

# Service Service Service

Gaggia Naviglio



# Service Manual

Rev. 01 MAY 2016

## General Information

### Description

Nominal Voltage - Power Rating - Power Supply

Housing material

Size (w x h x d)

Weight

Power cord length

Control panel

Classic Milk Frother

Maximum height of the cup under the dispensing spout (mm)

Water tank

Coffee bean hopper capacity

Coffee grounds drawer capacity

Pump pressure

Boiler

Safety devices

### Value

See label on the inside of the service door

Thermoplastic material

256 x 340 x 440 mm  
(data may vary depending on the model)

9 kg (data may vary depending on the model)

800 - 1200 mm

Front panel

Especially for cappuccinos

110

1.5 litres - Removable type

300 g

10

15 bar

Stainless Steel

Thermal fuse

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## GAGGIA NAVIGLIO

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MODIFICATIONS TO SERVICE MANUAL				
From Rev.	To Rev.	Chapter	Inserted	Modified
Rev.00	Rev01	01		Par. 1.3 Material
				Par. 1.4. Safety warning
		05	Par. 5.3. 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, symptom 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	Torx T 8 - T 10 - T 20
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.



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.

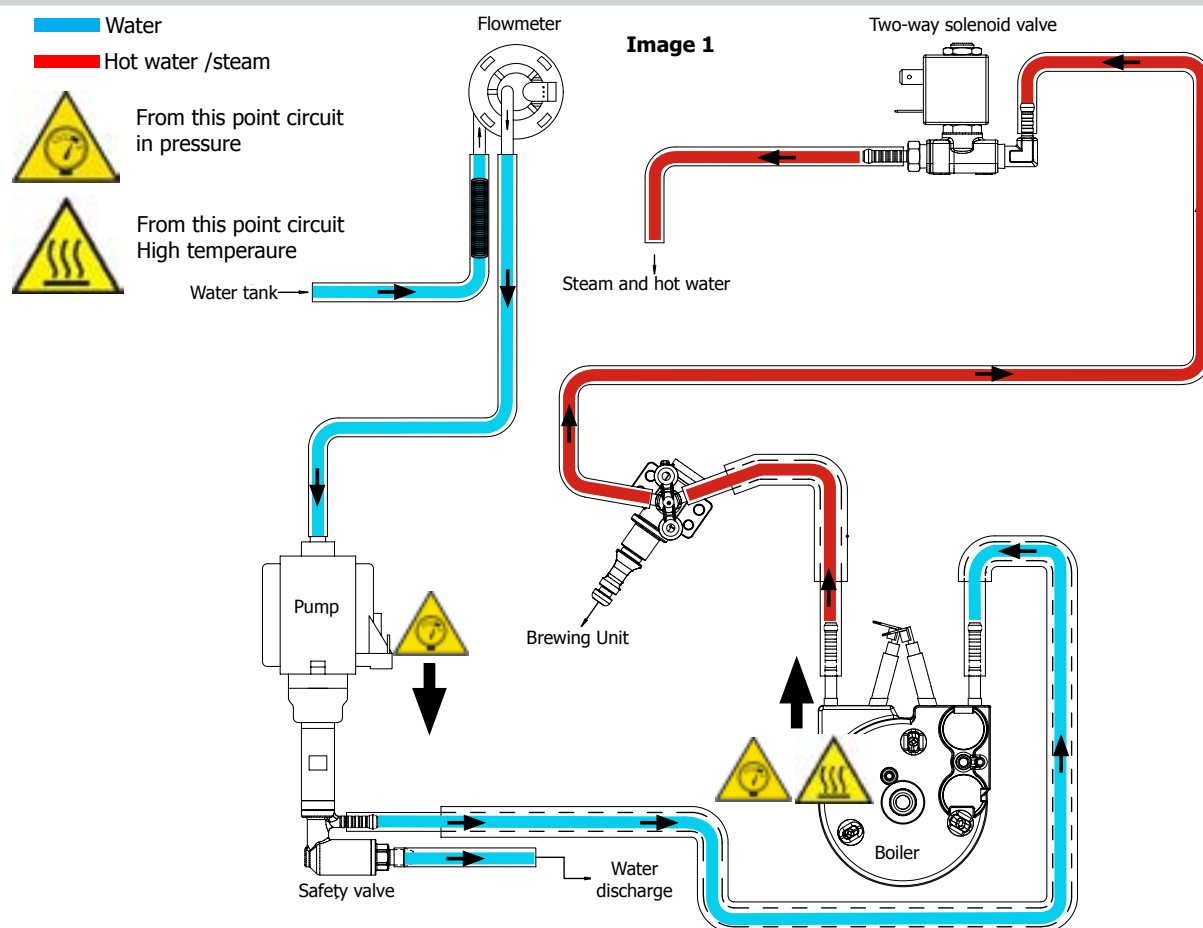


Disassembling the machine, the operator must pay attention to hot and under Pressure parts: boiler, pin-boiler, valves, dispensing, steam tube, brew unit, connections and pipes to avoid burns. Please refer to specific hydraulic circuit (Image1) to know the parts in detail.



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.



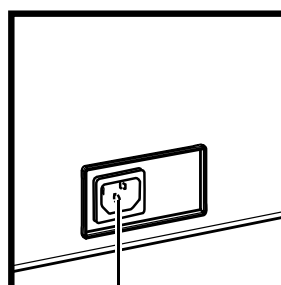
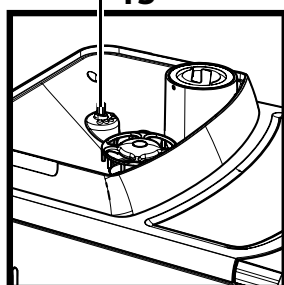
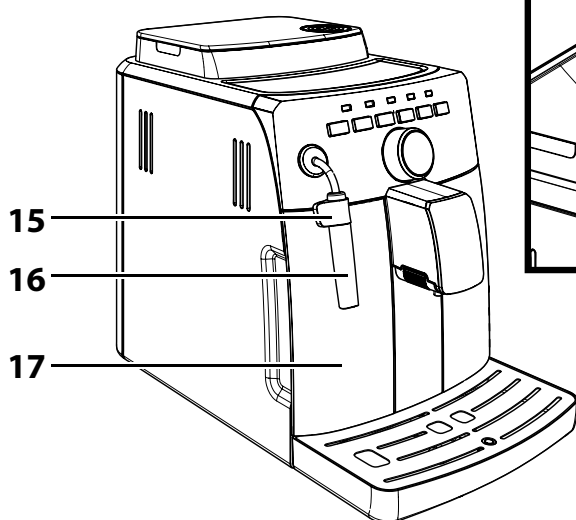
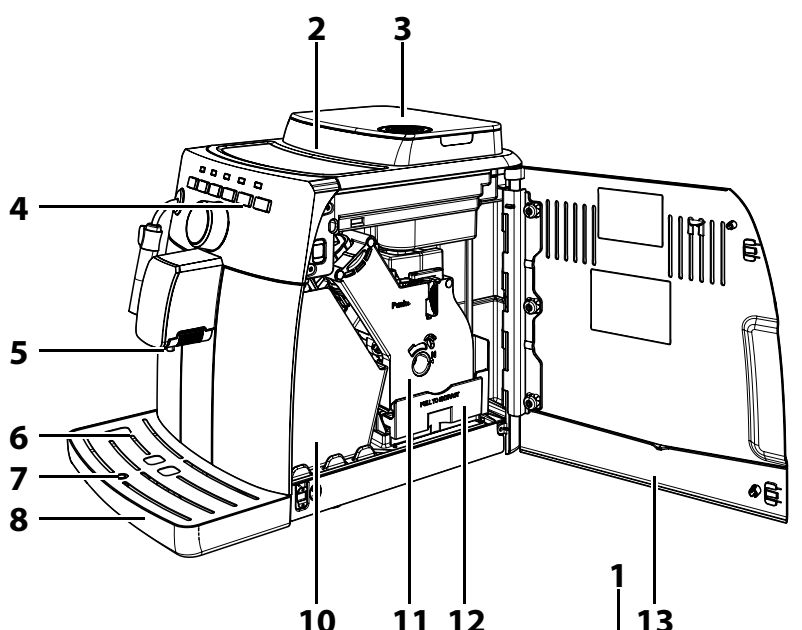
### 1.5 Service POLICY grid as used for coffee machine

**For IN WARRANTY** repairs is recommended 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

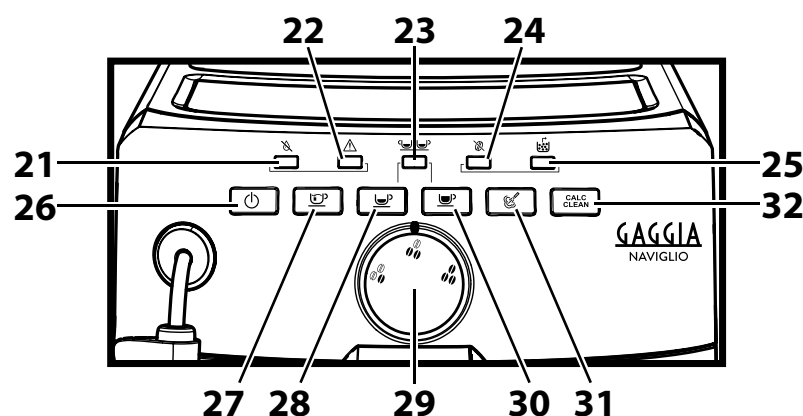
Components	Assembly use	Single components available
<b>COFFEE GRINDER</b>	<u>Only for OOW repairs</u>	<b>YES</b> , to consult the specific exploded-view of the machine or of the Coffee Grinder on website
<b>BREWING UNIT</b>	<u>Only for OOW repairs</u>	<b>YES</b> , to consult the specific exploded-view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

