

7.3 Error Messages and Events

ERROR CODE	ERROR MESSAGE	CAUSE	ACTION
309	BUTTON STUCK DOWN	One or more buttons appeared to be pressed at power-up. This will prevent the buttons from operating as normal.	Check for any button(s) that are stuck down or do not have free travel. A faulty membrane or main control board may also be the cause.
321	PACK INJECT TIMEOUT	Pack inject failed -- bottom datum switch not made within 0.9 secs of starting the handling mech motor.	Clear any pack jam and then enter and exit Menu Mode to reset the mechanism. A faulty motor or handling mech switch may also be the cause.
328	PACK EJECT TIMEOUT	Pack eject failed - top datum switch not made within 0.9 secs of starting the handling mech motor.	Clear any pack jam and then enter and exit Menu Mode to reset the mechanism. A faulty motor or handling mech switch may also be the cause.
345	NVRAM CORRUPT	The configuration data stored in NVRAM (Non-Volatile RAM) does not match its checksum. Detected only at power-up. Possibly due to (a) an electrically noisy environment, (b) the NVRAM device failing, (c) re-programming with an older version of software. (Note: any corruption of the audit counters or the PCO/Event counters is "fixed" automatically.)	Check the configuration settings; if they are garbage then use the 'Reset' option in the 'NVRAM State:' menu described below. If the settings appear uncorrupted then use the 'Fix' option in the 'NVRAM State:' menu. If this fails to clear the error then replace the main control board.
351	VALVE DISCONNECTED	One of the solenoid valves appears to be disconnected.	Check the valve wiring for unplugged connectors or broken wires or crimps. A faulty valve may also be the cause.
353	VALVE OVERLOAD	One of the solenoid valve circuits has drawn too much current and has been shut down.	Check the valve wiring for short-circuits to Earth/0V. A faulty valve may also be the cause.

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360	PACK DOOR TIMEOUT	The pack door opening rod has not left and then reached 'Home' within 5 secs.	Check that the pack door is properly located on its hinges. Check for a build up of ingredients in the door area. A faulty motor, a faulty switch or a broken connection may also be the cause.
363	PACK DOOR OVERLOAD	The pack door motor circuit has drawn too much current (even after several retries) and has been shut down.	Check the pack door motor wiring for short-circuits to earth/0V. A faulty motor may also be the cause.
371	SYSTEM OVER-PRESSURE	The system pressure switch has activated (even after several retries) and the pumps have been shut down.	Check for (and clean out) any scale in the injector, vent valve and jet valve. Check for pinched water pipes.
373	PUMP OVERLOAD	The pump motor circuit has drawn excessive current and has been shut down.	Check that the pump motor shaft is running freely. Check the pump motor wiring for short-circuits to earth/0V. A faulty motor may also be the cause.
383	24V POWER TRIPPED	The Protected 24V power has drawn too much current and has been shut down. There is a problem with one of the devices or wires that connect to the Protected 24V power supply on the main control board. The software has tried resetting the electronic trip circuit but has given up as there is a persistent fault.	Check for obvious short circuits and failed devices. Unplug the looms on the main control board that carry 24V. Replace them one at a time, powering off/on in between, to try to isolate the source of the fault. If necessary, refine the search by unplugging the loom at each device rather than at the board.