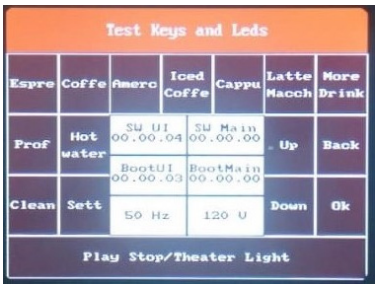
• BoxK10 White in Display +

• Hear the feedback sound.</td><td>L10 OFF & BoxK10 White</td><td>L10 damaged</td><td>Change UI boad</td></tr>
<tr><td>L10(!W) ON & BoxK10 White</td><td>L10 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI boad</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K10 (optional)</td><td>• L10 OFF in UI panel +

• BoxK10 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="6">Press button K11</td><td rowspan="6">• L11 White ON in UI panel +

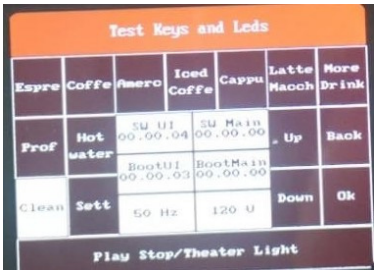
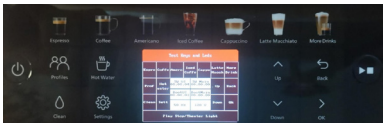
• BoxK11 White in Display +


• Hear the feedback sound.</td><td>L11 OFF & BoxK11 White</td><td>L11 damaged</td><td>Change UI board</td></tr>
<tr><td>L11(!W) ON & BoxK11 White</td><td>L11 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td rowspan="2">Press button K11 (optional)</td><td rowspan="2">• L11 OFF in UI panel +

• BoxK11 OFF in Display +


• Hear the feedback sound.</td><td colspan="3"></td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
</table>

Test mode

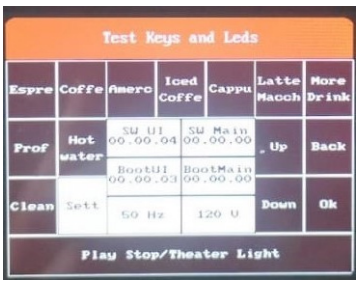
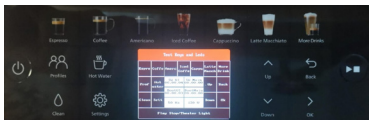
<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K12</td><td rowspan="7">• L12 White ON in UI panel +

• BoxK12 White in Display +

• Hear the feedback sound.</td><td>L12 OFF & BoxK12 White</td><td>L12 damaged</td><td>Change UI boad</td></tr>
<tr><td>L12(!W) ON & BoxK12 White</td><td>L12 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K12 (optional)</td><td>• L12 OFF in UI panel +

• BoxK12 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

Test mode

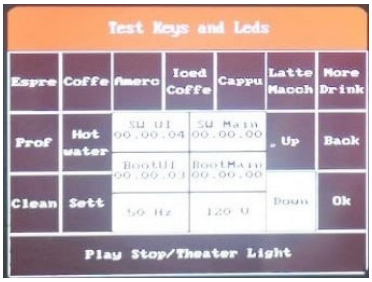
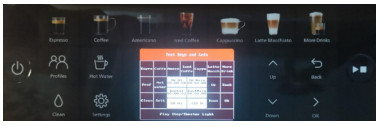
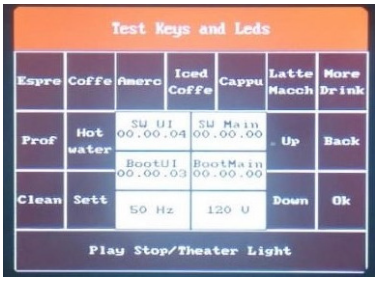
<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K13</td><td rowspan="7">• L13 White ON in UI panel +

• BoxK13 White in Display +

• Hear the feedback sound.</td><td>L13 OFF & BoxK13 White</td><td>L13 damaged</td><td>Change UI boad</td></tr>
<tr><td>L13(!W) ON & BoxK13 White</td><td>L13 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>he drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K13 (optional)</td><td>• L13 OFF in UI panel +

• BoxK13 OFF in Display +

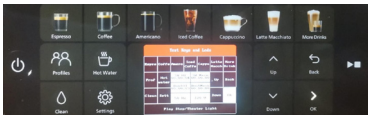
• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

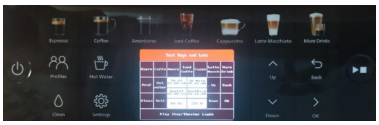
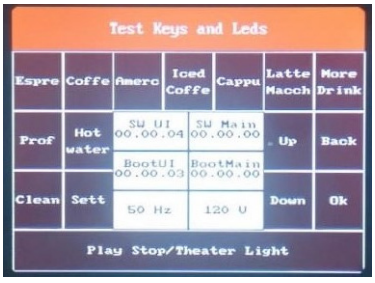
Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K14</td><td rowspan="7">• L14 White ON in UI panel +

• BoxK14 White in Display +

• Hear the feedback sound.</td><td>L14 OFF & BoxK14 White</td><td>L14 damaged</td><td>Change UI board</td></tr>
<tr><td>L14(!W) ON & BoxK14 White</td><td>L14 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td>Press button K14 (optional)</td><td>• L14 OFF in UI panel +

• BoxK14 OFF in Display +

• Hear the feedback sound.</td><td></td><td></td><td></td></tr>
</table>

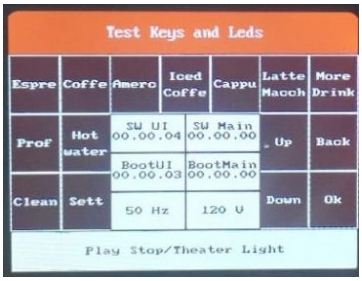
Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="7">Press button K15</td><td rowspan="7">• L15 White ON in UI panel +

• BoxK15 White in Display +

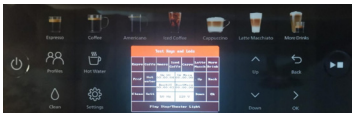
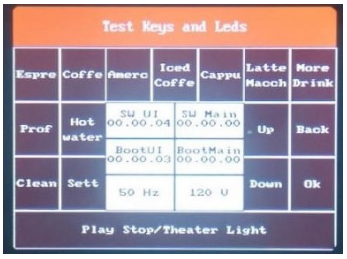
• Hear the feedback sound.</td><td>L15 OFF & BoxK15 White</td><td>L15 damaged</td><td>Change UI boad</td></tr>
<tr><td>L15(!W) ON & BoxK15 White</td><td>L15 wrong color</td><td>Change UI boad</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI boad</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The text on the Tile of the UI panel is different to the text on the Display</td><td>Wrong software uploaded in the UI</td><td>Change the UI SW</td></tr>
<tr><td rowspan="2">Press button K15 (optional)</td><td>• L15 OFF in UI panel +

• BoxK15 OFF in Display +

• Hear the feedback sound.</td><td colspan="3"></td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="11">Press button K16</td><td rowspan="11">• L16 White ON in UI panel + L17 White ON in left side+ L18 White ON in right side

