## Service Service Service



### Philips 4000 and 3000



# Service Manual

Rev. 04 MAY 2016

General Information		
Description	Value	
Housing material	Thermoplastic material	
Size (w x h x d)	215mm x 330mm x 429 mm	
Weight	6.7 kg for CMF-AMF 7.5 Kg for OTC (data may vary depending on the model)	
Power Cord length	0.8m -1.2m	
Control panel	Front panel	
Cup size	Up to 152 mm	
Water tank	1.8 litres - Removable type	
Coffee bean hopper capacity	250 g	
Coffee grounds drawer capacity	15	
Pump pressure	15 bar	
Boiler	Stainless steel type	
Safety devices	Thermal fuse	

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#### PHILIPS 4000 and 3000

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MODIFICATIONS TO SERVICE MANUAL					
From Rev.   To Rev.   Chapter   Inserted			Modified		
		01		Par. 1.3. Material	
Rev.03	<b>Rev04</b> 05 06	05	Par. 5.4. Saeco Service Center - Quick Start Guide		
		06		Par. 6.1. Repair flow	

# CHAPTER 1 INTRODUCTION

#### 1.1 Documentation required

The following documentation is needed for repair procedures:

- Instruction booklet for specific model
- Technical documentation for specific model (diagrams, exploded view, sympton cure and service manual)

#### 1.2 Tools and equipment required

As well as the standard equipment, the following is required:

Qty.	Description	Notes
1	Screwdriver	
1	Pliers for Oetiker clamps	
1	CC -A - Vdc tester	
1	Digital thermometer	Scale limit > 150°C
1	SSC (Saeco Service Center)	Programmer (for programming and diagnostics mode)

#### 1.3 Material

Material	Code and Description
Thermal paste	Heat resistance > 200°C
Descaler	21001901 "ACC SAE DECALCIFIER 5 L 1 UNIT"
Grease solvent	132253695601 "PARALIQ GB 363"
Silicone grease	14-INTGR22004 "ACC TUBE FIN FOOD GREASE 2 400 ML"

#### 1.4 Safety warnings

We recommend you consult the technical manual of the machine before performing any maintenance work.

Observe all applicable standards relating to the repair of electrical appliances.

Always disconnect the power plug from the mains before beginning repair work.

Always disconnect the power plug from the mains before beginning repair work.



Simply turning off the main machine power switch is not an adequate safety precaution.

This domestic appliance is rated as insulation class I.

On completion of the repair work, insulation and dielectric rigidity tests must be performed.



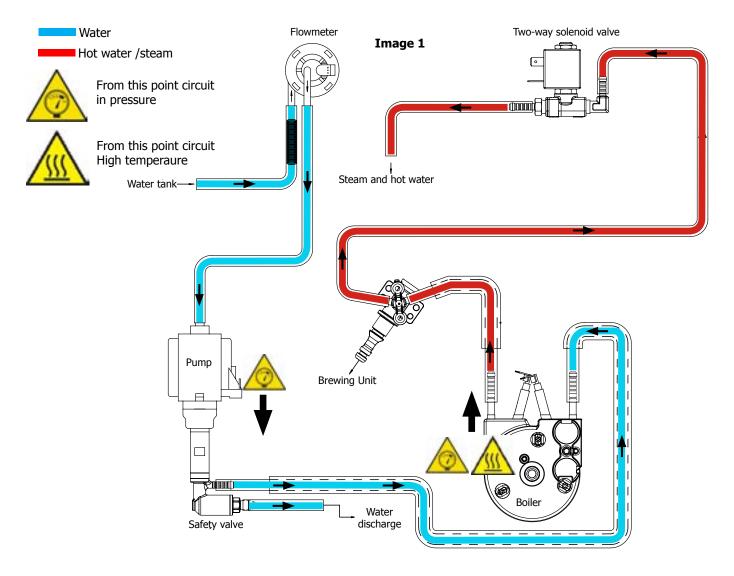
Disassembling the machine, the operator must pay attention to hot and under Pressure parts: boiler, pin-boiler, valves, dispensing, steam tube, brew unit, connections and pipes to avoid burns. Please refer to specific hydraulic circuit (Image1) to know the parts in detail.



The machine hydraulic circuit can reach maximum pressure of 16/18 bar. To operate in safety condition is recommended to perform the Steam Out procedure in order to remove the pressure and hot water inside the hydraulic circuit.

When the machine arrives at the Service Center in descaling mode interrupted, or making Descaling , be very careful not to come into contact with the Descaler.

After the product has been repaired, it should function properly and has to meet the safety requirements and legal regulations as officially laid down at this moment



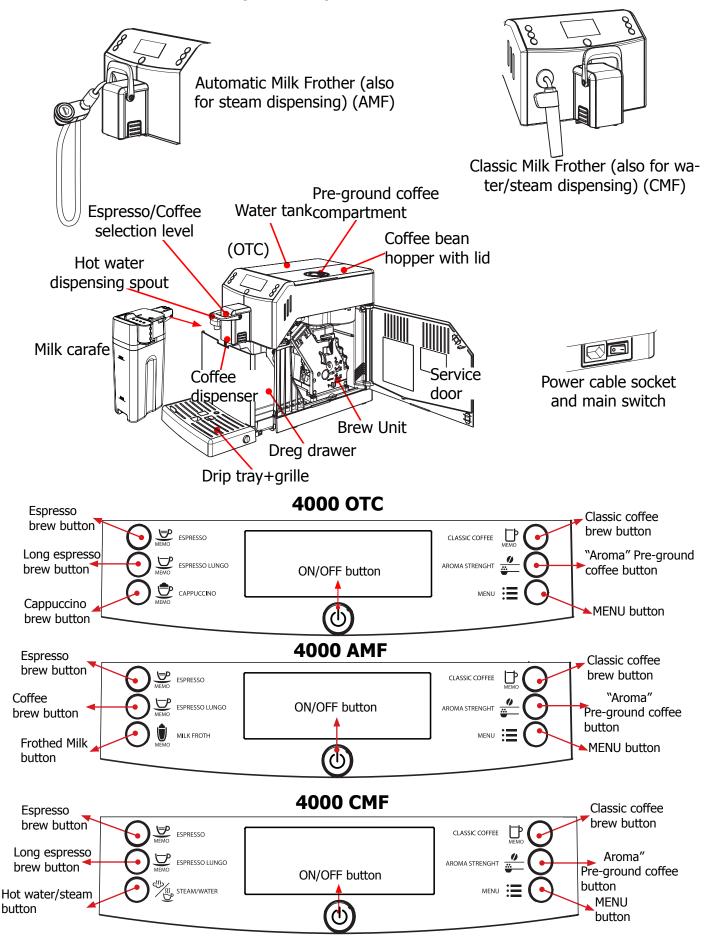
#### 1.5 Service POLICY grid as used for coffee machine

**For IN WARRANTY** repairs is raccomanded to use when and where possible the single components, available in the exploded views of the coffee machines or of the specific components. If you find the information "SEE THE EXPLODED VIEW E......." in the assembly description field, it means that the single components of the assembly are available in the other pages of the exploded view. It's possible to use the assembly only if there is a specific Symptom Cure that include this possibility or when the single components are not available for the order.

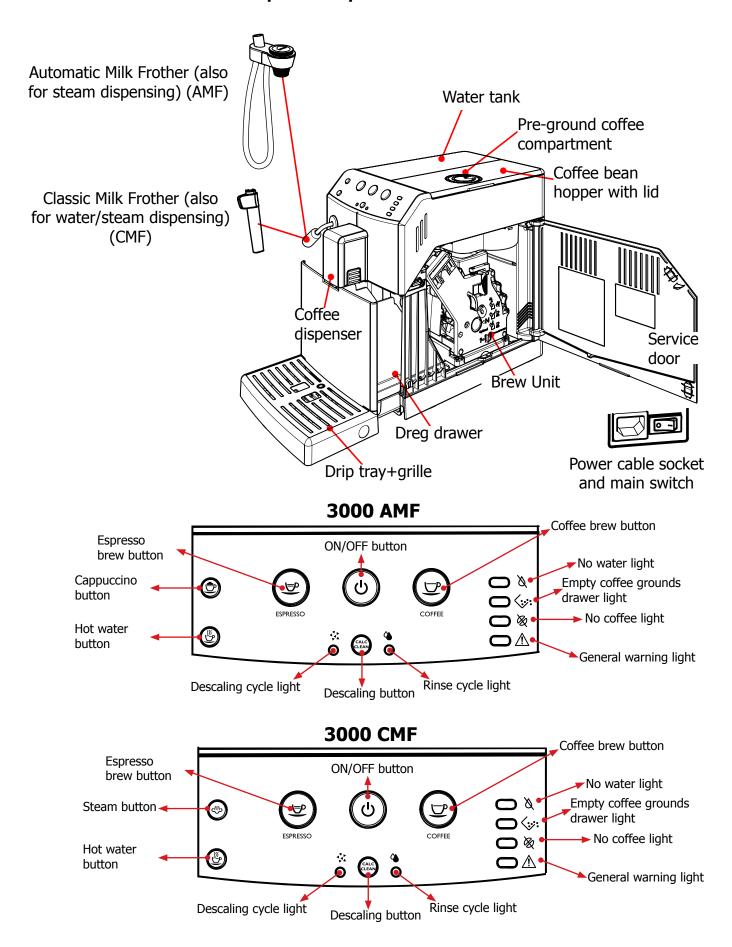
#### List of principal assembly present in all our coffee machines

Components	Assembly use	Single components available
COFFEE GRINDER	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine or of the Coffee Grinder on website
BREWING UNIT	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine or of the Brewing unit on website
BOILER	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine on website
GEAR MOTOR	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine on website
FILTER HOLDER	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine on website
MILK CARAFE	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the machine on website
THERMAL CARAFE	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the Thermal Carafe on website
MILK ISLAND	Only for OOW repairs	<b>YES</b> , to consult the specific exploded-view of the Milk Island on website

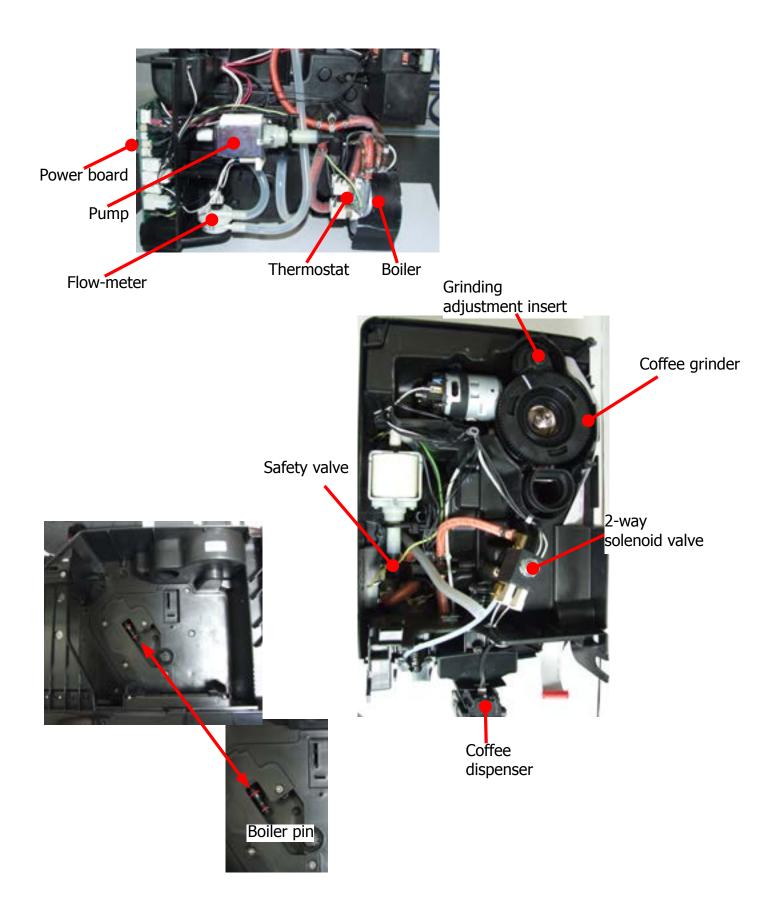
#### 1.6.1. External machine parts Philip 4000



#### 1.6.2. External machine parts Philip 3000



#### 1.6.3 Internal machine parts



### **CHAPTER 2**

# TECHNICAL SPECIFICATIONS

#### 2.1. Technical specifications

240 V~ 50 Hz 1850 W - 230 V~ 50/60 Hz 1850 W 120 V~ 60 Hz 1500 W
(NTC) variable resistor sensor - transmits the value to the electronic card
2 thermostats at 190°C one shot
(230 V~) 1900 W - (120 V~) 1300 W - (100 V~) 1100 W for coffee, hot water and steam dispensing
2 rotation directions; power supply 24VC
Ulka Type EP5/S GW approx. 13-15 bar with reciprocating piston and thermal switch 100°C 48 W, 230V, 50 Hz, 120V, 60Hz 100V, 50/60 Hz
Opening at approx. 16-18 bar
In tank
Direct current motor with flat ceramic grinder blades
Dose adjustment controlled by the electronic system
During heating phase- approx. 5.6 A
215 x 330 x 429 mm (data may vary depending on the model)
6.7 kg - 7.5kg (OTC)
1.8
250 g. / 1 cup
15
Approx. 15 sec Max. on first filling cycle
Approx. 45 sec.
Approx. 8-10 sec.

