

Stella Troubleshooting**4-2021****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***Test water flow from group without coffee**

Should be ~200 ml in 20 seconds

*150 – 200 ml run cleaning cycle to**Less than 150 ml – Troubleshoot no water flow as below***Test water flow from group using water flow test in Service Section if possible****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 Giggler Jet

Water Scale or debris in 0.7mm restrictor jet

Clogged Flowmeter

Plumbers tape, scale, or debris

Cleaning cup in place blocking flow**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

Startup Failure:

Water runs from Groups continuously on startup

Gicleur metering jet missing or enlarged in size
(Unable to complete start-up flow test)

Brew valves runs as soon as power is switched ON

Brew valve or LED drink light wire shorted to frame
(Shorted power wire will blow the fuse 2A in the group box)

Six lines on box screen

No flowmeter reading (cleaning cup in place or pod group)
Fuse blown in BGX?
No Dosamat reading, group set to Dosamat in CIM

Works normally but no heating; groups or steam boiler

After power surge:
Contactor faulty
Main board faulty

BTA fades to dim, new BTA also fades to dim shortly after replacement
After power surge; CPU is damaged

BTA Touch screen unresponsive or poor response to touch

Voltage bridge position in does not match supply voltage
Calibrate Touchscreen
Rear screws too tight

Group temperature reads 3000+ F

Group boiler Temperature Probe unplugged
Faulty Temperature Probe
Faulty cable connection NZ8010 to CN1 plug on group display box

Stella Steam Boiler overheat error 006
(No voltage across heating element)

2 white sensing wires monitor the voltage across one of the 3 heating elements. Anytime the voltage is missing the machine assumes the high limit is tripped.

Note: Heavily scaled heating elements can cause the high limit to trip

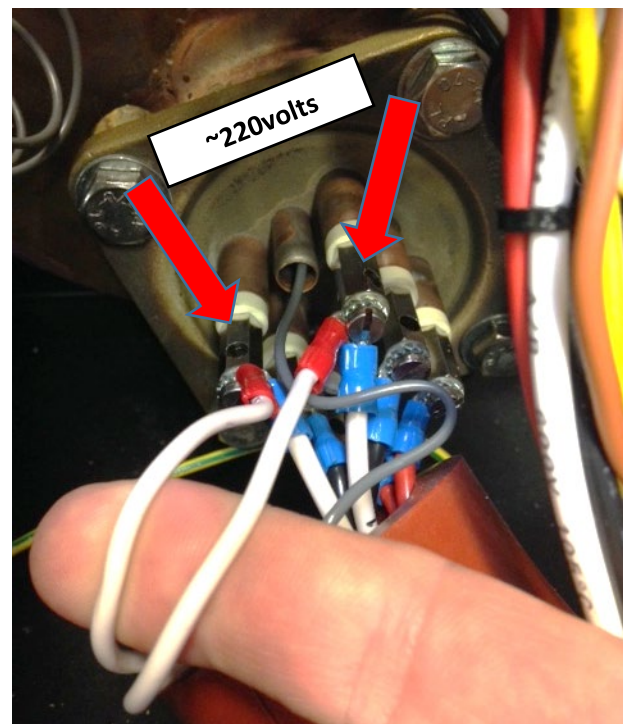
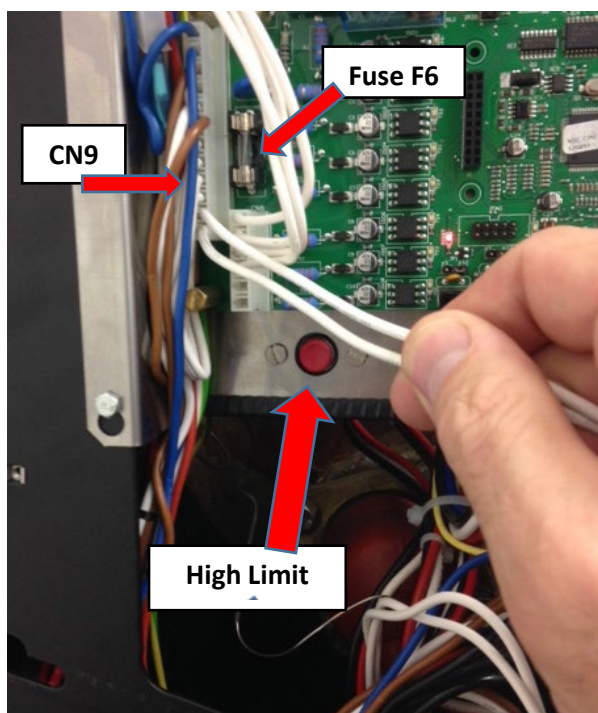
The 006 code will also display if the SSR (Solid State Relay) fails:
SSR failed open (Always OFF): No voltage on the sensing wires.
SSR failed closed (Always ON): Element will heat until high limit trips.