## 1.6.1 External machine parts



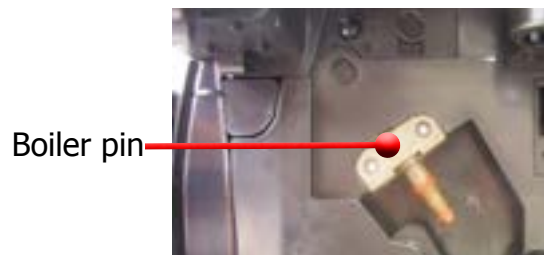
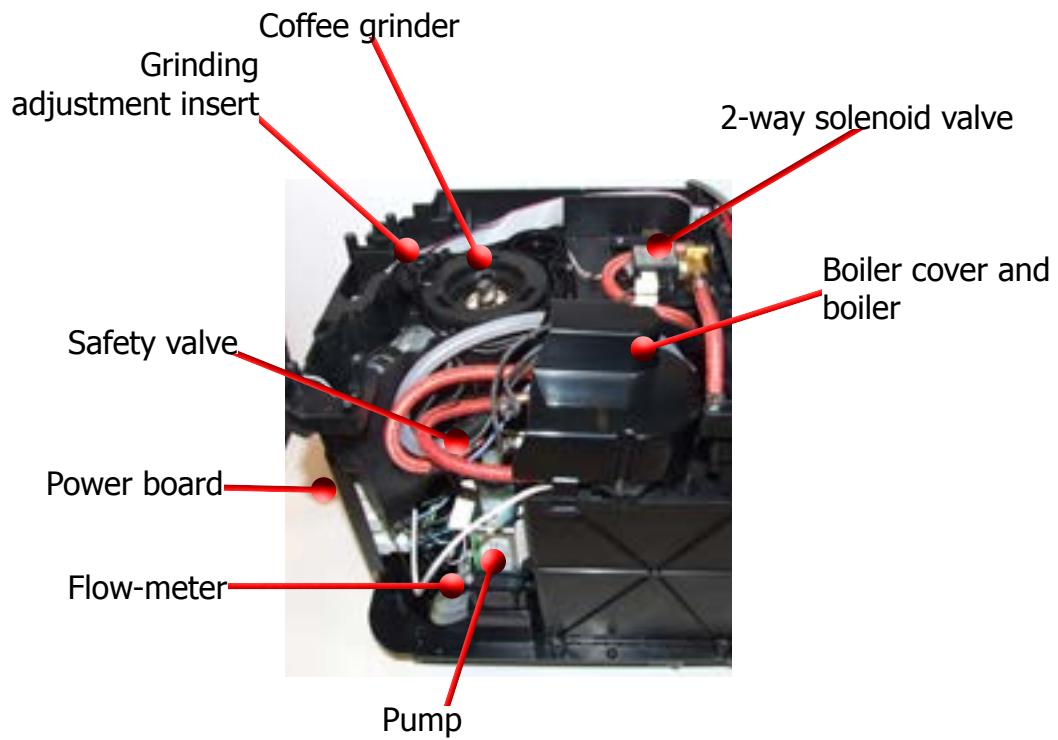
18

01	Coffee grinder adjustment pin
02	Coffee bean hopper
03	Coffee bean hopper lid
04	Control panel
05	Coffee dispensing spout
06	Cup holder grill
07	Full drip tray indicator
08	Drip tray
09	Grease for the brew group to be purchased separately
10	Coffee grounds drawer
11	Brew group
12	Coffee residues drawer
13	Service door
14	Power cord
15	Wand protective gripper
16	Classic Milk Frother (for hot water/steam wand)
17	Water tank
18	Power cord socket



21	"No water" light
22	"Warning" light
23	"Double coffee" light
24	"No coffee" light
25	"Coffee grounds drawer" light
26	ON/OFF button
27	Hot water dispensing button
28	Espresso brew button
29	"Aroma" selector switch
30	Coffee brew button
31	Steam dispensing button
32	Descaling button

### 1.6.2 Internal machine parts



## **CHAPTER 2**

# **TECHNICAL SPECIFICATIONS**



**2.1. Technical specifications**

Power supply and output:	240 V~ 50 Hz 1850 W - 230 V~ 50/60 Hz 1850 W 120 V~ 60 Hz 1500 W - 100 V~ 50/60 Hz 1300 W
Temperature monitoring:	(NTC) variable resistor sensor - transmits the value to the electronic card
Safety system:	2 thermostats at 190°C one shot
Coffee heat exchanger output: Stainless steel	(230 V~) 1900 W for coffee, hot water and steam dispensing
Steam heat exchanger output: Stainless steel	As above
Gear motor:	2 rotation directions; power supply 24VC
Pump:	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
Overpressure valve:	Opening at approx. 15-18 bar
Water filter:	In tank
Coffee grinder:	Direct current motor with flat ceramic grinder blades
Automatic dosage:	Dose adjustment controlled by the electronic system
Power consumption:	During heating phase- approx. 5.6 A
Dimensions: W x H x D in mm:	256x340x440 (data may vary depending on the model)
Weight:	9 kg (data may vary depending on the model)
Water tank capacity:	1.5 l
Coffee bean hopper capacity:	300 g. of coffee beans
Dreg drawer capacity:	10
Heat exchanger capacity:	10 (11 if after 9 dregs you dispense a double espresso)
Water circuit filling time:	Approx. 15 sec Max. on first filling cycle
Heating time:	Approx. 45 sec.
Grinding time:	Approx. 8-10 sec.

## 2.2. 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:

- Water temperature in tank: 23°C (+/-2°C).
- It must be used a plastic cup (see picture N°1).
- It must be used a thermocouple thermometer (e.g. type K - see picture N°2).
- 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:

- 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).
- 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).
- The highest temperature measured during the rotations is the value we are searching for, and that must be reported;
- Test measurement: from end of dispensing to the end of rotations must be completed within 12 seconds.
- 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.

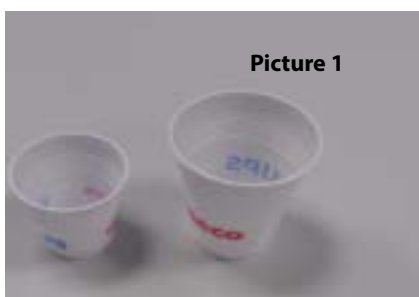
Temperature of 1st product 69°C ≤ 85°C

Temperature of 2nd product 72°C ≤ 85°C

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

Temperature of 1st product 69°C ≤ 85°C

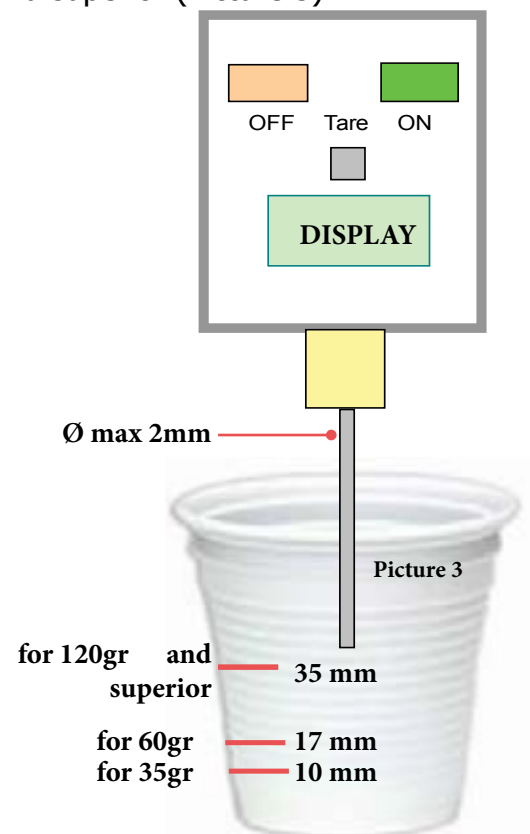
Temperature of 2nd product 72°C ≤ 85°C



Picture 1



Picture 2



## 2.3. 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  $T_{refr.}$  (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 without Pinless Wonder: e.g. Xelsis, Exprelia, Syntia, Intelia.

With milk at  $T_{refr.}$  (about 4-10 °C):  $\rightarrow \Delta \geq 36$

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

Manual system (pannarello)  $\geq 15\text{mm}$  on 100gr. of brewed product

Semi-automatic system (cappuccinatore)  $\geq 20\text{mm}$  on 100gr. of brewed product

Automatic system: carafe, cappuccinatore, Pinless wonder (New Royal, Energica Pure, Intelia EVO latte)  $\geq 20\text{mm}$  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 Trefr..

**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 sole-noid valve in place of the steam tap.

**Automatic: Carafe, Cappuccino Pinless wonder (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 Trefr..

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:

<b>Manual, Semi-Automatic and Automatic's Milk System</b>	
Grams of Product	Minimun Height of the milk cream
≥ 130	≥ 30mm
120	≥ 25mm
110	≥ 22mm
<b>100</b>	<b>≥ 20mm</b>
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.

