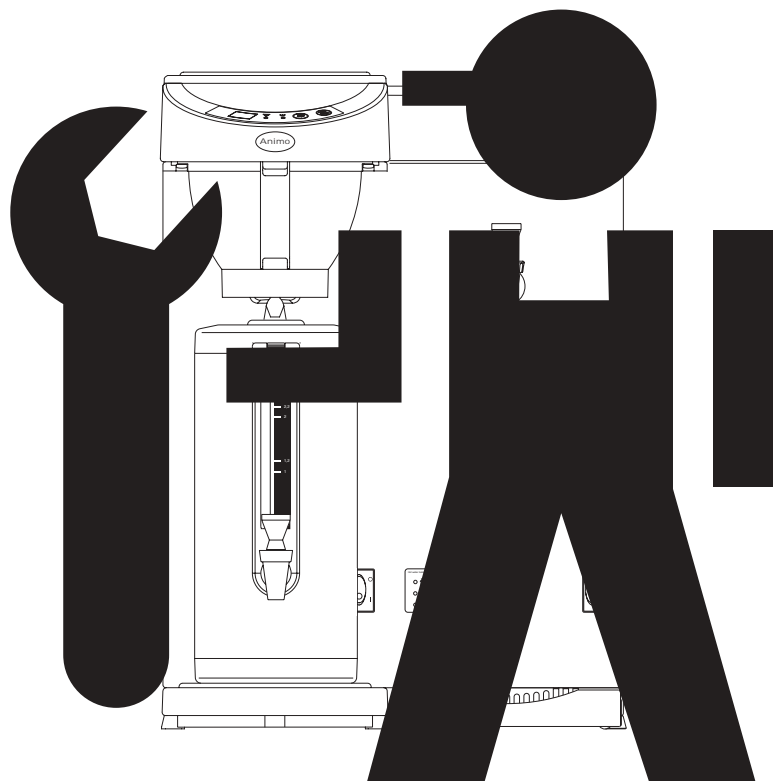


SERVICE M - serie
- range
- série



GB Service enclosure

Animo

Troubleshooting M-range for service technician

1. General

Before attempting to locate the defect, check th at all parts are still in place. For this purpose, remove the rear partition of the appliance and check that all printed circuit boards, connectors, wiring groups and hoses are still properly fitted.

After carrying out a general inspection of the parts, look for the possible cause of the problem on the basis of the defect analysis below.

#) If the 'Action' column advises replacing the relevant part, there is always the chance that the defect is being caused by another problem. You will therefore need to check the function of the appliance carefully to ensure that the defect does not recur.

2. Troubleshooting per appliance

- 2.1 Troubleshooting guide coffee making selection M100, M102, MT100, MT100v, M100W and MT100W.
- 2.2 Troubleshooting guide water boiler M100W and MT100W.
- 2.3 Troubleshooting guide coffee making selection M200, M202, MT200, MT200v, M200W, M202W, MT200W and MT202W.
- 2.4 Troubleshooting guide water boiler M200W, M202W, MT200W and MT202W.

2.1 Troubleshooting guide M100, M102, MT100, MT100v, M100W and MT100W

Troubleshooting guide coffee making selection

Symptom:	Possible cause:	Action:
The appliance is not working and the lamps in the switch are not lighting up.	The fuse in the fuse box has been triggered, the group is loaded too heavily.	Replace the fuse or reset it. Connect the appliance to a separate group.
The brewing process indicator light is flickering, no water is getting into the filter.	The jug indicator is not registering a jug. There is no jug under the filter, the wrong coffee jug is being used or the height adjustment of the MT100V model is incorrect.	Position a jug, use the correct jug or readjust the height of the appliance. See chapter 3.2.5 Adjusting the height
The brewing process indicator light is on, but no water is getting into the filter.	The dry-boil protection has been triggered.	Reset the dry-boil protection. See page 23. Safeguards; dry-boil protection.
The descale and brewing process indicator light are flickering in alternation.	The appliance has heated up for more than 20 minutes and completely shut down.	Switch off the appliance and then turn it back on again. The error message will disappear.

