



Encore

ERROR CODES



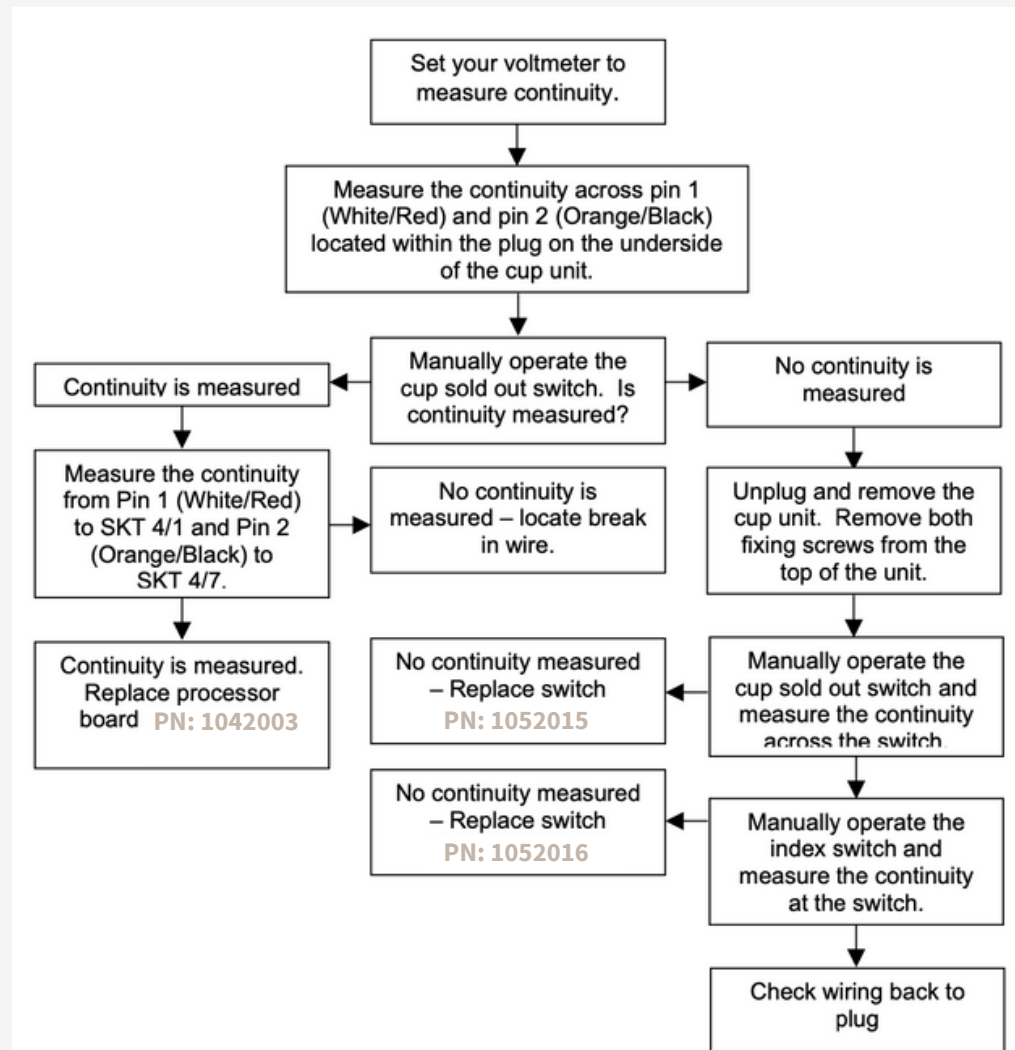


General Operational

CODE

ACTION

1. Check to ensure there are cups present within the motorised cup unit.
2. Check operation of cup sense switch - With machine switched off, remove cups from motorised cup unit to expose the 'cup sold out' switch...



