



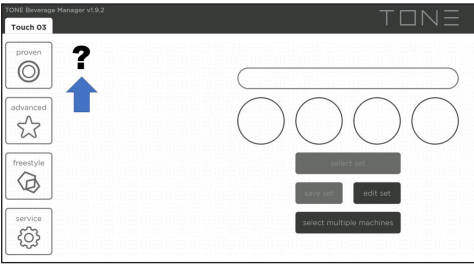


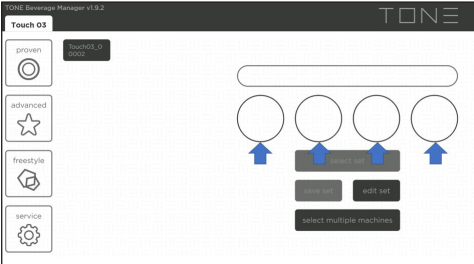




TOUCH 03 TROUBLE SHOOTING LIST

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>Overheating (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. If no water comes out, build out and clean the proportional valve according the video on www.tone-swiss.com 4. Descale the machine (check manual) 5. Exchange the flowmeter 6. Please, contact your dealer.
 <p>Buttons 2 & 4 light up blue</p> <ul style="list-style-type: none"> ▪ Proportional valve is leaking 	<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. Check the fuse of the heating element 2. Check if during the run of a recipe the LED of both solid state relays are blinking 3. Update the firmware 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. If you have the firmware version 2.6.0 or 2.6.1 on the machine do a downgrade to 2.5.0 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 / missing signal from solid state relay.</p>	<ol style="list-style-type: none"> 1. Switch the brewer OFF and let it cool down. 2. Rinse the machine with approx. 1L by pushing button 1/2 main switch together 3. Check if during the run of a recipe both LED on the solid state relays are blinking 4. Replace the NTC temperature sensor on the heating element 5. Please, contact your dealer.
<p>After switching on, the machine let the water flow through without pushing any button before.</p>	<ol style="list-style-type: none"> 1. Build out and clean the proportional valve 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. Build out and clean the proportional valve according the video on www.tone-swiss.com 3. 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.
 <p>Blue chasing light (Button 1-4) after switching the brewer ON and after finishing a recipe.</p>	<p>Descaling is necessary The demand of a descaling process is indicated on the recipe buttons by a blue chasing light: -> <- ->. Please follow the descaling instructions according to chapter 5.3 in the operating manual.</p>