Troubleshooting guide coffee making selection

Symptom:	Possible cause:	Action:
The descale indicator light has come on.	The scaling deposits in the heating system exceed the set limit.	Descalate the appliance, see chapter 5.2 Descaling.
The descale indicator light remains on after descaling the appliance.	The appliance has not yet been reset.	Press the programme button for 6 seconds. The light will go out. See chapter 3.2.7 Resetting the descaling indicator light.
Steam is coming from the filter.	The appliance was not descaled when indicated by the descaling indicator light or the wrong water setting has been applied.	Descalate the appliance, see chapter 5.2 Descaling See chapter 3.2.6 Setting the descale indicator.
Coffee is dripping out of the filter when there is no jug under it.	The leak stop valve on the outlet of the filter is soiled or damaged.	Clean the filter and check the leak stop valve for damage.
Water is coming out from under the appliance.	The overflow is operating. The water reservoir had already been filled or has been overfilled.	Make coffee, so that the reservoir empties.
The coffee is too strong.	Too much coffee has been placed in the filter.	Reduce the amount of coffee.
The coffee is too weak.	Not enough coffee has been placed in the filter.	Increase the amount of coffee.
	The water distributor is soiled, so that the coffee is not being completely drenched.	Unscrew the water distributor and clean it.
The coffee is not hot enough	There is no lid on the jug.	Use the lid.
Both indication lamps flicker alternately.	Maximum heating time error. If the heating element remains switched on for more than 20 minutes.	Check the water sensor at the bottom of the reservoir. Clean or replace if necessary #.
	EEPROM write error.	Switch the appliance off and the back on. Error not resolved, replace control unit. #

2.2 Troubleshooting guide M100W and MT100W

Troubleshooting guide water boiler

Symptom:	Possible cause:	Action:
After filling until the max. Level the heating does not come on.	The dry-boil protection has been switched off.	Switch the dry-boil protection back on.
The refill indicator light is on, but the water boiler does not heat up.	The water level is too low.	Fill up the water boiler until the max. level.
The appliance switches off, both indicator lights are flickering in alternation. Switch, after solving the possible cause, off the appliance and then turn it back on again.	There is scale on the minimum electrode.	Descale the water boiler. Rinse thoroughly after descaling.
	Maximum electrode detects water, and minimum electrode does not detect water.	Check the minimum electrode and wiring. Replace if necessary #
Water boiler does not heat up. [Water detection error]	The dry boil protection has been switched of by scale deposits.	Check if the dry-boil protection has switched off. Check the water boiler on scale deposits. Switch the dry-boil protection back on. Descale the water boiler if necessary.
Water boiler does not heat and switches off. [Temperature error].	No electrical connection with the NTC sensor.	Check the NTC and wiring of it NTC at 25°C = ca. 100kΩ . Replace if necessary #
Water boiler does not heat and switches off. [Maximum heating time error].	The system switches off when it has not reached the set temperature within 22 minutes. The dry-boil protection has been switched off.	Check the water boiler on scale deposits. Switch the dry-boil protection back on. Descale the water boiler if necessary.
After switching on the water boiler an error occurs. [Sensor error]	Microprocessor error when switching on the water boiler.	Switch the water boiler off and then on again. Defect not resolved replace P.C board. #
Water is splashing out from under the lid. Steam forming.	The water temperature is set to high.	Decrease the temperature in the water boiler.
	Due to scale on the innerwall of the water boiler, the temperature sensor measures the wrong temperature.	Check if the water boiler needs to be descaled. Descale the water boiler when necessary.
	The NTC sensor is not fastened correctly to the water boiler wall.	Check the fastening of the NTC sensor to the Water boiler wall. Replace if necessary #

2.3 Troubleshooting guide M200, M202, MT200, MT200v, M200W, M202W, MT200W and MT202W

Troubleshooting guide coffee making selection

Symptom:	Possible cause:	Action:
The appliance is not working and the lamps in the switch are not lighting up.	The fuse in the fuse box has been triggered, the group is loaded too heavily.	Replace the fuse or reset it. Connect the appliance to a separate group.
The brewing process indicator light (5.3) is flickering, no water is getting into the filter.	The jug indicator is not registering a jug. There is no jug under the filter.	Position a jug, use the correct jug.
The brewing process indicator light (5.3) is on, but no water is getting into the filter.	The dry-boil protection has been triggered.	Reset the dry-boil protection. See page 26. Safeguards; dry-boil protection.
The descale indicator light (5.2) has come on.	The scale deposits in the heating system exceed the set limit.	Descalate the appliance, see chapter 6.2 Descaling.
The descale indicator light (5.2) remains on after descaling the appliance.	The appliance has not yet been reset.	Press the programme button (5.4) for 6 seconds. The light will go out. See chapter 3.2.7 Resetting the descaling indicator light.
Steam is coming from the filter.	The appliance was not descaled when indicated by the descale indicator light or the wrong water setting has been applied.	Descalate the appliance, see chapter 6.2 Descaling See chapter 3.2.6 Setting the descaling indicator.
Coffee is dripping out of the filter when there is no jug under it.	The leak stop valve on the outlet of the filter is soiled or damaged.	Clean the filter and check the leak stop valve for damage.
The coffee is too strong.	Too much coffee has been placed in the filter.	Reduce the amount of coffee.
The coffee is too weak.	Not enough coffee has been placed in the filter.	Increase the amount of coffee.
	The water distributor is soiled, so that the coffee is not being completely drenched.	Unscrew the water distributor and clean it.
The coffee is not hot enough	There is no lid on the jug.	Use the lid.
The jug is too full or is overflowing.	The set quantity is too high.	Lower the quantity. See chapter 5.1 Setting the amount of coffee.
Not enough coffee is getting into the jug.	The set quantity is too low.	Increase the quantity. See chapter 5.1 Setting the amount of coffee.