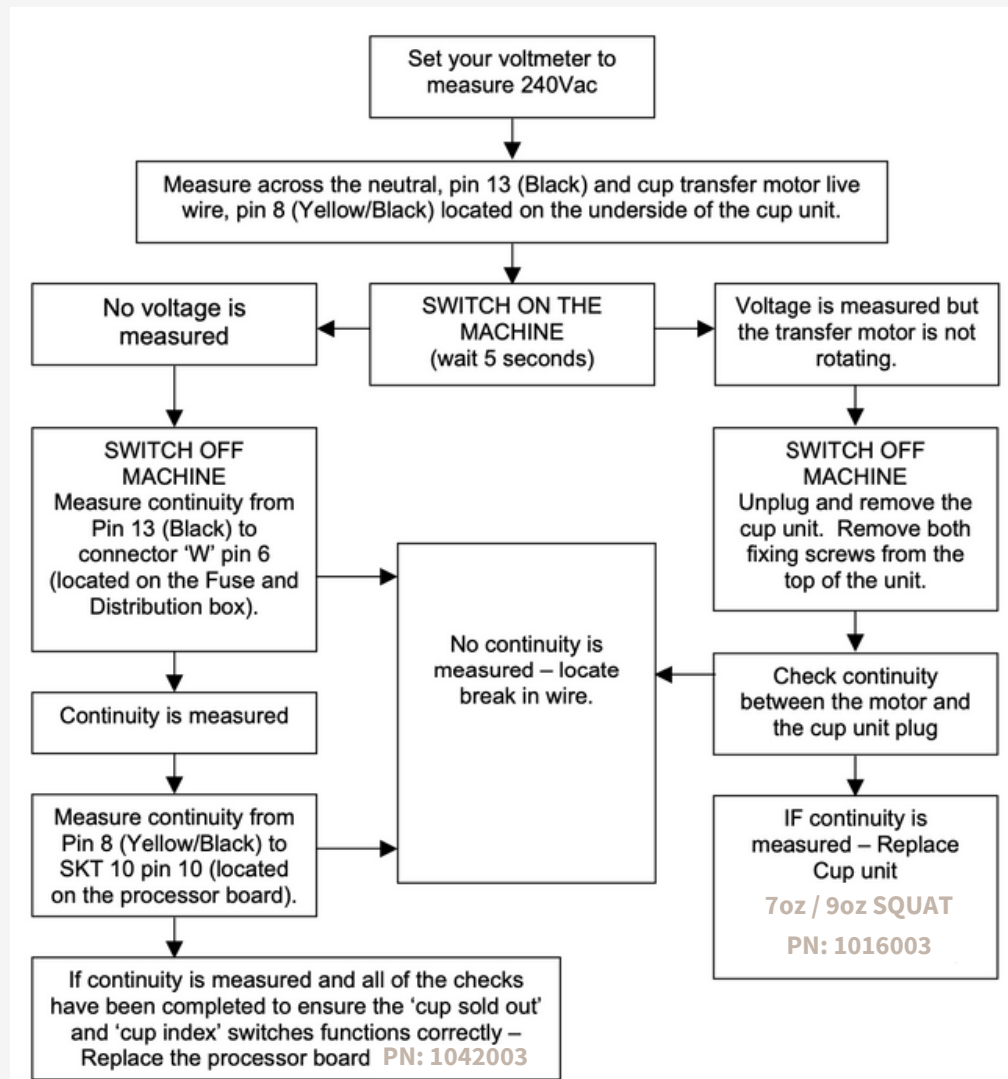
**Error Code 11:
CUPS SOLD OUT**



CODE

ACTION

3. Cups are recognised by processor but are not transferring into position
4. With the machine switched off remove all of the cups from the cup turret.