## 2.4. Machine parameters and performance

PRODUCT QUANTITY	Minimum quantity (Puls.)	Default quantity (Puls.)	Maximum quantity (Puls.)	User programmable	Programm. by Production / Service
<b>Espresso</b>	50	165	600	Yes	No
<b>Long coffee</b>	70	440	600	Yes	No
<b>Pre-ground</b>	No				
<b>Hot water</b>	Continues until the water supply has been exhausted (capacitive sensor)				
<b>Steam pannarello (frother)</b>	Continues until the water supply has been exhausted (capacitive sensor)				

RINSE	Initial rinse	Final rinse
When performed	When the machine is switched on and the boiler temperature is $\leq 50^{\circ}\text{C}$	When the machine is switched off electronically, manually or automatically after 30', if at least one coffee has been dispensed, before switching off
No. of pulses	180	80
Stopping option	Yes, by pressing any key	Yes, by pressing any key
User disable option	No	No
Production/Service department disable option	No	No
No. of pulses user adjustment option	No	No
No. of pulses Production/Service department adjustment option	No	No
Pulse range (Min. – Max.)	No	No

Descaling cycle frequency			
Hardness	Water hardness	Without water filter	With water filter
<b>1</b>	Soft (up to $7^{\circ}\text{dH}$ )	240 litres (480,000 pulses)	480 litres (960,000 pulses)
<b>2</b>	Medium ( $7^{\circ} - 14^{\circ}\text{dH}$ )	120 litres (240,000 pulses)	240 litres (480,000 pulses)
<b>3</b>	Hard ( $15^{\circ} - 21^{\circ}\text{dH}$ )	60 litres (120,000 pulses)	120 litres (240,000 pulses)
<b>4</b>	Very hard (over $21^{\circ}\text{dH}$ )	30 litres (60,000 pulses)	60 litres (120,000 pulses)
<p>The default water hardness level is 4. Each litre of water corresponds to approximately 2,000 pulses.</p> <p><b>In the machines where is not possible change the water hardness the default hardness level is 3.</b></p>			

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

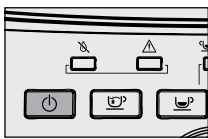
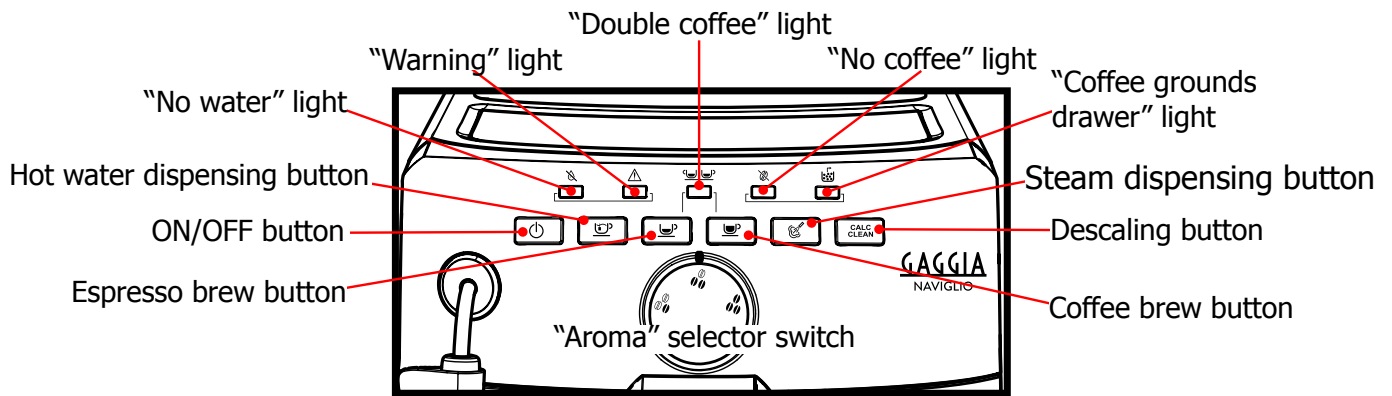
<b>STANDBY</b>	<b>Description and values</b>
<b>Inlet time (default)</b>	30 minutes
<b>Inlet time programmed by Production/Service</b>	Yes
<b>Boiler temperature during Standby</b>	Boiler OFF

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

## **CHAPTER 3**

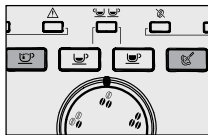
### **BRIEF INSTRUCTIONS**

### 3.1. Customer and programming menu



Machine in Stand-by.

FLASHING



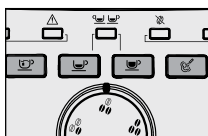
The machine is performing the rinse cycle.

FLASHING SLOWLY



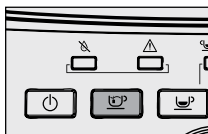
The machine is warming up to brew espresso and dispense hot water or steam.

FLASHING SLOWLY

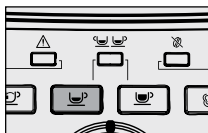


The machine is ready for use.

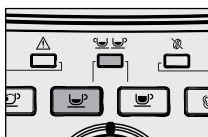
STEADY ON



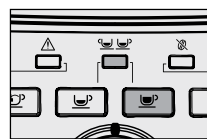
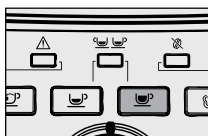
STEADY ON  
Hot water is being dispensed.



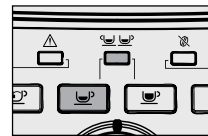
STEADY ON  
The machine is brewing 1 cup of espresso coffee.



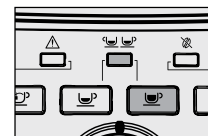
STEADY ON  
The machine needs a descaling cycle.  
Please bear in mind that failure to descale your machine will prevent it from working properly. Repair is not covered by warranty.



STEADY ON  
The machine is brewing 2 cups of espresso coffee.



STEADY ON  
The machine is brewing 1 cup of coffee.



STEADY ON  
The machine is brewing 2 cups of coffee.

BLINKING

The machine is reprogramming the amount of coffee necessary to brew a cup of espresso coffee.

BLINKING

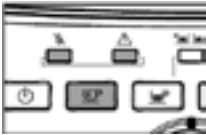
The machine is reprogramming the amount of coffee necessary to brew a cup of coffee.

STEADY ON

Steam is being dispensed.



## Alarm signals



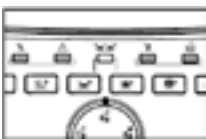
**BLINKING**  
Prime the circuit.



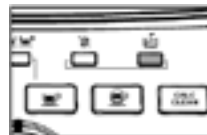
**BLINKING**  
Close the service door. The Brew Group must be inserted into the machine.



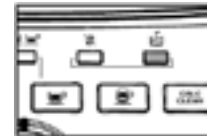
**STEADY ON**  
No coffee beans in the coffee bean hopper. After refilling the hopper, the cycle can be restarted.



**BLINKING**  
Turn off the coffee machine. After 30 seconds, turn it on again. Try this 2 or 3 times. If the machine does not start, contact the consumer care help line at the phone number listed on the last page of this document.



**BLINKING**  
Insert the coffee grounds drawer.




**FAST BLINKING**  
Empty the coffee grounds drawer and the liquid recovery tray.



**STEADY ON**  
Fill the water tank.

### 3.2. 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	
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		
A	Empty the dregs drawer	When indicated
B	Empty the drip tray	As necessary
C	Clean the water tank	Weekly
D	Clean the coffee bean hopper	As necessary
E	Clean the casing	As necessary
F	Clean the brewing unit	Every time the coffee bean hopper is filled or weekly
	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
H	Descaling	When indicated

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

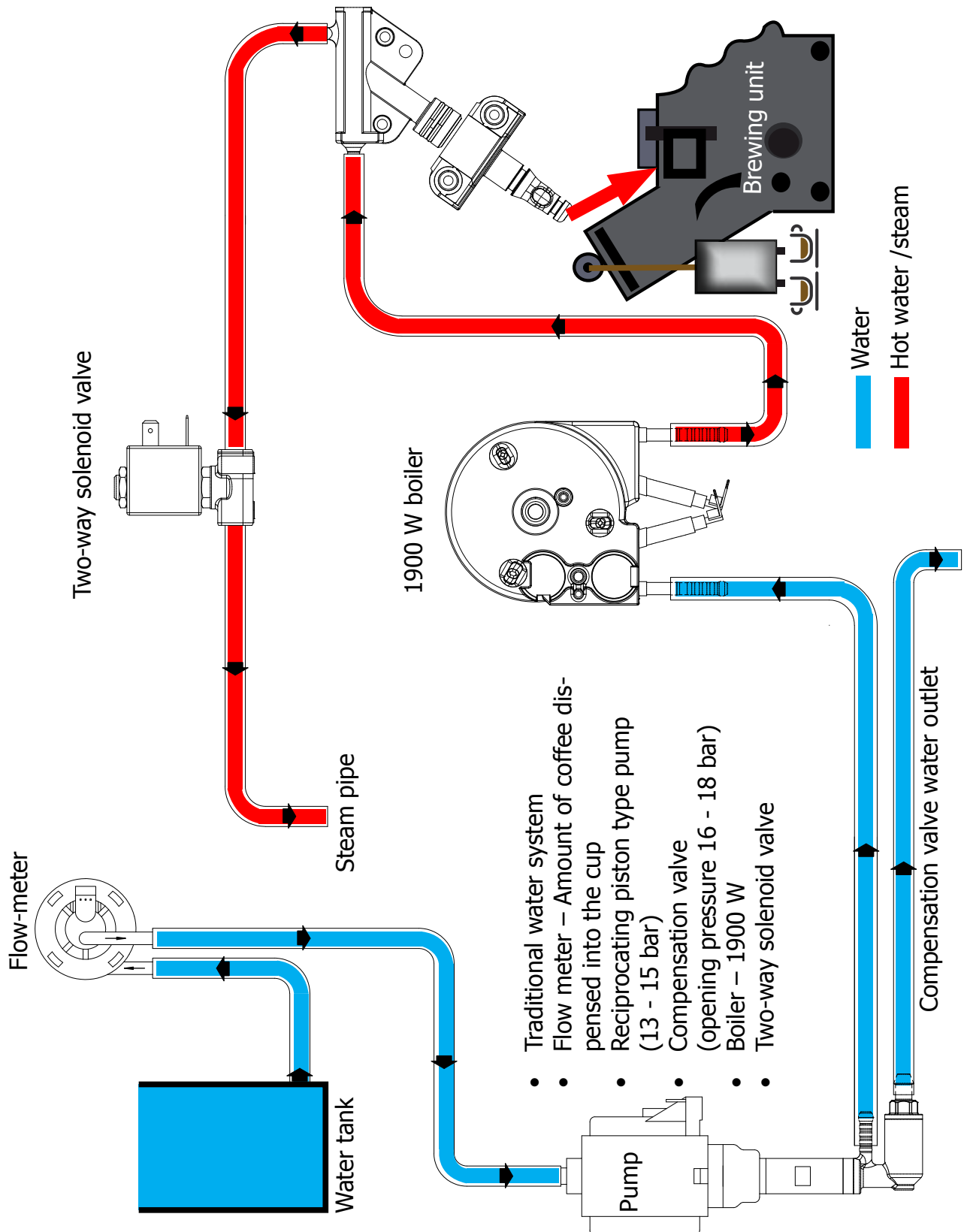
The default water hardness level is 4. Each litre of water corresponds to approximately 2,000 pulses.

