



SB100 TROUBLE SHOOTING GUIDELINES

Machine Fault	Question	Response	Follow up	Response	Follow up
The machine is vending too much water or the drink is too large	Does it always deliver a large volume of drink?	Yes	Is the mesh filter correctly installed in the tank	Yes	Please contact our Customer Service Team on 01256 487676 or email us at flavia.cs@eu.effem.com for instructions on how to adjust the drink volume.
		No		No	Install a MESH FILTER correctly in the tank (See USER GUIDE)
The START BUTTON will not depress fully and pierce the Filterpack	Did the FILTERPACK HOLDER open?	Yes	Remove and replace Filterpack and re-try		
		No	Depress START BUTTON as far as possible and release. When door is open remove and replace filterpack and re-try		
Whilst vending a CHOCO Filterpack the Filterpack burst and made a mess	Was the Filterpack vended on the CHOCO selection?	Yes	Was the START BUTTON pressed within 30s of selecting CHOCO	Yes	Arrange for replacement delivery and collection
				No	Please press START BUTTON whilst the CHOCO LED is illuminated
		No	Please choose the CHOCO selection prior to pressing the START BUTTON		
Whilst removing the Filterpack from the machine it was dripping heavily	Was the REMOVE FILTERPACK LED illuminated before opening the Filterpack holder?	Yes	Arrange for replacement delivery and collection		
		No	Wait for the REMOVE FILTERPACK LED to be illuminated before opening the door, to ensure that the Filterpack is dry		
The CHOCO and REMOVE FILTERPACK LED's are lit	The machine is malfunctioning		Arrange for replacement delivery and collection		
The LONG SHOT and REMOVE FILTERPACK LED's are lit					
The LONG SHOT, CHOCO and REMOVE FILTERPACK LED's are lit					