



Troubleshooting X2.2

Macrocause	Problem	Cause	Solution	Date
Functional problems / Flashing lights / Alarms / Signals	The machine does not switch on	The machine has not been plugged	Make sure the plug has been connected to the electricity; make sure the domestic circuit breaker is in good condition.	09/10/15
		The customer did not press the on/off switch properly	Explain to the customer how to press the on/off switch properly after the cable has been connected to the electricity.	09/10/15
		The cable does not work	The machine has to be sent to the repair center	09/10/15
	The circuit breaker trips	Overloaded network	Verify the magnitude of the network's scope and, in case the network is overloaded, make sure that other household appliances (such as ovens or dishwashers) are not switched on concurrently. Power of the machine: 2400W.	09/10/15
		A component was damaged by a short circuit	The machine has to be sent to the repair center	09/10/15
	All leds flash as the machine is switched on	The machine is warming up	There is no malfunction; at the end of the warming up, make sure all leds are steadily lit.	09/10/15
	One of the coffee group leds is flashing rapidly	Defective temperature probe or faulty electronic board	Try to turn the machine off and on again. In case the problem persists, it is still possible to use the other two groups. In order to solve the problem, send the item to the repair center.	09/10/15
	Fast flashing steam led	Defective temperature probe or electronic board	Try to turn the machine off and on again. Should the problem persist, send the item to the repair center.	09/10/15
	One of the leds does not light up	The led related to the group is defective	If the fault affects only the led (burnt), the machine can still reach the right temperature to use the coffee group. In order to solve the problem, send the item to the repair center.	09/10/15
		The group is defective	It is still possible to use the other groups; in order to solve the problem, the machine has to be sent to the repair center.	09/10/15
	RED on/off led flashing	Active descaling cycle request	Carry out a descaling cycle. Perform the reset procedure.	09/10/15 09/10/15
	The RED on/off led and the steam led are flashing simultaneously	The machine needs to be descaled as soon as possible	Carry out a descaling cycle.	09/10/15



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Functional problems / Flashing lights / Alarms / Signals	The RED on/off led and the steam led are flashing simultaneously while a beep is emitted	Active descaling cycle request At this point, if the descaling cycle is not performed, the steam group locks	A descaling cycle must absolutely be performed.	09/10/15
	The RED on/off led and the steam led are blinking at the same time (0,5sec on - 0,5sec off) the coffee leds are off	The machine is performing the descaling cycle	Wait until the machine is ready to perform the rinsing cycle	31/05/16
	The RED on/off led is blinking (0,5sec on - 0,5sec off) the other leds are off and the machine does not brew anything	The descaling cycle is over	Start the rinsing cycle	31/05/16
	The coffee leds and the steam led are blinking at the same time (0,5sec on - 0,5sec off)	The machine is performing the rinsing cycle	Wait until the machine has performed the rinsing cycle to brew coffee again	31/05/16
	The coffee leds are flashing rapidly 4 times every 20 seconds	The electronic boards are not serially connected	The machine has to be sent to the repair center	09/10/15
	The quantity of coffee to be brewed cannot be memorised	The customer memorised the quantity of coffee wrongly	For every coffee group it is possible to programme both the espresso and long espresso quantity of coffee. Place a new capsule in the capsule holder and fit the latter to the brew head. Press the coffee switch (up or down, depending on which type of coffee one wants to programme) and hold it - for at least 12 seconds - until the coffee has reached the desired level. Then release the switch. The quantity of coffee is now memorised. In order to program another group's function or the other function of the same group, always use a new capsule. <u>The quantity of coffee brewed in a certain period of time may be different according to the type of capsule.</u>	09/10/15
		The coffee electronic control board does not work	The machine has to be sent to the repair center	09/10/15
		The group flowmeter does not work	The machine has to be sent to the repair center	09/10/15
	Coffee brewing does not stop automatically	The coffee electronic control board does not work	The machine has to be sent to the repair center	09/10/15



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Coffee brewing problems / Steam problems	The machine does not brew coffee	The tank is not filled up or completely fitted into place; the pump sucks up air	Make sure the tank is filled up and completely fitted into place. Verify that the silicone water suction pipe is not squeezed or wrongly positioned. Make sure the customer has removed the water softening filter and the tube has been cut to form a reverted M-shape or at a 45° angle, in order to avoid the tube to stick to the bottom and walls of the tank.	09/10/15
	The machine does not brew coffee	The pump does not prime (it makes noise but sucks up air)	Carry out the following procedure in order to make one or more pumps prime (whether they are dry or contain an air bubble): place three empty containers under the three groups and dispense water simultaneously from the two coffee groups (without inserting any capsule) and the steam group; all the pumps will suck up water from the same silicone tube. Repeat the procedure several times.	09/10/15
		The group pump does not work (no noise)	The machine has to be sent to the repair center.	09/10/15
		A loud metallic noise is emitted, the machine sucks up water but does not dispense it from the group and the water is collected in the drip tray (defective coffee solenoid valve)	<u>Solenoid valves cleaning procedure using empty capsules and a degreasing agent:</u> open an empty capsule from the kit and spill a tea spoon of degreasing product into both capsules; then close the capsules, insert them in the capsule holders and engage the latters to the two brew heads. Press the coffee switch and stop the brewing after 10 seconds. Wait for 5 minutes. Repeat the operation 10 times. Remove and wash out the capsules. Place the empty capsules in the capsule holders again and press the coffee switch. Stop the brewing after 10 seconds and wait for 10 seconds more. Repeat the rinse operation 10 times or until no more soap residuals are collected in the drip tray. <u>Should the problem persist, send the item to the repair center</u>	09/10/15
	The coffee drips down or is brewed slowly	Deposit of lime scale	Carry out a descaling cycle.	09/10/15