**Error Code 11:
CUPS SOLD OUT
(cont)**

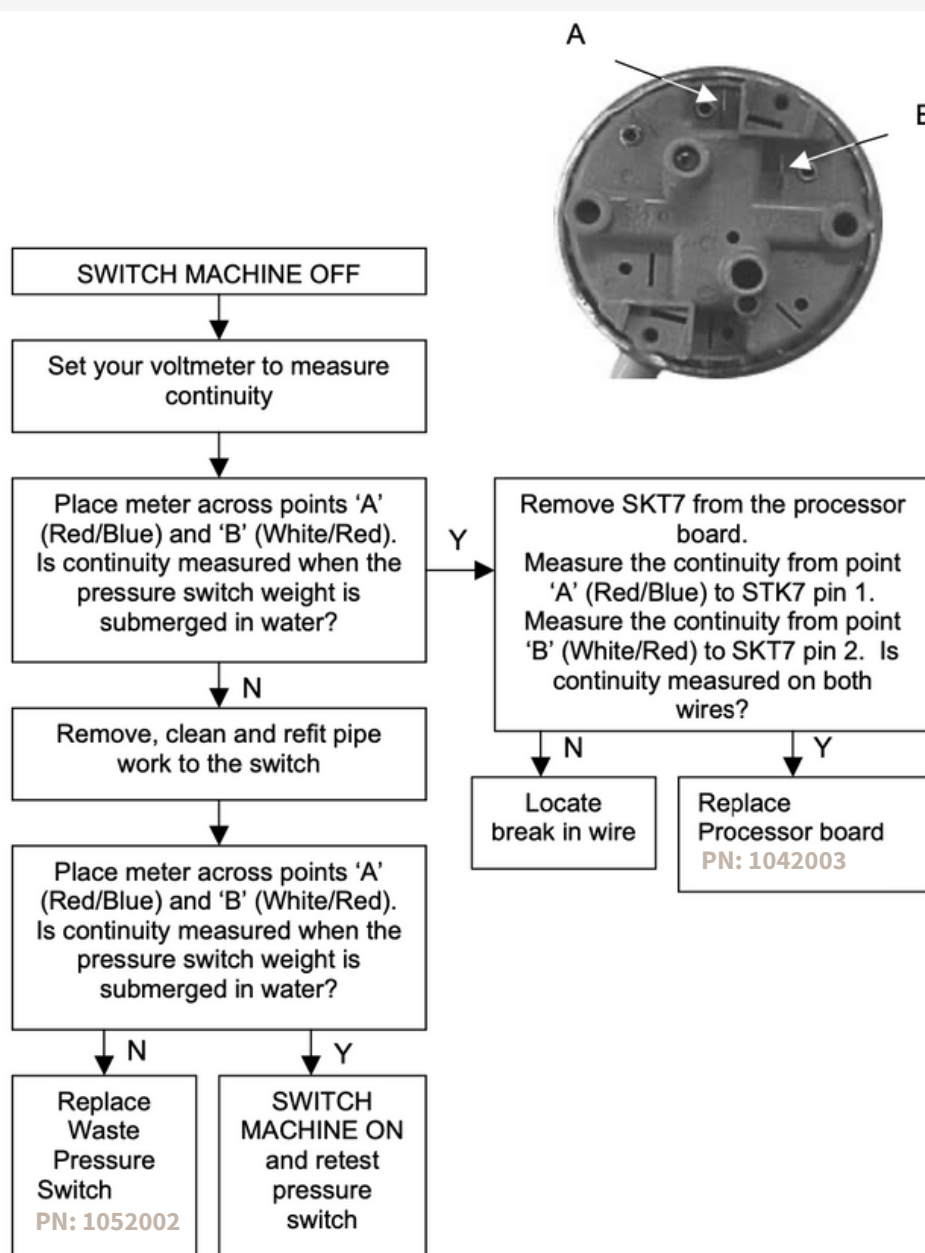


CODE

ACTION

Error Code 12: WASTE BUCKET FULL

1. Check to ensure that the waste bucket is empty
2. Check operation of waste pressure switch



