



Nationwide Coffee

Suppliers of Commercial Coffee Machines
in the UK

Troubleshooting & Malfunctions

Machine not working:

Ensure the machine is switched on and has an un-interrupted power supply. Check the fuse.

Machine does not heat:

Check the lights are on, there is a water supply and that the boiler is filling. Open the steam valve to facilitate air outflow so the boiler can work at the correct pressure.

Coffee comes out too quickly:

Adjust the coffee grind, it may be too coarse or tamped too softly

Coffee comes out too slowly:

Adjust the coffee grind, it may be too fine or tamped too firmly. Check pump pressure.

Coffee is not hot enough:

Cups may be too cold, they should be kept warm on the cup warmer on top of the machine. It is also recommended the group handles are left in the groups to keep them at optimum temperature for coffee making.

Check steam/hot water are working, if so the machine is heating. Check the pressure gauge which should read around 1.0 bar, if not the pressure switch may need checking.

Alternatively there may be an element or scale related problem causing a blockage.

Consult an engineer.

No coffee from the groups:

This could be a result of over-cleaning and a blockage of cleaning powder or insufficient back-flushing with water to rinse out. Otherwise a seized solenoid valve or scale related problem. Consult an engineer.

Touchpad lights flashing:

1 light flashing indicates a flowmeter error. Consult an engineer. All lights flashing indicates no water supply to the machine

Changing group seals and shower plates:

Replacement group seals are necessary when leaks start around the group, to prevent coffee grounds getting into the drinks. Shower plates can be checked by running water through the group without the handle in place. The water should run in 1 central area, if it runs like a shower (spread out) the shower plate needs changing.

Mid-range coffee programming instructions:

Press and hold the star key until all lights on the touchpad light up. With fresh coffee in the group handle, press the button you wish to program to make a coffee, when the cup is at the required level press the button again to stop the flow. This button is now programmed to this level. Repeat for all buttons which require programming. To finish, wait until all lights go out.

Deluxe-range coffee & clock programming instructions:

Press and hold button 5 for 5 seconds, until it flashes, the display will show "doses setting select within 10s". Starting with button 1, press to start dispensing coffee and again to stop when required level has been reached. Repeat for buttons 2 to 5.

To set the clock press and hold button 5 for 10 seconds until the display shows "Clock adjust 12:00 Sunday" Use buttons 1 and 2 to set the time, and button 3 to set the minutes and day of the week.