Unplug the machine!

Check Fuse F6 (Fuse is for the fault sensing circuit)

Inspect the thinner white wires shown below, they should have good connections at the element and at the CN9 plug.

With the machine ON and heating:
There should be ~208/240 volts across the element.



➤ Troubleshooting

▪ List of fault codes for the technician

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
1	SEA	Mains water pressure sensor/switch	ABSENCE of mains water pressure or tank empty: - Check tap or tank	No filling or cycle possible No heating of coffee boilers if level sensors, SNH and SNB are out of the water	Automatic if fault eliminated
2	SNH	High level sensor	Disconnected or insufficient level after 60 seconds of filling: - Check the sensor and the wiring - Check the filling circuit.	Filling stopped (see special case of 1st fill)	Automatic if fault eliminated
3	SNH SNB	High and low level sensors	Disconnected or level much too low - Check the sensors and the wiring - Check the filling circuit.	Steam boiler heating stopped - EVE and EVV outlets closed - Filling attempt for 60 seconds - if the level rises as far as the SNB the heating restarts - if the level reaches the SNH everything becomes normal again and the EVV and EVE outlets are again usable.	Automatically if everything becomes normal after the filling attempt. If not it is necessary to repair the fault and perform a machine reset.
4	SNB	Low level sensor	Disconnected or lime scale while the SNH is in contact with the water (level correct): - checking the sensor and the wiring	Alarm	Automatic if fault eliminated
5	SNH	High level sensor	disconnected or insufficient level after 3 minutes of the 1st fill: - check the sensor and the wiring - Check the EVR flow	Filling stops	Fault eliminated and Machine reset
6	TSV	STEAM BOILER safety thermostat	triggered following overheating: - Check the STV regulation circuit and the TSV thermostat (manual reset)	Steam boiler heating stopped	Fault eliminated and manual resetting of TSB and machine reset
7	STV	STEAM BOILER thermostat / pressure switch sensor	disconnected, ABSENCE of supply of signal: - Check the sensor and the wiring	Steam boiler heating stopped	Fault eliminated and machine reset
8	STV	STEAM BOILER thermostat / pressure switch sensor	short circuit: - Check the sensor and the wiring	Steam boiler stopped	Fault eliminated and machine reset performed
9	STV	STEAM BOILER thermostat / pressure switch sensor	Reading outside the authorised range: - Check the programmed value and the sensor.	Steam boiler stopped	Fault eliminated
10	TS1	Safety thermostat, GROUP 1	triggered following overheating - Check the regulation circuit SR1 and the thermostat TS1 (manual reset)	Heating stopped on Group 1 - Control box BG1 on stand-by	Fault eliminated and manual reset of TS1 and machine reset
11	SR1	Thermostat sensor, GROUP 1	disconnected, absence of signal: - Check the sensor and the wiring	Heating stopped on Group 1 - Control box BG1 on stand-by	Fault eliminated and machine reset performed
12	SR1	Thermostat sensor, GROUP 1	short circuit: - Check the sensor and the wiring	Heating stopped on Group 1 - Control box BG1 on stand-by	Fault eliminated and machine reset performed
13	SR1	Thermostat sensor, GROUP 1	Reading outside the authorised range: - Check the programmed value and the sensor.	Heating stopped on Group 1 - Control box BG1 on stand-by	Automatic if fault eliminated