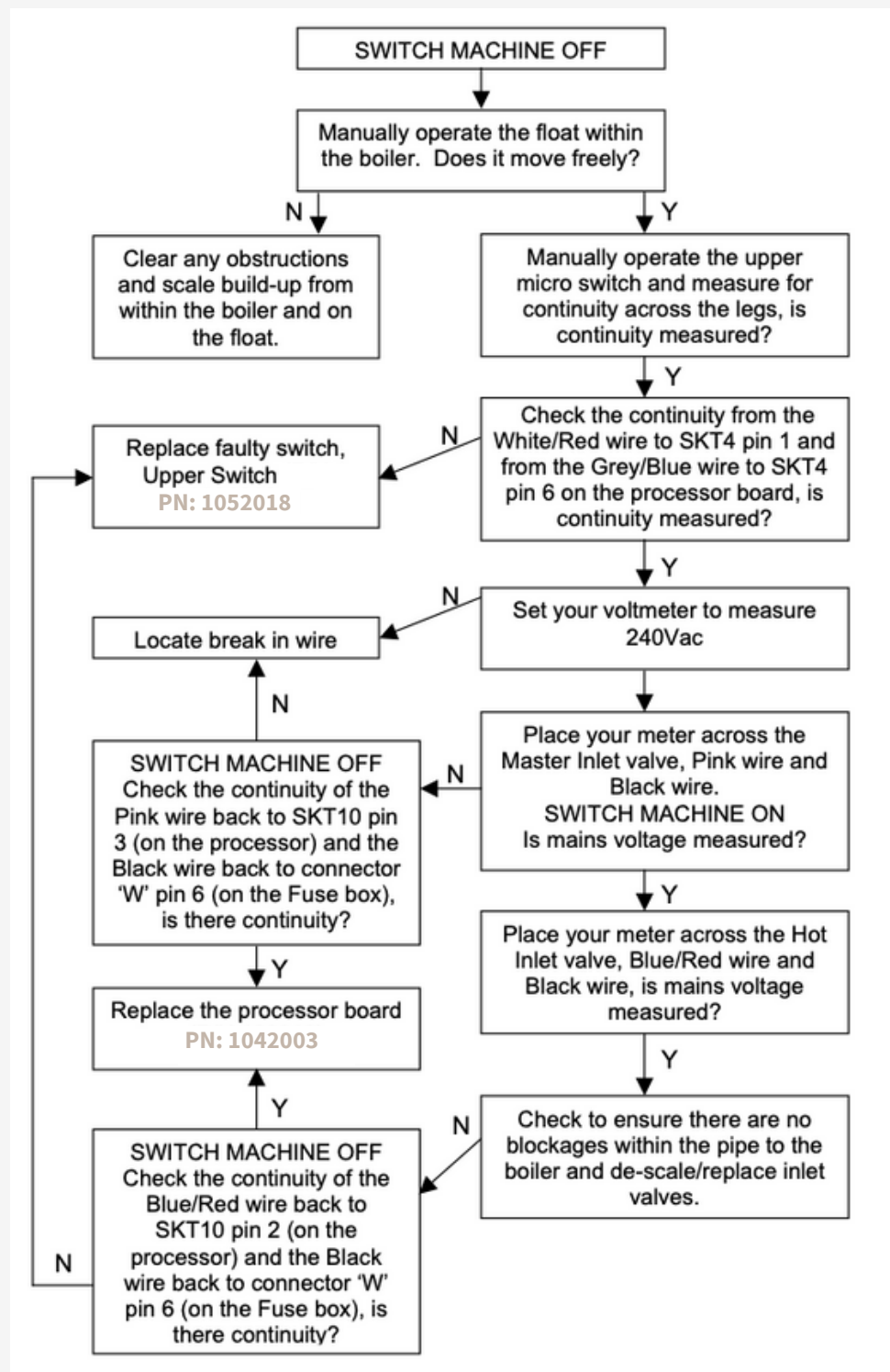


CODE

ACTION

1. The boiler has not registered as being full for the duration of 3 minutes, the mains water input to the machine has been confirmed as being switched on and water is present to the rear of the machine.