• BoxK16 White in Display +

• Hear the feedback sound.
• Check the two theater leds (only in the EP544x model)</td><td rowspan="3">L16 OFF & BoxK16 White
L17 OFF & BoxK16 White
L18 OFF & BoxK16 White</td><td>L16 damaged</td><td rowspan="3">Change UI board</td></tr>
<tr><td>L17 damaged</td></tr>
<tr><td>L18 damaged</td></tr>
<tr><td rowspan="3">L16 OFF & BoxK16 White
L17 OFF & BoxK16 White
L18 OFF & BoxK16 White</td><td>Wrong back cover</td><td>Change back cover</td></tr>
<tr><td>Missing left light guide</td><td>Add light guide</td></tr>
<tr><td>Wrong theater</td><td>Change theater</td></tr>
<tr><td rowspan="3">(L16(!W) ON or L17(!W) ON or L18(!W) ON) & BoxK15 White</td><td>Wrong back cover</td><td>Change back cover</td></tr>
<tr><td>Missing right light guide</td><td>Add light guide</td></tr>
<tr><td>Wrong theater</td><td>Change theater</td></tr>
<tr><td>(L16(!W) ON or L17(!W) ON or L18(!W) ON) & BoxK15 White</td><td>L16 or L17 or L18 wrong color</td><td>Change UI board</td></tr>
<tr><td>Other Lx toggle</td><td>Short circuit in Led</td><td>Change UI board</td></tr>
<tr><td>Other BoxKx White</td><td>Short circuit in Buttons</td><td>Change UI board</td></tr>
<tr><td>It’s not possible to hear the sound</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The sound is persistent</td><td>The drive of the Buzzer or the Buzzer in the Main is damaged</td><td>Change Main Board</td></tr>
</table>

Test mode

Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Press button K16 (optional)	• L16 OFF in UI panel + L17 White OFF in left side+ L18 White OFF in right side  • BoxK16 OFF in Display +  • Hear the feedback sound.			

Test mode

Finish condition: NO BU, NO drag drawer, Door open, No Water	**LED INDICATION**
	All Leds OFF (in case that also optional was done)

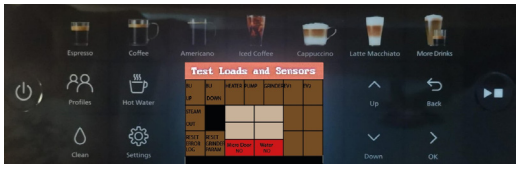
Legenda

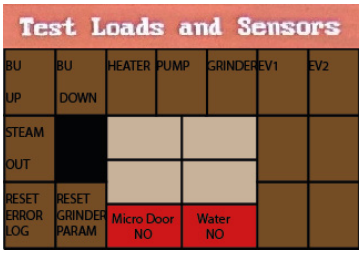
Text	Group	Description
Press button Bx	Sequence of actions by user	Press the button Bx. Valid in all models
Press button Bx (only X&Y)	Sequence of actions by user	Press the button Bx. Valid only in the model X & Y
Press button Bx (optional)	Sequence of actions by user	Press the button Bx. Not requested but if the operator will do it the machine will react in the descripted way.
Lx (y) ON	Reaction of the appliance	The led Lx switches On with the color y. Color code: y=W -> color White y=R -> color Red y=B -> color Blu y=Y -> color Yellow y=G -> color Green
Lx OFF	Reaction of the appliance	The led Lx switches Off.
Lx (!y) ON	Reaction of the appliance	The led Lx switches On with a different color from the expected y. FAILURE MODE.

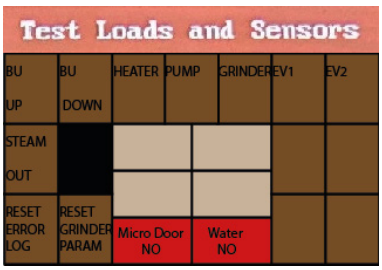
Test mode

Level 2 (Loads and Sensors)

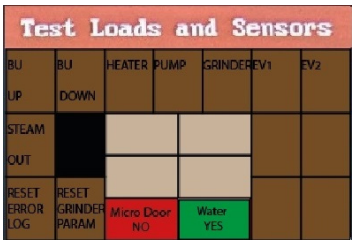
Start condition: NO BU, NO drag drawer, Door open, No Water	UI/DISPLAY STATUS



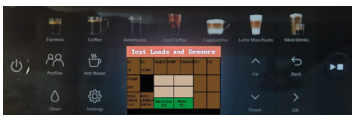
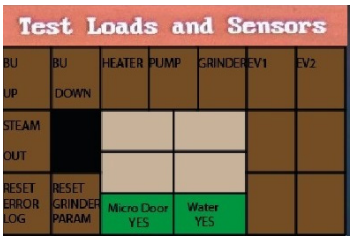


Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Check the start condition	• Lx OFF in UI panel +  • BoxT5 Red in Display BoxT6 Red in Display 	 BoxT6 Green in Display	Water level sensor damaged (short circuit)	Change Water level sensor
			Connector JP14 in Main damaged (short circuit)	Change Main board
			uP U2 in Main damaged (short circuit in Pin9)	Change Main board
		 BoxT5 Green in Display	L25 damaged	Change UI boad
			The Microswitch is not well placed	Check assembly of microswitch
			Microswitch damaged (short circuit)	Change microswitch
			Connector JP3 in Main damaged (short circuit)	Change Main board
			uP U2 in Main damaged (short circuit in Pin26)	Change Main board
Insert BrewUnit & Close Door (No Dump Box)	No changes	 BoxT5 Green in Display	Assembly issue of the microswitch or mechanical lever.	Check icroswitch position and mechanical lever.
Insert a full water tank	• Lx OFF in UI panel + 	 BoxT6 remain Red in Display	Water level sensor not in position	Change the position of Water level sensor
			Water level sensor damaged (open circuit)	Change Water level sensor

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td rowspan="3">Insert a full water tank</td><td rowspan="3">• BoxT5 Red in Display + BoxT6 Green in Display


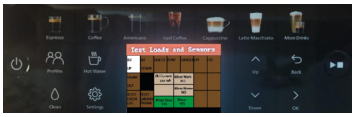
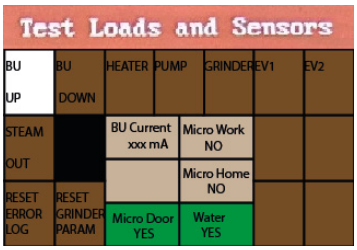
• BoxT6 in Display change</td><td rowspan="3">

BoxT6 remain Red in Display</td><td>Wiring of the water level sensor not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the water level sensor damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>uP U2 in Main damaged (open circuit in Pin9)</td><td>Change Main Boad</td></tr>
<tr><td rowspan="5">Insert Dreg drawer and rip tray</td><td rowspan="5">• Lx OFF in UI panel +

• BoxT5 Green in Display + BoxT6 Green in Display


• BoxT5 in Display change</td><td rowspan="5">

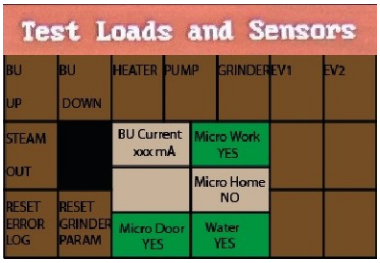
BoxT5 remain Red in Display</td><td>The Microswitch is not well placed</td><td>Check assembly of microswitch</td></tr>
<tr><td>Microswitch damaged (open circuit)</td><td>Change microswitch</td></tr>
<tr><td>Wiring of the microswicth not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the microswicth damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>uP U2 in Main damaged (open circuit in Pin26)</td><td>Change Main boad</td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">Brew Unit (Test valid only if the Brew Unit is inserted)</td></tr>
<tr><td rowspan="11">Press and release K1 to move BU to work.
N.B:
* If the BU is already moving to home then stop the movement and change the direction into work.
* If the BU is already moving to work then stop the movement.</td><td rowspan="3">• L1 White ON in UI panel +