#### 2.2.1. Specification for the measurement of the coffee products temperature.

The temperature is influenced by the flow from the dispenser and stratification of temperatures in the glass. In order to consider these phenomena and to introduce measures that allow comparisons in controlled conditions, below guidelines must be followed:

#### **Conditions:**

- a) Water temperature in tank: 23°C (+/-2°C).
- b) It must be used a plastic cup (see picture N°1).
- c) It must be used a thermocouple thermometer (e.g. type K see picture N°2).
- d) The coffee machine is tested without any change of parameters or calibrations, which may affect the temperature of products, so the measurement of temperature must be done with machine in default factory setting.

#### **Procedure:**

- 1. The temperature must be measured in the cup, immediately after dispensing. Cup has to be placed on a non-metal surface using a thermocouple thermometer (Picture 1).
- 2. The temperature in the cup is measured by immersing the probe of the thermometer up to touch the bottom. The probe then must be moved in a circular motion for 5/6 rotations. At the of the rotations, stop in the center of the cup (Picture 2).
- 3. The highest temperature measured during the rotations is the value we are searching for, and that must be reported;
- 4. Test measurement: from end of dispensing to the end of rotations must be completed within 12 seconds.
- 5. the distance of the probe from the bottom of the glass is a function of the quantity of coffee dispensed: 10mm for 35gr 17mm for 60gr 35mm for 120gr and superior (Picture 3).

#### **Limits of acceptability**

The acceptance limits are divided by features and products and are the following:

#### Espresso Coffee Italy Q.ty 25/40 gr.

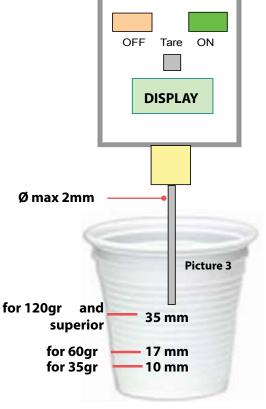
Temperature of 1st product  $69^{\circ}C \le 85^{\circ}C$ Temperature of 2nd product  $72^{\circ}C \le 85^{\circ}C$ 

#### Coffee Q.ty 70/120 gr.

Temperature of 1st product  $69^{\circ}C \le 85^{\circ}C$ Temperature of 2nd product  $72^{\circ}C \le 85^{\circ}C$ 







#### 2.2.2. Specification for the measurement of the Milk products temperature.

#### Milk evaluation

To carry out the test, a partially skimmed UHT milk with a percentage of grease between 1.5-1.8% at a refrigerator temperature Trefr. (between 4 to 10°C) must be used.

The milk product must be checked on a beaker of 250 ml of capability and with an inner diameter of 70mm, brewing 100gr of product.

#### Parameters to be respected:

The parameters to be respected are: milk temperature and height of the cream. Each of these parameters, however, must be evaluated depending on the type of system used for the production of hot milk. Actually three types of devices are present on the appliances:

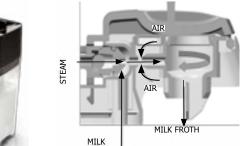
- Manual system (pannarello)
- Semi-Automatic system (cappuccinatore)
- Automatic system (carafe, Pinless wonder system, etc.)

#### Milk temperature in the beaker:

System with Pinless Wonder: With milk at Trefr. (about 4-10 °C):  $\rightarrow \Delta \geq$  45 how does it work:

- 1. The milk is heated in the first chamber of the carafe thanks to the steam.
- 2. Then, it is mixed with air and frothed in the middle chamber.

3. Finally, in the outlet chamber, the 'typhoon effect' perfects the milk texture by removing the large bubbles



#### Height of the milk cream in the beaker:

Manual system (pannarello) ≥ 15mm on 100gr. of brewed product

Semi-automatic system (cappuccinatore) ≥ 20mm on 100gr. of brewed product

Automatic system: carafe, cappuccinatore, Pinless wonder e.g. (New Royal, Energica Pure, Intelia EVO latte) ≥ 20mm on 100gr. of brewed product

#### How to measure the temperature of the milk.

- 1. The measurement is carried out in the beaker, immediately after the end of milk brew, positioned on a non-metallic surface, using a thermocouple thermometer (eg. Type K). Stop the preparation of mixed product: at the end of milk brewing, where "One Touch product" function is present.
- 2. The temperature is measured by immersing the probe of the thermometer, positioning the probe inside the beaker at about 10mm from the bottom of the container, then the probe moves in a circular motion for 3-5 turns, stopping at the end, at the center of the beaker. It detects the maximum temperature reached in a time of relief between 3 to 5 seconds. It is important the mixing of milk before the measurement at 10mm from the bottom of the beaker. If the mixing is correct, temperature, for a few fractions of a second, during the measurement should not oscillate.

#### How to measure the milk cream.

The temperature (Trefr or Tamb) of the milk doesn't affect as much the test result on measuring the milk cream; by convection is assumed to always use milk at refrigerator temperature **T**refr.

#### **Manual systems (Pannarello)**

Pour 100cc. of milk at Trefr. in a beaker of 250 ml of capacity and with a inner diameter of 70 mm; with machine in steam mode:

- 1. Open the steam knob to discharger water circuit for 4 sec, then close the knob.
- 2. Place the beaker with the frother dipped in milk, open the steam knob to maximum and start the chronometer.
- 3. After about 30 to 60 seconds, close the knob and check the result on milk.

#### Semi-automatic systems (cappuccino)

Pours milk at Trefr. in a container; with the machine in steam mode:

- 1. Open the steam knob to discharge water circuit for 4 sec. then close the knob.
- 2. Insert the silicone tube in the milk container, placing a beaker of 250 ml capacity and with an inner diameter of 70 mm under the cappuccino maker and open the steam knob.
- 3. After having provided 100gr. of product, close the knob and check the result obtained on milk. Note: The same applies to machines which have a steam key on the user interface and a solenoid valve in place of the steam tap.

### Automatic: Carafe, Cappuccino Pinless wonder e.g.: (New Royal, Energica Pure, Intelia EVO Latte), etc..

After setting the machine to delivery of 100gr. of product:

- 1. Launch the "hot milk" function.
- 2. Collect the product in a beaker with a 250ml of capacity and with an inner diameter of 70 mm, and verify the result obtained on milk. Carry out the test using milk at a **T**refr..

In case the machine allows modify of the emulsion through the menu, use the machine with the emulsion set to the default value.

Related to the above testing procedure derives the following table of acceptability:

Manual, Semi-Automatic and Automatic's Milk System			
Grams of Product	Minimun Height of the milk cream		
≥ 130	≥ 30mm		
120	≥ 25mm		
110	≥ 22mm		
100	≥ 20mm		
90	≥ 16mm		
80	≥ 13mm		
70	≥ 11mm		

**NB:** To verify more accurately the height of the cream, a practical expedient dictated by experience is to add to the product just delivered a small amount of coffee. The addition of coffee immediately put in evidence the surface of separation between liquid and cream.

#### 2.3. Machine parameters and performance

PRODUCT QUANTITY	Default quantity (Grams)	User programmable	Programm. by Production / Service
Espresso	40 +/- 10gr	Yes	No
Espresso lungo	120 +/- 10%	Yes	No
Classic coffee	Min.145 Max.190	Yes	No
Hot water	Continues until the water supply has been exhausted (capacitive sensor)		
Steam pannarello (frother)	Continues until the water supply has been exhausted (capacitive sensor)		

	Descaling cycle frequency				
Hard- ness	Water hardness	Without water filter	With water filter		
1	Soft (up to 7°dH)	240 litres (480,000 pulses)	480 litres (960,000 pulses)		
2	Medium (7° - 14°dH)	120 litres (240,000 pulses)	240 litres (480,000 pulses)		
3	Hard (15° - 21°dH)	60 litres (120,000 pulses)	120 litres (240,000 pulses)		
4	Very hard (over 21°dH)	30 litres (60,000 pulses)	60 litres (120,000 pulses)		

The default water hardness level is 4. Each litre of water corresponds to approximately 2,000 pulses.

In the machines where is not possible change the water hardness the default hardness level is 3.

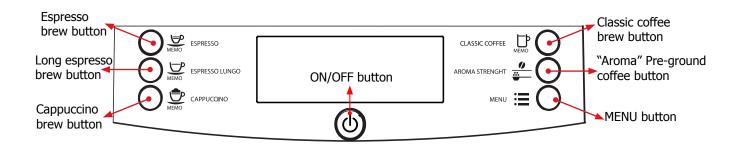
DREG DRAWER	Description and values
Time-out for dreg drawer	5 sec.
Reset dreg counter	Dreg emptying alarm, if the dreg drawer is removed for more than 5 seconds.

STANDBY	Description and values
Inlet time (default)	15 minutes
Inlet time programmed by Production/Serv-	Yes
ice	
Boiler temperature during Standby	Boiler OFF

WATER TANK	Description
Water reserve (pulses) with water filter	200
Water reserve (pulses) with no water filter	200
Water reserve modifiable by Production/Service	No
departments	
"Fill tank" alarm	Yes
"No tray" alarm	Yes (Fill tank)
Water mains	No

# CHAPTER 3 BRIEF INSTRUCTIONS

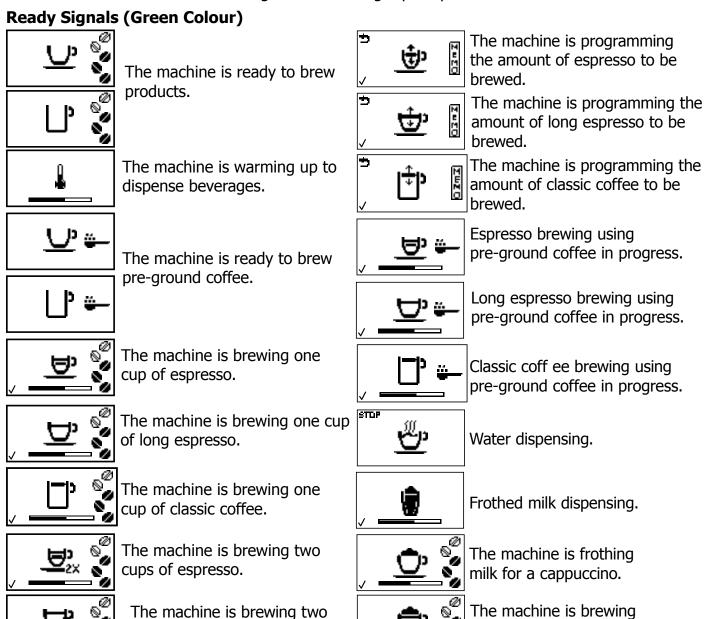
#### 3.1. Customer menu in the Philips 4000 OTC



This machine is equipped with a colour-coded system to make your understanding of the display signals easier.

The icons are colour-coded according to the traffic light principle.

cups of coffee.



coffee for a cappuccino.

#### PHILIPS 4000 and 3000

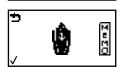
#### 03 BRIEF INSTRUCTIONS



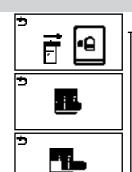
The machine is programming the amount of milk to be dispensed for a cappuccino.