Error Code 13: WATER LEVEL LOW IN BOILER



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CODE

ACTION

Error Code 14: TRIAC FAILURE

Check if any outputs switch on when machine powered up. If so replace the processor board. If no outputs switch on, this would indicate a faulty component driven from SKT 10, 11 or 12.

Error Code 16: CUP JAM

This is reported following 5 x Consecutive cup drop operations where the sensor has not detected a cup in the drink dispense position. Check that there is no obstruction to the cup as it falls down the cup chute. Check for correct operation of the cup sensor, adjust the sensitivity if required.

Error Code 19: KEYBOARD FAULT

1. Disconnect external keypad and power up the machine, if fault disappears, then check the key pad/loom, replace keyboard.
2. Slacken the fixings of the keypad assembly - this may resolve the problem.
3. If fault persists replace processor board.

Error Code 20: WATER FAILSAFE

Caused by the operation of water inlet valves outside of a vend cycle or the result of a water leak within the machine. Interrupting power will rectify the problem and clear down the fault code.

Error Code 23: FUSE BLOWN ON PROCESSOR BOARD

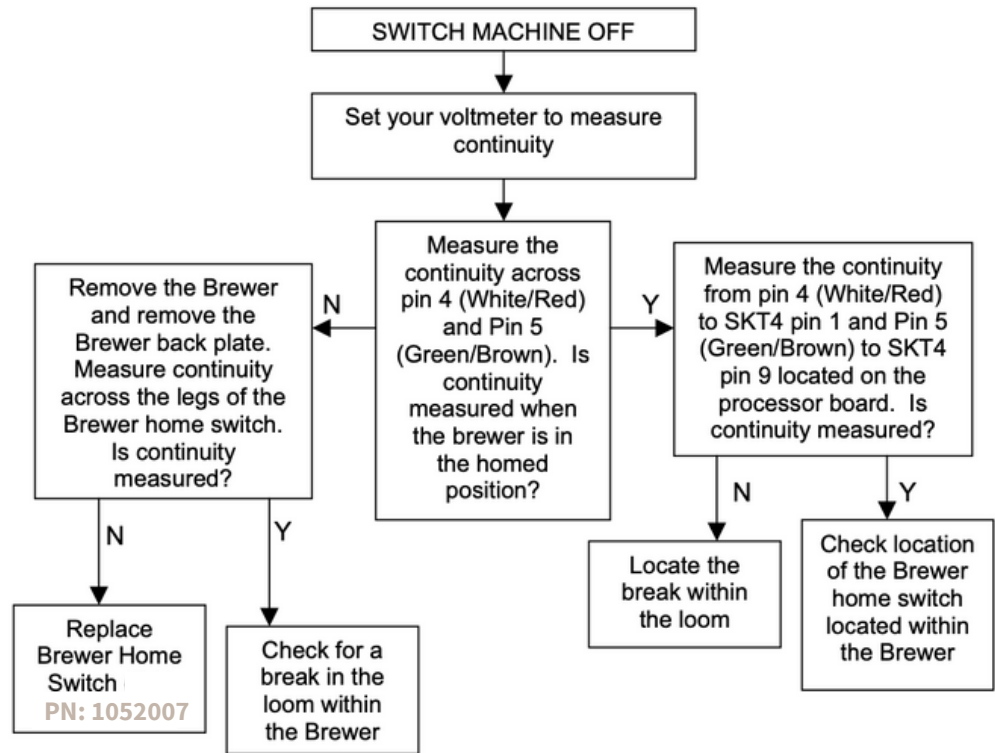
1. Check / replace Fuse 1 (1.0A) and or Fuse 2 (6.3A) on processor board.
2. Check that triacs being used have an output