• BoxK1 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


• BU Move to Work</td><td rowspan="3">BU not move</td><td>Wiring of the BU motor not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the BU motor damaged (open)</td><td>Change Main Board</td></tr>
<tr><td>Motor of BU damaged</td><td>Change the BU motor</td></tr>
<tr><td rowspan="2">BU move to Home</td><td>The drive of the motor in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>BU blocked</td><td>Check the BU</td></tr>
<tr><td>

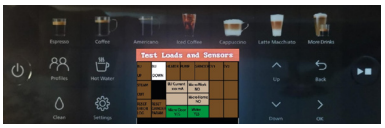
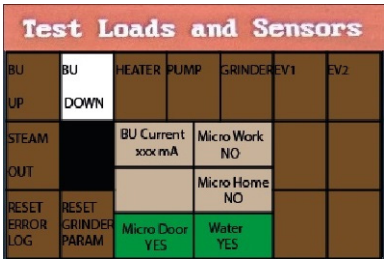
BoxT1 Red in Display</td><td>Gears or motor not well assembled</td><td>Check the assembly of the gear and motor</td></tr>
<tr><td>Wiring of BU motor are inverted</td><td>Check the Motor BU wiring</td></tr>
<tr><td>The absorbed current exceed the limit (xxxmA).</td><td>Check the assembly of the gear and motor, check the BU</td></tr>
<tr><td rowspan="6">When BU has reached work position:
• L1 OFF in UI panel +

• BoxK1 OFF in Display +
BoxT2 Green in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


• BU Stop to Move</td><td rowspan="6">

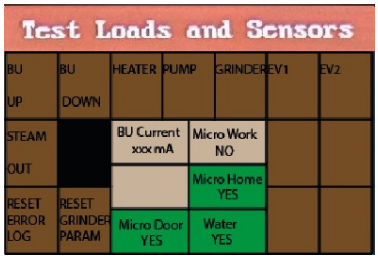
BoxT2 Red in Display. L1 OFF & Work not reached and BU OFF.</td><td>The BU Microswitch is not well placed</td><td>Check assembly of BU microswitch</td></tr>
<tr><td>BU Microswitch damaged (open circuit)</td><td>Change BU microswitch</td></tr>
<tr><td>Wiring of the BU microswicth not Connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the BU microswicth damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>uP U2 in Main damaged (open circuit in Pin26)</td><td>Change Main boad</td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">Brew Unit (Test valid only if the Brew Unit is inserted)</td></tr>
<tr><td rowspan="11">Press and release K2 to move BU to home.
N.B:
* If the BU is already moving to work then stop the movement and change the direction into home.
* If the BU is already moving to home then stop the movement.</td><td rowspan="9">• L2 White ON in UI panel +

• BoxK2 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


• BU Move to Home</td><td rowspan="3">BU not move</td><td>Wiring of the BU motor not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the BU motor damaged (open)</td><td>Change the motor BU wiring</td></tr>
<tr><td>Motor of BU damaged</td><td>Change the BU Motor</td></tr>
<tr><td>The drive of the motor in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>BU blocked</td><td>Check the BU</td></tr>
<tr><td>Gears or motor not well assembled</td><td>Check the assembly of the gear and motor</td></tr>
<tr><td>BU move to Work</td><td>Wiring of BU motor are inverted</td><td>Check the Motor BU wiring</td></tr>
<tr><td>

BoxT1 Red in Display</td><td>The absorbed current exceed the limit (300mA).</td><td>Check the assembly of the gear and motor, check the BU</td></tr>
<tr><td rowspan="10">When BU has reached home position:
• L2 OFF in UI panel +

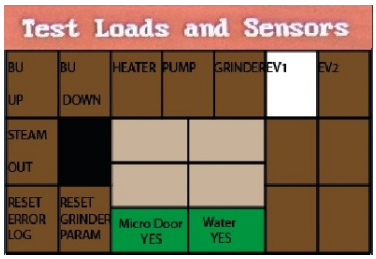
• BoxK2 OFF in Display +
BoxT4 Green in Display +
BoxT5 Green in Display +
• BoxT6 Green in Display


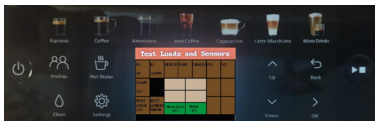
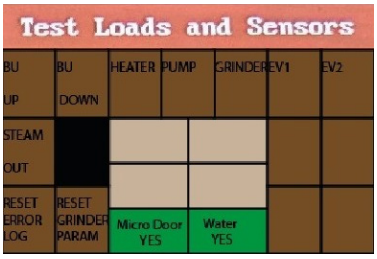
• BU Stop to Move</td><td rowspan="10">

BoxT4 Red in Display. L2 OFF & Home not reached and BU OFF.</td><td>The BU Microswitch is not well placed</td><td>Check assembly of BU microswitch</td></tr>
<tr><td>BU Microswitch damaged (open circuit)</td><td>Change BU microswitch</td></tr>
<tr><td>Wiring of the BU microswicth not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the BU microswicth damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>uP U2 in Main damaged (open circuit in Pin26)</td><td>Change Main boad</td></tr>
</table>

Test mode

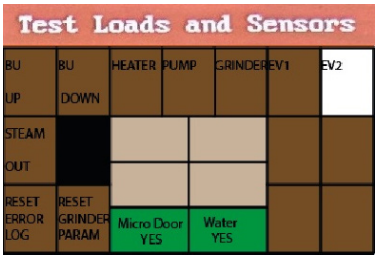
<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">EV1</td></tr>
<tr><td rowspan="4">Press and release K6 to toggle the EV.
If it was closed, then will be open.</td><td rowspan="4">• L6 White ON in UI panel +

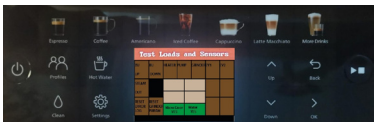
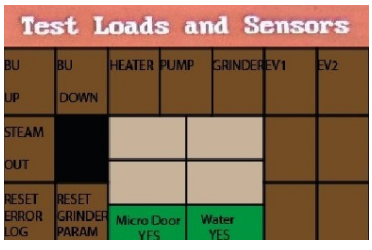
• BoxK6 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


• It’s possible to hear the “click”.</td><td rowspan="4">The “click” is no audible. The EV remain closed</td><td>Wiring of the EV1 not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the EV1 damaged (open)</td><td>Change Main Board</td></tr>
<tr><td>EV1 damaged</td><td>Change the EV1</td></tr>
<tr><td>The drive of the EV1 in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td rowspan="2">Press and release K6 to toggle the EV.
If it was open, then will be closed.</td><td rowspan="2">• L6 OFF in UI panel +

• BoxK6 OFF in Display +
• BoxT5 Green in Display +
• BoxT6 Green in Display


• It’s possible to hear the “click”.</td><td rowspan="2">The “click” is no audible. The EV remain open</td><td>EV1 damaged</td><td>Change the EV1</td></tr>
<tr><td>The drive of the motor in the Main is damaged</td><td>Change Main Board</td></tr>
</table>