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
14	DO1	Doser, GROUP 1	disconnected, absence of signal: - Check the sensor and the wiring	Manual dosing alarm	Automatic if fault eliminated
15	DO1	Doser GROUP 1	short circuit: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
16	DO1	Doser, GROUP 1	Interruption in counting for more than 5 seconds: - Check that the doser turbine turns freely and check the wiring (bad contact)	Manual dosing alarm	Automatic if fault eliminated
17	DO1	Doser, GROUP 1	Infusion time more than 110 seconds, insufficient flow: - Check the cleanliness of the hydraulic circuit or increase the grain size.	Infusion cycle stops	Automatic if fault eliminated
18	EH1	DOSAMAT sensor, GROUP 1	disconnected, absence of signal: - Check the sensor and the wiring	Manual start alarm	Automatic if fault eliminated
19	EH1	DOSAMAT sensor, GROUP 1	short circuit: - Check the component and the wiring	Manual start alarm	Automatic if fault eliminated
20	TS2	Safety thermostat on GROUP 2	triggered following overheating - Check the regulation circuit SR2 and the thermostat TS2 (manual reset)	Heating stopped on Group 2 - Control box BG2 on stand-by	Fault eliminated and manual reset of TS2 and machine reset
21	SR2	Thermostat sensor, GROUP 2	disconnected, absence of signal: - Check the sensor and the wiring	Heating stopped on Group 2 - Control box BG2 on stand-by	Fault eliminated and machine reset performed
22	SR2	Thermostat sensor, GROUP 2	short circuit: - Check the sensor and the wiring	Heating stopped on Group 2 - Control box BG2 on stand-by	Fault eliminated and machine reset performed
23	SR2	Thermostat sensor, GROUP 2	Reading outside the authorised range: - Check the programmed value and the sensor.	Heating stopped on Group 2 - Control box BG2 on stand-by	Automatic if fault eliminated
24	DO2	Doser, GROUP 2	disconnected, absence of signal: - Check the sensor and the wiring	Manual dosing alarm	Automatic if fault eliminated
25	DO2	Doser, GROUP 2	short circuit: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
26	DO2	Doser, GROUP 2	Interruption in counting for more than 5 seconds: - Check that the Doser, turbine turns freely and check the wiring (bad contact)	Dosage alarm or manual stop	Automatic if fault eliminated
27	DO2	Doser, GROUP 2	Infusion time more than 110 seconds, insufficient flow: - Check the cleanliness of the hydraulic circuit or increase the grain size.	Infusion cycle stops	Automatic if fault eliminated
28	EH2	DOSAMAT sensor, GROUP 2	disconnected, absence of signal: - Check the sensor and the wiring	Manual start alarm	Automatic if fault eliminated
29	EH2	DOSAMAT sensor, GROUP 2	short circuit:- Check the component and the wiring	Manual start alarm	Automatic if fault eliminated
30	TS3	Safety thermostat on GROUP 3	triggered following overheating - Check the regulation circuit SR3 and the thermostat TS3 (manual reset)	Heating stopped Group 3 box BG3 on stand-by	Fault eliminated and manual reset of TS3 and machine reset
31	SR3	Thermostat sensor, GROUP 3	disconnected, absence of signal: - Check the sensor and the wiring	Heating stopped Group 3 box BG3 on stand-by	Fault eliminated and machine reset performed
32	SR3	Thermostat sensor, GROUP 3	short circuit: - Check the sensor and the wiring	Heating stopped Group 3 box BG3 on stand-by	Fault eliminated and machine reset performed

