



## Service information

Reference no.: SDA\_96930

## Symptom

E14-E15 ISSUE

## Cure

### INFO:

Errors E14 or E15 are raised and shown on display because of an intervention of one or both of respective boiler's thermostats due to an un-wanted AC-Loads activation.

### CURE:

**1: Starting with software version: 01.02.02 or higher, the following improvements were been implemented:**

- Changed hardware configuration in standby mode to avoid the un-wanted activation of AC loads.
  - Improved two software thermostats to give no power to coffee and steam boilers when they reach a temperature respectively of 140°C and 160°C.
  - Added two new error codes: E20 and E21, to indicate respectively the overheating of coffee boiler ( $T > 150^{\circ}\text{C}$ ) and the overheating of steam boiler ( $T > 170^{\circ}\text{C}$ ), and improved its storing with a hysteresis of 5°C.
- The older error code E14 and E15 now represent only an exceeded timeout of 200 second to reach the target temperature.

**2: Check and replace the triggered thermostats with the new Kit Thermostats: code 421940812991 for coffee boiler and code 421940813001 for steam boiler.**

In attached file you can find the assembly instructions for new thermostats.

### HISTORY:

10/10/2013 - Second Review - Changed Symptom and Info description and added indication for new Kit Thermostats.  
07/02/2013 - First Release