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">EV2</td></tr>
<tr><td rowspan="4">Press and release K7 to toggle the EV.
If it was closed, then will be open.</td><td rowspan="4">• L7 White ON in UI panel +

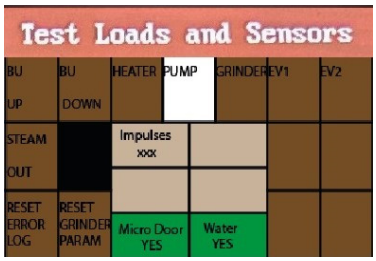
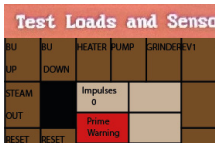
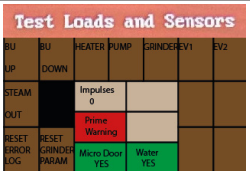
• BoxK7 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


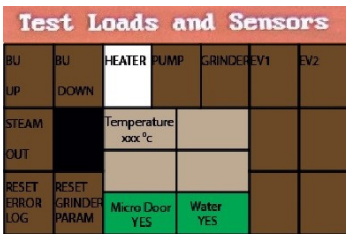
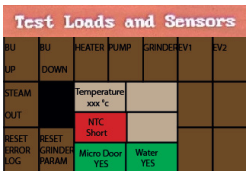
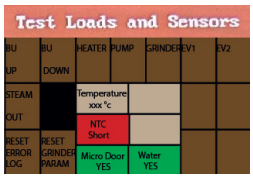
• It’s possible to hear the “click”.</td><td rowspan="4">The “click” is no audible. The EV remain closed</td><td>Wiring of the EV2 not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the EV2 damaged (open)</td><td>Change Main Board</td></tr>
<tr><td>EV2 damaged</td><td>Change the EV2</td></tr>
<tr><td>The drive of the EV2 in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>Press and release K7 to toggle the EV.
If it was open, then will be closed.</td><td>• L7 OFF in UI panel +

• BoxK7 OFF in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


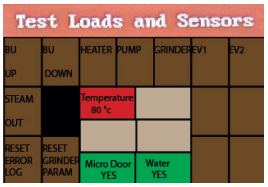
• It’s possible to hear the “click”.</td><td>The “click” is no audible. The EV remain open</td><td>EV2 damaged</td><td>Change the EV2</td></tr>
</table>

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">Pump and Flowmeter</td></tr>
<tr><td rowspan="8">Press and release K4 to switch on the Pump (100 impulses). With the EV open the water goes out from the HotWater spout.
With the EV closed and the BU in Work, the water goes out from the Coffeespout.</td><td rowspan="8">• L4 White ON in UI panel +

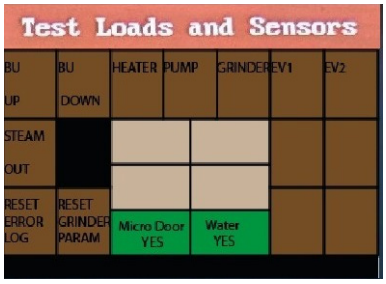
• BoxK4 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display

• It’s possible to hear the pump.
• BoxT1 will count impulses</td><td rowspan="2">
BoxK4 OFF + BoxT3 Red.
It’s possible to hear the pump but the flowmeter is not able to detect the impules.</td><td>Wiring of the Flowmeter not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the Flowmeter damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>Flowmeter damaged</td><td>Change the Flowmeter</td></tr>
<tr><td>Connector JP20 in Main damaged (short circuit)</td><td>Change Main Board</td></tr>
<tr><td>uP U2 in Main damaged (short circuit in Pin18)</td><td>Change Main Board</td></tr>
<tr><td rowspan="3">
BoxK4 OFF + BoxT3 Red.It’s NOT possible to hear the</td><td>Wiring of the PUMP not connected</td><td>Change Main Board</td></tr>
<tr><td>Wiring of the PUMP damaged (open)</td><td>Change the PUMP</td></tr>
<tr><td>PUMP damaged</td><td>Change the PUMP</td></tr>
<tr><td colspan="5">ThermoBlock and NTC</td></tr>
<tr><td rowspan="8">Press and release K3 to toggle the ThermoBlock.
Check the absorbed current. In this case we suppose that was OFF, then will be ON 100%.</td><td rowspan="8">• L3 White ON in UI panel +

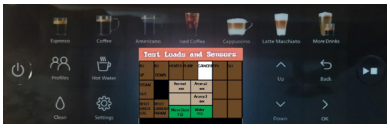
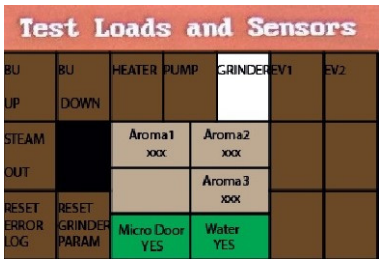
• BoxK3 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display

• The Thermoblock is ON.
• Check the absorbed current.
• BoxT1 will show the temperature</td><td rowspan="2">
BoxK3 OFF + BoxT3 Red.
The NTC is open</td><td>Wiring of the NTC not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the NTC damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>NTC damaged (short)</td><td>Change the wiring</td></tr>
<tr><td>Connector JP15 in Main damaged (short circuit)</td><td>Change Main Board</td></tr>
<tr><td rowspan="4">
BoxK3 OFF + BoxT3 Red.
The NTC is short</td><td rowspan="4">uP U2 in Main damaged (short circuit in Pin24)</td><td rowspan="4">Change Main Board</td></tr>
<tr></tr>
<tr></tr>
<tr></tr>
</table>

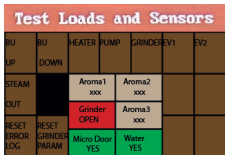
Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
ThermoBlock and NTC				
		The current is out of range	TB damaged	Change the TB
			The drive of the TB in the Main is damaged	Change Main Board
		 BoxK3 OFF + BoxT1 Red. The temperature of the Thermoblock is too high. Cool down to perform the test.	The TB has reached the max temperature (80°c).	Brew water to reduce the temperature. And repeat the test.
		The current is very low <0,5A.	Wiring of the TB not connected	Check the wiring
			TCO open	Change theTCOs
			Wiring of the TB damaged (open)	Change the wiring
			TB damaged	Change the TB
			The drive of the TB in the Main is damaged	Change Main Board

Test mode

<table>
<tr><th rowspan="2">Sequence of actions by user</th><th colspan="4">Reaction of the appliance</th></tr>
<tr><th>PASS</th><th>FAIL</th><th>Cause of failure</th><th>Solution</th></tr>
<tr><td colspan="5">ThermoBlock and NTC</td></tr>
<tr><td>Press and release K3 to toggle the ThermoBlock. Check the absorbed current < 0,5A. In this case we suppose that was ON, then will be OFF.</td><td>• L3 OFF in UI panel +