The machine is programming the amount of coffee to be brewed for a cappuccino.



The machine is programming the amount of milk to be dispensed for frothed milk.



The machine reminds you to insert the carafe and remove the dispensing spout.



Insert the water dispensing spout and press the "" button to start dispensing. Press " 🗇 " to exit.

#### **Warning Signals (Yellow Colour)**



The machine is warming up.



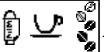
The brew group is being reset due to machine reset.



The machine is performing the rinse cycle. Wait until the machine has completed the cycle.



Fill the coffee bean hopper with coffee beans and restart the coffee beans and restart the cycle.



The machine needs the INTENZA+" water fi lter to be replaced.



The machine is priming the circuit.



You need to descale the machine. Press the "" button to start the descaling process. Follow the steps described in the "Descaling" chapter of this manual.



If you want to descale the machine later, press the " " button to continue using the machine. Please note that not descaling your machine will ultimately make it stop working properly. In this case, repair is NOT covered under your warranty.

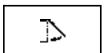
#### **Warning Signals (Red Colour)**



Completely insert the drip tray with the coffee grounds drawer into the machine and close the



The brew group must be inserted into the machine.



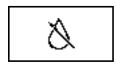
service door.



Empty the coff ee grounds drawer. Wait 5 seconds before reinserting it.



Fill the coffee bean hopper.



Fill the water tank.

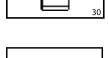


Set the "ESPRESSO" or "COFFEE" selection lever to "COFFEE" within 30 seconds to complete brewing.



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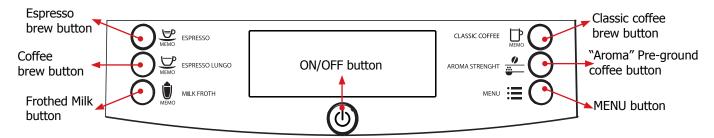
Set the "ESPRESSO" or "COFFEE" selection lever to "ESPRESSO" within 30 seconds to complete brewing.



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The machine is out of order. The error code is displayed in the right bottom corner. For error codes 1 -3 - 4 - 5, please refer to the "Troubleshooting" chapter. For any other error codes, follow the instructions below: Turn off the machine. Turn it back on after 30 seconds. Try this 2 or 3 times.

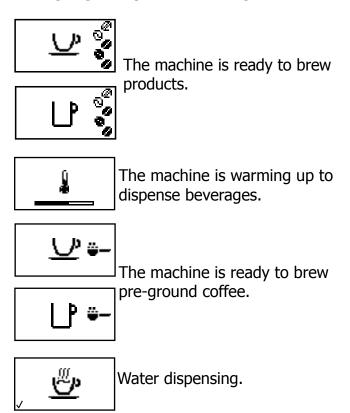
#### 3.2. Customer menu in the Philips 4000 AMF

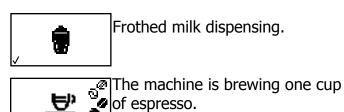


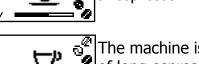
This machine is equipped with a colour-coded system to make the user's understanding of the display signals easier.

The icons are colour-coded according to the traffic light principle.

#### **Ready Signals (Green Colour)**







The machine is brewing one cup of long espresso.



The machine is brewing one cup of classic coffee.



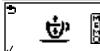
The machine is brewing two cups of espresso.



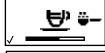
The machine is brewing two cups of long espresso.

#### PHILIPS 4000 and 3000

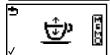
#### 03 BRIEF INSTRUCTIONS



The machine is programming the amount of espresso to be brewed.



Espresso brewing using preground coffee in progress.



The machine is programming the amount of long espresso to be brewed.



Long espresso brewing using pre-ground coffee in progress.



The machine is programming the amount of classic coffee to be brewed.

Classic coffee brewing using preground coffee in progress.

#### **Warning Signals (Yellow Colour)**



The machine is warming up.



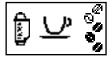
The brew group is being reset due to machine reset.



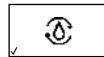
The machine is performing the rinse cycle. Wait until the machine has completed the cycle.



Fill the coffee bean hopper with coffee beans and restart the l cycle.



The machine needs the 'INTENZA+" water filter to be replaced.



Prime the circuit.



You need to descale the machine. Press the " button to start the descaling" process. Follow the steps described in the "Descaling" chapter of this manual. If you want to descale the machine later, press the "button to continue using the machine.

Please note that not descaling your machine will ultimately make it stop working properly. In this case, repair is NOT covered under your warranty.

#### **Warning Signals (Red Colour)**



Completely insert the drip tray with the coffee grounds drawer into the machine



Fill the water tank.



and close the service door.



Set the "ESPRESSO" or "COFFEE" selection lever to "COFFEE" within 30 seconds to complete brewing.



Fill the coffee bean hopper.

The brew group must be

reinserting it.



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Set the "ESPRESSO" or "COFFEE" selection lever to "ESPRESSO" within 30 seconds to complete



inserted into the machine. Empty the coffee grounds drawer. Wait 5 seconds before



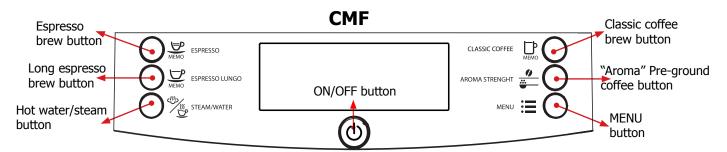
brewing.



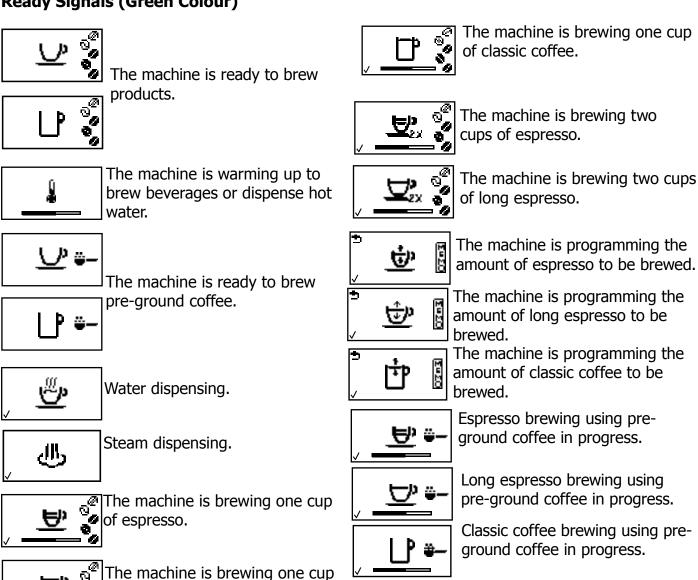
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The machine is out of order. The error code is displayed in the right bottom corner. For error codes 1 -3 - 4 - 5, please refer to the "Troubleshooting" chapter. For any other error codes, follow the instructions below: Turn off the machine. Turn it back on after 30 seconds. Try this 2 or 3 times.

#### 3.3. Customer menu in the Philips 4000 AMF



#### **Ready Signals (Green Colour)**



**Warning Signals (Yellow Colour)** 

of long espresso.

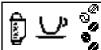
#### **Warning Signals (Yellow Colour)**



The machine is warming up.



The machine is performing the rinse cycle. Wait until the machine has completed the cycle.



The machine needs the "INTENZA+" water filter to be replaced.



The brew group is being reset due to machine reset.



Fill the coffee bean hopper with coffee beans and restart the cycle.



Prime the circuit.



You need to descale the machine. Press the "button to start the descaling process. Follow the steps described in the "Descaling" chapter of this manual. If you want to descale the machine later, press the "button to continue using the machine."

Please note that not descaling your machine will ultimately make it stop working properly. In this case, repair is NOT covered under your warranty.

#### **Warning Signals (Red Colour)**



Completely insert the drip tray with the coffee grounds drawer into the machine and close the service door.



\_\_

Fill the coffee bean hopper.



The brew group must be inserted into the machine.



Empty the coffee grounds drawer. Wait 5 seconds before reinserting it.



Fill the water tank.



Set the "ESPRESSO" or "COFFEE" selection lever to "COFFEE" within 30 seconds to complete brewing.



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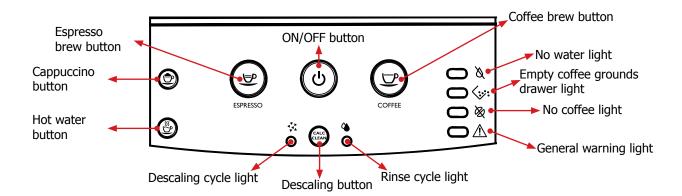
Set the "ESPRESSO" or "COFFEE" selection lever to "ESPRESSO" within 30 seconds to complete brewing.



The machine is out of order. The error code is displayed in the right bottom corner. For error codes 1 -3 - 4 - 5, please refer to the "Troubleshooting" chapter. For any other error codes, follow the instructions below:

Turn off the machine. Turn it back on after 30 seconds. Try this 2 or 3 times.

#### 3.4. Customer menu in the Philips 3000 AMF



#### **Warning Signals**



The machine is performing one of the following operations:

- Warm-up
- Automatic rinse.

#### **Flashing**



The machine needs to prime the circuit.

Press the "" button. Once pressed, the button turns off. The "" and "..." lights flash while the circuit is being primed, and they turn off once priming has been completed.

<u>"⊎"</u> steady on "\\\" and "\\\" flashing



The machine is ready for product brewing.

#### Steady on



The machine is brewing one cup of espresso.

#### Flashing slowly



The machine is brewing one cup of coffee.

#### Flashing slowly



The machine is brewing two cups of espresso.

**Quick double flashing** 



The machine is brewing two cups of coffee.

#### **Quick double flashing**



The machine is programming the amount of espresso to be brewed.

#### Flashing quickly



The machine is programming the amount of coffee to be brewed.

#### Flashing quickly



The machine is in the steam dispensing phase.

#### Flashing slowly



The machine is in the hot water dispensing phase.

#### Flashing slowly



Fill the water tank.

#### Steady on



Completely insert the drip tray with the coffee grounds drawer into the machine and close the service door.

#### Steady on



The brew group is being reset due to machine reset.



Insert the brew group.

#### Flashing slowly



Empty the coffee grounds drawer.

#### Steady on



The coffee grounds drawer is not inserted into the machine. Wait a few seconds until the " $\frak{\congruential{:''}}$ " light turns off and the " $\frak{\congruential{:''}}$ " light shines steadily. Then insert the coffee grounds drawer and close the service door.

#### **Flashing**



Fill the coff ee bean hopper with coff ee beans and restart the brewing cycle. The light turns off when the brew button of the selected product is pressed.

It is possible to dispense steam and hot water when this warning message appears.

#### Steady on



You need to descale the machine. Follow the steps described in the "Descaling" chapter of this manual.

Please note that not descaling your machine will ultimately make it stop working properly. In this case repair is NOT covered under your warranty.

#### Steady on



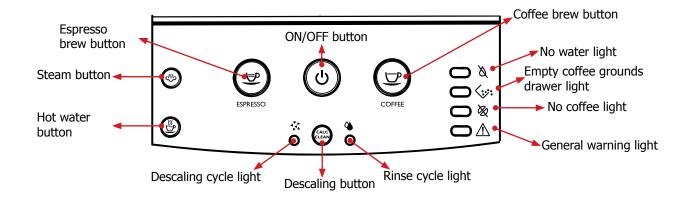
Your machine is out of order.

Turn off the machine. Turn it back on after 30 seconds.

Repeat the procedure 2 or 3 times. If the machine does not start, contact the Philips hotline in your country (contact details in the warranty booklet).

#### All lights flashing simultaneously

#### 3.5. Customer menu in the Philips 3000 CMF



#### **Warning Signals**



The machine is performing one of the following operations:

- Warm-up
- Automatic rinse.

#### **Flashing**



The machine needs to prime the circuit.

Press the "" button. Once pressed, the button turns off.

The "" and "" lights flash while the circuit is being primed, and they turn off once priming has been completed.

#### " steady on " \omega" and " flashing



The machine is ready for product brewing.

#### Steady on



The machine is brewing one cup of espresso.

#### Flashing slowly



The machine is brewing one cup of coffee.