Troubleshooting guide coffee making selection

Symptom:	Possible cause:	Action:
E1 (filling time error)	Water level does not reach maximum level within 90 sec.	Check water supply. Fully open tap. Increase the water pressure. Check the water supply speed. The magnetic valve must admit approx 1l./min. Switch appliance off and then back on. The error report will disappear.
	Magnetic valve fails to open.	Test valve. Replace if necessary. #
	Maximum water detector sensor is defective,	Test sensor. Replace if necessary. #
	Control unit receives no pulses from flow meter.	Check flow meter and test wiring. Replace if necessary. #
E2 (maximum water sensor error).	When making coffee the maximum water sensor remains active for longer than 180 sec.	Check whether the boiling dry safeguard has been triggered. Reset if necessary. Establish the cause of this.
		Test flow element and wiring. Reset if necessary. #
E3 (minimum water sensor error)	The minimum water sensor must deactivate within 150 sec. of the last filling cycle.	Test minimum water sensor and check operation. Replace if necessary. #
E4 (water sensor error)	Maximum water sensor detects water, and minimum water sensor <u>does not</u> detect water.	Test minimum water sensor and check operation. Replace if necessary. #
E5 (EEPROM write error)	When switching on or off an error occurs when information is being written back and forth.	Switch appliance off and then back on. Defect no resolved, replace control unit.
E6 (display write error)	When switching on or off an error occurs when information is being written back and forth.	Switch appliance off and then back on. Defect no resolved, replace control unit.
E7 (flow meter error)	Flow meter transmits too few or no pulses at all.	Check flow meter output. The red LED on the control unit should flicker when the appliance is being filled. Check the connection between the flow meter and the control unit. Replace if necessary. #

Troubleshooting guide coffee making selection

Symptom:	Possible cause:	Action:
E8 (minimum water sensor error)	Minimum water sensor is deactivate during the brewing process. Reservoir does not refill.	Check water supply. Fully open tap. Increase the water pressure. Check the water supply flow. The magnetic valve must admit approx. 1l./min. Switch appliance of and than back on. The error report will disappear.
Boiling dry safeguard cannot be reset.	Capillary leaking. Fail safe function has been triggered.	Replace boiling dry safeguard.

2.4 Troubleshooting guide M200W, M202W, MT200W and MT202W

Troubleshooting guide water boiler

Symptom:	Possible cause:	Action:
The appliance switches off, both indicator lights are flickering in alternation. Switch, after solving the possible cause, off the appliance and then turn it back on again.	The water touches the safety electrode which turns off the system. Water level is to high.	Check the minimum electrode and wiring. Replace if necessary #
	There is scale on the minimum electrode.	Descale the water boiler and electrode. Rinse thoroughly after descaling.
	The safety electrode is not free of acid after descaling.	Rinse the electrode thoroughly with fresh water.
Water boiler fills and switches off. [Water detection error]	The water is boiling and touches the safety electrode which turns off the system.	Check the water temperature. Set the water temperature at a lower level.
	The NTC sensor is not fastened correctly to the water boiler wall.	Check the fastening of the NTC sensor to the water boiler wall. Replace if necessary #
	No electrical connection with the NTC sensor.	Check the NTC and wiring of it NTC at 25°C = ca. 100 kΩ . Replace if necessary #
Water boiler does not heat and switches off. [Temperature error]		
Water boiler does not heat and switches off. [Maximum heating time error]	The system switches off when it has not reached the set temperature within 22 minutes. The dry-boil protection has been switched off.	Check the water boiler on scale deposits. Switch the dry-boil protection back on. Descale the water boiler if necessary.

Troubleshooting guide water boiler

Symptom:	Possible cause:	Action:
Water boiler does not fill and switches off. [Maximum filling time error]	The system switches off when the filling valve stays open for a period longer than 4,5 minute. The water boiler fills up to slowly.	Open the water supply tap completely. Check the connection hose for kinks. Check if the filter of the valve is clogged up. Check the hose between valve and valve for kinks.
After switching on the water boiler an error occurs. [Sensor error]	Microprocessor error when switching on the water boiler.	Switch the water boiler off and then on again. Defect not resolved replace P.C board. #

Animo

Animo B.V. Headoffice
Dr. A.F. Philipsweg 47
P.O. Box 71
9400 AB Assen
The Netherlands

Tel. no. +31 (0)592 376376
Fax no. +31 (0)592 341751

E-mail: info@animo.nl
Internet: <http://www.animo.nl>



**Accredited by
the Dutch Council
for Certification**



Rev. 0 11/01 Art.nr 09839