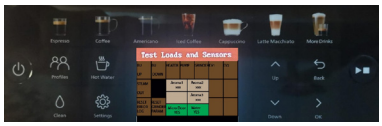
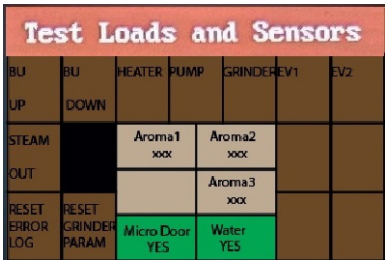
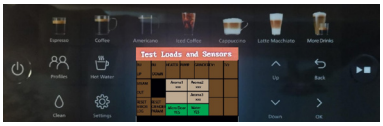
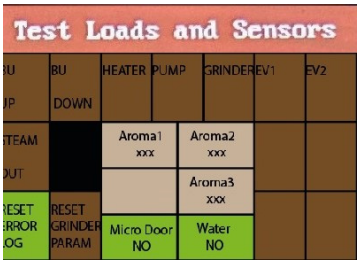
• BoxK3 OFF in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


• The Thermoblock is OFF.
• Check if the absorbed current is 0.</td><td>The current is still present>0,5A.</td><td>The drive of the TB in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td colspan="5">Grinder</td></tr>
<tr><td rowspan="5">Press and release K5 to toggle the Grinder. If it was OFF, then will be ON and will move in clockwise direction.</td><td rowspan="5">• L5 White ON in UI panel +

• BoxK5 White in Display +
BoxT5 Green in Display +
BoxT6 Green in Display


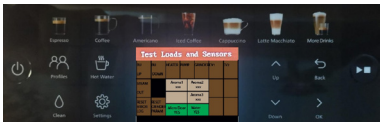
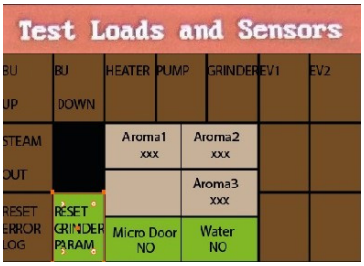
• The Grinder is ON.
• Check the rotation</td><td>

BoxK5 OFF + BoxT3 Red.
The grinder in not moving.</td><td>Wiring of the Grinder not connected</td><td>Check the wiring</td></tr>
<tr><td>Wiring of the Grinder damaged (open)</td><td>Change the wiring</td></tr>
<tr><td>Grinder damaged</td><td>Change the Grinder</td></tr>
<tr><td>Grinder blocked</td><td>Change the Grinder</td></tr>
<tr><td>

BoxK5 OFF + BoxT3 Red.
The grinder in not moving.</td><td>The drive of the Grinder in the Main is damaged</td><td>Change Main Board</td></tr>
<tr><td>The rotation direction is wrong: anticlockwise</td><td>Wirings of Grinder are inverted</td><td>Check the Grinder wiring</td></tr>
</table>

Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Grinder				
Press and release K5 to toggle the Grinder. If it was ON, then will be OFF.	• L5 OFF in UI panel +  • BoxK5 OFF in Display + BoxT5 Green in Display + BoxT6 Green in Display  • The grinder is stop.	**The grinder is still rotating.**	The drive of the Grinder in the Main is damaged	Change Main Board
Special functions. Use it only if proper trained.				
Reset Error Log				
Keep release K12 for more than 3 sec. to toggle Reset the Error Log.	 • BoxK12 Green in Display +  N.B: The other BoxTx are not relevant			

Test mode

Sequence of actions by user	Reaction of the appliance			
	PASS	FAIL	Cause of failure	Solution
Reset Grinder Parameters				
Keep release K13 for more than 3 sec. to toggle Reset the Grinder Parameters.	 • BoxK13 Green in Display +  N.B: The other BoxTx are not relevant			

N.B: If the Dreg drawer is not inserted or the Service door is not closed the following loads cannot be tested:

1. BU

Functions/features explanation

Steam out

Introduction

This document describes the Steam Out of the Volta coffee machines series 4000/5000. This application is used in order to empty the heater and reset some variables.

The Steam Out feature is available in the Test Mode.

The machine enters in Test Mode by pressing in sequence K15, K10, K11, K14 in the first two seconds after switching on the machine by mean of the main switch on the backside of the CA.

There are 2 different levels, in each level the coffee-machine can execute different commands.

The Steam Out command is available in the Level 2.



The user can switch the level by pressing the Button K0.

Legend:

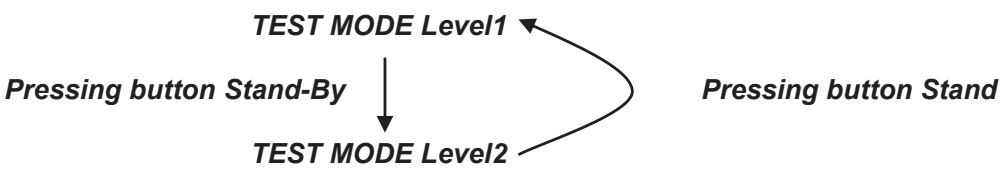
(O) = Orange

(B) = Blu

(R) = Red

(G) = Green

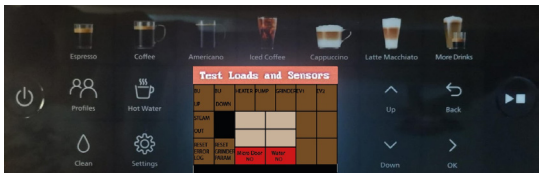
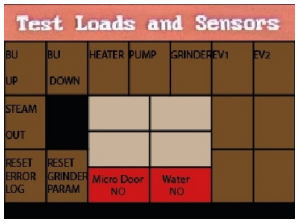
(W) = White

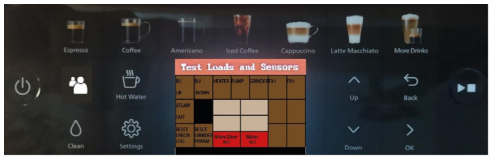
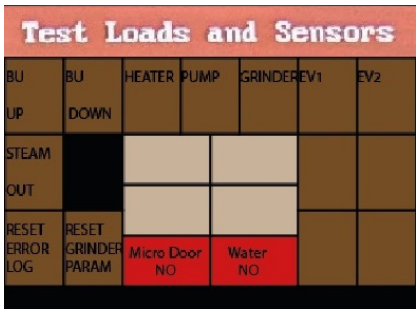
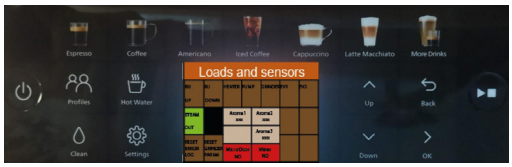
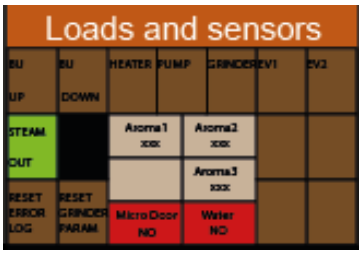


At the start up all loads are turned off. The software allow to have multiple loads active at the same time.

Functions/features explanation

Level 2 (Steam Out)

	UI/DISPLAY STATUS
Start condition: NO BU, NO drag drawer, Door open, No Water	 

Steam Out		
Long press K8 for more than 3 sec. to start the steam out	• Steam out is on going	• L8 White Blinking in UI panel  
	• Steam out is completed	• L8 OFF in UI panel  • BoxK8 Green in Display + 

The following conditions are mandatory for the Steam Out procedure:

1. The Ntc sensor must work correctly; if there is a failure on NTC (Ntc disconnected or in short circuit) the operation cannot be performed (turn off the machine and repair before do Steam-out operation).
2. The DREGDRAWER must be in place and the DOOR must be closed; if someone is not in place the operation cannot be performed. To start again the operation insert drag drawer and close service door.