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Coffee brewing problems / Steam problems	Some drops of coffee come out of the brew head during the first seconds of brewing. Afterwards the brewing stops and starts again.	There is no malfunction; the machine is performing the pre-infusion process	The Illy "Iperespresso" capsules feature a special extraction chamber, where the extraction process is carried out in two phases: the pre-infusion and the brewing. During the pre-infusion the machine sucks up water (for about 3 seconds) in order to damp the coffee powder. In the course of this phase, according to the powder grain size and density, a few coffee drops may be dispensed.	09/10/15
	The machine does not dispense steam	The machine has not reached the right temperature to dispense steam	Make sure the steam led is steadily lit in BLUE and try to dispense steam.	09/10/15
		Obstructed steam wand spout	Remove the steam wand spout and wash it out thoroughly under a copious jet of lukewarm water, making sure all milk residuals are removed from the steam dispensing bores.	09/10/15
		The machine cannot reach the right temperature to dispense steam (defective temperature probe or faulty electronic board)	The machine has to be sent to the repair center	09/10/15
	The machine does not froth the milk	The frothing-milk procedure is not correctly performed	Help the customer performing the procedure correctly: recommend him to use cold full-cream milk and immerse the steam wand into the milk while tilting the metal pitcher in order to facilitate the process.	09/10/15
		Poor steam dispensing	The machine has to be sent to the repair center	09/10/15
	The machine dispenses very wet steam or only water	<u>Calefaction</u>	The customer should perform at least 10 steam dispensing cycles, in order to solve the problem.	09/10/15
Water leaking	Water leaking from a group during the coffee brewing	Broken expeller	Verify the condition of the expeller (made of black plastic) visually. Should it be broken, send it to the repair center.	09/10/15
		Worn out capsule holder gasket (o-ring)	The machine has to be sent to the repair center	09/10/15
		Water leaking from internal components	The machine has to be sent to the repair center	90/10/15
		Wrong type of capsule (MIE/HoReCa)	Make sure the customer is using the correct type of capsule.	09/10/15



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Water leaking	Some drops of coffee come out of the brew head during the warming up	The machine is warming up	There is no malfunction	09/10/15
	Water leaking in the interior part of the machine	Water leaking from internal components	The machine has to be sent to the repair center	09/10/15
	Water leaking from the steam wand	As soon as the machine is switched on and starts warming up, the steam solenoid valve opens and discharges a water jet from the steam wand.	There is no malfunction.	09/10/15
		Water leaking from the gasket of the steam pipe or the steam valve body.	The machine has to be sent to the repair center	09/10/15
	Water leaking from the filled up tank	Defective water tank	After the customer service operator has verified that the tank is broken, a spare tank has to be sent to the customer.	09/10/15
Coffee taste problems	The coffee is too hot/cold	In case the coffee is too cold, the customer has not taken the correct measures	The customer should use the cup-warmer or warm up the cups by washing them with warm water.	09/10/15
		The cup-warmer does not work	The machine has to be sent to the repair center	09/10/15
		Defective temperature probe/resistance/electronic board	The machine has to be sent to the repair center	09/10/15
	Bad taste coffee	The brew head is covered with coffee residuals	After having made coffee, always dispense water from the brew head; also, always empty the capsule holder and throw the capsule in the rubbish bin.	09/10/15
		The capsule passed its use-by date	Insert a new capsule which has not passed its use-by date.	09/10/15

DESCALING PROCEDURE

The machine requires that the descaling procedure is carried out after 110 liters of water (coffee circuit) or 15 liters (+ 3 + 1 steam circuit) have been passing through the hydraulic circuit

- The automatic procedure is performed concurrently on the three different groups.
- Fill up the water tank with about 2 liters of water, spill 4 sachets of descaling product into the water and mingle until it has dissolved.
- Place one empty container of at least 1 liter capacity under each coffee group and the steam wand. The machine must be switched on and reach the right temperature.
- Press up the steam switch and hold it for 2 seconds. All leds will start flashing.
- Release the steam switch and, within 5 seconds, press it up again and hold it for two seconds more. (N.B. if the timing is not respected, the process does not start).
- The descaling cycle will now begin and the machine will dispense the solution at regular, default intervals.
- During this cycle, the red on/off led and the steam led will be flashing.
- At the end of the cycle only the red on/off cycle will be flashing.
- At this point, remove the tank, wash it and refill it to its highest level with clean water. Empty the three containers and place them back under the groups.
- Press up the steam switch and hold it for at least 2 seconds.
- The rinse cycle will now activate. The machine will start performing dispensing cycles at regular, default intervals.
- During the rinse cycle all leds will be flashing.
- As soon as the cycle finishes, the machine will switch back to the normal mode and all leds will be steadily lit.
- The procedure can be interrupted at any time. Afterwards the reset procedure described below must be performed.

DESCALING PROCEDURE WHEN THE MACHINE HAS REACHED THE MAX LIMIT OF LITRES (STEAM BLOCKED, STEAM AND ON/OFF LEDS FLASHING AND ACOUSTIC ALARM)

- The procedure is started in the same way as the ordinary.
- The main difference lies in the fact that the cycle begins delivering water/steam from the steam wand for about a minute in order to cool the steam thermoblock and then the machine starts to dispense from all groups at the same time.
- From this point on, the procedure is the same.

RESET DESCALING PROCEDURE

- The descaling procedure can be reset at any time.
- The machine is switched off.
- Press up the steam switch and hold it; concurrently, turn on the machine (using the on/off switch).
- The machine will switch back to the normal mode.
- Rinse the hydraulic circuits by filling the tank with fresh clean water and dispensing it through each group.



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ILLYSERVICE

PACKAGING 57,5 X 49,5 X 50,5