CODE

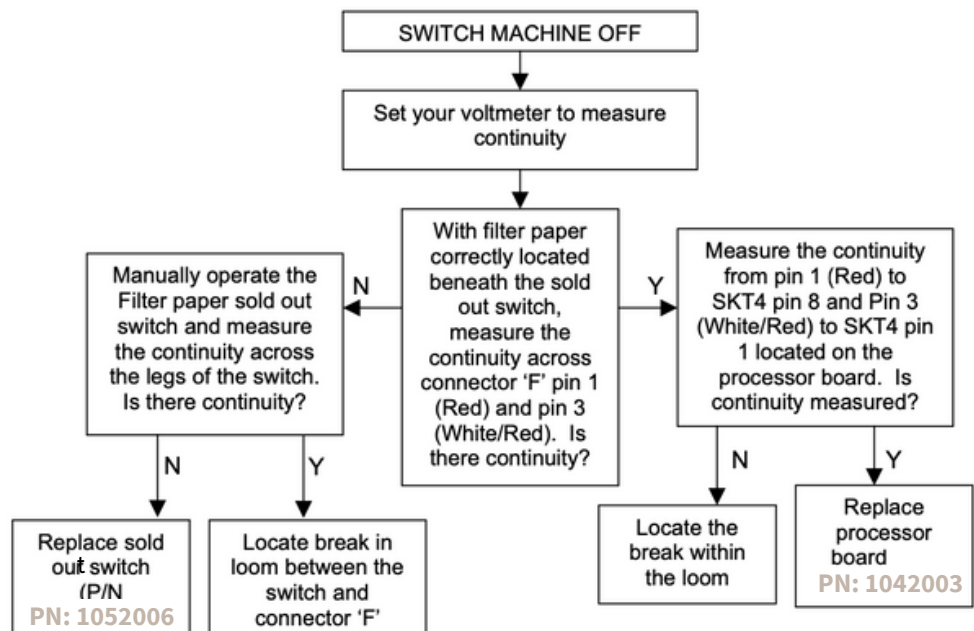
ACTION

Error Code 50: BREWER FAULT



Error Code 51: BREWER PAPER ERROR

1. If brewer paper is present and loaded correctly follow the chart below:





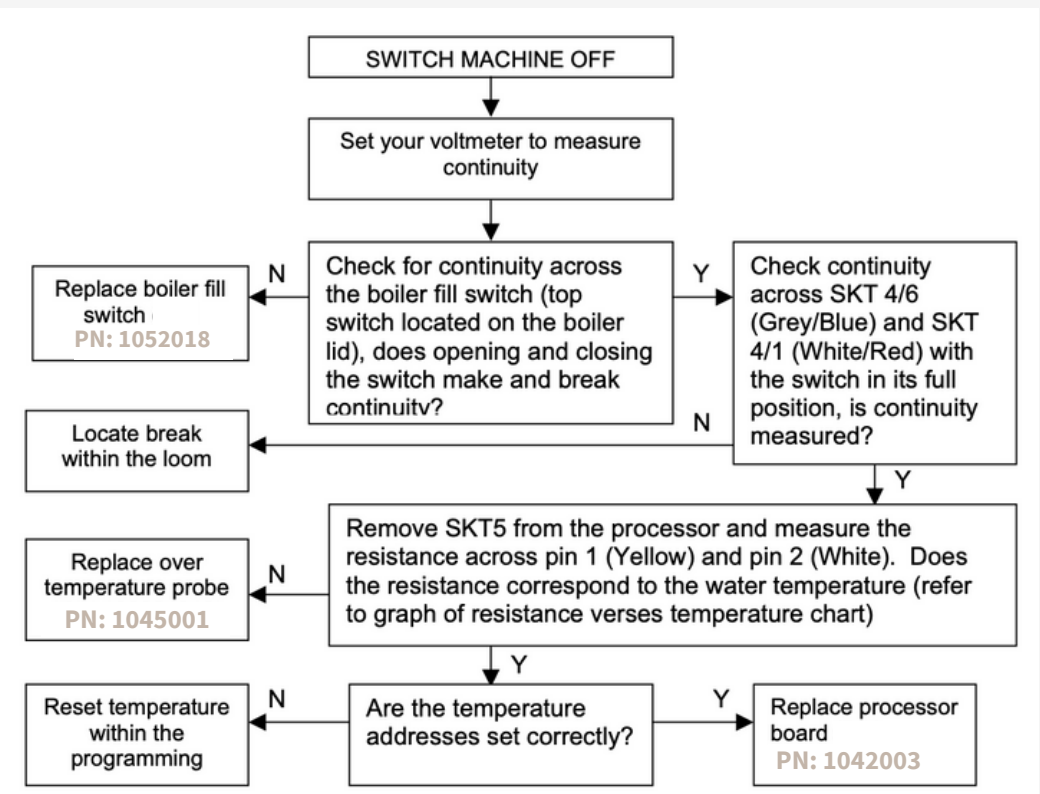