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

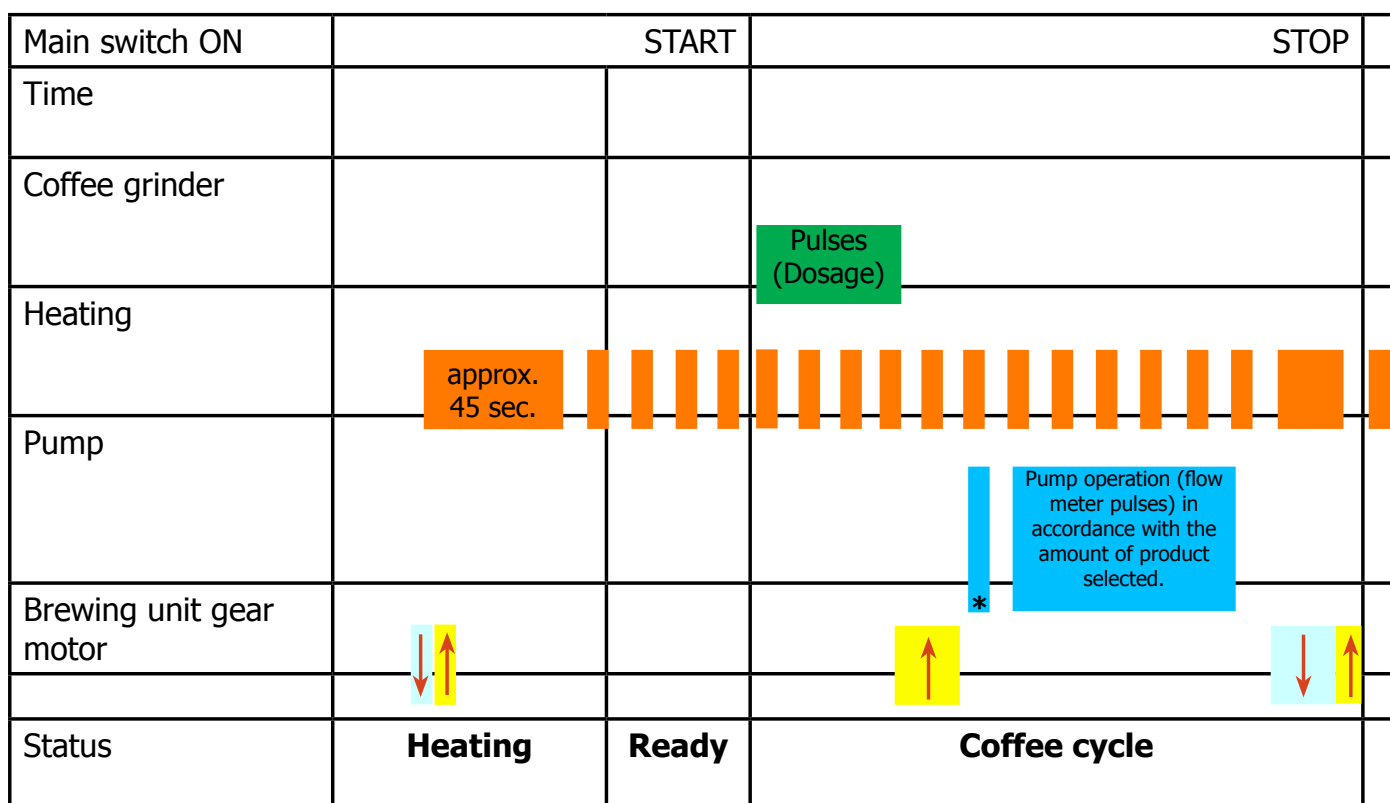
# **CHAPTER 4**

## **OPERATING LOGIC**

## 4.1. Water circuit



## 4.2. Coffee cycle



**Notes: \* Only with Pre-brewing**



### Single microswitch gear motor

#### Switching on

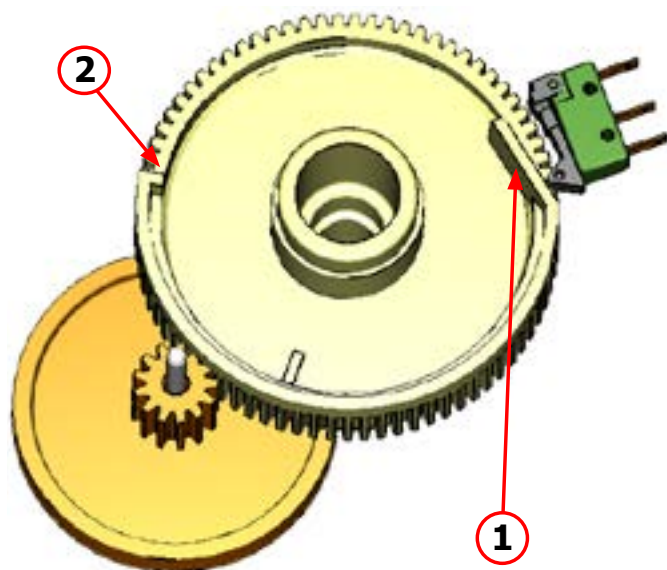
When the machine is switched on, the gear motor repositions itself as follows:

- 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 pulses generated by a sensor).
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).

### 4.3. Single microswitch



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**

### 4.4. Temperature sensor (adjustment)

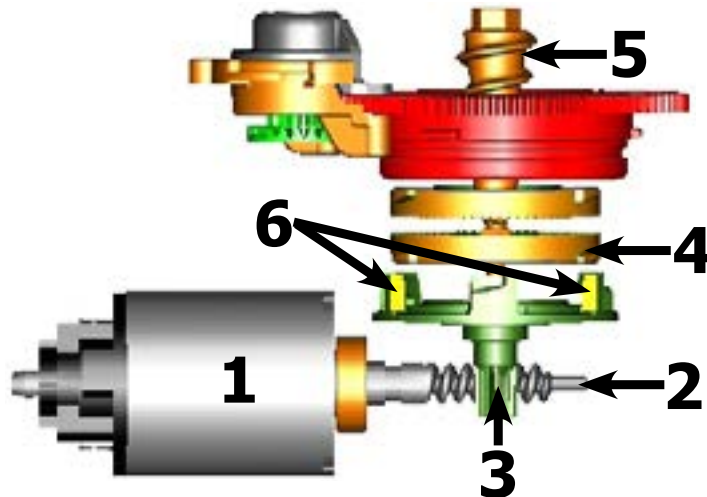
An NTC is used as a temperature sensor; in the event of overheating this reduces boiler element power consumption.

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.

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

#### 4.5. Coffee grinder

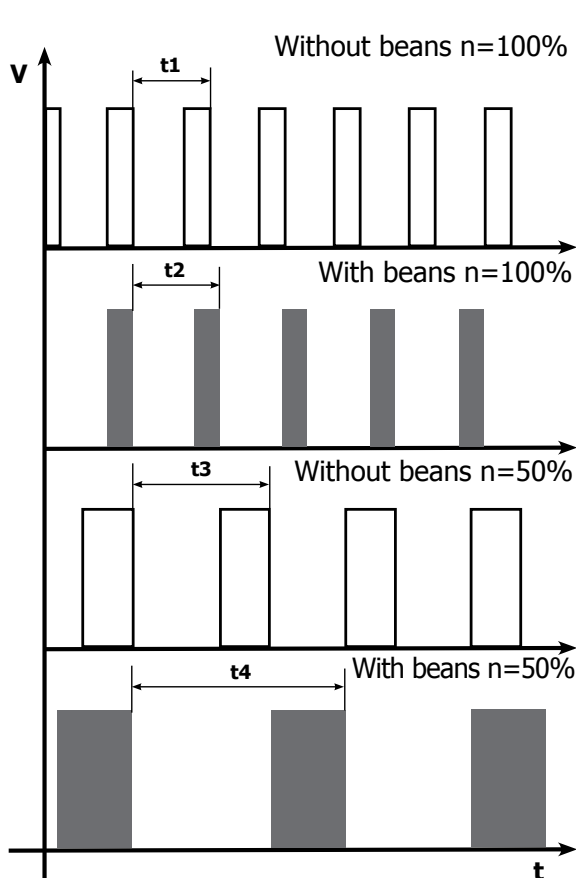


The coffee grinder is driven by a direct current motor (1) using a worm screw helicoidal wheel transmission (2).

