

TONE

ENERGY EFFICIENT, INTELLIGENTLY DESIGNED TECHNOLOGY
COMMITTED TO BREWING PERFECTION!



TOUCH 03







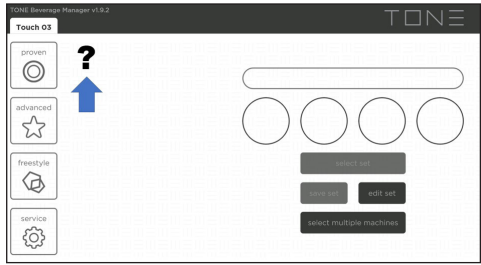


STOP
WASTING
ENERGY

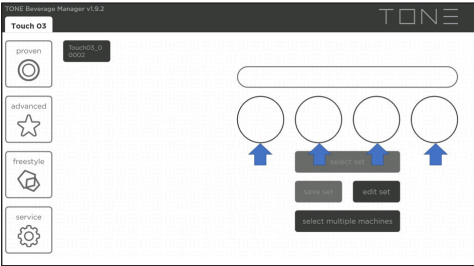


TOUCH 03 - TROUBLE SHOOTING LIST

TOUCH 03 TROUBLE SHOOTING LIST

NOTE: Please follow the instructions on the right side step by step. If the problem has been solved, you don't need to go one step further.

PROBLEM	SOLUTION
 <p>Buttons 1 & 4 light up blue</p>	<ol style="list-style-type: none"> 1. Check if the NTC sensor cable (white) is disconnected. 2. Please, contact your dealer.
 <p>Buttons 3 & 4 light up blue</p>	<p>No flow / water supply interrupted</p> <ol style="list-style-type: none"> 1. Check your water supply / open the main valve. 2. Rinse the machine with approx. 1L by pushing button 1/2 + main switch. 3. Descale the machine (check manual). 4. If no water comes out, build out and clean the proportional valve according the video on www.tone-swiss.com. 5. Exchange the flowmeter. 6. Please, contact your dealer.
 <p>Buttons 2 & 4 light up blue</p> <p>■ Proportional valve is leaking</p>	<ol style="list-style-type: none"> 1. Rinse the machine with approx. 1L by pushing button 1/2+Main switch. 2. Please, contact your dealer.
 <p>When starting a recipe, no water comes out of the machine (the selected button keeps blinking constantly)</p>	<ol style="list-style-type: none"> 1. Update the firmware. 2. Check the fuse of the heating element. 3. Check if during the run of a recipe the LED of both solid state relays are blinking. 4. Please, contact your dealer.

PROBLEM	SOLUTION
 <p>The machine is not visible in the TONE App (Connection is done by ethernet cable)</p>	<ol style="list-style-type: none"> 1. Check the regulations of your firewall for the TONE App 2. Select the automatic mode in the ethernet port properties 3. Switch off / on the machine and the TONE App 4. Check if the machine number is visible in the TONE App 5. Please, contact your dealer.
 <p>Buttons 1 & 3 & 4 light up blue</p> <ul style="list-style-type: none"> ■ E-fast disconnected (violet cable) ■ Both solid state relay disconnected (missing signal) ■ Heating fuse defective ■ Cables on top of the heater are disconnected 	<ol style="list-style-type: none"> 1. Upload the firmware to Version 2.8.0 or higher. 2. Check if all cables on top of the heating element are connected properly 3. Check the cable connections on the solid state relays 4. Check the fuse of the heating element 5. Please, contact your dealer.
 <p>Buttons 2 & 3 & 4 light up blue</p> <p>Brewer overheated / error on heating element / defective thermostat / Flow problem not resolved</p>	<ol style="list-style-type: none"> 1. Do a reboot of the machine by pushing 1/3/4 and main switch together. 2. Upload the firmware to Version 2.8.0 or higher 3. Rinse the machine with approx. 1L by pushing button 1/2 main switch together. 4. Check the fuse of the heating element. 5. Please, contact your dealer.
<p>The machine is heavy sputtering at the beginning of each pulse.</p>	<ol style="list-style-type: none"> 1. Replace the NTC temperature sensor according the video on www.tone-swiss.com 2. Please, contact your dealer.

PROBLEM	SOLUTION
 <p>No recipes visible on the keys (TONE-App)</p>	<ol style="list-style-type: none"> 1. Check if the number of the machine on the left side is marked 2. Do a reboot of the machine by pushing 1/3/4 and main switch together 3. Update the machine with the actual firmware 4. Please, contact your dealer.
 <p>Dripping from the machine even when the machine is switched off</p>	<ol style="list-style-type: none"> 1. Rinse the machine with approx. 1L by pushing button 1/2 and main switch together 2. Descale the machine (check manual) 3. Build out and clean the proportional valve according the video on www.tone-swiss.com 4. Please, contact your dealer.
 <p>Blue chasing light (Button 1-4) after switching the brewer ON and after finishing a recipe.</p>	<p>Descaling is necessary</p> <p>The demand of a descaling process is indicated on the recipe buttons by a blue chasing light: -> <- ->.</p> <p>Please follow the descaling instructions according to chapter 5.3 in the operating manual.</p>
<p>After switching on, the machine let the water flow though without pushing any button before or there is no water coming through at all. This means the proportional valve does not open or close at all. (for example during a first installation of the machine).</p>	<ol style="list-style-type: none"> 1. Push the buttons 1+3 and main switch together. This will cause a repeated opening and closing of the proportional valve including a subsequent flushing for 10 sec. This might help to get rid of some lime scale etc. (This action can only be performed if firmware 2.7.0 is called on the machine). 2. Start again a recipe 3. Build out and clean the proportional valve according the video on www.tone-swiss.com 4. Please, contact your dealer.

TONE

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CLAIM REPORT

We are sorry that you have an issue with one of our products. In order to help you and solve the issue we need you to fill in the claim report. If the problem cannot be solved, please fill out the claim report (see QR code). It is important to know what exactly has already been done, what is the serial number of the machine and if any parts have already been replaced.