CODE

ACTION

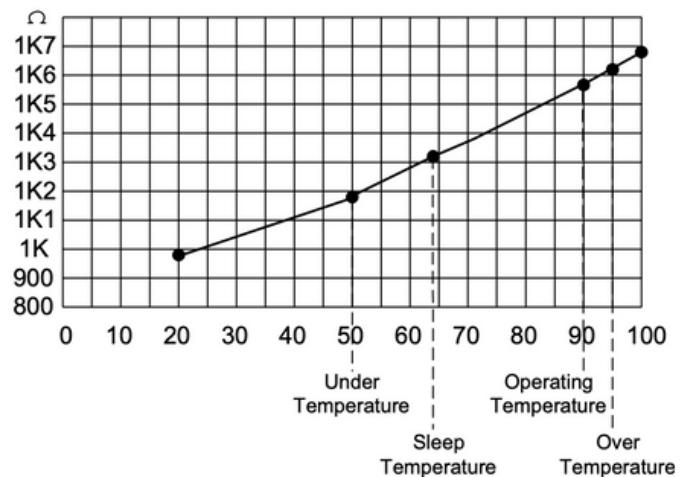
**Error Code 54:
CUPS SOLD OUT**

This error is displayed when there are no cups in the carousel - refill the cups in the correct tube order - see Bitesize video if unsure.