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.

#### 4.6. 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.

#### 4.7. 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
Aroma of the grinded product	<b>A</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
	<b>B</b>	 Med	 Light	MAX_CURRENT_mA <250mA	<=250mA MAX_CURRENT_mA <=350mA	MAX_CURRENT_mA >350mA	MAX_CURRENT_mA >800mA	MAX_CURRENT_mA >1000mA
			 Med					
	<b>C</b>	 Strong	 Strong	MAX_CURRENT_mA <350mA	<=350mA MAX_CURRENT_mA <=500mA	MAX_CURRENT_mA >500mA	MAX_CURRENT_mA >800mA	MAX_CURRENT_mA >1000mA
			 Very Strong					

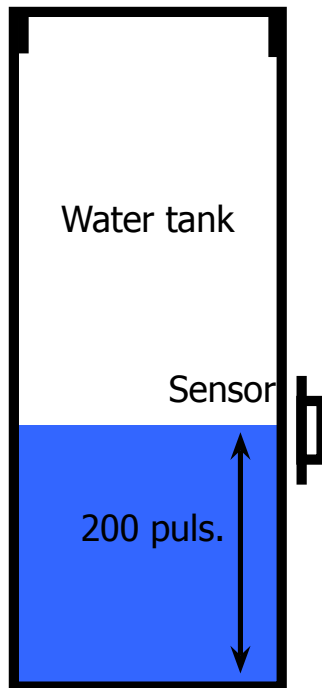
#### Important:

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.**



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



##### **“Water low” message (water reserve)**

###### **Function:**

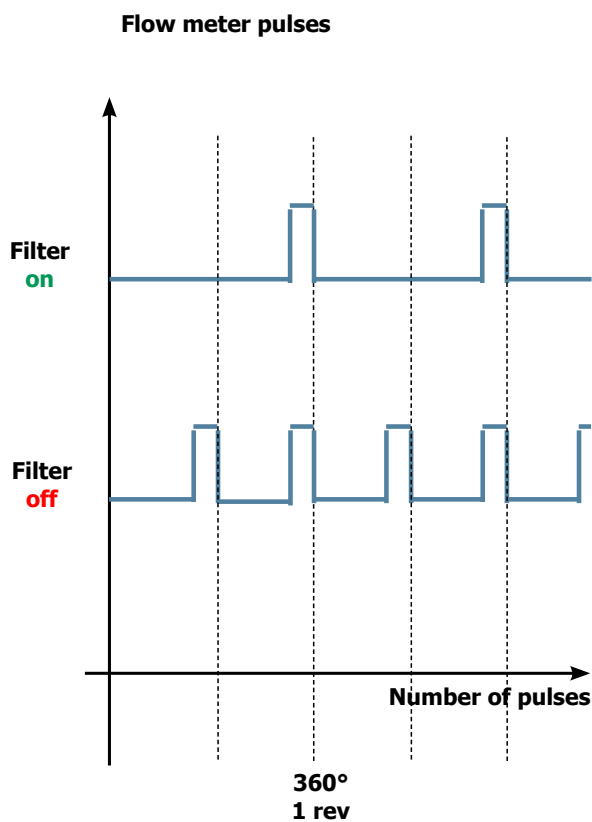
The water level is monitored by a capacitive sensor, located one third of the way up the water tank wall.

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.

#### 4.9. 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.

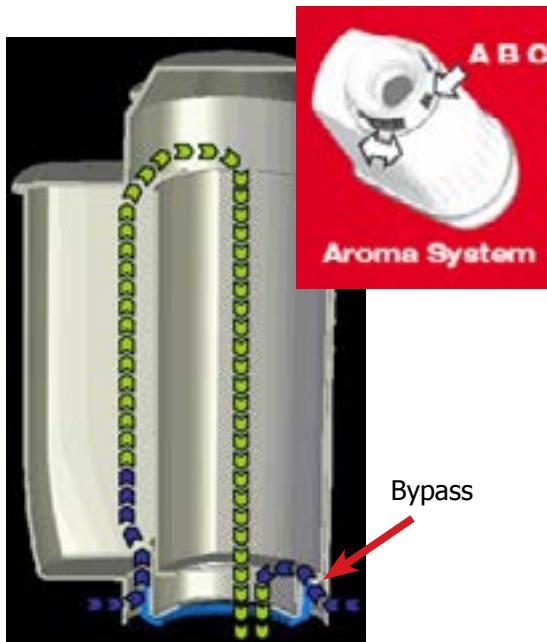
###### **Filter on:**

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.

#### 4.10. Water filter



##### 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:

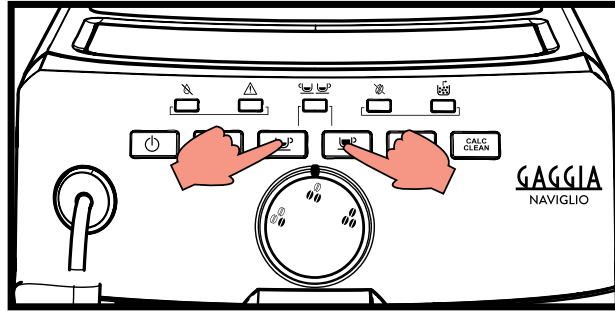
- - 10 ° dH
- 60 litres
- 2 months

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



#### To enter Test Mode

The machine enters in test mode by pushing the ESPRESSO and COFFEE buttons and then turning ON the AC power.

As long as the buttons are pressed the machine shows LED Double Service flashing.

When the buttons are released the machine passes to the first level of the test.

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

**Level 0:** The machine tests the LED:

- a) Turn ON every LED
- b) Turn OFF every LED
- c) Sequence turn ON every LED

**Level 1:** The machine tests the buttons:

- a) Button Hot Water
- b) Button Espresso
- c) Button Coffee
- d) Button Steam
- e) Button Descaling

**Level 2:** The machine tests the other input signals:

- a) Capacitive sensor in water tank
- b) Switch door close / open
- c) Switch brewing unit presence
- d) Switch dump box presence

**Level 3:** The machine tests the aroma trimmer:

- a) Aroma position 1 bean
- b) Aroma position 2 beans
- c) Aroma position 3 beans

**Level 4:** The machine tests the water circuit:

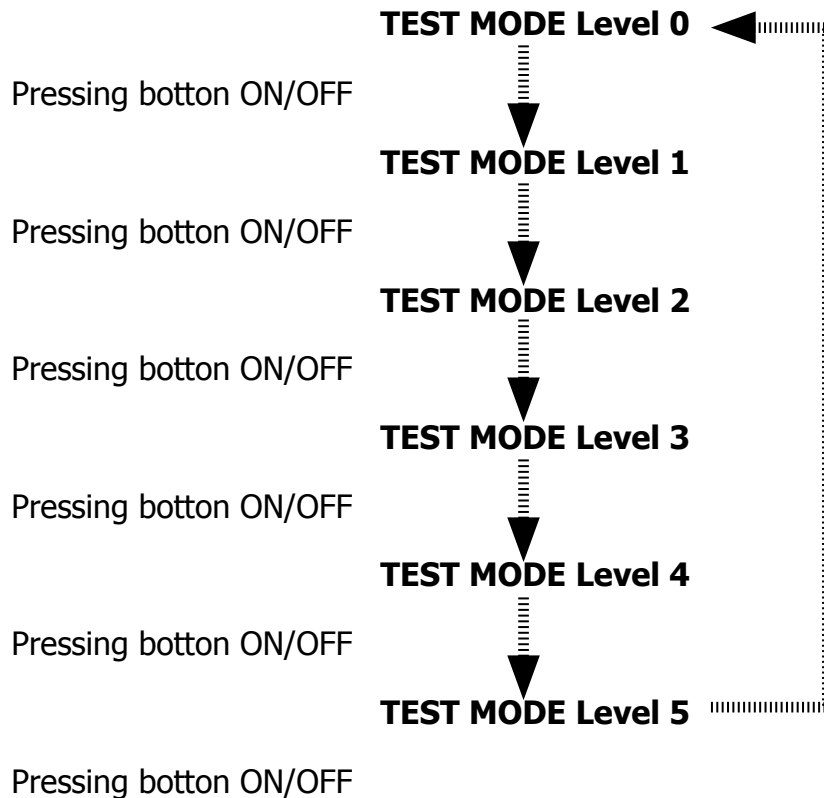
- a) EV
- b) Pump (plus flux meter)
- c) Brewing unit moves to work
- d) Brewing unit moves to home

**Level 5:** The machine tests the coffee powder circuit:

- a) Heater (plus NTC sensor)
- b) Grinder (plus rotation pick up)

The user can switch the level by pressing the ON/OFF button, the machine shows the level of the test:

- a) Level 1: LED No Water
- b) Level 2: LED No Water, LED Error
- c) Level 3: LED No Water, LED Error, LED Double
- d) Level 4: LED No Water, LED Error, LED Double, LED No Coffee
- e) Level 5: LED No Water, LED Error, LED Double, LED No Coffee, Coffee grounds drawer



**Level 0 (LED)****Description :**

Verify keyboard LED

**Action :**

LED ON/OFF always blink during the test.

