

Silvia Pro X Troubleshooting

| Error Code | Description | Problem | Possible Causes | Solutions |
|------------|---|--|---|---|
| H20 | No water in the reservoir | The air trap does not detect water inside the tank | 1 - No water/Needs reset | 1 - Fill tank, if needed remove air trap and reinstall. You should hear a click |
| | | | 2 - hoses not connected properly | 1 - make sure the right hose is connected to the air trap. |
| | | | 3 - air trap is not working | 1 - check no damage to air trap like a crack, if cracked replace air trap 2 - blow into the air trap tube, you should hear a click, if not replace sensor |
| E01 | Anomaly loading water into the steam boiler | Water did not reach the level probe within 90 seconds | 1 - Water is impeded | 1 - ensure inlet water line in the reservoir and is not blocked or kinked 2 - New unit, turn off steam boiler, turn off unit. Turn on unit, run the coffee group 3 seconds on, 3 seconds off six times. Power cycle. Let it come up to temp. Repeat once if needed. Once up to temp turn the steam boiler back on and see if the error goes away |
| | | | 2 - Level probe failure | 1 - clean limescale from the level probe 2 - Replace the level probe |
| | | | 3 - Vibration pump failure | 1 - check for blockage and connections to steam boiler vibratory pump. Ensure it runs 2 - replace the pump |
| E02 | Coffee boiler will not warm up | The temperature set for the coffee boiler was not reached after 20 minutes | 1 - the temp sensor is not reading correctly | 1 - check the wiring to the temp sensor 2 - ohm out the temp sensor, it should have resistance 3 - replace if damaged or non functional |
| | | | 2 - Lack of water in the coffee boiler | 1 - confirm water in boiler (it should come out of the group, pump should run to refill it) 2 - Check that boiler, hoses or pump are not blocked or clogged with scale |
| | | | 3 - Heating element has no power or is failed | 1 - check wiring is not damaged or disconnected to heating element 2 - check temperature safety is not tripped or damaged 3 - check Gicar box sending voltage 4 - replace heating element if it is failed |

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| E03 | Steam boiler will not warm up | The temperature set for the steam boiler was not reached after 20 minutes | 1 - The PID temperature probe does not detect the correct temperature | 1 - check the wiring to the temp sensor 2 - ohm out the temp sensor, it should have resistance 3 - replace if damaged or non functional |
| | | | 2 - Lack of water in the steam boiler | 1 - on start up confirm steam boiler pump runs to fill it (runs after coffee boiler pump) 2 - confirm the boiler is full of water and the boiler, pump, and feed lines are not clogged with scale |
| | | | 3 - Heating element has no power or is failed | 1 - check that the boiler is even on, often end users don't turn on the steam boiler |
| | | | | 2 - check wiring is not damaged or disconnected to heating element |
| | | | | 3 - check temperature safety is not tripped or damaged |
| E04 | Coffee boiler overheating | The coffee boiler temperature is higher than the set temperature | 1 - The PID temperature probe does not detect the correct temperature | 1 - check the wiring to the temp sensor 2 - ohm out the temp sensor, it should have resistance 3 - replace if damaged or non functional |
| | | | 2 - CPU solid state relay that manages coffee boiler heating is not working | 1 - check SSR1 (ohm it out, it should have resistance) |
| | | | | 2 - ensure wiring to the SSR1 ok |
| | | | | 3 - replace SSR1 if damaged |
| | | | | 4 - If Gicar box is not sending power to SSR1 when it should replace Gicar box |
| E05 | Steam boiler overheating | Steam boiler temperature is higher than the set temperature | 1 - The PID temperature probe does not detect the correct temperature | 1 - check the wiring to the temp sensor 2 - ohm out the temp sensor, it should have resistance 3 - replace if damaged or non functional |
| | | | 2 - CPU solid state relay that manages coffee boiler heating is not working | 1 - check SSR2 (ohm it out, it should have resistance) |
| | | | | 2 - ensure wiring to the SSR2 ok |
| | | | | 3 - replace SSR2 if damaged |
| | | | | 4 - If Gicar box is not sending power to SSR2 when it should replace Gicar box |

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| E06 | Steam boiler temperature probe interruption | The machine does not detect the steam boiler temperature probe connection | 1 - Temperature probe issue | 1 - check the wiring to the temp sensor |
| | | | | 2 - ohm out the temp sensor, it should have resistance |
| | | | | 3 - replace if damaged or non functional |
| | | | | 4 - clean board connections or replace Gicar box |
| E07 | Steam temperature probe short circuit | The steam boiler temperature probe is short-circuited | 1 - Possible water on steam temperature probe/wiring | 1 - Check that the wiring is not wet |
| | | | | 2 - Wipe off any traces of water on the probe and wiring |
| | | | | 3 - Check for traces of water on the wiring and CPU board |
| | | | | 4 - Replace the temperature probe |
| E08 | Coffee boiler temperature probe interrupted | The machine does not detect the coffee boiler temperature probe | 1 - Temperature probe issue | 1 - check the wiring to the temp sensor |
| | | | | 2 - ohm out the temp sensor, it should have resistance |
| | | | | 3 - replace if damaged or non functional |
| | | | | 4 - clean board connections or replace Gicar box |
| E09 | Coffee temperature probe short circuit | The coffee boiler temperature probe is short-circuited | 1 - Possible water on steam temperature probe/wiring | 1 - Check that the wiring is not wet |
| | | | | 2 - Wipe off any traces of water on the probe and wiring |
| | | | | 3 - Check for traces of water on the wiring and CPU board |
| | | | | 4 - Replace the temperature probe |
| NO CODE | Group does not deliver water when the pump is working | No water comes out of the unit when the pump is working | 1 - Brew valve failure | 1 - Brew valve is clogged with coffee oils or the user used too much cleaning solution and clogged it |
| | | | | 2 - use a backflush disk and hot water to soak the group and fire the brew button on and off in 5 second intervals |
| | | | | 3 - remove the brew valve and clean the parts or replace if needed |
| | | | | 4 - ensure water outlet is not clogged with scale |
| | | | | 5 - ensure brew valve is getting power from the Gicar box |
| NO CODE | Tripping GFI | Short inside machine | 1 - Outlet is bad | 1 - confirm outlet is functional |
| | | | 2 - heating element is blown | 1 - check coffee boiler and steam boiler heating element for continuity 2 - replace coffee heating element or steam boiler |
| | | | 3 - wiring damaged | 1 - check wiring for damage and replace |