#### Flashing slowly



The machine is brewing two cups of espresso.

#### **Quick double flashing**



The machine is brewing two cups of coffee.

#### **Quick double flashing**



The machine is programming the amount of espresso to be brewed.

Flashing quickly



The machine is programming the amount of coffee to be brewed.

#### Flashing quickly



The machine is in the steam dispensing phase.

#### Flashing slowly



The machine is in the hot water dispensing phase.

#### Flashing slowly



Fill the water tank.

#### Steady on



Completely insert the drip tray with the coffee grounds drawer into the machine and close the service door.

## Flashing quickly



The brew group is being reset due to machine reset.



Insert the brew group.

Steady on

Empty the coffee grounds drawer.



The coffee grounds drawer is not inserted into the machine.

Wait a few seconds until the " ight turns off and the " \( \lambda " \) light shines steadily. Then insert the coffee grounds drawer and close the service door.

#### **Flashing**



Fill the coffee bean hopper with coff ee beans and restart the brewing cycle. The light turns off when the brew button of the selected product is pressed.

It is possible to dispense steam and hot water when this warning message appears.

#### Steady on



You need to descale the machine. Follow the steps described in the "Descaling" chapter of this manual.

Please note that not descaling your machine will ultimately make it stop working properly. In this case repair is NOT covered under your warranty.

#### Steady on



Your machine is out of order.

Turn off the machine. Turn it back on after 30 seconds.

Repeat the procedure 2 or 3 times.

If the machine does not start, contact the Philips hotline in your country (contact details in the warranty booklet).

#### All lights flashing simultaneously

#### 3.6. Operation, cleaning and maintenance

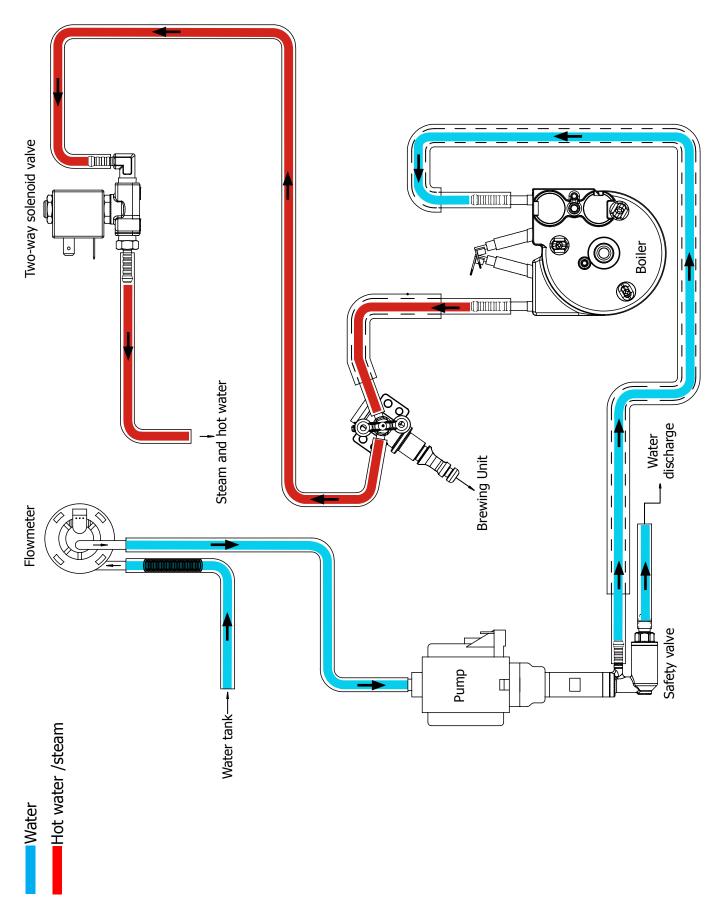
	Operating the machine			
1	Fill water tank			
2	Fill the coffee bean hopper			
3	Switch on the appliance			
4	Press the button to start the appliance	$\oplus$		
5	Heating	When the heating phase begins, wait for it to finish		
6	Rinse	Carry out a rinse cycle for the internal circuits		
7	Machine ready	The machine is ready to dispense beverages		

CLEANING AND TECHNICAL SERVICING			
Α	Empty the dregs drawer	When indicated	
В	Empty the drip tray	As necessary	
С	Clean the water tank	Weekly	
D	Clean the coffee bean hopper	As necessary	
E	Clean the casing	As necessary	
	Clean the brewing unit	Every time the coffee bean hopper is filled or weekly	
F	Lubricate the brewing unit	After 500 dispensing cycles or when the grease is no longer present on the brewing unit	
	Clean the unit housing	Weekly	
Н	Descaling	When indicated	

Descaling cycle frequency					
Hardness Water hardness		Without water filter	With water filter		
1	Soft (up to 7°dH)	240 litres (480,000 pulses)	480 litres (960,000 pulses)		
2	Medium (7° - 14°dH)	120 litres (240,000 pulses)	240 litres (480,000 pulses)		
3	Hard (15° - 21°dH)	60 litres (120,000 pulses)	120 litres (240,000 pulses)		
4	Very hard (over 21°dH)	30 litres (60,000 pulses)	60 litres (120,000 pulses)		

# CHAPTER 4 OPERATING LOGIC

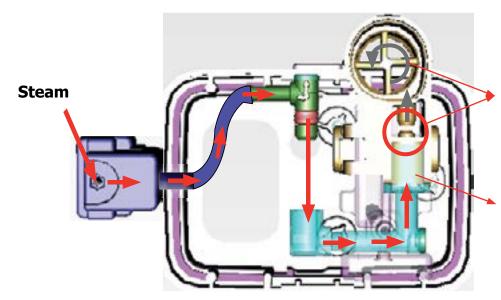
#### 4.1. Water circuit Philips 4000 - 3000



#### 4.2. Milk Carafe 4000 OTC



- 1)Steam input
- 2)Bring the cappuccino maker into dispensing position
- 3)Milk tank



The milk is heated by the steam and taken towards the emulsion chamber where it is mixed with air and transformed into foam

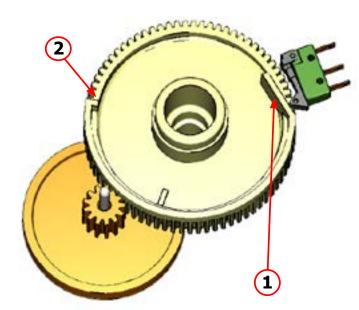
The steam passes through the pipe creating a sucking effect that pulls the milk upwards

#### 4.3. Single microswitch

#### Switching on

When the machine is switched on, the gear motor repositions itself as follows:

- It acts on microswitch 1
- The gear motor changes its rotation direction and moves upwards again by approx. 1-2 mm.
- The boiler begins to heat the water for approx. 45 sec., at full power, in order to reach the optimal temperature. The temperature will then remain at a constant level.



The gear motor is powered by a direct current motor that engages with the smaller double toothed wheel using a worm screw. The unit is mounted on the axle of the large gear wheel and when a coffee is requested, it moves from the standby position to the dispensing position, and then back to the standby position again.

- Standby position: 1

- Dispensing position: 2

#### 4.7. Temperature sensor (adjustment)

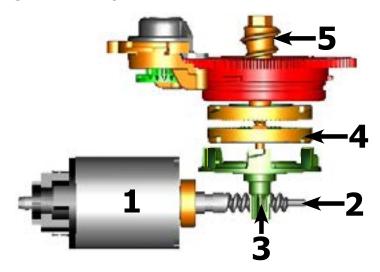
Temp. (°C)	R nom (kΩ)	ΔR (+/- %)
20	61.465	8.6
50	17.599	5.9
75	7.214	4.1
80	6.121	3.7
85	5.213	3.4
90	4.459	3.1
100	3.3	2.5
125	1.653	3.9
150	0.893	5.1

An NTC is used as a temperature sensor; in the event of overheating this reduces boiler element power consumption.

The electronic system detects the current boiler temperature from the drop in voltage of the sensor and adjusts it accordingly.

Heating element values and corresponding temperatures: see table.

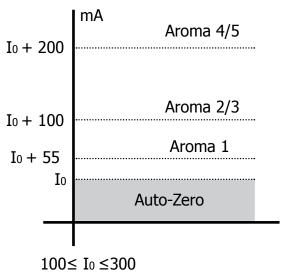
#### 4.4. Coffee grinder Philips 4000



The coffee grinder is driven by a direct current motor (1) using a worm screw helicoidal wheel transmission (2).

The worm screw (2) drives a plastic gear wheel (3), which turns the lower grinder (4) and the increment pin (5)

#### 4.4.1 Autodose system description



 $I_0$  = current when the BU is moving without load, i.e. without coffee. It occurs, for example, during the rinsing phase of coffee spout.

#### Current targets:

Aroma 1  $\rightarrow$  55mA Aroma 2/3  $\rightarrow$  100mA Aroma 4/5  $\rightarrow$  200mA 100 mA  $\leq$  I<sub>0</sub>  $\leq$  300 mA

If the BU current is  $\leq$  the current target  $\rightarrow$  the grinding time  $\uparrow$  If the BU current is  $\geq$  the current target  $\rightarrow$  the grinding time  $\downarrow$ 

1) When the system get the stability (i.e. the system got the current target) the coffee doses should be:

with medium grinding (500±60µm) and using coffee of test.

2) the 3 grinding times are always:

$$T_1 < T_2 < T_3$$

beside, every grinding time is, respectively:

$$4.0s \le T_3 \le 10s (10000ms)$$
  
 $3.5s \le T_2 \le 9s (9000ms)$   
 $3.0s \le T_1 \le 8.1s (8100ms)$ 

			DOSE ADJUSTMENT			
	5 le	evels	Grinder Time	Min Grinder Time	Max Grinder Time	Curret target
Aroma of the grinded product	Aroma1	Very Light	T <sub>1</sub>	3s	8,1s	I <sub>0</sub> + 55mA
	Aroma2	<b>J</b> Light	T <sub>2</sub>	3,5s	9s	I <sub>0</sub> + 100mA
	Aroma3	Med Med				
	Aroma4	Strong	T <sub>2</sub>	4s	10s	I <sub>0</sub> + 200mA
	Aroma5	Very Strong				

#### 4.4.2. Coffee lack detection and coffee grinder blocked

When the coffee grinder is working, the software monitors the current consumption. If the current value is very low, the machine concludes that coffee is missing; if the current value is very high, the machine concludes that the coffee grinder is blocked; instead, if the current value is in the middle, the machine concludes that all is ok and it goes on to do the product.

Because the current consumption of grinder changes depending on the situations (motor new or old, cold or hot, etc., coffee blends), these current thresholds are not static, but dynamic.

#### 4.5. Coffee cycle

Status	Heating	Ready	Coffee cycle
motor	<b></b> ↓ <mark>↑</mark>		· <b> </b>
Brewing unit gear			* selected.
Pump			Pump operation (flow meter pulses) in accordance with the amount of product selected.
	approx. 45 sec.		
Heating			
Coffee grinder			Time (Dosage)
Time			
Main switch ON		START	STOP

Notes: \* Only with Pre-brewing



#### Single microswitch gear motor

#### Switching on

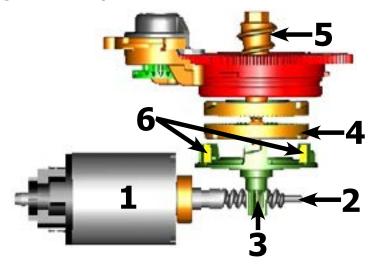
When the machine is switched on, the gear motor repositions itself as follows:

- It acts on microswitch 1 (see following chapter).
- The gear motor changes its rotation direction and moves upwards again by approx. 1-2 mm.
- The boiler begins to heat the water for approx. 45 sec., at full power, in order to reach the optimal temperature. The temperature will then remain at a constant level.

#### Coffee cycle

- 1. The coffee grinder starts the grinding process (controlled by Time).
- 2. The gear motor (brewing unit) moves to the brewing position.
- 3. Preliminary dispensing phase (short pump activity, short pause).
- 4. Product dispensing (the pump operation period is defined by the amount of product dispensed).
- 5. The gear motor moves to its home position (the dregs are expelled automatically).