**Error Code 57:
BOILER OVERFLOW**



GRAPH OF RESISTANCE VERSUS TEMPERATURE



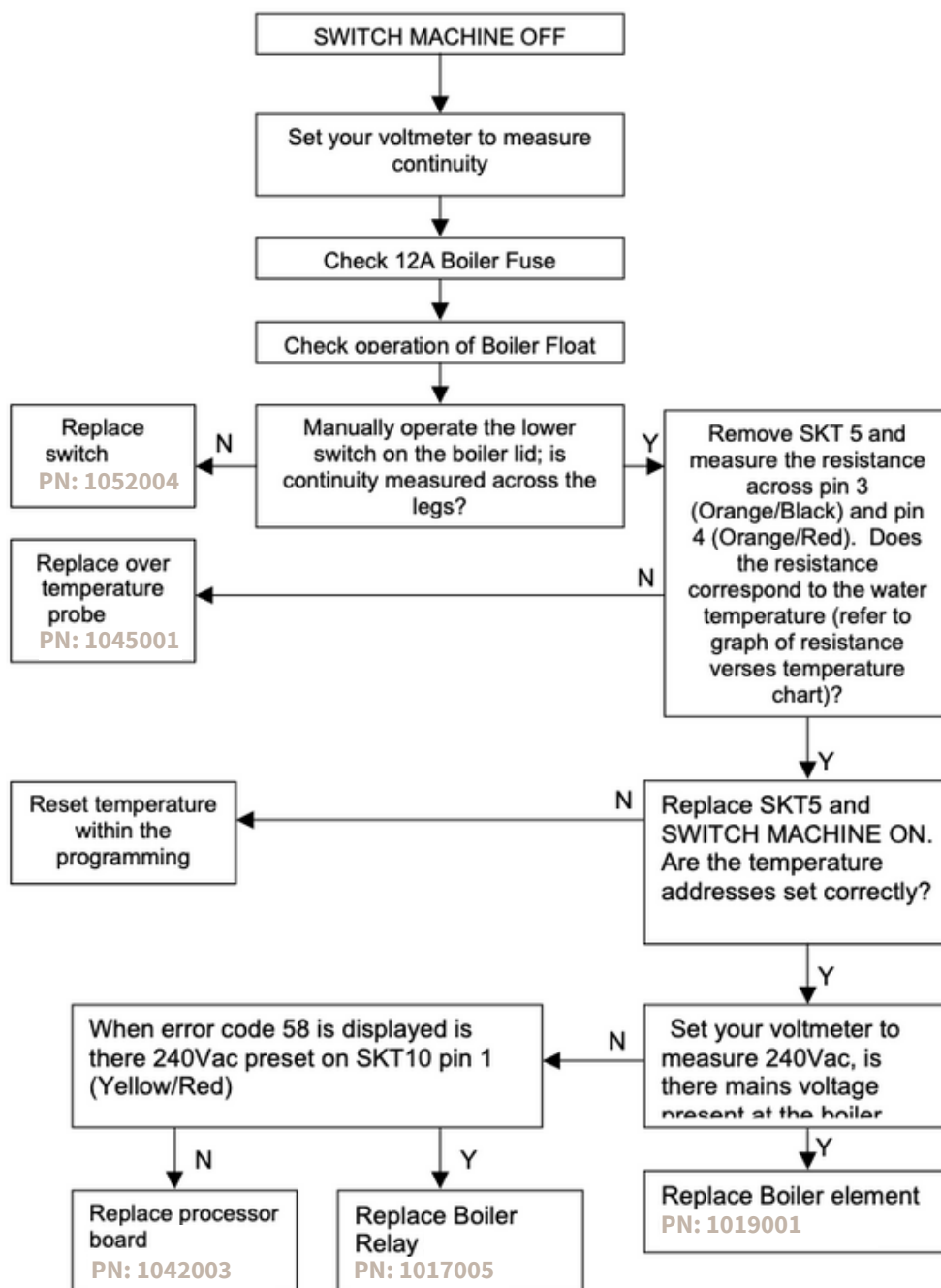
NOTE: ALLOW 3°C DIFFERENTIAL BETWEEN BOILER TEMPERATURE AND WATER TEMPERATURE AT MIXING BOWL



CODE

ACTION

Error Code 58: BOILER UNDER TEMPERATURE



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CODE

ACTION

Error Code 59: THERMISTOR PROBE FAULT

With the machine switched off remove SKT 7 from processor board. Using the graph of 'resistance versus temperature' chart measure the resistance across pins 1 and 2 (over temperature probe) and across pins 3 and 4 (operating temperature probe). If the resistance falls outside 900Ω - replace the relevant probe (PN: 1045001), if the resistances are within the parameters replace the processor board (PN: 1042003).

Error Code 81: NO PAYMENT SYSTEM COMMUNICATION

There is no communication seen from the attached payment system. Replace the coin Mechanism or Card Reader.

Error Code 91: LOSS OF 32V

This is the supply voltage to the MDB Payment System, it is not fused. Supply loss will need the processor board (PN: 1042003) to be replaced.

Error Code 92: LOSS OF 12V

Check and replace FS4, located on the CPU board.

Error Code 94: NO CURRENT SENSED

If a circuit within the machine becomes an open circuit i.e a motor or valve fail, error code 94 will be displayed. Check address 011 (last selection recall) to determine which motors/valves have been activated.