
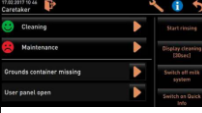


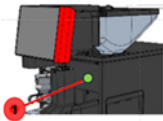



Error messages Schaerer Skye

V1.30		Possibility to resolve the operation by phone	Possible	No positive results after customer action or returning? Service required	Probably a technical defect. Service required.
	Display message	Status and Action		Result	
		<p>A colored dot appears near the gear symbol when there is an error or user intervention is necessary.</p>		<p>Normal operation</p>	
		<p>The [Maintenance Intervals] field shows the maintenance status of the coffee machine with a smiley:</p> <ol style="list-style-type: none"> 1. Green smiley: There are no current notifications that require action. 2. Orange smiley: an action needs to be taken soon 3. Red smiley: The coffee machine is blocked until the corresponding action is performed. 		<p>Normal operation</p>	
		<p>A red smiley face next to Cleaning: Perform the required cleaning by pressing the arrow to the right of the smiley face and follow the instructions.</p>		<p>Normal operation</p>	
		<p>Descaling: make sure there is an unused descaling cartridge present. If so, activate it by pressing the arrow to the right of the smiley and following the instructions.</p>		<p>Normal operation</p>	
		<p>Maintenance: Make an appointment for a service visit by the technical department.</p>		<p>Normal operation</p>	
	<p>Grinder center overloaded</p>	<p>The machine has measured a too high current value for a certain time. The coffee machine tries to start grinding five times, then this message appears.</p> <ol style="list-style-type: none"> 1. Switch off the coffee machine. 2. Check the grinder for blockages and remove any blocking objects. 3. Restart the coffee machine. 		<p>If the problem persists, the grinder may be stuck or defective: service required. The machine is out of service</p>	
	<p>Grinder right (option) overloaded</p>	<p>The machine has measured a too high current value for a certain time. The coffee machine tries grinding five times, then this message appears.</p> <ol style="list-style-type: none"> 1. Switch off the coffee machine. 2. Check the grinder for blockages and remove any blocking objects. 3. Restart the coffee machine 		<p>Does the fault persist? Possible Grinder stuck or defective: service required. The machine is out of service.</p>	

	Milk almost empty	The container for fresh milk is almost empty. Refill the fresh milk container from time to time.	Normal operation	
	Milk empty	The container for the fresh milk is empty. 1.Remove the container for the fresh milk. 2. Clean the container thoroughly. 3. Fill the container again with fresh, pre-cooled milk $\pm 5^{\circ}\text{C}$ and place it back in the machine.	Normal service, except drinks with milk	
	Empty drip tray	The drip tray is full. 1. Empty the drip tray 2. Clean the drip tray and put it back.	Normal operation	
	No drip tray	The drip tray is not positioned correctly or Missing. Place the drip tray and check that it is positioned correctly.	Does the fault persist? Possible recognition defect service required. The issuance is blocked.	
	Grounds container almost full	The set capacity of the grounds container/coffee grounds has almost been reached. Empty the grounds container.	Normal operation	
	Coffee machine out of order	Setting in self-service mode when no products may be dispensed. If this happens repeatedly after cleaning, it is possible that the option to disable after cleaning is turned on. A timer may be set.	If this happens frequently, service is necessary. The dispensing is blocked until the machine is switched on again using the green switch 1 (see image)	