#### 4.5.1. Coffee grinder Philips 3000

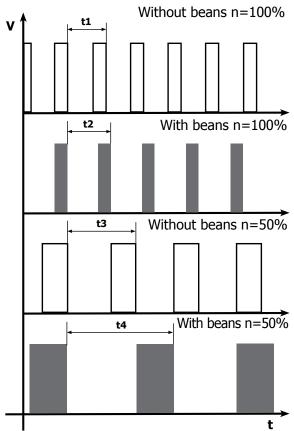


The coffee grinder is driven by a direct current motor (1) using a worm screw helicoidal wheel transmission (2).

The worm screw (2) drives a plastic gear wheel (3), which turns the lower grinder (4) and the increment pin (5)

There are two magnets (6) in the gear wheel; at every rotation these induce two pulses to a Hall sensor, which in turn transmits them to the electronic system.

## 4.5.2. Low bean level detection, dose quantity adjustment, coffee grinder blocked



#### No coffee

A low coffee bean level is detected by the Hall sensor, after variations in the pulse frequency (with or without coffee).

If there are no coffee beans (operation while empty), the number of rotations – and therefore the number of pulses – will be greater.

#### t1 = no coffee indication

If, however, there are coffee beans, the number of rotations will be lower due to the force created by the grinding.

#### t2 = no indication

**t3 and t4** = this measurement is performed at the end of each grinding process

#### Dose quantity adjustment

The dose quantity is adjusted in accordance with the pulses detected (number of rotations proportional to the selected flavor – mild, medium or strong).

#### Coffee grinder blockage

If the coffee grinder becomes blocked for any reason, pulses will no longer be transmitted to the electronic system and the grinder will come to a stop.

#### 4.5.3. Dose self-learning (SAS)

The aim of this function is to automatically regulate the average dose of ground coffee (SELF-LEARNING); this takes place with an algorithm based on the following values and setting by the user:

- 1. Number of coffee grinder pulses during the grinding cycle.
- 2. Max. average value of the power consumed by the gear motor during the coffee brewing cycle.
- 3. Aroma selected by the user.

The algorithm compares the maximum average value of the power consumed by the gear motor with the value listed in the table for the selected aroma, in order to calculate the new grinding pulse value for the next coffee produced.

If the power consumption value is less than the minimum current value, the grinding pulses will be increased by 2.

If the power consumption value is greater than the maximum current value, the grinding pulses will be decreased by 4.

If the power consumption value falls within the "over-torque" interval, the product will be dispensed and the grinding pulses will be decreased by 10.

If the power consumption value falls within the "abort cycle" interval, the dreg will be expelled and the grinding pulses will be decreased by 10.

If the "pre-ground" flavour is selected by the user, no modification will be made.

## This guarantees that, regardless of the coffee type used, the grinding level setting and the wear on the grinders, the ground coffee dose always remains constant.

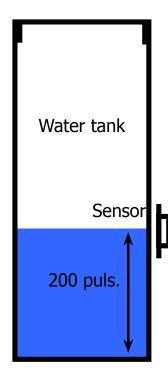
				DOSE ADJUSTMENT (NUMBER OF GRINDER IMPULSES) TO APPLY TO MED AROMA						
		3 levels	5 levels	+2	0	-4	-10	-10 and CYCLE ABORTED		
	A	<b>Ø</b> Light	Very Light	MAX_CURRENT_mA <150mA	<=150mA MAX_CURRENT_mA <=250mA	MAX_CURRENT_mA >250mA	MAX_CURRENT_mA >800mA	MAX_CURRENT_mA >1000mA		
Aroma of the grinded product	В	Ø Ø Med	Light Med	MAX_CURRENT_mA <250mA	<=250mA MAX_CURRENT_mA <=350mA	MAX_CURRENT_mA >350mA	MAX_CURRENT_mA >800mA	MAX_CURRENT_mA >1000mA		
	С	Strong	Strong  Very Strong	MAX_CURRENT_mA <350mA	<=350mA MAX_CURRENT_mA <=500mA	MAX_CURRENT_mA >500mA	MAX_CURRENT_mA >800mA	MAX_CURRENT_mA >1000mA		

#### **Important:**

For perfect operation, machine adjustment should take place in the area of the fields highlighted in green (A, B, C). When the type or brand of coffee is changed, there may be variations in the size of the beans and their stickiness or roasting level. This leads to variations in power consumption (mA), with resulting excessive or insufficient doses (until the necessary adjustments have been made to compensate for this change).

Caution: In the case of excessive dosage, powder may be expelled into the dreg drawer. This is not a fault, but can occur during preliminary operation or after a service.

#### 4.6. Water level detection (water tank)



#### "Water low" message (water reserve)

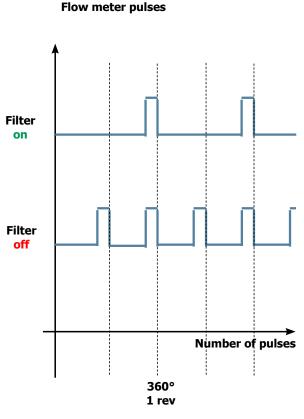
#### **Function:**

The water level is monitored by a capacitative sensor, located one third of the way up the water tank wall.

If the electronics assembly detects, by means of the sensor, that the amount of water in the tank has dropped below the above mentioned level, a water reserve remains available for the dispensing process underway (this will cover 200 flow meter pulses).

The product dispensing process will then come to an end. If a dispensing cycle ends after the sensor has been triggered (in the reserve) then the display "Water low" continues to be displayed during the following dispensing cycle.

#### 4.7. Descaling request



## "Descaling" – message with water filter inserted

(appliances with display only)

The water hardness is set on the basis of the regional water hardness analysis (1, 2, 3, 4).

#### Filter off:

If the function is turned off the electronics assembly monitors the flow meter pulses, recording one pulse each turn.

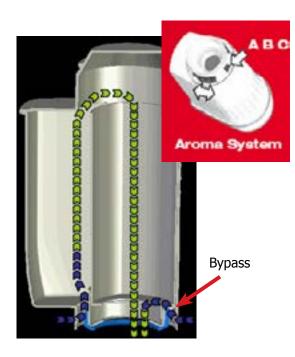
#### Filter on:

If the function is turned on the electronics assembly monitors the flow meter pulses, recording one pulse every two turns.

#### "Change water filter" message

The electronics assembly uses the flow meter impulses to keep track of the amount of water which has flowed through; after the specified amount (set in accordance with the water hardness level), the "Replace filter" message appears.

#### 4.8. Water filter



#### **Function:**

- Reduced limescale deposits which take longer to form.
- Improved water quality.
- Improved taste due to the ideal water hardness.

#### Life span / descaling performance:

- - 10 ° dH
- 60 litres
- 2 months

To achieve the best possible operating mode consistency over the total life span, the water is channelled using a 3-stage bypass (A, B, C) depending on the degree of hardness. See small image.

## CHAPTER 5 SERVICE MODE

#### 5.1. Test Mode Philips 4000.

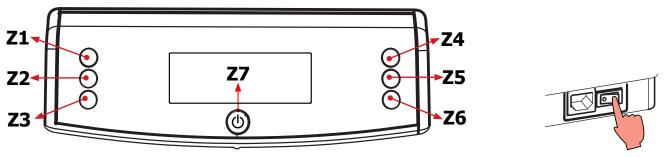
#### Introduction

This document describes the Test Mode of the Philips 4000 (CMF,AMF & OTC) Coffee Machine. This application is used in order to test the machine in its mechanics and electronic components.

#### **To enter Test Mode**

The machine enters in Test mode by holding pressed together **Z1** and **Z6** buttons while switching on the machine by the main switch on the backside of the CA.

Once entered in Test Mode, the display shows the firmware version (Level 0).



The Test Mode is organized into **6 different** pages, each level the coffee machine can execute different commands:

#### Page 0: The display shows:

- a) Firmware version.
- b) Version of machine (Focus CMF, Class AMF, Top OTC).
- c) Voltage of PCB.
- d) Main supply frequency (50 or 60 Hz).

#### Page 1: Keyboard and display's colour test:

- a) Z1 button
- b) Z2 button
- c) Z3 button
- d) Z4 button
- e) Z5 button
- f) Z6 button
- g) Z7 button
- h) Backlight colors

#### Page 2: Input signals test:

- a) Water level sensor
- b) Micro-switch door closed/opened
- c) Microswitch presence of the Brew Unit

#### Page 3: Low voltage loads test:

a) Brew Unit movement upward and downward (24V DC)

#### Page 4: High/Low voltage loads test (Pump, E.Valve ):

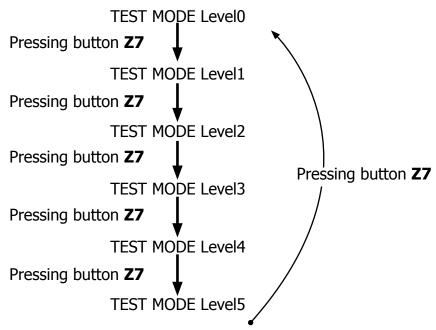
- a) Pump (230V AC)
- b) DC Solenoid valve (24V) (The door must be closed !!)
- c) Flow-meter

#### Page 5: High voltage loads test (Heater, Grinder):

- a) Heater (230V AC)
- b) Grinder (320V DC)

The user can change the page by pressing the **Z7** button.

Page 0 is accessible only entering Test Mode from power-off mode; at the start up all loads are turned off.



#### Page 0 (FIRMWARE)

#### Verify the firmware version



Firmware version on the display.

The machine model is shown (FOCUS, CLASS or TOP).

The voltage of the main supply "230V"

The frequency of the main supply is shown (50 or 60 Hz)

**ERROR:** If in machine model field is written "Unknow" and backlight of display is Yellow, check the jumper in interface.



The firmware version is the same as the label on MicroController

**ERROR:** The firmware version is different from the label on MicroController; change the CPU\_POWER Boards!



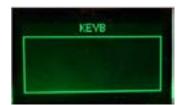


The machine passes to the Page 1 (KEYBOARD)

**ERROR:** The page does not change; Check the interface

board and the flat cable (JP21)

#### Page 1 (KEYBOARD)



Start condition



#### Press buttons from 1 to 7

Only when a button is pressed a O appears on the relative position of button pressed.

In the middle of display appears the name of the button pressed. Pressing buttons on the left the backlight color changes from GREEN to YELLOW.

Pressing button on the right the backlight color changes from GREEN to RED.

When a button is pressed, also the Stand-By led (RED) turn ON.



**Note:** Press button Z7 as the last once, since it makes

change the test page.

**Note:** If 2 or more buttons are pressed the name that appears

on display could be wrong.

**ERROR:** If nothing appears on display; check the interface board and the flat cable (JP21).

**ERROR:** If during the movement the backlight remain green check the wiring (JP1) from the interface board and the display.

**ERROR:** The name displayed is wrong; check the position of jumper in interface. It must be the same of machine model.

Press **Z7** " o move to the next screen



The machine passes to the level 2 (INPUTS)

Page 2 (INPUTS)



Start condition

**Warning:** if the Lever sensor is not connected to interface will appear a warning message.



#### **Insert a full Water Tank**

The indication **H20** changes from "N" to "Y".

**Note:** the switching from "N" to "Y" requires about 1-2 seconds. **ERROR:** The indication TANK-H2O doesn't change; check the

capacitive sensor (fixing) and the wiring (JP23)



#### **Insert the BrewUnit**

The indications **BU-P** changes from "N" to "Y".

**Note:** removing the BrewUnit the indication from "Y" to "N" requires

about 2-3 seconds to switch.

**ERROR:** Check the BU presence Microswitch and the wiring (JP16).



#### **Close the Door and Dreg Drawer**

The indication **DOOR** change from "N" to "Y"

**ERROR:** The indication **DOOR** does not change; check the Microswitch for the door and the wiring (JP14).

**Note**: without the Dreg Drawer correctly inserted the DOOR indica-

tion cannot change!



#### **Move Lever to Coffee Position**

The indication DRIP change from "N" to "Y"

**ERROR:** The indication **DRIP** does not change; check the Lever sensor, the connector in PCB interface (JP4) or the cabling between Lever sensor and interface



#### Move the lever in Espresso position

The indication ESP change from "N" to "Y"

**ERROR:** The indication **ESP** does not change; check the Lever sensor, the connector in PCB interface (JP4) or the cabling between Lever sensor and interface.