The others LED blink once, then only one LED is ON starting from No Water, Error, Double, No Beans, Dump Box, Calc Clean, Steam, Coffee, Espresso, Hot Water.

The sequence is always repeated.

**Note**

LED	COLOR
No Water	RED
Warning	RED
Double Coffee	GREEN
No Coffee	RED
Coffee grounds drawer	RED
Descaling	YELLOW
Steam	GREEN
Coffee	GREEN
Espresso	GREEN
Hot Water	GREEN
ON/OFF	RED

Pressing ON/OFF button moves to next level

**On ERROR verify:**

Cable connection

Power supply

Driver 74HC595 presence and welding

Driver 74HC595 orientation

LED presence and welding

LED orientation

Polarization resistor presence and welding

**Level 1 (Buttons) [LED No Water ON]****Description:**

Verify the keyboard buttons (each button has a rear LED)

**Action:**

Pressing the button where the rear LED is ON changes the LED OFF, follow the moving LED

If you are not able to turn the LED OFF detects an error condition over the button switch

**Start condition**

All LED are OFF

Pressing ON/OFF button moves to next level

**On ERROR verify:**

Cable connection

Power supply

Push button presence and welding

**Level 2 (switch) [LED No Water + Error ON]****Description:**

Verify the security switch connection

**Action:**

Mechanical move the switch and verify the relative electrical feedback

**Start condition** (no water tank, no BU, no dump box, door open)

All LED are blinking (because every switch is OFF)

Closing every switch turns ON the LED

Switch	LED
Water presence	hot water
BU presence	espresso
Door open	coffee
Dump box	steam

Press ON/OFF button moves to next level

**On ERROR verify:**

Cable connection

Power supply

**Level 3 (Alarm input) [LED No Water + Error + Double ON]****Description:**

Verify the alarm input connections:

Rotate aroma trimmer, 3 position 3 LED

**Start condition none**

Aroma	LED
1 bean	hot water
2 beans	hot water + espresso
3 beans	hot water + espresso + coffee

Press ON/OFF button moves to next level

**On ERROR verify:**

Cable connection Power supply

**Level 4 (Water Circuit) [LED No Water + Error + Double + No Beans ON]****Description:**

Verify the water circuit component: flux meter, pump, electro valve, brewing unit

**Action:**

Turn on and off actuators along water and coffee beverage circuit.

**Start condition (water tank full, BU, dump box, door closed)**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK	OFF	OFF	OFF	OFF	OFF	OFF

**Press one time Hot Water button to open electro valve**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK		ON				

**Press Espresso button to turn on pump**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
During the test			BLINK			OFF
OK			ON			OFF
ERROR (no flux meter feedback)			ON			ON

**Press one time Hot Water button to close electro valve**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK		OFF				

**Move BU to work position. Press Coffee button to move BU to work position**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
During the test				BLINK		OFF
OK				ON		OFF
Work position not reached				ON		ON
Overcurrent (with or without BU)				ON		BLINK

**Move BU to home position. Press Steam button to move BU to home position**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
During test					BLINK	OFF
OK					ON	OFF
Home position not reached					ON	ON
Overcurrent (with or without BU)					ON	BLINK

**Move BU to rest position. Press Calc Clean button to move BU to rest position**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK				BLINK	BLINK	

Press ON/OFF button moves to next level

**On ERROR verify:**

Cable connection

Power supply



**Level 5 (Grinder & Heater)****[LED No Water + Error + Double + No Beans + Dump Box ON]****Description:**

Verify temperature increase in the heater and grinder rotation

**Action:**

Turn on and off actuators

**Start condition (water tank full, BU, dump box, door close)**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK	OFF	OFF	OFF	OFF	OFF	OFF

**Press once Hot Water button to check heater NTC sensor**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
During the test		BLINK				OFF
OK		ON				OFF
ERROR NTC open or short circuit		ON				ON

**Press Espresso button to check heater power on (you need current sense / measure)**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
OK CURRENT SENSE > 1 A			ON			OFF
Heater already hot						BLINK
ERROR CURRENT SENSE > 1 A			ON			OFF

**Press Coffee button to check grinder rotation**

LED	ON/OFF	Hot water	Espresso	Coffee	Steam	Descaling
During the test				BLINK		OFF
OK				ON		OFF
No grinder rotation				ON		ON

Press ON/OFF button moves to next level (level 0)

**On ERROR verify:**

Cable connection Power supply

## 5.2. SteamOut

### Introduction

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

### 1 Steam Out

The machine enters SteamOut mode by holding pressed together the buttons showed in the document

"Special Mode Combinazione tasti.doc" while switching on the machine.

During steam out the STEAM LED is fast blinking, at the end the STEAM LED is slow blinking

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

- Coffee Grounds Counter
- Length Espresso product
- Length Coffee product
- Filter Presence
- Filter Pulses
- Aroma Impulses
- History of grindings for Beans Presence detection
- The request for Priming the Circuit at the first switch on is set.

## 5.3. Error codes

ERROR CODES	DESCRIPTION
<b>01</b>	The coffee grinder is blocked (grinder blades jammed or sensor not reading properly)
<b>03</b>	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)
<b>04</b>	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)
<b>05</b>	Water circuit / flow meter problems (water circuit blocked or no flow meter signal)
<b>10</b>	Boiler temperature sensor short circuited
<b>11</b>	Boiler temperature sensor open circuit
<b>14</b>	The boiler temperature has exceeded the maximum allowed value (165°C)
<b>15</b>	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)
<b>19</b>	Mains voltage trouble

#### 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: <http://logsave.logtronics.com/SSC2/publish.htm>

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.	Action
Intake	1	Visual inspection (transport damage) <a href="#">take care for pictures</a>
	2	Check Type/serialnumber
		Log all available accessory
Diagnosis	3	<b>Check product for consumer complaint</b> (NFF contact consumer)
	4	Opening machine
		<a href="#">Run Diagnostic to get error codes and relevant set statistics (Saeco Service Center SSC)</a>
	5	Visual inspection <a href="#">check for loosen parts, leaking etc..</a>
Repair	6	Operational tests
	7	Repairing the faults encountered
		Checking any modifications (view Symptom Cure, new software, etc.)
	8	<b>Refer Annex tabs per family</b>
	9	<i>Service activities in accordance with the operating schedule</i>
		<i>Check/Replace Waterfilter (the small filter, not the Britta filter)</i>
		<i>Check/Replace Water tank lip seal</i>
		<i>Check/Replace Boiler pin O-ring</i>
		<i>Clean/align Coffee grinder (Vacuum cleaner / brush)</i>
		<i>Descale the water Circuit</i>
		<i>Check/Replace Hot water/steam valve</i>
	10	<i>Internal check / cleaning</i>
		<i>Check/Clean/Grease Brewing unit</i>
	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
	13	Final inspection test
		<b>Steam out</b> before shipping out, if temperature is below 0° to prevent any damaged due to frozen water.
	14	<b>No need for those families</b> 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
	15	<b>Provide precise IRIS code, according dedicated code table for Coffee products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !</b>
Inspection visual		<a href="#">Do cabinet parts fit well together</a>
		<a href="#">Check for damages</a>
		<a href="#">Will the set switch on</a>
		<a href="#">Do the accessories match with the intake</a>
Powercheck		<a href="#">Check the product for the consumer complaint</a>
Accessoires		
Consumer complaint		
Coffee		<b>Basic Functional test</b>
Dispense		Make 2 * coffee. Are both amounts equal
		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
		Is the crema colour correct (Hazelnut)
Temperature		Is the coffee temperature within spec
Grinder		Is the grinder noise normal
Steam		
Steam		Does the steam work
Hot Water		Does the hot water work
Milk		(if applicable)
Cappuchino		Does the cappuccinatore produce good froth

Leakage		
Leakage	14	Did the product leak during the testing
	15	Draining the circuit (in winter)
Cleaning		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
Safety check		
		Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO)
visueel		Check the mains cord for damages
Packing		
	18	Packing
		Check completeness (accessories) according income log
	19	Neatly pack the product
Documentation		NFF letter
		Descaling instruction with changed procedure (S/C)
		Other instructions according S/C
Repair report		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

# **CHAPTER 7**

## **DISASSEMBLY**

### 7.1. Outer Shell

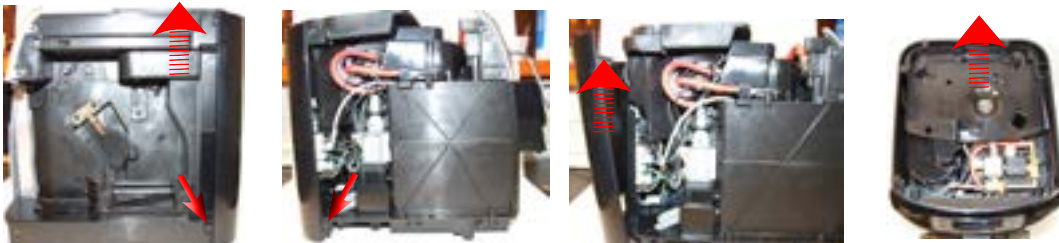


Remove the water tank, coffee container cover, drip tray, brew drawer, brewing unit, pannarello



Unscrew the screws shown and remove the finger protection. Lift the top cover.

Unscrew the screws shown and slide out the left side body. Slide out the hatch.



Loosen the screws as illustrated, slide out the rear body and the sound insulating cover of the coffee grinder.

