

# TONE

**REVOLUTION**  
IN BREWING & EXTRACTION



TOUCH  
04

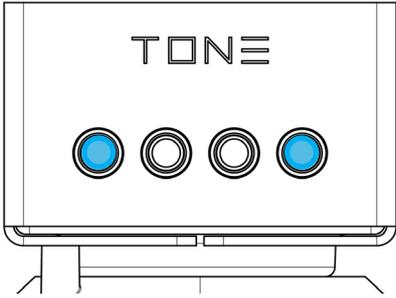
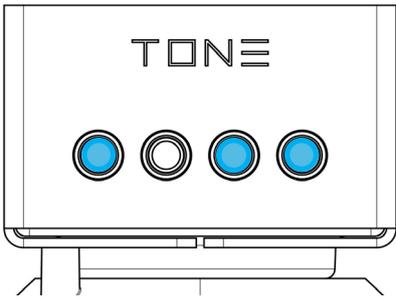
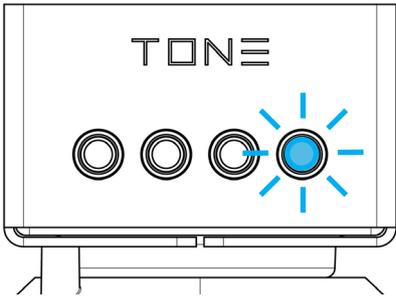


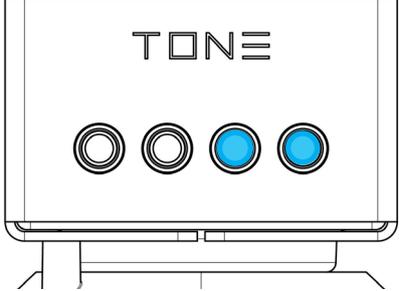
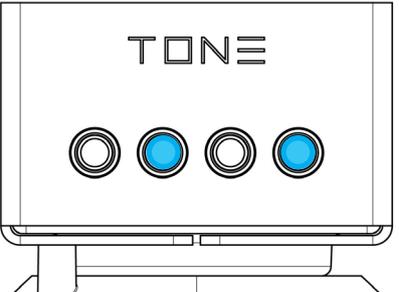
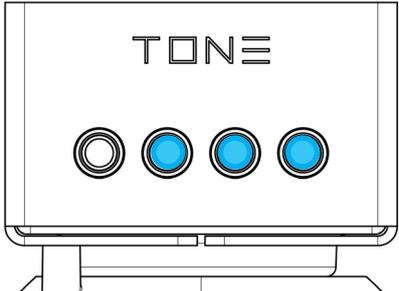
STOP  
WASTING  
ENERGY

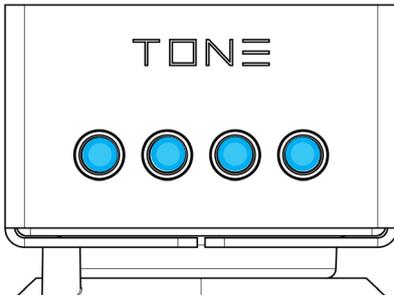
TOUCH 04 - TROUBLE SHOOTING LIST

## TOUCH 04 TROUBLE SHOOTING LIST

**NOTE:** Please follow the instructions on the right side step by step. If the problem has been solved, you don't need to go one step further.

PROBLEM	SOLUTION
 <p><b>NTC ERROR: Buttons 1 &amp; 4 light up blue</b></p>	<ol style="list-style-type: none"> <li>1. Check if the NTC sensor cable (white) is disconnected.</li> <li>2. Please, contact your dealer.</li> </ol>
 <p><b>E-FAST ERROR:</b> <b>Buttons 1 &amp; 3 &amp; 4 light up blue</b></p> <ul style="list-style-type: none"> <li>■ E-fast disconnected (violet cable).</li> <li>■ Both solid state relay. Disconnected (missing signal).</li> <li>■ Heating fuse defective.</li> <li>■ Cables on top of the heater are disconnected.</li> </ul>	<ol style="list-style-type: none"> <li>1. Save the current recipes on the machine via the TONE Beverage Manager. Do a reboot by pushing 1/3/4 and switch ON the main switch (this will delete the current recipes on the machine). Turn the machine off and on again.</li> <li>2. Update the firmware to the latest version.</li> <li>3. In case of any other issues, please contact your authorised dealer.</li> </ol>
 <p>When starting a recipe, no water comes out of the machine (the selected button keeps blinking constantly)</p>	<ol style="list-style-type: none"> <li>1. Update the firmware.</li> <li>2. Check the fuse of the heating element.</li> <li>3. Check if during the run of a recipe the LED of both solid state relays are blinking.</li> <li>4. Please, contact your dealer.</li> </ol>

