

# PodioX1

## Alarm Guide



V1.2

**COSTA**  
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PROFESSIONAL



PODIO



# Operator assets QR codes

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Scan the QR codes to access:



- All Operator assets
- Operator Manual
- Installation guide
- Replenishment guide
- Health & Safety guide
- MSDS & COSHH
- Daily compliance log
- Drink Preparation SOPs & videos
- Machine overview video
- Daily cleaning video
- Installation video
- Descale video
- Filter change video

Click the below button to take you to specific alarms:

**Operator  
Alarms**

**Technical  
Alarms**

**Information Only  
Alarms**

1.  
**Operator Alarms**

# 1. Operator Alarms

## 1.1 Alarm Table

Operator Alarms provide important information about the machine status. They indicate an action is required from a trained Operator to restore the machine to full working order. These alarms should not ordinarily require the action of a Technician. Operator Alarms that cause downtime will be classed as “Operational Downtime on reports”.

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
PD0001	INT_WATER_FILTER_CHANGE_DUE	Internal Water Filter Replacement Due	FALSE	When the machine detects that the water filter is due to expire soon. When the machine hits 80% of the total then the machine will generate an open event to indicate the internal water tank filter is due to be replaced. The close event should generate when the water filter is replaced or when the Water Filter Replacement Required event generates.
PD0002	INT_WATER_FILTER_CHANGE_REQUIRED	Internal Water Filter Replacement Required	FALSE	When the the machine hits 100% of filter usage then the machine should generate an open event to indicate that the internal water tank filter has expired. The close event should generate when the water filter is replaced.
PD0020	RINSE_IN_PROGRESS	Automatic Rinsing in progress	FALSE	"X1 - The machine automatically rinses at startup if the internal working temperature below 42 degrees. It'll rinse automatically whenever it is below 42 degrees. It will rinse 5mins after a chocolate drink on X1.  The machine automatically rinses at startup if the internal working temperature below 60 degrees. It'll rinse automatically whenever it is below 60 degrees. It will rinse 5mins after a chocolate drink and 30mins after any milk drink on X2 & X3. The process should last 30 seconds.  After the first chocolate drink is vended, the rinse will run after 5 minutes on all machines.  A manual group clean, a rinse can be trigged on the machines by pressing buttons at the same time.  When a quick clean is preformed this event will be triggered (manually or 15 minutes after the last milk drink), this is not applicable on the X1."
PD0021	DESCALE_THERMOBLOCK_DUE	Thermoblock Descaling Due	FALSE	Due occurs when agree 80% for the total water used before descale required. This event closes when either the descale is completed or if the Descale Required event activates.
PD0022	DESCALE_THERMOBLOCK_REQUIRED	Thermoblock Descaling Required	TRUE	Occurs when 100% of the agreed total water usage is consumed. The machine is still trading when this is required.
PD0023	DESCALE_THERMOBLOCK_IN_PROGRESS	Thermoblock Descaling In Progress	FALSE	The machine is carrying out a descaling for the coffee hydrolics circuit. Open at start and close at end.
PD0044	CAPSULE_DRAWER_NEARLY_FULL	Capsule Drawer Nearly Full	TRUE	"When the capsule drawer that holds the used capsules reaches an almost full point at full -2, the machine will generate a capsule drawer nearly full event. When the Pod bin is opened or if the pod bin reached the point that it is full then this event should close.  X2 & X3 The operator will require to confirm on screen that they have emptied the capsule draw for event to close."

# 1. Operator Alarms

## 1.1 Alarm Table (continued)

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
PD0045	CAPSULE_DRAWER_FULL	Capsule Drawer Full	TRUE	"When the capsule drawer that holds the used capsules reaches a full point, the machine should generate a capsule drawer full event. When the Pod bin is opened then this event should close.  X2 & X3 The operator will require to confirm on screen that they have emptied the capsule draw for event to close."
PD0046	CAPSULE_DRAWER_MISSING	Capsule Drawer Removed	TRUE	"When the capsule drawer is removed, the machine should generate a capsule drawer missing open event. When the drawer is replaced, the machine should send a close event. (10 seconds for emptying before assuming it's complete)  X2 & X3 The operator will require to confirm on screen that they have emptied the capsule draw for event to close."
PD0047	CAPSULE_STUCK	Capsule Stuck		"If a capsule is stuck and unable to drop into the brewing unit, then this event should generate. When the optical reader identifies the capsule is still inside the capsule entrance the event will open, when it detects the entrance is empty this should close. Reboot is required after the stuck capsule is removed."

2.  
**Technical Alarms**

## 2. Technical Alarms

### 2.1 Alarm Table

Technical Alarms provide important information about the machine status. They indicate that the machine is experiencing a technical fault that the Operator cannot resolve. An action is required from a trained Technician to restore the machine to full working order.