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
33	SR3	Thermostat sensor, GROUP 3	Reading outside the authorised range: - Check the programmed value and the sensor.	Heating stopped on Group 3 Control box BG3 on stand-by	Automatic if fault eliminated
34	DO3	Doser, GROUP 3	disconnected, absence of signal: - Check the sensor and the wiring	Manual dosing alarm	Automatic if fault eliminated
35	DO3	Doser GROUP 3	short circuit: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
36	DO3	Doser, GROUP 3	Interruption in counting for more than 5 seconds: - Check that the doser turbine turns freely and check the wiring (bad contact)	Dosage alarm or manual stop	Automatic if fault eliminated
37	DO3	Doser, GROUP 3	Infusion time more than 110 seconds, insufficient flow: - Check the cleanliness of the hydraulic circuit or increase the grain size.	Infusion cycle stops	Automatic if fault eliminated
38	EH3	DOSAMAT sensor, GROUP 3	disconnected, absence of signal: - Check the sensor and the wiring	Manual start alarm	Automatic if fault eliminated
39	EH3	DOSAMAT sensor, GROUP 3	short circuit: - Check the component and the wiring	Manual start alarm	Automatic if fault eliminated
40	TS4	Safety thermostat on GROUP 4	triggered following overheating - Check the regulation circuit SR4 and the thermostat TS4 (manual reset)	Heating stopped on Group 4 Control box BG4 on stand-by	Fault eliminated and manual reset of TS4 and machine reset
41	SR4	Thermostat sensor, GROUP 4	disconnected, absence of signal: - Check the sensor and the wiring	Heating stopped on Group 4 Control box BG4 on stand-by	Fault eliminated and machine reset performed
42	SR4	Thermostat sensor, GROUP 4	short circuit: - Check the sensor and the wiring	Heating stopped on Group 4 Control box BG4 on stand-by	Fault eliminated and machine reset performed
43	SR4	Thermostat sensor, GROUP 4	Reading outside the authorised range: - Check the programmed value and the sensor.	Heating stopped on Group 4 Control box BG4 on stand-by	Automatic if fault eliminated
44	DO4	Doser, GROUP 4	disconnected, absence of signal: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
45	DO4	Doser, GROUP 4	short circuit: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
46	DO4	Doser, GROUP 4	Interruption in counting for more than 5 seconds: - Check that the doser turbine turns freely and check the wiring (bad contact)	Dosage alarm or manual stop	Automatic if fault eliminated
46	DO4	Doser, GROUP 4	Interruption in counting for more than 5 seconds: - Check that the doser turbine turns freely and check the wiring (bad contact)	Dosage alarm or manual stop	Automatic if fault eliminated
47	DO4	Doser, GROUP 4	Infusion time more than 110 seconds, insufficient flow: - Check the cleanliness of the hydraulic circuit or increase the grain size.	Infusion cycle stops	Automatic if fault eliminated

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
48	EH4	DOSAMAT sensor, GROUP 4	disconnected, absence of signal: - Check the sensor and the wiring	Manual start alarm	Automatic if fault eliminated
49	EH4	DOSAMAT sensor, GROUP 4	short circuit: - Check the component and the wiring	Manual start alarm	Automatic if fault eliminated
50	DOE	Doser, HOT WATER	disconnected, absence of signal: - Check the sensor and the wiring	Manual dosing alarm	Automatic if fault eliminated
51	DOE	Doser, HOT WATER	short circuit: - Check the component and the wiring	Manual dosing alarm	Automatic if fault eliminated
52	DOE	Doser, HOT WATER	Interruption in counting for more than 5 seconds: - Check that the doser turbine turns freely and check the wiring (bad contact)	Dosage alarm or manual stop	Automatic if fault eliminated
53	DOE	Doser, HOT WATER	Cycle time longer than 110 seconds, insufficient flow: - Check the cleanliness of the hydraulic circuit	Cycle stop : EVE	Automatic if fault eliminated
54	STS	SteamAir sensor	disconnected, ABSENCE of supply of signal: - Check the sensor and the wiring	Alarm, Manual stop	Automatic if fault eliminated
55	STS	SteamAir sensor	short circuit: - Check the sensor and the wiring	Alarm, Manual stop	Automatic if fault eliminated
56	STS	SteamAir sensor	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm, Manual stop	Automatic if fault eliminated
57	CP1	Pressure sensor, GROUP 1	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
58	CP1	Pressure sensor, GROUP 1	short circuit: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
59	CP1	Pressure sensor, GROUP 1	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm - Sensor reading not accepted - Pressure set point replaced by timer (see coffee cycle with pre-infusion)	Automatic if fault eliminated
60	CP2	Pressure sensor, GROUP 2	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
61	CP2	Pressure sensor, GROUP 2	short circuit: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
62	CP2	Pressure sensor, GROUP 2	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm - Sensor reading not accepted - Pressure set point replaced by timer (see coffee cycle with pre-infusion)	Automatic if fault eliminated
63	CP3	Pressure sensor, GROUP 3	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
64	CP3	Pressure sensor, GROUP 3	short circuit: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
65	CP3	Pressure sensor, GROUP 3	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm - Sensor reading not accepted - Pressure set point replaced by timer (see coffee cycle with pre-infusion)	Automatic if fault eliminated
66	CP4	Pressure sensor, GROUP 4	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
67	CP4	Pressure sensor, GROUP 4	short circuit: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
68	CP4	Pressure sensor, GROUP 4	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm - Sensor reading not accepted - Pressure set point replaced by timer (see coffee cycle with pre-infusion)	Automatic if fault eliminated
69	DOG	Doser, GENERAL	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Automatic if fault eliminated
70	DOG	Doser, GENERAL	Short circuit: - Check the component and the wiring	Alarm	Automatic if fault eliminated
71	DOG	Doser, GENERAL	Interruption in counting for more than 5 seconds during a coffee cycle or filling - Check that the doser turbine turns freely and check the wiring (bad contact)	Alarm	Automatic if fault eliminated
72	TSE	Overheating safety device, WATER BOILER	triggered following overheating - Check the regulation circuit STE and the thermostat TSE (manual reset)	Heating stopped on	Fault eliminated and manual reset of TSE and machine reset
73	STE	Thermostat sensor, WATER BOILER	disconnected, absence of signal: - Check the sensor and the wiring	Heating stopped on	Fault eliminated and machine reset performed
74	STE	Thermostat sensor, WATER BOILER	short circuit: - Check the sensor and the wiring	Heating stopped on	Fault eliminated and machine reset performed
75	STE	Thermostat sensor, WATER BOILER	Reading outside the authorised range: - Check the programmed value and the sensor.	Heating stopped on	Fault eliminated
76	CPR	Pressure sensor, GENERAL	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Fault eliminated
77	CPR	Pressure sensor, GENERAL	short circuit: - Check the sensor and the wiring	Alarm	Fault eliminated
78	CPR	Pressure sensor, GENERAL	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm	Fault eliminated
79	CHU	Humidity sensor,	disconnected, absence of signal: - Check the sensor and the wiring	Alarm	Fault eliminated
80	CHU	Humidity sensor,	short circuit: - Check the sensor and the wiring	Alarm	Fault eliminated
81	CHU	Humidity sensor,	Reading outside the authorised range: - Check the programmed value and the sensor.	Alarm	Fault eliminated
82	USB	DATA TRANSFER	INCOMPATIBILITY OF VERSION - TRANSFER IMPOSSIBLE	Alarm	Fault eliminated