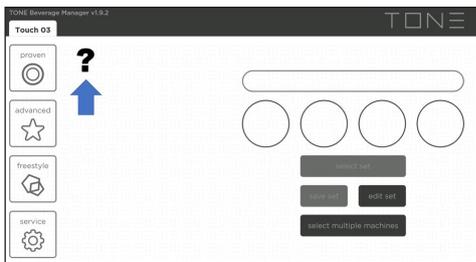
PROBLEM	SOLUTION
 <p><b>NO FLOW: water supply interrupted</b> Buttons 3 &amp; 4 light up blue</p>	<ol style="list-style-type: none"> <li>1. Check your water supply / open the main valve.</li> <li>2. Rinse the machine with approx. 1L by pushing button 1/2 + main switch</li> <li>3. Descal the machine (<i>check point 5.3: Descaling</i>)</li> <li>4. If no water comes out, build out and clean the proportional valve</li> <li>5. In case of any other issues, please contact your authorised dealer.</li> </ol>
 <p><b>LEAK ERROR: Buttons 2 &amp; 4 light up blue</b> Proportional valve is leaking</p>	<ol style="list-style-type: none"> <li>1. Rinse the machine with approx. 1L by pushing button 1/2 + main switch.</li> <li>2. In case of any other issues, please contact your authorised dealer.</li> </ol>
 <p><b>WATERHEATER ERROR:</b> Buttons 2 &amp; 3 &amp; 4 light up blue Brewer overheated / error on heating element / defective thermostat / Flow problem not resolved</p>	<ol style="list-style-type: none"> <li>1. Switch the brewer OFF and let it cool down.</li> <li>2. Rinse the machine with approx. 1L as described in <i>point 4.2: Rinsing</i>.</li> <li>3. In case of any other issues, please contact your authorised dealer.</li> </ol>

**PROBLEM****SOLUTION**

**Buttons 1 & 2 & 3 & 4 light up blue**

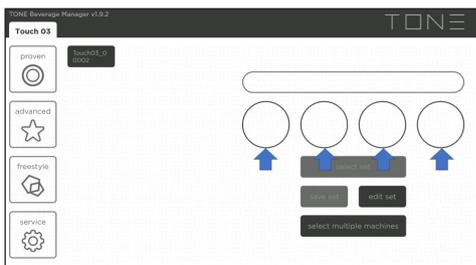
- The basket could not be locked properly. Check the movement of the locking element
- Detach the carrier with the shower and then reattach it

For more precise information go to *point 5.2*. Otherwise please contact your dealer.



The machine is not visible in the TONE App  
(Connection is done by ethernet cable)

1. Check the regulations of your firewall for the TONE App
2. Select the automatic mode in the ethernet port properties
3. Switch off / on the machine and the TONE App
4. Check if the machine number is visible in the TONE App
5. Please, contact your dealer.



No recipes visible on the keys (TONE-App)

1. Check if the number of the machine on the left side is marked
2. Do a reboot of the machine by pushing 1/3/4 and main switch together
3. Update the machine with the actual firmware
4. Please, contact your dealer.

# TONE

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## CLAIM REPORT

*We are sorry that you have an issue with one of our products. In order to help you and solve the issue we need you to fill in the claim report. If the problem cannot be solved, please fill out the claim report (see QR code). It is important to know what exactly has already been done, what is the serial number of the machine and if any parts have already been replaced.*