When the Steam-Out is complete the following parameters are reset to their default values:

Parameters	Default Value	Description	Memory map
All recipes book	See req.	All recipes book restored to the default. See 20191002_OmniaRecipes08	N
Alarm_Refill	TRUE	Request priming circuit next power-on of the machine	N
Bu_Loaded	FALSE	Set Brew-unit clean and not fill with coffee	N
Initial_Rinsing	TRUE	At the start up the machine will perform the initial rinsing.	N
Temperature	Medium	The temperature in the setting will set to Medium	N
First use	TRUE	At the start up the machine will request the first installation	N
Brightness of the display	Low	The Brightness of the display is set in to Medium	N
Unit	ml	The Unit is set to ml.	N
Profile Active	YELLOW	The Profile active is set to BLUE	N
AquaClean reminder	5	The AquaClean reminder is restored.	N
Aroma Very Mild Time (ms)	5900	Grinding time for aroma 1 (ms)	Y
Aroma Mild/Medium Time (ms)	6500	Grinding time for aroma 2 (ms)	Y
Aroma Strong/ ExtraStrong Time (ms)	7150	Grinding time for aroma 3 (ms)	Y
BU Unload Current Array [i]	150	Array of last 4 brew unit effort during rinsing cycle (in milliamperes). → Autozero for new autodose system. (i = 1..4)	Y
Max Grinder Time (ms)	10000	Maximum time for the grinder	Y
Grinder Num Skip Adjust Dose	2		Y
Array BU Pointer	0	Pointer in the BU Unloaded current	Y
Coffee Grounds	12	Number of grounds in dregs drawer	Y
AquaClean Filter Autonomy (ml)	0	Autonomy of last Aqua clean filter activated	Y
AquaClean Filter Startup (ml)	10000	Counter of water for enable first Aqua Clean filter; if expire, the machine need a descaling action to activate a new filter.	Y
AquaClean Actual Filter	0	Number of Aqua clean filter active in aquaclean chain	Y

Functions/features explanation

Parameters	Default Value	Description	Memory map
ErrorLog [i]	0	Array Error saved in machine reset (i=1..10)	Y
Acoustic Tone	Yes	Buzzer activation	Y
Language	ENGLISH	Languages selection	Y
Standby Time (minutes)	30	Auto switch off after x minutes	Y
Theater light	OFF	Theater light	Y
Beverage counters	0*	All beverage counters	Y
Dimming Display Backlights	ON	Enable low power consumption of display backlight and led icons after 3 minutes of inactivity in ready to use.	N
*Only in case the total number of beverages is below 20. In the other cases the counters will remain untouched.			

Coffee specifications

Drinks	Min. qty (ml)	Default qty (ml)	Max. qty (ml)
Espresso	30	40	70
Ristretto	20	30	40
Coffee	90	120	220
Caffe Crema	110	140	220
Espresso Lungo	60	80	180
Americano (Coffee + water)	40 (80)	40 (120)	40 (200)
Cappuccino (Coffee + milk)	20 (90)	40 (120)	80 (210)
Caffe latte (Coffee + milk)	30 (80)	60 (140)	90 (340)
Cafe au lait (Coffee + milk)	50 (50)	90 (90)	150 (150)
Late macchiato (Coffee + milk)	20 (80)	40 (200)	80 (340)
Flat White	60 (120)	80 (160)	140 (280)
Frothed milk	40	180	320
Travel Mug	0	240	360
Hot Water	100	150	300
Iced Espresso	20	30	60
Iced caffe Crema	70	100	190
Iced coffee	60	90	170
Iced Americano (Coffee + water)	40 (70)	40 (80)	40 (140)
Iced Cappuccino (Coffee + milk)	20 (110)	40 (160)	80 (290)
Iced Latte Macchiato (Coffee + milk)	20 (100)	40 (240)	80 (420)
Iced caffe Latte (Coffee + milk)	20 (100)	40 (180)	80 (420)
Iced Caffe au Lait (Coffee + milk)	30 (60)	50 (100)	130 (260)

Functions/features explanation

Reset to Default

Introduction

This document describes the Reset to Default of the Volta machine model EP442x, EP444x, EP554x. This application is used in order to reset all the parameters to default values.

This procedure is to be used only in the final quality check in order to bring again the machine at the factory setting.

The Reset to Default feature is available in the Test Mode.

The machine enters in Test Mode by pressing in sequence K15, K10, K11, K14 in the first two seconds after switching on the machine by mean of the main switch on the backside of the CA.

There are 2 different levels, in each level the coffee-machine can execute different commands.

The Reset to Default command is available in the Level 2.



The user can switch the level by pressing the Button K0.

Legend:

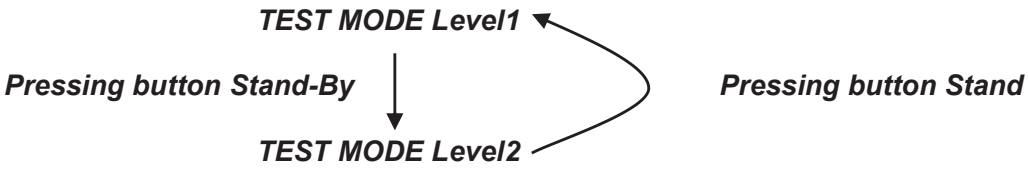
(O) = Orange

(B) = Blu

(R) = Red

(G) = Green

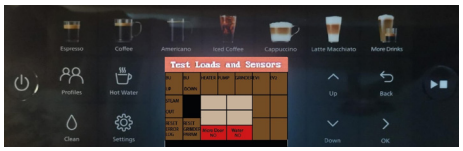
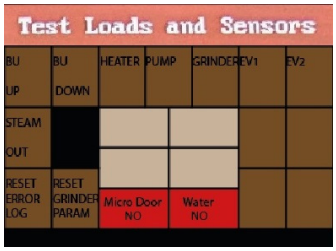
(W) = White

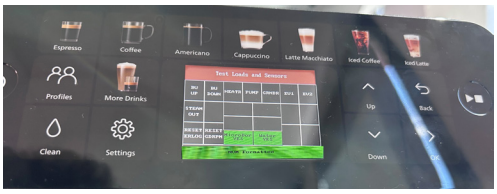
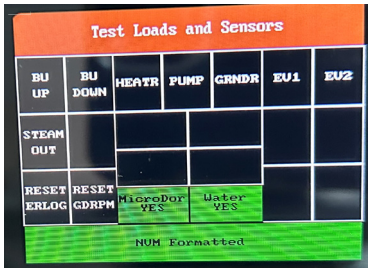


At the start up all loads are turned off. The software allow to have multiple loads active at the same time.

Functions/features explanation

Level 2 (Reset to Default)

	UI/DISPLAY STATUS
	 

Reset to Default		
Long press K16 for more than 3 sec. to perform the rest to default.	• Reset to default completed	 • BoxK16 Green in Display 

Descaling

Please use Philips descaler only. Under no circumstances should you use a descaler based on sulfuric acid, hydrochloric acid, sulfamic or acetic acid (vinegar) as this may damage the water circuit in your machine and not dissolve the limescale properly. Not using the Philips descaler will void your warranty. Failure to descale the appliance will also void your warranty.

When the machine needs descaling, a message appears on the display.

1. Touch the clean icon on the user interface and select 'Descaling' in the menu.
2. Follow the instructions on the screen.
3. If attached, remove LatteGo or the milk frother.
4. Remove the drip tray and the coffee grounds container, empty them and put them back into place.
5. Remove the water tank and empty it. Then remove the AquaClean water filter.
6. Pour the whole bottle of Philips descaler in the water tank and then fill it with water up to the Calc / Clean indication (Fig. 48). Then place it back into the machine.
7. Place a large container (1.5 l) under the coffee dispensing spout and the water spout.
8. Press the start/stop button to start the descaling procedure. The descaling procedure lasts approximately 30 minutes and consists of a descaling cycle and a rinsing cycle..
9. Wait until the machine stops dispensing water. Refill the water tank when the message appears on the display. The descaling procedure is finished when the machine stops dispensing water.
10. Install and activate a new AquaClean water filter in the water tank.
11. When the descaling procedure is finished, the AquaClean light flashes for a while to remind you to install a new AquaClean water filter.

Using the AquaClean filter reduces the need for descaling!

What to do if the descaling procedure is interrupted

You can exit the descaling procedure by pressing the on/off button on the control panel. If the descaling procedure is interrupted before it is completely finished, do the following:

1. Empty and rinse the water tank thoroughly.
2. Fill the water tank with fresh water up to the Calc / Clean level indication and switch the machine back on. The machine will heat up and perform an automatic rinsing cycle.
3. Before brewing any drinks, perform a manual rinsing cycle. To perform a manual rinsing cycle, first dispense half a water tank of hot water by repeatedly selecting the hot water function and then brew 2 cups of pre-ground coffee without adding ground coffee.

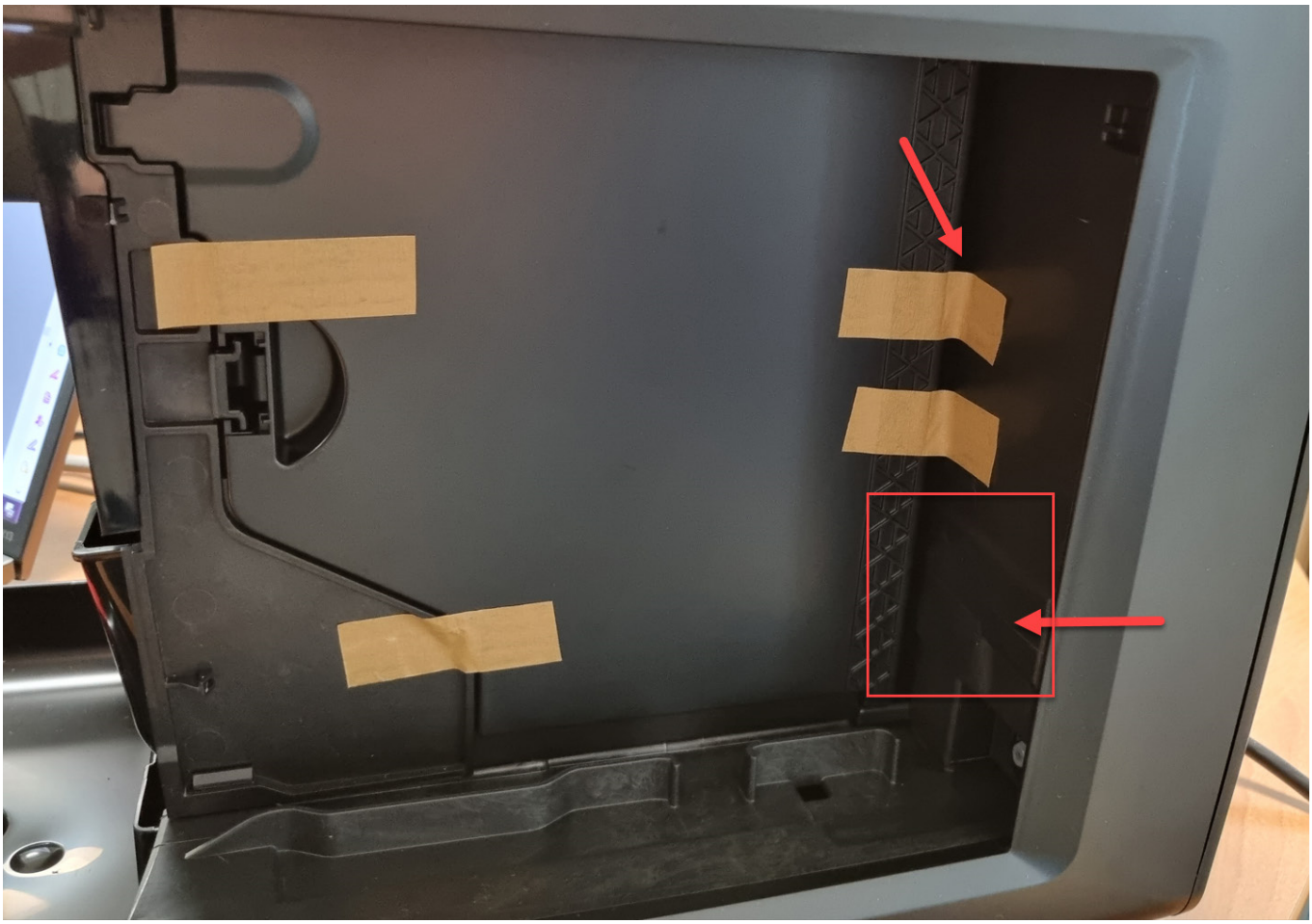
If the descaling procedure was not completed, the machine will require another descaling procedure as soon as possible.

Functions/features explanation

Tape for service door

Before the shipment of the appliances, is required to apply 4 pcs of adhesive tape or Tape Tesa 4341 19mms as shown in picture.

1. Do not cover the water sensor area (in red)
2. Do not leave any gap between the tape and the corner (green arrows)



Espresso Philips Service Center (EPSC)

EPSC is the Service tool to upload the software on the machine and run the diagnostic mode.
It can be downloaded from the following link: **https://www.epsc.versuni.com/ServiceCenterPortal**
The application can be used only in combination with the Saeco Programming Device:
Cod. ***996530009845 "KIT PROGRAMMER SERKIT SSC2"***.
A new cable ***421946047151 "WIRING SERPROG OMN PROGRAMMER ASSY."*** is required.
They can be ordered as spare parts.
All details related to the registration and operation are explained in the enclosed Quick start guide (QSG).