Press **Z7** " o move to the next screen



The machine passes to the Page 3 (BU PAGE)

Page 3 (BU)



Start condition



#### Press the Z1 button to move the BU to Work

**IMPORTANT NOTE**: If the DREGDRAWER is not inserted or the DOOR is not closed the BU test cannot be performed. If these 2 inputs are not in the right position, a warning message will be shown and the display turns to yellow.



When the BU reaches the work position the indication **WORK** changes from "N" to "Y", the number of the current is less than 200mA (without BU) or 300mA (with BU).



**ERROR:** The indication **WORK** doesn't change and remain "N", the display backlight changes from green to red; Check the work microswitch (broken?), the BU motor (blocked?) and the wiring (JP16).



**ERROR: (Without BU)** The absorbed current is more than 200mA, the display backlight changes from green to red; check the BU and the motor.



**ERROR: (With BU)** The absorbed current is more than 300mA, the display backlight changes from green to red; check the BU and the motor.



#### Press the Z3 button to move the BU to Home

When the BU reaches the home position the indication **HOME** changes from "N" to "Y", the number of the current is minus than 200mA (without BU) or 300mA (with BU).



**ERROR:** The indication **HOME** doesn't change and remain "N", the display backlight changes from green to red; Check the work microswitch (is broken), the BU motor (is blocked) and the wiring (JP16).



**ERROR: (Without BU)** The absorbed current is higher than 200mA, the display backlight changes from green to red; check the BU and the motor.



**ERROR:** (With BU) The absorbed current is higher than 300mA, the display backlight changes from green to red; check the BU and the motor



The machine passes to the Page 4 (EV - PUMP)

Page 4 (EV - PUMP)



Start condition



Press the Z1 button to open the Electro Valve IMPORTANT NOTE: If the DREGDRAWER is not inserted or the DOOR is not closed the EV test cannot be performed. If these 2 inputs are not in the right position, a warning message will be shown and the display turns to yellow.



It is possible to hear the "click" from Electro Valve. The indication beside the **EV1** changes from "OFF" to "ON".

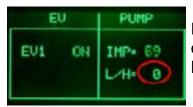


## Press and Release the Z4 button to switch on the pump (100 impulses)

The water goes out from the pipe and the indication IMP shows increasing numbers. The indication L/H must be within the range 10-18.



**ERROR:** The display backlight changes from green to red and the impulse remains 0; If water comes out the pipe: check the wiring from the flowmeter to the CPU/POWER board (JP5). If no water comes out the pipe: check the pump and the wiring from the pump to the CPU/POWER board (JP24).



**ERROR:** The L/H is zero or very low; the Electro Valve does not open. Check the wiring from the Electro Valve to the CPU/POWER board (JP3) and the Electro Valve

Press **Z7** " to move to the next screen



The machine passes to the level 5 (Heater-Grinder)

HEATER	GRINDER
29	7000 8 9 8

Start condition



#### Press the Z4 button to switch on the grinder.

The grinder rotates and in the indication **GRINDER** the number increasing up to 5000 (5seconds test). The other numbers inside the **GRINDER** box are not important for this test.

7000	7 sec. grinding in medium aroma (the number can vary during operation of the machine)
5000	5 sec. grinding of the coffee grinder in functionality test
523	Number of half-waves that reads the sensor (may vary)
2273	Average distance of the sensor impulse beds (may vary)
2000	Average of the last 4 millings in the normal mode as above (2273)



**ERROR:** The number remains 0 or the grinder does not run,or the display backlight changes from white to red; check the Grinder and the wiring from the Grinder to the CPU/POWER board (JP8)



#### **Check the temperature**

The number shows the heater temperature.



**ERROR:** In the indication HEATER appears "SHORT", the NTC temperature-sensor is shorted, the display backlight changes from green to red; check the wiring from the NTC temperature-sensor to the CPU/POWER board (JP13).



**ERROR:** In the indication HEATER appears "OPEN", the NTC temperature-sensor is detached or broken, the display backlight changes from green to red; check the wiring from the NTC temperature-sensor to the CPU/POWER board (JP13).



#### Press the Z1 button to switch on the Heater

The absorbed current (Amperometer on the main supply) is OK, the indication **HEATER** changes from "OFF" to "ON" and the temperature starts increasing.

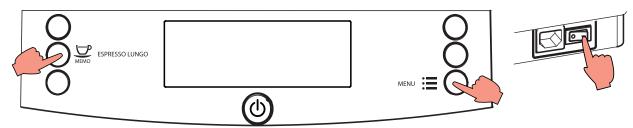


If temperature is over 100°C, the backlight change from GREEN to YELLOW. This is a ALERT message to avoid heating the HEATER element over dangerous temperature.

**ERROR:** the absorbed current is KO or the temperature does not increase; check the wiring from the heater to the CPU/POWER board (JP19) and the wiring of the NTC temperature-sensor (JP13).

#### 5.1.1. SteamOut

This document describes the Steam-Out procedure; the application is used in order to empty the heater.



#### To enter in SteamOut

The machine enters in Steam-Out mode by holding pressed together: the "ESPRESSO LUNGO" button and the MENU button; while switching on the machine by main switch behind the machine.



Once entered the Steam Out mode the display shows the "STEAM OUT" indication. Buttons can be released



IMPORTANT NOTE: to execute the Steam-out procedure the Ntc sensor must work correctly; if some errors occurs on Ntc during the steam-out, the procedure can't continue and an error message is shown on the display.



IMPORTANT NOTE: to execute the Steam-Out procedure the DREGDRAWER must be in place and the DOOR must be closed. If these 2 conditions are not respected a warning message is shown on the display and the Steam-Out is interrupted



The machine starts the Steam Out and the display change the backlight (yellow) and appears the indication "ON". While the Steam Out runs the Electro valve is opened and water comes out the Water/Steam pipe.



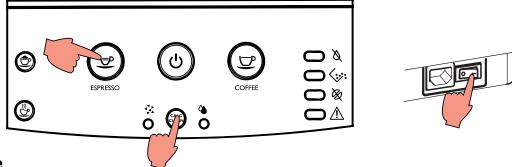
When the Steam Out is complete the message "COMPLETE" is shown on the Display. The Electro valves automatically closes and the machine can be switched off.

PHILIPS 4000 and 3000 05 SERVICE MODE

When the Steam-Out is complete the following parameters are reset to their default values:

Length "Espresso" product	(Default 128 impulses)
Length "Espresso Lungo" product	(Default 292 impulses)
Length "Large Coffee" product	(Default 428 impulses)
Length "Cappuccino" (Coffee + Milk product)	(Default 170 impulses coffee & 34sec milk)
Length "Milk" product	(Default 34 seconds)
Stand-By Time	(Default 15 minutes)
Coffee Ground	(Default 0)
The request for Priming the Circuit at the first switch	on is set.
Brewing Unit Empty	
Aroma Strength Espresso	(Default 3 beans)
Aroma Strength Large Coffee	(Default 4 beans)
BU current array (BU during rinsing)	(Default 150mA)
Grinder Sensing Array	Default 2000ms)
Grinding time Aroma Very Light (1 Bean)	(Default 3000ms)
Grinding time Aroma Light/Medium (2/3 Beans)	(Default 3500ms)
Grinding time Aroma Strong/Extra Strong (4/5 Beans)	(Default 4000ms)
Filter Presence	(Default OFF)
Filter Pulses	(Default 0)
Last Error Log	(Default 0)
Coffee Duct Empty = TRUE (To grind more first time	after steam-out and refill duct with coffee)

#### 5.2. Test Mode Philips 3000



#### **To enter Test Mode**

The machine enters in test mode by holding together Espresso and Calc-Clean button while switching on the

machine by mean of the main switch on the backside of the CA.

Once entered shows Led Espresso, Led Coffee flashing in series (Level 0).

There are 6 different level, in each level the coffee-machine can execute different commands,

#### **Level 0: Entry Level:**

a) In this level can be done Reset to default

#### Level 1: The machine can test the interface (Leds & Buttons):

- a) Button "Espresso"
- b) Button "Coffee"
- c) Button "Calc-Clean"
- d) Button "Steam" & Led Steam under the button;
- e) Button "Hot-Water" & Led Hot-Water under the button;
- f) Button "Stand-By" & Led Stand-By under the button;
- g) No Water LED
- h) General Alarm LED
- i) Descale LED
- i) Rinsing LED
- k) Dreg drawer full LED
- I) No Beans LED

#### Level 2: The machine can test other input signal:

- a) Microswitch door closed/opened
- b) Microswitch present of the brewing unit
- c) Water Tank sensor

#### Level 3: The machine can test the loads in low voltage:

a) Brew Unit movement upward and downward (24V DC)

#### Level 4: The machine can test the load:

- a) Pump (230V AC)
- b) DC Solenoid Valve @24V.
- c) Flow Meter

#### **Level 5: The machine can test:**

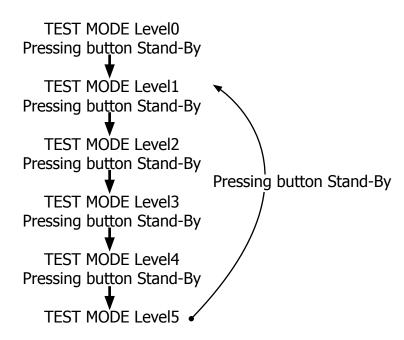
- a) Heater (100-120-230V AC)
- b) Grinder (140-170-320V DC)
- c) Grinder sensor

The user can switch the level by pressing the Button Stand-By, the machine shows the level of the test:

- a) Level 1: Led Espresso ON (G), Led Stand-by ON (R)
- b) Level 2: Led Espresso ON (G), Led Descale ON (O)
- c) Level 3: Led Espresso ON (G), Led Descale ON (O), Led Calc-Clean ON (O)
- d) Level 4: Led Espresso ON (G), Led Descale ON (O), Led Calc-Clean ON (O), Led Rinsing ON (O)
- e) Level 5: Led Espresso ON (G), Led Descale ON (O), Led Calc-Clean ON (O), Led Coffee ON (G).

#### Legend:

#### (0) = Orange (G) = Green (R) = Red



At the start up all loads are turned off. The software allow to have only one load active at the same time.

#### Level 0 (Start Test mode)

Start condition: NO BU, NO drag drawer, door open, No	LED INDICATION			
Water sensor	Led Espresso	Led Coffee		
	Blink Alternately			

Press BUTTON Stand-By to move to the next screen

#### Level 1 (Key)

Start condition: NO BU, NO drag drawer,	LED INDICATION					
door open and No Water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	Led Descale	Led Rinsing
	OFF	OFF	OFF	OFF	OFF	OFF

Press Espresso Button							
Action by user		LED INDICATION					
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	Led Descale	Led Rinsing	
Switch on Red Leds NoWater & Dreg drawer full	OFF	ON	OFF	ON	OFF	OFF	
ERROR: Led NoWater remains off, check the interface board and flat cable (JP21)		OFF		ON			
ERROR: Led Dreg drawer full remains off, check the interface board and flat cable (JP21)		ON		OFF			
ERROR: Led NoWater & Dreg drawer full remain off, check the interface board and flat cable (JP21)		OFF		OFF			

Press CalcCLean Button						
Action by user		LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	Led Descale	Led Rinsing
Switch on Orange Leds Descale & Rinsing	OFF	OFF	OFF	OFF	ON	ON
ERROR: Led Descale remains off, check the interface board and flat cable (JP21)					OFF	ON
ERROR: Led Rinsing remains off, check the interface board and flat cable (JP21)					ON	OFF
ERROR: Led Descale & Rinsing remain off, check the interface board and flat cable (JP21)					OFF	OFF

Press Coffee Button							
Action by user		LED INDICATION					
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	Led Descale	Led Rinsing	
Switch on Red Leds GenAlarm & NoBeans	ON	OFF	ON	OFF	OFF	OFF	
ERROR: Led NoBeans remains off, check the interface board and flat cable (JP21)	OFF		ON				
ERROR: Led GenAlarm remains off, check the interface board and flat cable (JP21)	ON		OFF				
ERROR: Led NoBeans & GenAlarm remain off, check the interface board and flat cable (JP21)	OFF		OFF				