### 7.2. Coffee grinder

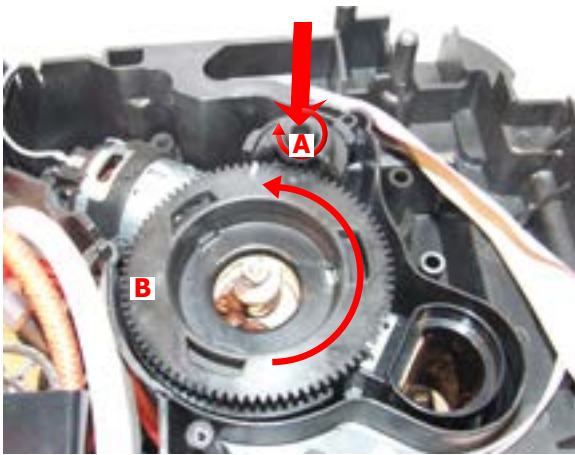


Loosen the screws as illustrated and remove the sound insulating cover. Raise the coffee grinder and remove the connections.

When reassembling the coffee grinder, make sure the spring is repositioned correctly (see photo).



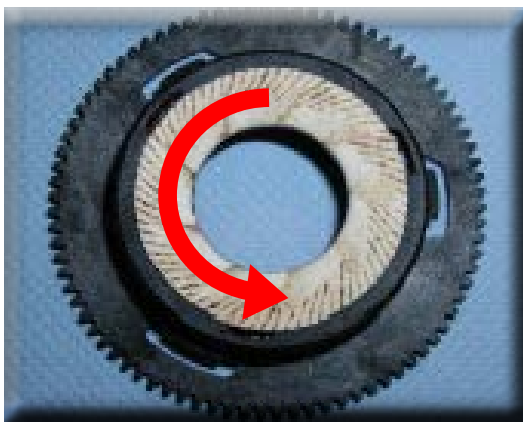
### 7.3. Grinder blades



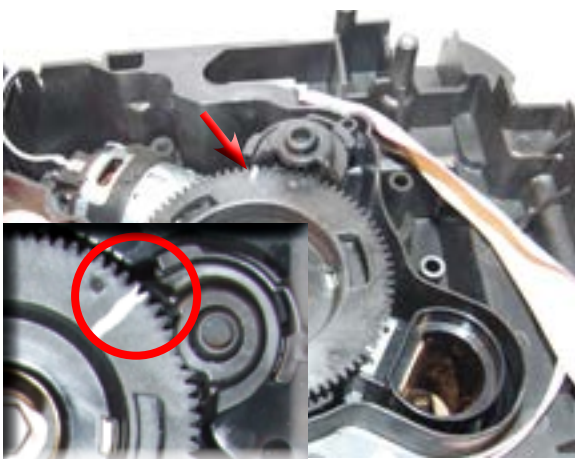
To extract the top support of the appliance, press on the grinding adjustment spindle (A) and turn the support anticlockwise until it unhooks.



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.



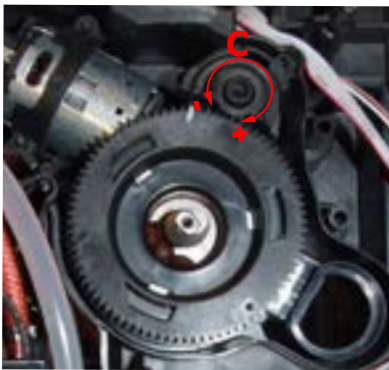
For a standard adjustment, both markings must be aligned.

### 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

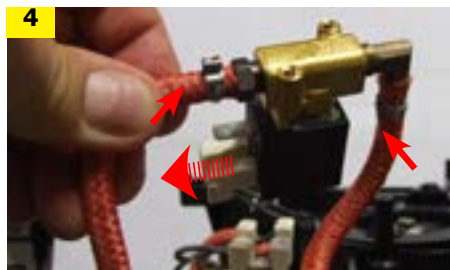
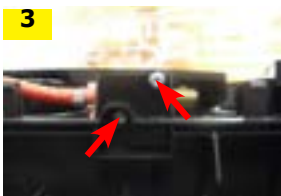


To adjust grinding further, the engineer can work directly on the coffee grinder by pressing and turning the ring nut (C) shown. (clockwise + to increase the particle size of the coffee and anticlockwise - to decrease it).

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.

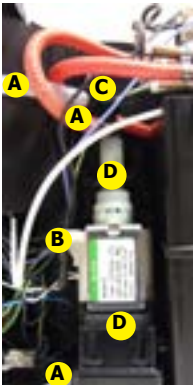
Lastly, move the arrow (A) on the adjustment knob to the center of the adjustment dots on the cover (B).

### 7.5. Two-way solenoid valve



- 1) Remove the Pannarello and the hole cover, loosen the screws highlighted.
- 2) Remove the card support assembly.
- 3) Loosen the screws holding the solenoid valve to the upper plate.
- 4) Disconnect all electrical and water circuit connections.

### 7.6. Pump



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

### 7.7. Flow-meter



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

### 7.8. Power board



Loosen the screws as illustrated, slide out the electrical connection and remove the card guard.



Slide the card off the support and disconnect the electrical connections.

### 7.9. Water sensor control board



Slide the card off the support.



Slide out the pipe connecting the flow meter to the pump.



Loosen the screw as illustrated and remove the capacitive sensor glued to the seat.



### 7.10. Gear motor



Unscrew the screws shown and remove the finger protection. Lift the top cover.



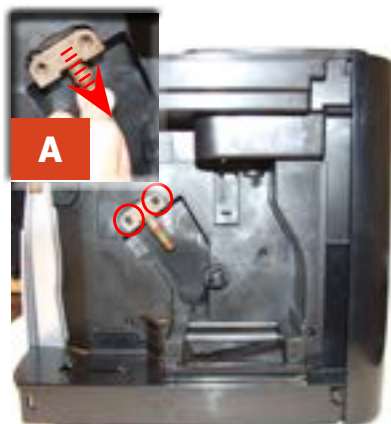
Unscrew the screws shown and slide out the left side body.



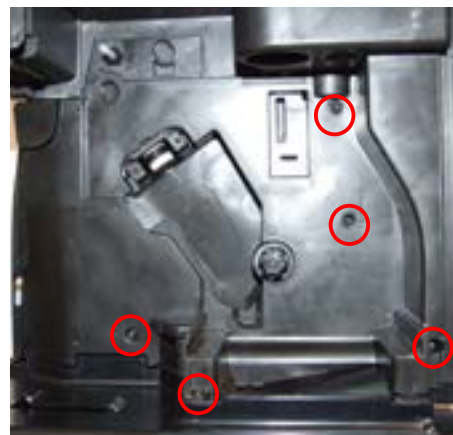
Unscrew the screws as illustrated and remove the front panel to access the screws which fix the dispenser cover into place.



Slide out the fork as illustrated.

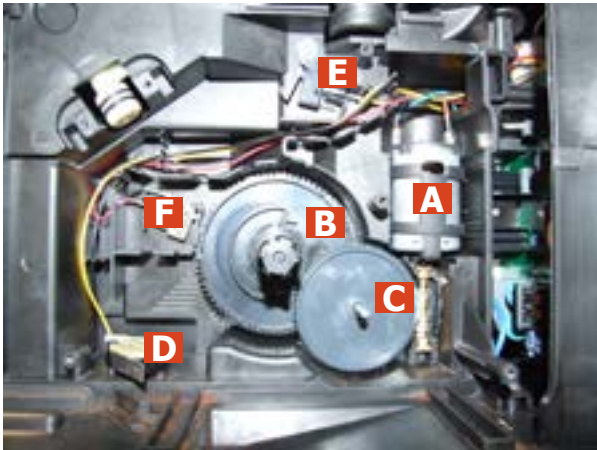


Loosen the screws as illustrated and remove the boiler pin (A).



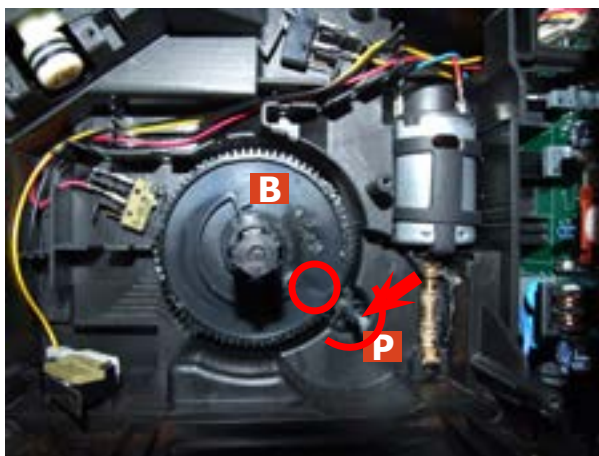
Loosen the screws as illustrated and remove the gear motor cover.





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.
- Dreg drawer presence sensor (D).
- Brewing unit present microswitch (E).
- Microswitch (F) 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.



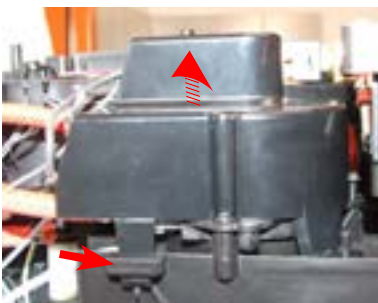
Replace the gear (B), making sure that the imprint of the arrow is aligned with the opening containing the pin (P).



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.

