

Tango Troubleshooting**7-2021**

Caution when troubleshooting in service mode, Normal operations may be blocked.

Exit Service mode by removing USB and/or pressing the “Home” Icon

Machine may be blocked:

Hopper full and drawer switch messages do not display when in service mode.

Cleaning request or uncompleted cleaning messages do not display when in service mode

Uncompleted Coffee cleaning or rinsing may be pending:

(May not display even after Service mode exit)

Switch machine OFF and ON, restart cleaning if needed

Sections:**Drink Dispensing Flow Problems****Drink Dispensing Screen Problems****Operation****Cleaning Cycle****Screen Messages****Grounds Spilling on Turntable**

Drink Dispensing Flow Problems:

No flow from spout when dispensing espresso drink:

Clog in coffee system (Gicleur Jet, brew valve, piston, or spout)

- *Clog caused by improper cleaning tablets or cleaning in the morning instead of at end of day.*
- *Wet grounds on turntable area falling back into piston brew chamber = drain manifold blocked*
- *Make sure machine is mounted with slight forward tilt so drain manifold empties.*
- *Scale in Gicleur Jet*

No flow from water adding valve (Americano) and No coffee from spout

Check Flowmeter for clog

Only water from spout after when dispensing espresso drink:

Does grinder run?

No – troubleshoot grinder power

Yes – Check following:

Hopper gate not open

To open push hopper lever to the right on the larger hopper or forward on the decaf side

Hopper empty or coffee oils causing the beans to stick to the sides

Fill hopper. Stir beans to unstick. Remove and clean hoppers if insides are sticky.

Coffee grounds spraying on turntable area and not reaching piston

Drink overfills, extraction runs 90 seconds and stops.

Flowmeter unplugged, faulty, or faulty wiring connection to flowmeter

Code 81: DOG Left flowmeter blocked

Long extractions when dispensing espresso drink:

Grind set too fine

Adjust grinder collars for coarser grind, see PM guide

Water Flow through piston restricted

Less than 150ml dispensed during rinse cycle after grounds drawer emptied.

Should be ~200ml

Run additional cleaning cycles

Replace brewing piston

Drink Dispensing Screen Problems:

Unable to run coffee drink – Drink icon appears briefly, then disappears.

Drink was deleted from “Product Management” list.

The screen menu drinks are screen shortcuts linked to the “Product Management” list.

Solution: Recreate drink in “Product Management” list, remove and replace old screen menu drink.

Milk Drinks Only: Milk system switched OFF in CIM setting (Common just after a software upgrade)

Solution: Check all setting in CIM, set milk to “LC Venturi” or “Pump”

Machine in Demo mode: #8 top DIP switch on CPU set to “1”, change to “0”

(Steam & water buttons greyed out.)

Steam & water buttons Nor Working & Greyed Out

Machine in Demo mode: #8 DIP top switch on CPU set to “1”, change to “0”

Unable to run coffee drink – Drink icon frozen on screen.

Drink can be canceled with “Stop”

Coffee grams may be set to “0”

Milk Drink Only: – Drink icon freezes after coffee flow – also freezes after cancel - must switch off to clear

Milk or foam time set to “0”

Operation:

All Screen Buttons Grey and not functioning

Software versions in Display Screen and CPU are not compatible

Update both using the same USB

Turntable piled with wet coffee

Brew valve exhaust blocked by water in drain

Make sure machine is mounted with slight forward tilt so drain manifold empties.