Espresso Philips Service Center– Quick Start Guide

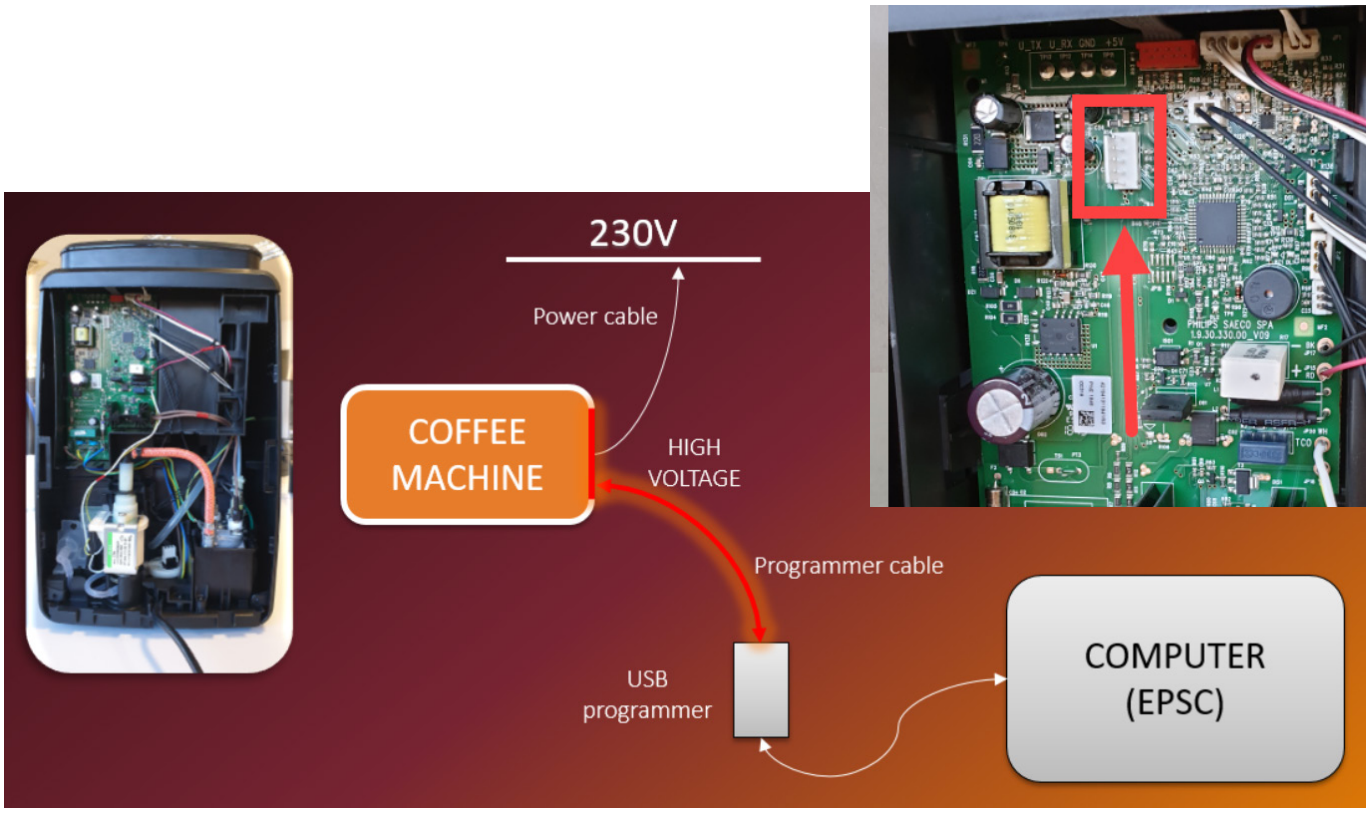
Press the icon to view the document
To open the attached document is necessary to save the service manual on your PC.
The main Diagnostic Parameters description is available on the GDA_114331.

For your safety, be sure the plug is disconnected from the mains!

In order to connect the machine to the PC, we need to remove the back panel, which will expose the complete mainboard

REMEMBER: The board is working at 230V

Please take extra care before you start to open the machine or connect/disconnect the programmer cable, as till the USB programmer, high voltage is going through



Functions/features explanation

Repair Flow

Process stap	Saeco No.	Action
Inkate	1	Visual inspection (transport damage) take care for pictures
	2	Check Type/Serial number
	3	Log all available accessory, counte check with info from consumer
Diagnosis	4	Check product for consumer complaint and main function (NFF contact consumer)
	5	Run Diagnostic to get error codes and relevant set statistics (EPSC) refer SDA_114585
	6	Opening machine
Repair	7	Repair the fault(s) encountered (view Symptom Cure)
	8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available)**
	9	**Basic Functional test while the application is open** (linked to consumer complaint or what you may have detected)
Coffee		*Make e 2 cups at the same time. Are the volumes equal*
- Crema		*Blow on the coffee. Does the crema come back together*
		Is the crema colour correct (Hazelnut)
- Temperature		*Is the coffee temperature within spec refer SDA_97832*
Steam		*Does the steam work*
How Water		*Does the hot water work*
Milk		*(if applicable)*
- Cappuccino		*Does the cappuccinatore produce good froth*
	10	check water circuit for any leakage, such as Oetiker clamps, boiler and valve connection and hoses
	11	Check mechanism for good movement and unexpected noise
	12	Assembly
Inspection	13	Do cabinet parts fit well together
- Visual	14	Check for damages
- Power Check	15	Will the set switch on
- Accessories	16	Do the accessories match with the intake
- Consumer complaint	17	Check the product for the consumer complaint
Quick Functional test	18	Make 2 cups at the same time. Are the volumes equal
Coffee	19	Is the sound normal ?
Leakage	20	Did the product leak during the testing
Steam out	21	**Steam out** before shipping out, if temperature is below 0° to prevent any damaged due to frozen water. **No need for those families** Minuto Family (all platform); Incanto Family New .; Pico Baristo ; Gran Baristo; Intelia V2 ; Philips 2000 – 2100 ; Incanto Executive; Xelsis-New; Moltio Family (all Platform) **Please also check for GDA_113455**
Reset Error code	22	New devices like Xelsis-New have the possibility to reset the error code, once captured it need to be reset to see if it appear afterwards again
Claim Administration	23	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !** **Primary fault and corresponding IRIS code should be claimed first.**
Cleaning	25	Clean water reservoir, bean reservoir, brew chamber and conveyor
	26	Clean and dry brew unit, coffee bin and drip tray
	27	External cleaning (housing surface)

Functions/features explanation

Process stap	Saeco No.	Action
Safety check	28	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST
Visual	29	Check the mains cord for damages
Packing	30	Packing
	31	Check completeness (accessories) according income log refer #3
	32	Neatly pack the product
Documentation	33	Info for Consumer by packed ? e.g. service brochure, FAQ, NFF letter, s/c etc....
	34	Descaling instruction with changed procedure (S/C) if available
Repair report	35	Is there an answer to **ALL** consumer questions/complaints (see complaint)
	36	add set statistic and give, if needed clear instruction towards consumer
	37	Is it indicated which documents are added
	38	Are there tips how to prevent issues

Error Codes

CODE	Description	Notes
01	Grinder fail (grinder blocked)	
02	Grinder fail (grinder turns not detected)	
03	Bu movement toward WORK fail	
04	Bu movement toward HOME fail	
05	Water circuit fail	
10	NTC short circuit fail	
11	NTC open circuit fail	
14	Heater over-temperature fail	
15	Heater time-out fail	
19	Zero-Crossing fail	

The error codes stored by the machine can be accessed via the USCP CONFIG MODE.

The information related to the error codes are available in the ErrorLog made up of 10 records.

The error codes are stored according to a FIFO concept.

The last error will be always at the first position ErrorLog1. And the older ones will be shifted down every time a new error code is added in the first position.

Position	Time0	Time1	Time3	Time4	...	TimeN	TimeN+1
ErrorLog 1	0	A	G	R		C	Z
ErrorLog 2	0	0	A	G		B	C
ErrorLog 3	0	0	0	A		R	B
ErrorLog 4	0	0	0	0		G	R
ErrorLog 5	0	0	0	0		H	G
ErrorLog 6	0	0	0	0		I	H
ErrorLog 7	0	0	0	0		O	I
ErrorLog 8	0	0	0	0		R	O
ErrorLog 9	0	0	0	0		G	R
ErrorLog 10	0	0	0	0		A	G

Version history

02/24 Version 1.0 : EP4400-5500 series Initial release.



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