Press Steam Button						
Action by user	LED INDICATION					
	Led Steam Button	Led Hot-Water Button				
Switch on green Led under the Steam Button	ON	OFF				
ERROR: Led Steam remains off, check the interface board and flat cable (JP21)	OFF	OFF				

Press Hot Water Button						
Action by user	LED INDICATION					
	Led Steam Button	Led Hot-Water Button				
Switch on green Led under the Hot Water button	OFF	ON				
ERROR: Led Hot-Water remains off, check the interface board and flat cable (JP21)	OFF	OFF				

Finish condition: NO BU, NO drag drawer,	LED INDICATION					
door open and No Water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	Led Descale	Led Rinsing
	OFF	OFF	OFF	OFF	OFF	OFF

#### Press BUTTON Stand-By to move to the next screen

## Level 2 (Input)

Start condition: NO BU, NO drag drawer, door open and		LED IND	ICATION	
No Water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	ON	ON	ON

Insert a full Water Tank					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
Switch off Red Leds NoWater	NA	OFF	NA	NA	
ERROR: Led NoWater remains on, check the capacitive sensor (fixing) and the wiring (JP23)	NA	ON	NA	NA	

Insert the Brew Unit					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
Switch off Red Leds GenAlarm	NA	NA	OFF	NA	
ERROR: Led GenAlarm remains on, check the BU presence Microswitch and the wiring (JP16).	NA	NA	ON	NA	

Insert Dreg drawer and close the service door				
Action by user	LED INDICATION			
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
Switch off Red Led Dreg drawer full	NA	NA	NA	OFF
ERROR: Led Dreg drawer full remains on, check the Microswitch for the door and the wiring (JP14).  NOTE: without the Dreg drawer correctly inserted the indication cannot change!	NA	NA	NA	ON

Finish condition: With BU, Drag Drawer, door closed and	LED INDICATION			
Tank	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF

### Press BUTTON Stand-By to move to the next screen

#### **Level 3 (Brewing unit)**

Start condition: NO BU, Drag drawer, door	LED INDICATION			
Closed and No Water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF
If the Dreg drawer is not inserted or the Service door is not closed the BU test cannot be performed. If these 2 inputs are not in the right position, Led Dreg drawer full will be RED	NA	NA	NA	ON

Press the Espresso button to move BU to work					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
When the BU reaches the work position the Led NoBeans is switched on	ON	NA	NA	NA	
ERROR: Led NoBeans remains off, Check the work microswitch (broken?), the BU motor (blocked?) and the wiring (JP16).	NA	NA	NA	NA	
ERROR: led GenAlarm Switch ON; the absorbed current is much more 300mA (with BU) or 200mA (without BU) check the BU and the motor		NA	ON	NA	

Press the Coffee button to move BU to home				
Action by user	LED INDICATION			
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
When the BU reaches the home position the Led NoBeans is switched on	ON	NA	NA	NA
ERROR: Led NoBeans remains off, Check the work microswitch (broken?), the BU motor (blocked?) and the wiring (JP16).	NA	NA	NA	NA
ERROR: led GenAlarm Switch ON; the absorbed current is much more 300mA (with BU) or 200mA (without BU) check the BU and the motor		NA	ON	NA

Finish condition: With BU, Drag Drawer,	LED INDICATION			
door closed	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF

Press BUTTON Stand-By to move to the next screen

## Level 4 (Pump)

Start condition: BU not inserted, Drag drawer and	LED INDICATION			
service door closed, no water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF
If the Dreg drawer is not inserted or the Service door is not closed the EV cannot be opened and test cannot be performed. If these 2 inputs are not in the right position, Led Dreg drawer full will be RED	NA	NA	NA	ON

Press the Espresso button to open the EV				
Action by user	LED INDICATION			
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
It is possible to hear the "click" from ElectroValve. The Led NoBeans is switched on	ON	NA	NA	NA

Press and release the Coffee button to switch on the Pump (100 impulses)					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
The water goes out from the dispensing spout, the NoWater LED blink every Flowmeter pulse.	NA	BLINK	NA	NA	
ERROR: the NoWater LED does't flashing and after 5sec this LED Switch ON; check:  1) The EV (open?)  2) Pump (is ON?),  3) The flowmeter (works rightly?)  4) the wiring from the flowmeter to the CPU/POWER board (JP5)  5) the wiring from the pump to the CPU/POWER board (JP24)	NA	ON	NA	NA	

Finish condition: With BU, Drag Drawer,	LED INDICATION			
door closed	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF

Press BUTTON Stand-By to move to the next screen

## **Level 5 (Grinder-Heater)**

Start condition: NO BU, NO drag drawer, door open	LED INDICATION			
and No Water sensor	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF

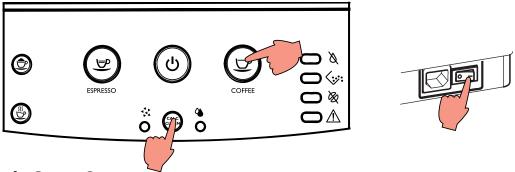
Check the Temperature					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
The red led General Alarm remains OFF	NA	NA	OFF	NA	
ERROR: The temperature sensor is shorted or opened, the led GenAlarm switch ON; check the wiring from the heater to the CPU/POWER board (JP13).	NA	NA	ON	ON	

Press the Espresso button to switch on the Heater				
Action by user	LED INDICATION			
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
The user checkers that the absorbed current is OK	NA	OFF	NA	NA
ERROR: the absorbed current is KO; check the wiring from the heater to the CPU/POWER board (JP17-3) and the other wiring	NA	OFF	NA	NA
ERROR: If temperature is over 100°C, the NoWater LED turn ON. This is a ALERT message to avoid heating the HEATER element over dangerous temperature; and Heater test cannot be performed.	NA	ON	NA	NA

Press the Coffee button to switch on the Grinder					
Action by user	LED INDICATION				
	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full	
The grinder rotates and Led NoBeans Blink every grinder pulses.	BLINK	NA	OFF	NA	
ERROR: the led NoBeans remains OFF and after the led NoBeans switch ON; check the hall sensor board in the Grinder, the Grinder, the wiring from the hall sensor board to the CPU/POWER board (JP2) and the wiring from the Grinder to the CPU/POWER board (JP8)	ON	NA	ON	NA	

Finish condition: With BU, Drag Drawer,	LED INDICATION			
door closed	Led NoBeans	Led NoWater	Led GenAlarm	Led Dreg drawer full
	OFF	OFF	OFF	OFF

#### 5.2.1. SteamOut



#### To enter in SteamOut

The machine enters SteamOut mode by holding pressed together the **COFFEE** button and the **CALC\_CLEAN** button while switching on the machine.

Once entered the machine shows **Led Descale and Led Rinsing flashing in series**.

If there is a failure on NTC (Ntc disconnected or in short circuit) the operation cannot be performed and the **LED General Alarm will blink** (turn off the machine and repair before do Steam-out operation).

If Door is opened or drag drawer is removed **LED WASTE FULL will be switched on**. To start again the

operation insert drag drawer and close service door.

At the end of procedure **LED ESPRESSO and LED COFFEE turns on.** 

When the Steam-Out is complete the following parameters are resetted to their default values:

- Length Espresso product
- Length Coffee product
- Stand-By Time
- Count Coffee (Ground counter)
- The request for Priming the Circuit at the first switch on is set.
- Aroma
- Aroma Impulses
- Filter Presence
- Filter Pulses
- Dynamic threshold
- History of grindings for Beans Presence detection

#### 5.3. Error codes

ERROR CODES	DESCRIPTION
01	The coffee grinder is blocked (grinder blades jammed or sensor not reading properly)
02	The grinder is disconnected (Only coffee grinder without electronic sensor)
03	The brewing unit is blocked in work position (microswitch not released in up position after 3", torque error trying to move down, descent time out exceeded)
04	The brewing unit is blocked in home position (microswitch not released in down position after 3", torque error trying to move up, ascent time out exceeded)
05	Water circuit / flow meter problems (water circuit blocked or no flow meter signal)
10	Boiler temperature sensor short circuited
11	Boiler temperature sensor open circuit
14	The boiler temperature has exceeded the maximum allowed value (165°c)
15	The boiler temperature has not increased by x°C in y sec (boiler power supply disconnected, incorrect boiler fitted must be a 1300W boiler, partial power supply to boiler, cut out thermostat tripped)
19	Mains voltage trouble
22	interface missing or unknown
23	The Espresso/Coffee lever was damaged or disconnected

#### 5.4. Saeco Service Center - Quick Start Guide

Saeco Service Center (SSC) is a tool with which you can re-program the machine and check the diagnostic of the same.

You can download the software from the following link: <a href="http://logsave.logtronics.com/SSC2/publish.htm">http://logsave.logtronics.com/SSC2/publish.htm</a> In support of this tool it is essential to order the Saeco Programming Device:

Cod. 20000490 "KIT PROGRAMMER SERKIT SSC2".

This kit includes the programmer and cables helpful.

All details related to the registration and operation are explained in the enclosed Quick start guide (QSG).

#### **Saeco Service Center – Quick Start Guide**

Press the icon to view the document **()** 

To open the attached document is necessary to save the service manual on your PC.

# CHAPTER 6 SERVICE AND MAINTENANCE

## 6.1. Repair Flow

Proces stap Saeco no	0.	Action
Intake	1	Visual inspection (transport damage) take care for pictures
	2	Check Type/serialnumber
		Log all available accessory
Diagnosis	3	Check product for consumer complaint (NFF contact consumer)
	4	Opening machine
		Run Diagnostic to get error codes and relevant set statistics (Saeco Service Center SSC)
	5	Visual inspection check for loosen parts, leaking etc
	6	Operational tests
Repair	7	Repairing the faults encountered
·		Checking any modifications (view Symptom Cure, new software, etc.)
	8	Refer Annex tabs per family
	9	Service activities in accordance with the operating schedule
		Check/Replace Waterfilter (the small filter, not the Britta filter)
		Check/Replace Water tank lip seal
		Check/Replace Boiler pin O-ring
		Clean/align Coffee grinder (Vacuum cleaner / brush)
		Descale the water Circuit
		Check/Replace Hot water/steam valve
	10	Internal check / cleaning
		Check/Clean/Grease Brewing unit
	11	Operational test while the appliance is open
		Check Hoses, attachments and Oetiker clamps
		Check Pump for operation & noise
		Check Gear motor for operation & noise
		Check for leakage
	12	Assembly
		Final inspection test
		Steam out before shipping out, if temperature is below 0° to prevent any demaged due to
		frozen water.
		No need for those families Minuto family (all platform); Incanto family new; Pico Baristo; Gran Baristo; Intelia V2; Philips 2000-2100; Incanto Executive; Moltio family (all platform). Please also check for GDA_113455
		Provide precise IRIS code, according dedicated code table for Coffee products. The
	15	location code from the part you have worked on MUST be completed always with the part
	13	reference from exploded view!
Inspection		·
visual		Do cabinet parts fit well together
visua.		Check for damages
Powercheck		Will the set switch on
Accesoires		Do the accessories match with the intake
Consumer complaint		Check the product for the consumer complaint
Coffee		Basic Functional test
Dispense		Make 2 * coffee. Are both amounts equal
Disperise		Make e 2 cups at the same time. Are the volumes equal
Noise		Is the sound normal
Crema		Blow on the coffee. Does the crema come back together
Crema		Is the crema colour correct (Hazelnut)
Temperature		Is the coffee temperature within spec
Grinder		Is the correct temperature within spec  Is the grinder noise normal
Steam		is the grinder hoise horman
		Does the steem work
Steam Het Water		Does the between work
Hot Water		Does the hot water work
Milk		(if applicable)
Cappuchino		Does the cappuccinatore produce good froth

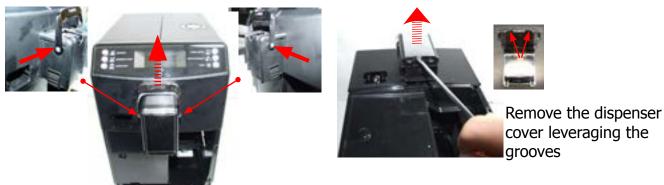
14	Did the product leak during the testing			
15	Draining the circuit (in winter)			
	Clean water reservoir, bean reservoir, brew chamber and conveyor			
16	Clean and dry brew unit, coffee bin and drip tray.			
	Lubricating the brewing unit with suitable grease			
	External cleaning			
	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain			
	country's (VDE, ISO)			
	Check the mains cord for damages			
18	Packing			
	Check completeness (accessories) according income log			
19	Neatly pack the product			
	NFF letter			
	Descaling instruction with changed procedure (S/C)			
	Other instructions according S/C			
	Is there an answer to ALL consumer questions/complaints (see complaint)			
	add set statistic and give, if needed clear instruction towards consumer			
	Is it indicated which documents are added			
	Are there tips how to prevent issues			
	15			

## CHAPTER 7 DISASSEMBLY

#### 7.1. Outer Shell



#### **Coffee dispenser 4000**

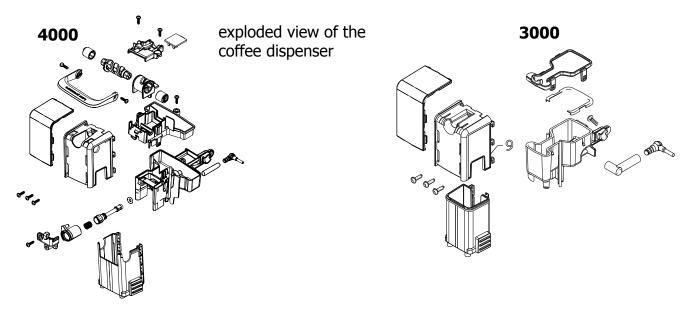




**DRIP ESPRESSO** 

Unscrew the screw shown

and remove the cover



#### **Upper cover**

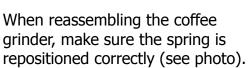


Unscrew the screws shown, raise the top cover and remove the electrical and water circuit connections.