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
PD0012	FLOW_METER_ERROR	Flow Meter Error	FALSE	When the machine detects insufficient flow of water, then this event should generate. When it detects sufficient water, the event will clear. This could be by the machine completing an action, such as a clean, a drink, a rinse etc. This can occur on plumbed and non plumbed machines. A user can clear the error on the screen and try to use the machine again.
PD0013	GROUP_PUMP_FAIL	Group pump fail	FALSE	This event occurs when there are 3 consecutive missed reading of flowmeter. When this occurs the machine will stop trading and an engineer will need to attend.
PD0043	POWER_SAVE_MODE	Power Save Mode - Low Power mode	FALSE	When machine goes into Power Save mode, this event will generate. It will close when the power safe mode is switched off. The screen will be dimmed to save power, the boiler will reduce in temperature slightly.
PD0055	THERMOBLOCK_SHORT_CIRCUIT	Thermoblock probe short circuit	FALSE	Thermoblock temperature sensor in short circuit. If this due to a real error on the temperature sensor a Thermoblock Time Out/Over Temp will generate.
PD0056	THERMOBLOCK_OPEN_CIRCUIT	Thermoblock probe open circuit	FALSE	Thermoblock temperature sensor open or disconnected. If this due to a real error on the temperature sensor a Thermoblock Time Out/Over Temp will generate.
PD0057	THERMOBLOCK_OVERTEMP	Thermoblock Overtemperature	FALSE	Temperature (145 degrees) exceeded for a short time.
PD0058	THERMOBLOCK_TIMEOUT	Thermoblock probe alarm - Thermoblock Timeout	FALSE	Heating timeout for Thermoblock exceeded. If this occurs there's a fault and all drinks are disabled. The event is unlikely to clear on it's own and will need a restart or technical intervention.
PD0059	BREWER_TIMEOUT	Movement alarm - Brewer Timeout	FALSE	Brewing unit can't close (closing max torque exceeded or micro for sliding protection not reached/not working).
PD0059	BREWER_TIMEOUT	Movement alarm - Brewer Time-out	TRUE	Brewing unit can't close (closing max torque exceeded or micro for sliding protection not reached/not working).

3.  
**Information Only  
Alarms**

## 3. Information Only Alarms

### 3.1 Alarm Table

Information Only Alarms require no action from either an Operator or Technician and may be used by the contact centre to gain insight about the machine.

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
PD0003	LAST_INT_WATER_FILTER_REPLACED	Internal Water Filter Replacement Confirmed	FALSE	When the water filter has been replaced and this is confirmed on the screen X2 & X3 or via a sequence of buttons on the X1, then this event will generate.
PD0024	LAST_THERMOBLOCK_DESCALING	Thermoblock Descaling Completed	FALSE	The machine has completed the descaling for the coffee hydrolics circuit
PD0041	POWER_ON	Power On	FALSE	When the machine is Powered on, it will generate an open Power On event.
PD0060	LOGO_UNRECOGNISED	Capsule not recognised - Capsule Rejected	FALSE	In cases where the logo is not recognised and the capsule is rejected, the machine should generate a capsule rejected event.
PD0061	BARCODE_UNRECOGNISED	Barcode not recognized	FALSE	Barcode not recognized by optical reader.
PD0062	FIRMWARE_UPDATE_SUCCESSFUL	Firmware Update Successful	FALSE	Performed over Telemetry or locally at the machine - Update Successful.
PD0063	FIRMWARE_UPDATE_FAILED	Firmware Update Failed	FALSE	"Performed over Telemetry or locally at the machine - Update Failed. If sent OTA no information shown on screen. If completed locally at the machine, information (success or failure) is shown on screen. "
PD0064	RECIPE_FILE_UPDATE_SUCCESSFUL	Recipe File Update Successful	FALSE	Performed over Telemetry or locally at the machine - Update Successful. Information is only shown on screen if it is preformed locally at the machine
PD0065	RECIPE_FILE_UPDATE_FAILED	Recipe File Update Failed	FALSE	Performed over Telemetry or locally at the machine - Update Failed. Information is only shown on screen if it is preformed locally at the machine
PD0066	PARAMETER_UPDATE_SUCCESSFUL	Parameter File Update Successful	FALSE	Performed locally at the machine - Update Successful.
PD0067	PARAMETER_UPDATE_FAILED	Parameter File Update Failed	FALSE	Performed locally at the machine - Update Failed.

## 3. Information Only Alarms

### 3.1 Alarm Table (continued)

Information Only Alarms require no action from either an Operator or Technician and may be used by the contact centre to gain insight about the machine.

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
PD0079	MESSAGE_QUEUE_CLEARED	Message Queue Cleared		The message queue has been cleared. This deletes from the queue any sales & events messages. The purpose of this feature is to allow clearing of the message queue after machine production and at installation to prevent sales from the manufacture and testing process being sent to Grid 2.
PD0082	BARCODE_NOT_EXPECTED	Capsule Not Recognised - Capsule Rejected	TRUE	This event is generated when a capsule is inserted and read, but the barcode for the capsule is not in the recipe file. The capsule is rejected when this is the case and is ejected automatically.

# Version control

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Version	Date	Author	Changes
1.2	09.07.25	Sabeena Cleo Bahar	P6 description, type and ingredients disabled updates to alarms PD0020, PD0044, PD0045, PD0046, PD0047, PD0055, PD0056, PD0057, PD0063, PD0064, PD0065.
1.1	13.12.24	James MacDermott	Updated the Alarm Guide to match the recent changes in the Podio Alarm Template. Some alterations in the 'Description and Action' section, removed comments not applicable to the X1. Added PD0059 to Technical. Changed PD0020 to show degrees not %. Reordered some events in ascending order.
1.0	10.05.24	Sabeena Cleo Bahar	First release of Alarm Guide

If you require any support with your coffee machine please contact:

# Costa Coffee Contact Centre