FAULT CODE	COMPONENTS CONCERNED		POSSIBLE CAUSES	CONSEQUENCES	CONDITIONS FOR EXIT OF THE SECURITY
83	?	Fuse no 1 Broken	ABSENCE OF SUPPLY 230 V ~	?	?
84	?	Fuse no 2 Broken	ABSENCE OF SUPPLY 24 V	?	?
85	?	Fuse no 3 Broken	ABSENCE OF SUPPLY 12 V	?	?
86	?	Fuse no 4 broken	ABSENCE OF SUPPLY 5 V	?	?
87	?	Fuse no 5 broken	?	?	?
88	?	Fuse broken	?	?	?
89	?	Fuse broken	?	?	?
90	?	Fuse broken	?	?	?
91	DO1	Doser, GROUP 1	First fill fault: the pulse start remained nil for more than 3 sec, or did not fall below 30 pulses per second in less than 3 minutes.	Coffee boiler filling cycle stop: MPO stop - Closure of EV1 and EP1	Fault eliminated and machine reset performed
92	DO2	Doser, GROUP 2	First fill fault: the pulse start remained nil for more than 3 sec, or did not fall below 30 pulses per second in less than 3 minutes.	Coffee boiler filling cycle stop: MPO stop - Closure of EV1 and EP1	Fault eliminated and machine reset performed
93	DO3	Doser, GROUP 3	First fill fault: the pulse start remained nil for more than 3 sec, or did not fall below 30 pulses per second in less than 3 minutes.	Coffee boiler filling cycle stop: MPO stop - Closure of EV1 and EP1	Fault eliminated and machine reset performed
94	DO4	Doser, GROUP 4	First fill fault: the pulse start remained nil for more than 3 sec, or did not fall below 30 pulses per second in less than 3 minutes.	Coffee boiler filling cycle stop: MPO stop - Closure of EV1 and EP1	Fault eliminated and machine reset performed
95			Group filling failure		
96			Failure group 1		
97			Failure group 2		
98			Failure group 3		
99			Failure group 4		
100			Failure group 5		
101			Incompatibility of version		
254			CPU update failure		
255			BGX update failure		