

Aura Troubleshooting**9-2021****Drink Dispensing:****Customer is unable to adjust extraction time****Ensure buttons are programmed to desired amount of water**

*Test without coffee, water should flow slightly more than desired coffee volume
(Allows for water absorbed by coffee grounds.)*

Test water flow rate from group without coffee**Checks for clogs in dispensing system**

Should be ~200 ml in 20 seconds

*150 – 200 ml run a cleaning cycle and check for improvement**Less than 150 ml – Troubleshoot no water flow as below***Grinder may be set very coarse, grounds should be like sugar****No water flow from groups:****Clogged Brew Valve**

Coffee or cleaner residue clog

Clogged Gicleur Jet

Water Scale or debris in 0.7mm flow restrictor jet

Clogged Flowmeter

Plumbers tape, scale, or debris

Cleaning cup in place blocking flow**DCA pod adaptor must have pod in place to open group check valve****Loud buzzing sound when making a shot****Pump starved for water**

Water supply shut OFF

Water filter clogged

“Howling” sound when making a shot

Non-return check valve faulty

Not Heating:

No Steam or Hot water

Cold water from groups

Main switch on Position "1"

- Turn to Position "2" Heating

High Limit tripped

- Poor water flow to machine (clogged filters)
- Check filling valve adjustment open 3 turns
- Scale in Boiler/filling pipes

No Heat, works normally otherwise -- - 3 bars steady on screen

Electronic boiler control switched OFF

Programming section PrS set to OFF (turns off SSRs, used for Mira R with PSTAT)

Set PrS to ON and enter desired boiler pressure.

Hot water in Pumphead. Noisy pumphead. Hot water under pressure when pump fittings disconnected.

Non-return check valve leaking past allowing hot water to flow to pump

Touchpad Buttons not functioning:

Continuous button blinking

Machine in touchpad cleaning mode

(Press & Hold Gear & Continuous buttons to enter mode)

Press & Hold Continuous button for 2 seconds to Exit

(Function removed in newer software, update to newest version)

Touchpad sensitivity DTY set to low

DTY setting in programming, recalibrates itself with selected setting on each re-start

0 = Very sensitive (normal setting)

1 = less sensitive

2 = much less sensitive



Update Software:

Vs 3.99

2021

Drink Programming and other settings are retained after update

See important note about pressure below

Prepare the USB

Name Brand USB 8GB or smaller must be completely blank and formatted

Insert USB and locate in File Explorer

Right click on icon and select *Fat32 & quick format. Rename if desired.*

Place software on USB

Insert and open USB

Copy & Paste the software file onto the USB (file will look like this: ARIMA-3.99.BIN)

Rename file: ARIMA.BIN (file must always be named ARIMA.BIN regardless of version)

ARIMA.BIN must be the only thing on the software!

Right click USB icon and select Eject before removing.

Update Machine

Switch OFF (pos 0)

Remove left side panel

Inset USN into port on top side of CPU

Switch ON (pos 1 or 2)

Wait 30 seconds

Switch OFF and remove USB

Replace left side panel

Switch ON to verify new version displays on startup

Check These Important settings!

PrS Steam pressure

Setting reverts to OFF after update. Machine will not heat!

Enter programming and set to ON, then set to desired pressure.

St on Steam keypad box

SteamAir is ON after update

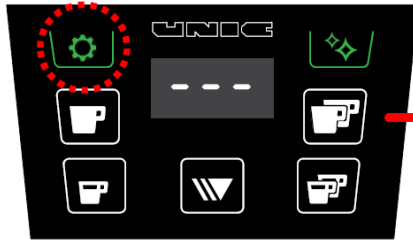
Enter programming and set StA to OFF if no SteamAir wand is installed.

[Aura Software Link vs 3.99](#)

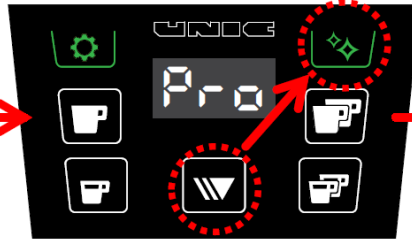
Enter Programming

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There are 2 steps to unlock the Programming Mode



Programming Mode:
Press & Hold the GEAR button
for 3 seconds



Display: Pro
Press the cleaning and
continuous buttons



Display: do (dose)
First item in the
programming list

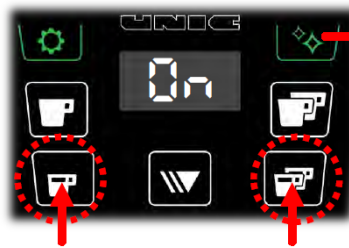
*Press & hold the continuous button first, then the cleaning button
Hold both for 3 seconds*

Adjust Steam Pressure

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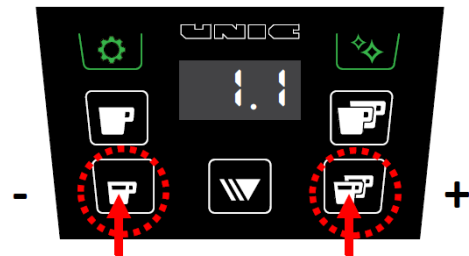
Scroll to Pressure and
press Stars to enter



Toggle between
OFF & ON if needed
Normal setting is ON



When "ON"
Press Stars to
enter
Programming



Adjust bar setting
with lower keys



Press & Hold the GEAR button on
G1 for 3 seconds to Save and Exit

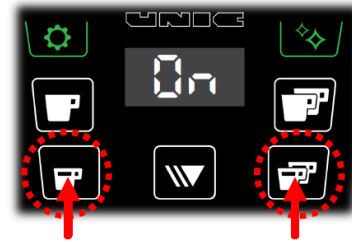
Switch SteamAir ON or OFF

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St message when
SteamAir not installed
or probe disconnected



Scroll to StA and press
Stars to enter



Toggle between
OFF & ON if needed
default setting is ON



Press & Hold the GEAR button on G1 for
3 seconds to Save and Exit