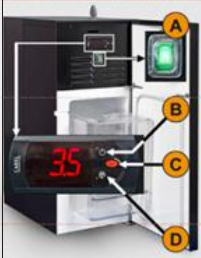
Error code	Display message	Status and Action	Result
	Hot water boiler overtemperature	<p>The water supply has been interrupted.</p> <p>The machine is overheated.</p> <ul style="list-style-type: none"> ▶ Check that the water supply/tap is open. ▶ Unplug the power cord let the machine cool down, then plug it back in. 	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service</p>
	Steam boiler overtemperature	<p>The water supply is interrupted.</p> <ul style="list-style-type: none"> ▶ Check that the water supply line is in good condition and the tap is open. <p>Blockage in the steam system.</p> <ul style="list-style-type: none"> ▶ Unplug the power cord let the machine cool down, then plug it back in. 	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service.</p>
	HW boiler timeout	<p>Even though the heating is on, the desired temperature was not reached in 5 minutes.</p> <p>Error during heating.</p> <ul style="list-style-type: none"> ▶ Unplug the power cord, wait 10 seconds, then plug it back in. 	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service.</p>
	HW boiler time-out heating	<p>The desired temperature was not reached within 5 minutes.</p> <p>Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service</p>
	Steam boiler heating timeout	<p>The desired temperature was not reached within 5 minutes.</p> <p>Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service</p>
	Hot water boiler NTC short-circuited	<p>A maximum temperature (approx. 150°C) is measured.</p> <p>The temperature sensor temporarily had no signal, was not connected properly or was defective.</p> <p>Unplug the power cord let the machine cool down, then plug it back in</p>	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service.</p>
	Steam boiler NTC short-circuited	<p>A maximum temperature (approx. 150°C) is measured.</p> <p>The temperature sensor temporarily had no signal, was not connected properly or was defective.</p> <p>Unplug the power cord let the machine cool down, then plug it back in</p>	<p>If the problem persists, there may be an electrical fault: service required.</p> <p>The machine is out of service.</p>
	Hot water boiler NTC interrupted	<p>The control has temporarily lost a signal from the temperature sensor, is not properly connected or is defective.</p> <p>Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>Possibly an electrical fault. service required.</p> <p>The machine is out of service.</p>

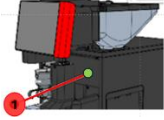
	Steam boiler NTC interrupted	<p>The control has temporarily lost a signal from the temperature sensor, is not properly connected or is defective.</p> <p>Unplug the power cord, wait 10 seconds, then plug it back in.</p> <p>Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>Possibly an electrical fault. service required.</p> <p>The machine is out of service.</p>	
	Brewer overflow / brewer current too high	<p>brewer motor measured an excessive current. Check that the brewing unit is clean. If dirty, rinse it under lukewarm water and put it back.</p>	<p>Does the fault persist?</p> <p>Possible brewing unit or motor defect: service required.</p> <p>The machine is out of service.</p>	
	No power brewer / quiescent power brewer	<p>Even if the brewer is not "running", these absorb a minimal current. If this is not the case, then there is an error. Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>Possibly an electrical fault. service required.</p> <p>The machine is out of service.</p>	
	Brewer timeout	<p>When within 10 seconds of a Brewer movement no current surge is recognized, "Time-out" will appear brewer ".</p> <p>Reset the machine by unplugging it and plugging it back in after 10 seconds. Machine will reboot.</p>	<p>Does the fault persist?</p> <p>Possible brewing unit/ brewer motor defect: service required.</p> <p>The machine is out of service</p>	
	Error encoder brewer	<p>The sensor on the motor of the brewing system occurred during machine startup Not recognized. Unplug the power cord, wait 10 seconds, then plug it back in.</p>	<p>Does the fault persist?</p> <p>brewer motor or brewing unit. service required.</p> <p>The machine is out of service.</p>	
	Place groundscontainer	<p>The coffee grounds container/drawer is missing or was not detected. Place the groundscontainer and push it firmly in to the machine</p>	<p>When the message persists service required.</p> <p>The machine is out of service.</p>	
	Water flow error	<p>During product dispensing, too few pulses are measured on the water meter. A blockage or partial blockage somewhere in the entire water system is likely. Check that the water supply is working properly and that the tap is open. hot water can be taken after a reset, the brewing system must be cleaned with a cleaning pill.</p>	<p>Does the fault persist?</p> <p>service required.</p> <p>The machine is out of service</p>	

	<p>Steam supply failure</p>	<p>The level sensor detects a low level in the steam boiler. An attempt was made to fill the boiler.</p> <p>However, the level probe did not detect water within 60 second.</p> <p>Filling is being aborted.</p> <p>A blockage or partial blockage somewhere in the entire water system is likely.</p> <p>Check that the water supply is working properly and that the tap is open.</p> <p>If hot water can be taken, there is a defect in the steam boiler.</p>	<p>When selecting products for which steam is required, the machine will continue to malfunction. If no steam/milk foam is dispensed after the reset, other drinks can still be dispensed.</p> <p>The milk foam dispensing (e.g. cappuccino) is blocked.</p> <p>service required.</p> <p>The operation of products for which steam is needed, is blocked.</p>	
	<p>Modbus processing error Modbus comm . error</p>	<p>Communication error between components in the machine.</p> <p>Reset the machine by unplugging it and plugging it back in after 10 seconds.</p> <p>Machine will reboot.</p>	<p>service required.</p> <p>The machine is out of service</p>	
	<p>Initialization of settlement Online settlement Offline billing</p>	<p>Status message only.</p>	<p>No action required</p> <p>The machine is out of service</p>	
	<p>General error messages in control process</p>	<p>Internal software or communication wrong</p> <p>Reset the machine by unplugging it and plugging it back in after 10 seconds.</p> <p>Machine will reboot.</p>	<p>Does the fault persist?</p> <p>service required.</p>	
	<p>Close control panel</p>	<p>The control panel is open or not completely closed.</p> <p>Press it firmly against the machine.</p>	<p>Does the fault persist?</p> <p>service required.</p>	
	<p>Descaling/ cleaning reset</p> 	<p>Cleaning/descaling was aborted or not fully completed.</p> <p>Perform cleaning/descaling.</p> <p>Press the gear icon and then press descaling.</p> <p>Use an unused filter cartridge. (See image)</p> <p>Follow the on-screen instructions .</p>	<p>Does the fault persist?</p> <p>service required.</p>	

Error messages Schaerer Skye

		Possibility to resolve the operation by phone	Possible	No positive results after customer action or returning? Service required	Probably a technical defect. Service required.
Position	Customer notification	Status and Action		Result	
	No instant milk	<p>Check that the container is clean and full . Try to manually dispense milk powder by turning the bushing at the back of the container. Place the container in the machine and check that it is positioned as far back as possible. If necessary, turn the outlet spout of the container towards the mixing cup below. Reset the machine by unplugging it and plugging it back in after 10 seconds.</p>		<p>When selecting products for which If instant milk powder is needed, the machine will not dispense it or will generate an error message. (Milk drinks such as cappuccino) After a reset, other drinks can be taken out.</p> <p>Does the fault persist? Then the drive motor for the container is probably defective. service required.</p>	
	No chocolate	<p>Check that the container is clean and full . Try turning the tube at the back of the container manually to see if any chocolate powder comes out. Place the container in the machine and check that it is positioned as far back as possible. If necessary, turn the outlet spout of the container towards the mixing cup below. Reset the machine by unplugging it and plugging it back in after 10 seconds.</p>		<p>When selecting products for which If instant chocolate powder is required, the machine will not dose it or will generate an error message. After a reset, other drinks can be taken out.</p> <p>Does the fault persist? Then the drive motor for the container is probably defective. service required.</p>	
	Emptying the waste water tank (option)	<p>The filling quantity of the external waste water tank is reached.</p>		<p>Machine will not operate until waste water tank is emptied. Does the fault persist? the level detection is probably defective. service required.</p>	
	Machine stops dispensing milk and starts steaming.	<p>The fresh milk may be out of stock. This situation can occur when the milk is empty and the milk is dispensed directly from the carton, or when there is no level detection in the refrigerator. This can also be caused by a blockage in the milk system. Check that there is enough milk and that all hoses are clean and unobstructed. Make sure there are no sharp bends in the hoses that could cause milk delay or blockage</p>		<p>When choosing drinks for which fresh milk is needed, the machine will not dispense it and will generate an error message. (Milk drinks such as cappuccino) After refilling the milk or resolving the problem and resetting it, the machine will likely resume normal operation. (It is recommended to use the supplied milk container.)</p> <p>Does the fault persist? Then there is probably a defect in the temperature measurement of the milk line or the level measurement is defective. service required.</p>	

	Leakage under or behind the machine	Check that the 2 drain hoses at the back of the machine are properly connected to the drain. Check that there is no blockage in the drip tray under the grille at the front.	Push the drain hose firmly into the drain and clean the drip tray. Does the fault persist? service required.
This machine offers multiple cooling options. This includes a 10L container and temperature indicator.	Cooling does not work	<p>Open the refrigerator door and see if the green switch is lit.</p> <p>If this is not the case, check whether the plug is in the socket and is also properly inserted at the back of the unit and, if necessary, switch on the green switch (A).</p> 	<p>If the green switch is not illuminated, it is in the wrong position or there is no mains voltage.</p> <p>If there is voltage but the switch is not illuminated in both positions, the cooling is probably defective</p> <p>Does the fault persist? service required.</p>
	Cooling doesn't get cold	<p>The set temperature is displayed in a red illuminated display inside the refrigerator. When this is not visible, the machine is not powered. (See above.)</p> <p>Setting the temperature (between 3 and 5 degrees):</p> <p>Set temperature:</p> <ul style="list-style-type: none"> ▶ Press and hold the set button for 3 seconds [C] until the set temperature flashes. ▶ Press button (b) to increase the temperature setting. ▶ Press button (d) to decrease the temperature setting. ▶ Press button (c) to save the settings ▶ close the door 	<p>If the cooling system is set correctly but it does not get cold, check whether the cooling system is free all around and whether the fan can properly dissipate the warm air.</p> <p>Too high an ambient temperature can also cause poorer operation.</p> <p>Make sure that the cooling system is filled with pre-chilled milk (max 5C).</p> <p>Does the fault persist? service required.</p>
	Machine does not indicate that the milk has run out	<p>If the machine doesn't indicate that there's no milk left, it might stop dispensing milk while preparing a milk drink. If the machine has indicated this before, check that there's a milk container in the refrigerator, not a milk carton. Check that the hose to the machine is properly immersed in the milk and doesn't touch the back of the refrigerator.</p>	<p>The milk detection in the refrigerator only works when using the supplied milk container.</p> <p>Does the fault persist? Then milklevel measurement of the cooling may be defective. service required.</p>
	Bad milk foam	<p>Machine gives poor milk foam if the milk is not cold or the milk is not good (correct whole milk and best-before date)</p> <p>Check JDE website for correct milk.</p> <p>Check whether the warm milk drink (without milk foam) is OK.</p>	<p>If the warm milk is fine, there's most likely a problem with the milk itself. Replace the milk.</p> <p>Does the fault persist? Then there will probably be a defect in the steam part of the machine. service required.</p>

	<p>Machine does nothing</p>	<p>The display is black (not working) and machine does nothing. Check that there is power at the socket and that the plug is inserted. Start the machine with the green button (no. 2) Or reset the machine by unplugging it and plugging it back in after 10 seconds.</p>	<p>When the power has been interrupted and is restored, the machine will automatically restart. Does the fault persist? There is probably an electrical fault. service required.</p>
	<p>No beans</p>	<p>The grinder motor has too low a current and the machine therefore generates a grinder empty message. Check that there are sufficient beans in the container and that the bean container is present and open. The green handle in the machine behind the screen should be in a horizontal position.</p>	<p>The bean container must be present, filled and open. The container valve must be in the open position. Does the fault persist? There is probably an electrical fault. service required.</p>