Machine won't switch ON; main contactor doesn't engage. Toggle switch not lighted

Faulty ON/OFF Toggle switch

Faulty main 10A fuse

Machine won't switch ON; main contactor doesn't engage. Toggle switch lighted

F3 Fuse, 24volts on board

F4 Fuse

Faulty contactor coil

Machine won't switch ON; main contactor doesn't engage. Toggle switch lighted

F3 Fuse, 24volts on board

F4 Fuse

Faulty contactor coil

Cleaning Cycle:

Buzz during cleaning:

Pump buzzing - Check for restricted water flow to machine

Replace the non-return valve after coffee cleaning valve

Cleaning tablet not dissolved

Blocked cleaning non-return valve

Coffee Cleaning valve: Clogged, not getting power, or coil not working

Requests another Cleaning immediately after Cleaning cycle complete

Low water pressure, pressure dropped during cleaning

Water switch not reading, bend bracket down to ensure activation

Grounds drawer switches not closing

Asks to re-start Cleaning before Cleaning cycle complete

Low water pressure, pressure dropped during cleaning

Water switch not reading, bend bracket down to ensure activation

Grounds drawer switches not closing

Tango stuck on the cleaning progress bar

Water is shut off during cleaning

Another fault appears during cleaning

After exiting standby mode

Turn off the cleaning commands to cancel cleaning cycle and restart cleaning:

- switch off the machine
- move DIP switch #6 to ON
- restart the machine
- restart cleaning
- return to the main menu

Restore normal operation:

- switch off the machine
- return the DIP switch to normal position (all switches OFF)
- switch on the machine

Screen Messages:

“Warming up, please wait...”

Machine in Demo mode: #8 DIP top switch on CPU set to “1”, change to “0”

“No Communication – Touch to proceed”

ICU board unplugged

No software installed in new ICU board, try loading software

Reset ICU Board: Remove board, remove battery, Ground battery clip by pressing until it touches lower contact for 10 seconds. Then wait 5 minute and Re-install the battery.

Install new battery CR1220: Reset as above first

Replace ICU

Drinks greyed out

CPU & Display software versions not compatible, update both to most current version

Left Milk Level Add Milk

ST/Ave: 2 grey jumper loops on CN1 bypass future milk level sensor

UNO/Solo: 3 grey wires on CN1 must be jumped together (are inside sleeve)

Brew group temperature reads ~-630F

Temperature probe disconnected on rear of Turntable

Code 1 – No reading from Steam boiler filling probe during normal operation

Located in center top of steam boiler

Restricted water flow to machine

Filling Valve blocked

Valve driver board unplugged

Code 2 – Steam boiler filling timeout on startup (Pumps runs)

Restricted water flow to machine

Filling Valve blocked

Valve driver board unplugged

Code 3 – No reading from Steam boiler low level safety probe during normal operation

Located on left top of steam boiler

Restricted water flow to machine

Filling Valve blocked

Valve driver board unplugged

Code 4 – Turntable rotation timeout message

Waste drawer removed during drink cycle or cleaning or drawer not fully seated

TT Turntable bearing setting too tight (above 210)

Loose wire on either turntable position sensor (or sensor unplugged)

Blown fuse F4, Primary of the transformer

High AMP draw from piston or turntable motor

Service Piston or Turntable if dirty

Grounds spilling onto the turntable area:**Install the Machine & Drain correctly**

The brew valve exhaust tube must be free to vent the built-up brewing pressure before the turntable opens the brewing chamber. Grounds are ejected from the top of the chamber if the pressure is not released.

Check that no water blocks the brew valve exhaust tube

Install machine level on counter or angled slightly forward.

Check that there is no standing water in the cleaning tablet chamber.

Run drain line continuously downward without a P-trap forming.

Check the drain line for standing coffee/water.

Set the Group Temperature

Do not set the coffee group heater temperature too high. The brewing water may flash boil when it reaches the piston, the released steam can carry the grounds up and out of the piston.

Start at 94°C, reduce more if at elevation.

Group temperature must be at least 4°C below local water boiling point.

Ground Coffee must not overflow the brewing chamber

Check that the programmed dry grounds dose does fill the piston above the top rim.

Coarse grind adjustments will cause the dry grounds to take up more room.

Complete grinder calibration for correct ground coffee dosing.

Back off the tamping before extraction

Water needs room to flow above the coffee grounds. The coffee grounds will also expand during extraction. A default amount of back off is already in place.

More back-off may be needed with larger ground coffee weights.

Use the RR setting for Solo/Uno: -4 backs off 1 mm. -8 backs off 2 mm.

Use Encoder recul for Ace/ST: