

T.I. no.: 2018 - 25 Updated: -	Topic: Water tank sensor
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Date: 24.09.2018	Priority	Need for action
Affected machines: SC Club	High	As soon as possible
From serial number: -	Medium	On next visit to the machine
As of date: -	X Low	X FYI only

DETAILED INFORMATION ON THE COMBINATION SENSOR FOR THE WATER TANK

The sensor triggers the "Please fill water tank" (9084) message even though the water tank is not empty. This happens on purpose. The explanation is below in this tech info.

The sensor is also always in operation for machines with fixed water and regulates the fill level of the water tank.

Function of the sensors:

	min.	max.
empty -> full (ml)	1050	1275
full -> empty (ml)	900	1175
Hysteresis	75	175

Explanation:

The machine software reports the message "Please fill water tank" when there is roughly 1.1 litres of water left. This happens on purpose and should ensure that an already-activated beverage can still be dispensed and possible rinsings can be executed (for example, the milk system rinsing and switch-off or warm-up rinsings after switching on on the next day). Customer service technicians (e.g. during machine trainings) and end customers should be informed of this behaviour.

Summary:

Machines which report "Empty" when there is about 1.1 litres left in the tank are functioning as intended.

Other recommendations for safe function (also applies for the drip tray):

- The external water tank (particularly in the rear in the detection area) and the tank cavity in the rear inner area must be dry to prevent faulty triggering.
- Limescale or biofilm deposits in the water tank can also cause the tank to not be detected or the fill level of the water tank to be incorrectly detected.
- Quickly inserting it or pulling it out can possibly also cause water to slop over the back, which can cause malfunctions. --> If this happens, please dry the area.

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