

## coloQuick Pasteur CE40 + CE41

# MOST COMMON SERVICE ISSUES

### List of most common issues:

#### 1. Broken bolt between the motor's clutch and the shaft

**What happens:** The motor is running, but the cartridges are not rotating.

**Solution:** Replace the bolt, Remember to hold the cartridge holder vertically when mounting the new bolt.

#### 2. E13 – System Error

**What happens:** The machine stops during a program, system error E13 shows up on the display. 'Top lid has been open for more than 15 seconds during a program'.

**Solution:** Lock the top lid with hinges during any program. Remember to press 'Open' before unlocking the hinges, when a program is finished.

#### 3. Water leak

**What happens:** Water is leaking from the bearings on either the front side or rear side.

**Solution:** Replace the bearing.

#### 4. Lid switch is stuck in closed position

**What happens:** The machine can heat and rotate without the top lid closed.

**Solution:** Replace the lid switch.

#### 5. Cartridge stops in wrong position

**What happens:** The machine can heat and rotate without the top lid closed.

**Solution:** Adjust the stop position:

1. Remove bolt
2. Turn the cartridge holder to the correct position
3. Screw the bolt back on, while the cartridge holder is in the correct (vertical) position
4. Fine-tune the stop position by adjusting the motor on the bracket, using the 3 bolts that fastens the motor.



## 6. Broken hinges for top lid

**What happens:** Hinges for top lid is broken.

**Solution:** Replace hinges and mount new stop-brackets.

## 7. E08 – System Error

**What happens:** An error combination from the water-level sensors has been registered.

The machine stops during a program, system error E08 shows up on the display.

**Solution:** Clean all the level sensors inside the tank. Make sure the sensors not are in direct contact with the tank. Tighten the wire-connection on the sensors.

## 8. Heat fuse tripped (E05)

**What happens:** The display lights in 'Heat', but the temperature does not rise. System error E08 shows up on the display

**Solution:** Reset the heat fuse by pressing the brown button. It is located on the left side of the motor bracket.

## 9. Broken Heating Element

**What happens:** Heating element gets power, but does not heat. Heating element triggers the earth leakage circuit breakers (In the permanent installation) when power is connected to it.

**Solution:** Replace heating element.

## 10. Broken motor

**What happens:** The motor do not run when it's connected to 12VDC.

**Solution:** Replace the Motor

## 11. Magnetic Valve is stuck (E02)

**What happens:** Magnetic Valve (water supply) won't open or won't close.

**Solution:** Disassemble the magnetic valve and rinse / clean it. Make sure the water filter are installed.

## 12. Motor Valve is stuck

**What happens:** Motorvalve (water outlet) won't open or won't close.

**Solution:** Make sure there are no foreign object inside the valve. Turn it to 'Manual', open and close the valve a few times. The valve should now work again.