### 7.11. Boiler



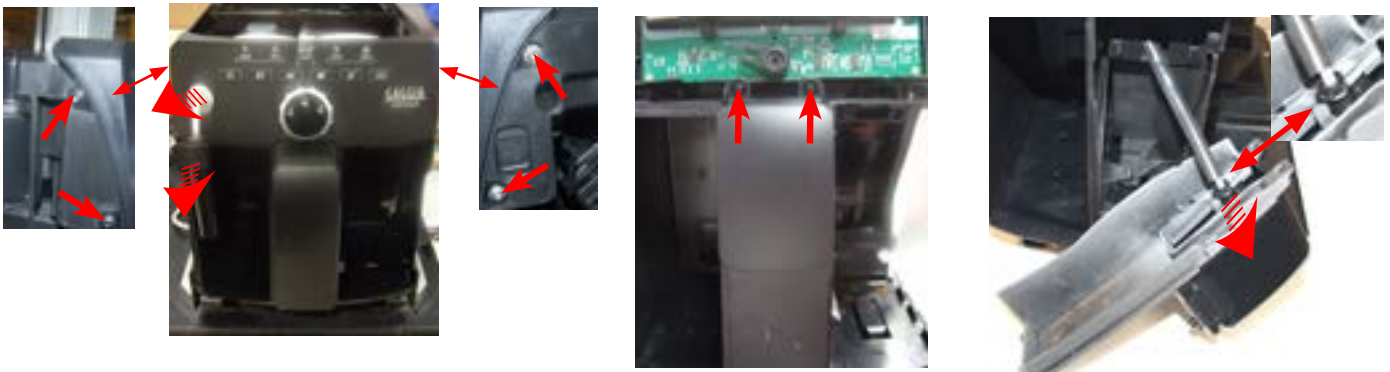
Release the boiler cover and take it off.



Unscrew the marked screw and disconnect the electrical and water circuit connections.

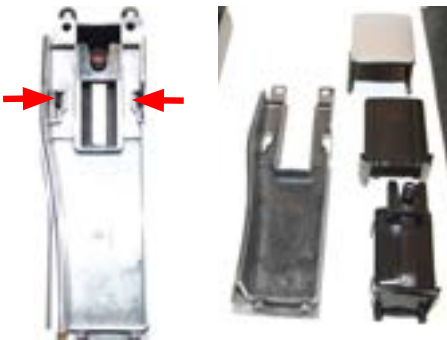


### 7.12. Dispenser assembly



Unscrew the screws as illustrated and remove the front panel to access the screws which fix the dispenser cover into place.

Slide out the fork as illustrated.



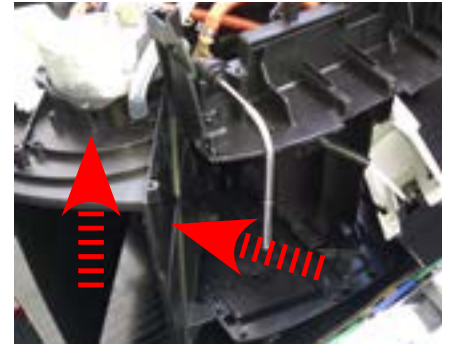
Press the hooks as illustrated and slide out the dispenser assembly.

### 7.13. Valve disassembly

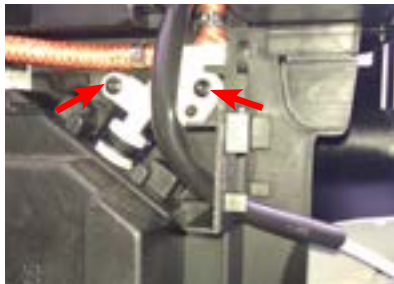


Loosen the screws as illustrated and remove the boiler pin (A)

Unscrew the screws as illustrated and remove the front panel to access the screws which fix the dispenser cover into place.



Loosen the screws as illustrated and release the insert in the bottom of the body to obtain easy access for valve disassembly

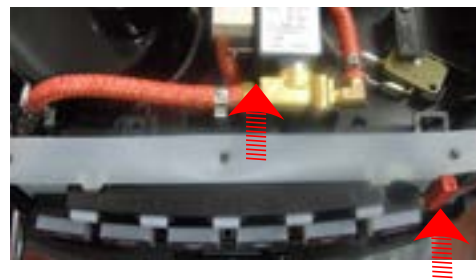


Loosen the screws as illustrated, remove the hydraulic connections and take out the valve

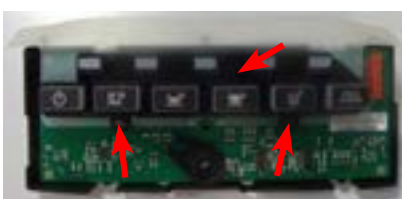
#### 7.14. Control board and display



Loosen the screws as illustrated and remove the front panel.



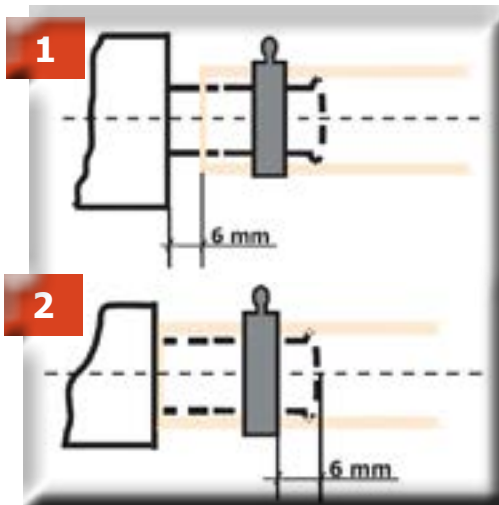
Disconnect the electrical connections and unhook the card support.



Loosen the screws as illustrated.



### 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.



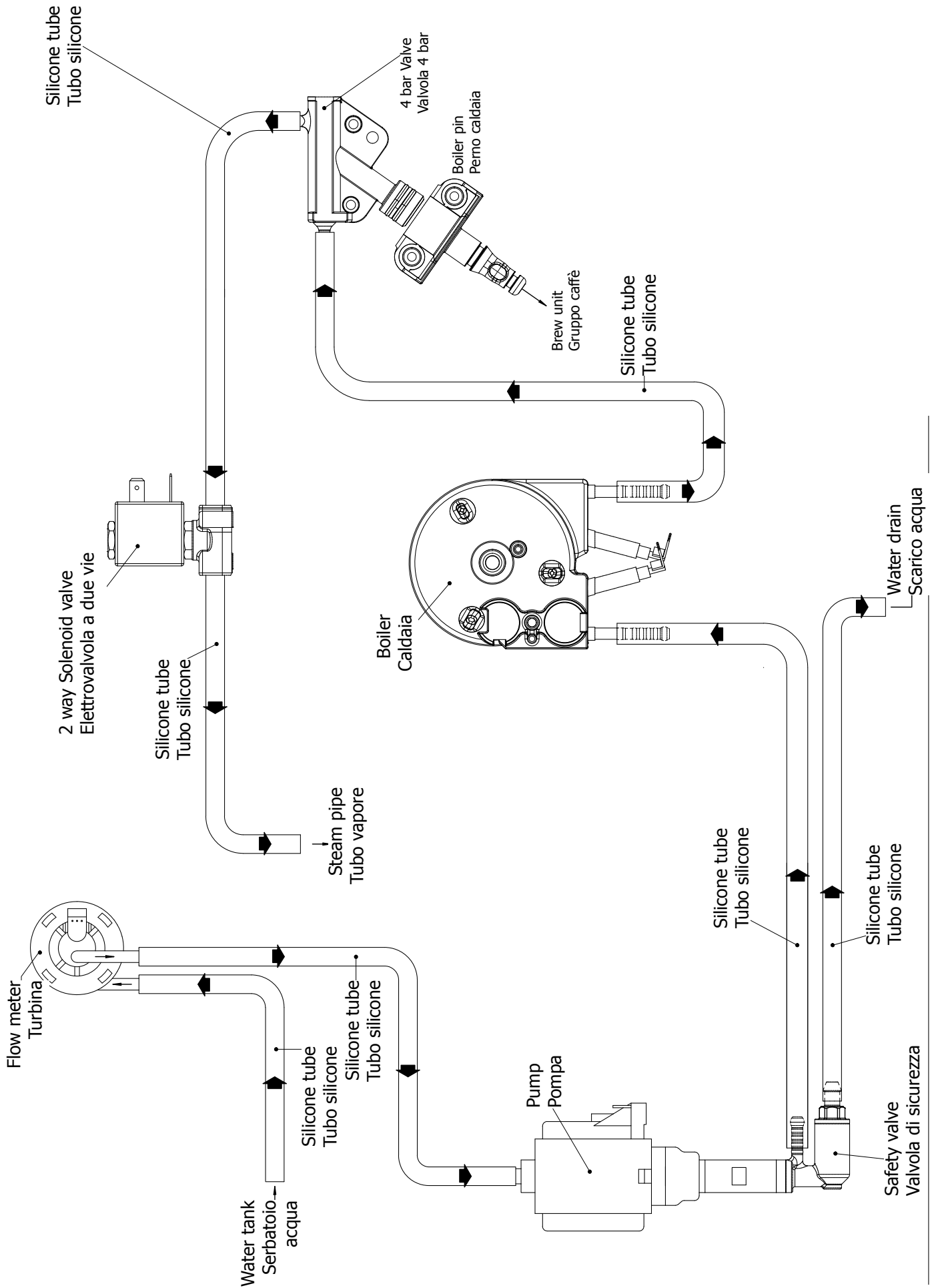
# **CHAPTER 8**

## **NOTES**



## **CHAPTER 9**

# **WATER CIRCUIT DIAGRAM**



# **CHAPTER 10**

## **ELECTRICAL DIAGRAM**