#### 7.2. Coffee grinder



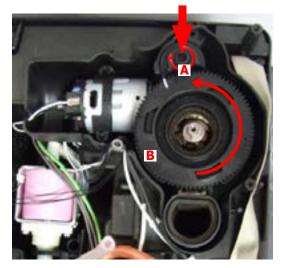
Raise the coffee grinder and remove the connections.





The new machines have a coffee grinder with the screw to prevent the disassembly of the upper coffee grinder support (see photo).

#### 7.3. Grinder blades

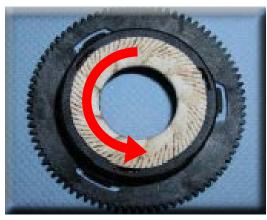


Caution in the new coffee grinder with the screw, Unscrew this last, before disassembly of the upper coffee grinder support.

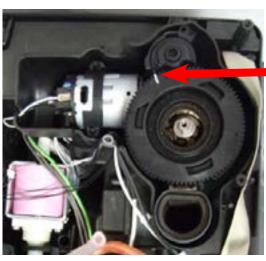
To extract the top support of the appliance, press on the grinding adjustment spindle (A) and turn the support anticlockwise until it unhooks.



Turn the grinder blades anticlockwise out of the support.



Turn the grinder blades clockwise out of the support. The bayonet connections can be accessed from the rear.





For a standard adjustment, both markings must be aligned.

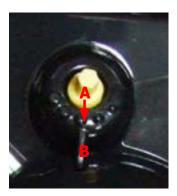
#### 7.4. Coffee grinder adjustment



The grinding adjustment can be set by the user (only with the coffee grinder in operation) by pressing and turning (only by one click at a time) the insert inside the coffee bean hopper with the aid of the wrench supplied.

#### Adjustment by a service center





To adjust grinding further, the engineer can work directly on the coffee grinder by pressing and turning the ring nut (C) shown. (clockwise + to increase the particle size of the coffee and anticlockwise - to decrease it).

If there are any remains of coffee powder between the two grinding blades it is recommended to tighten by max. two marks at a time.

Lastly, move the arrow (A) on the adjustment knob to the center of the adjustment dots on the cover (B).

#### 7.5. Carafe connection and hot/steam water dispenser



Slide out the fork as illustrated



Loosen the screws holding the carafe connection





When reassembling the assembly to be careful to correctly position the spring.

#### hot water dispenser









Removes the covers shown

unscrew the screws shown

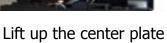
### 7.6. Central plate



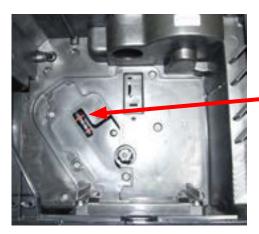


unscrew the screws shown





7.7. Pin boiler







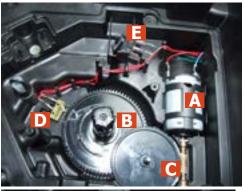


Loosen the screws as illustrated and remove the boiler pin (A).

#### 7.8. Gear motor

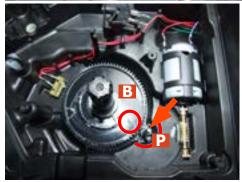


Loosen the screws as illustrated and remove the gear motor cover.



The following are located inside the compartment protected by the casing:

- Electric motor (A) with gears (B) and (C) for transmission and timing of the dispenser.
- Brewing unit present microswitch (E).
- Microswitch (D) detecting brewing unit home and work positions.
- Remove the gear (C) that meshes with the motor transmission shaft.
- Remove the large gear (B).
- Remove the motor (A), complete with transmission shaft.



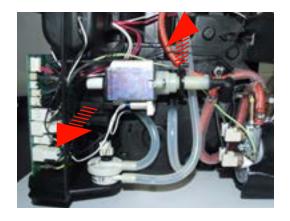
Replace the gear (B), making sure that the imprint of the arrow is aligned with the opening containing the pin (P).



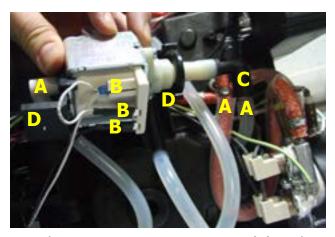
When replacing the motor and the transmission shaft, make sure the guide runners (L) are in the right position.

Grease the shaft thoroughly and evenly.

#### **7.9.** Pump

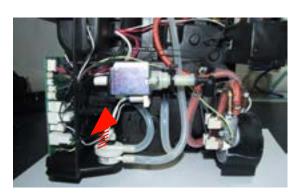


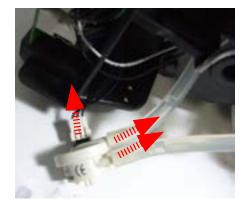
Unhook the pump from the supports.



Disconnect the water circuit connections (A) and electrical connections (B), loosen the safety valve (C) and slide the pump off the brackets (D).

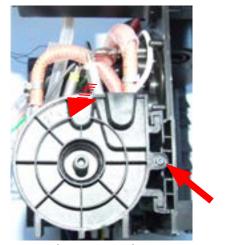
#### 7.10. Flow-meter





Lift the flow meter out of the casing assembly and remove the electrical and water circuit connections.

#### **7.11.** Boiler



Unscrew the screw shown at unthread the support boiler



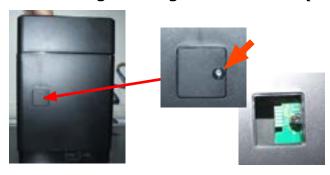
Unscrew the screw shown and remove the electrical and water circuit connections.

#### 7.12. CPU board



Loosen the screws slide the card off the support and disconnect the electrical connections.

#### 7.13. Programming access for SSC (Saeco Service Center)

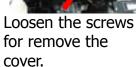


Loosen the screw for remove the cover.

#### 7.14. KYB interface and display



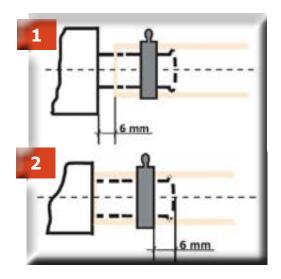






Disconnect the electrical connections.

### 7.15. Fitting and removing Oetiker clamps



1) Boiler connection.

2) Other connections.



Use a suitable pair of pliers to remove the clamp (as illustrated).

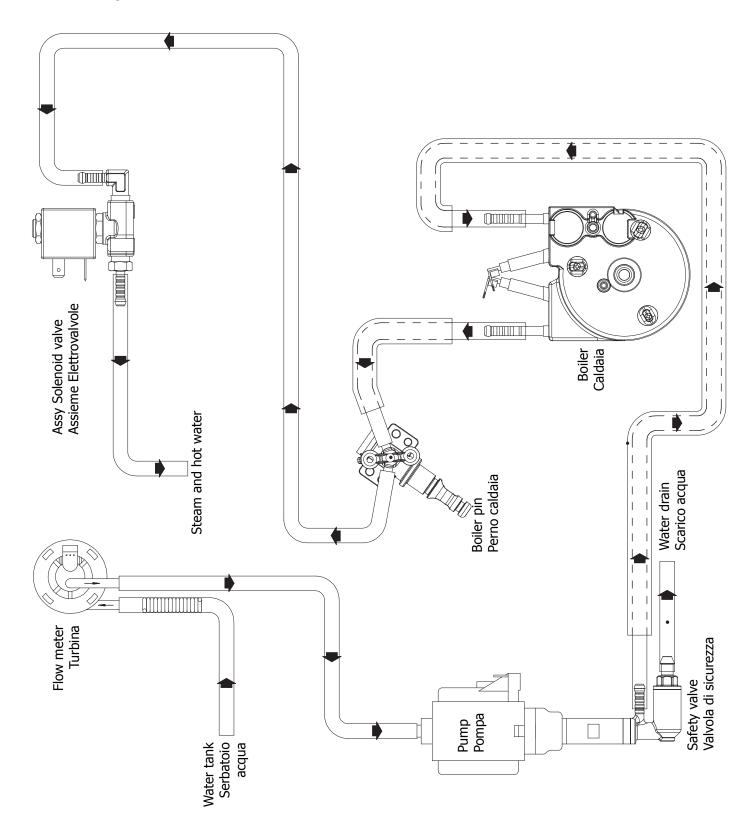


Tighten the clamp as illustrated.

## CHAPTER 8 NOTES

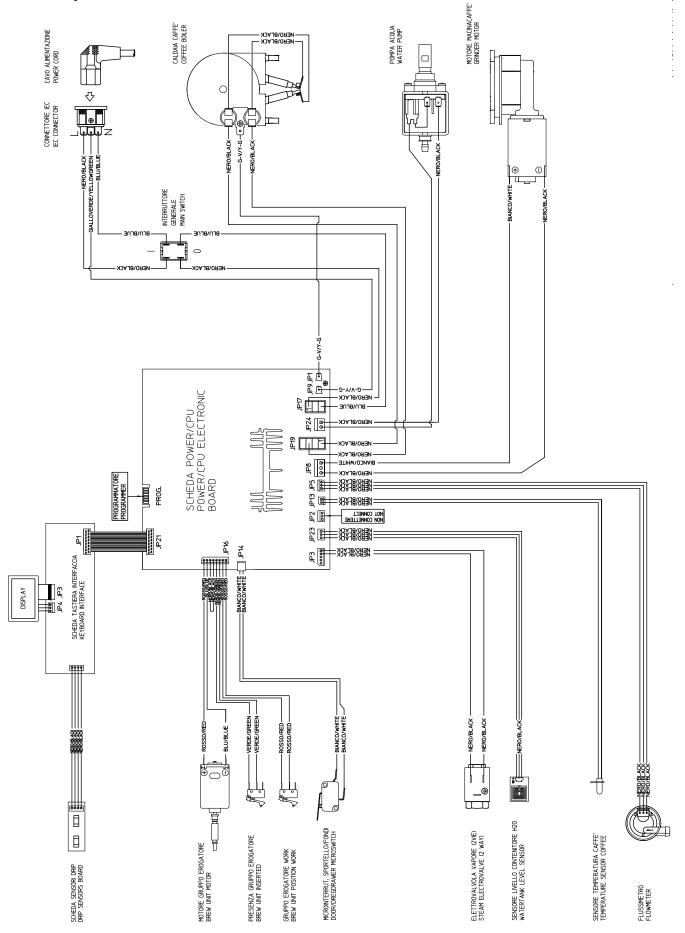
## CHAPTER 9 WATER CIRCUIT DIAGRAM

## Philips 4000/3000



## CHAPTER 10 ELECTRICAL DIAGRAM

#### Philips 4000



#### Philips 3000

